



The Plaza Is Now Open

CLT's new 51,000-square-foot East Terminal Expansion offers passengers more concessions and amenities to enhance their traveling experience. The \$39 million addition, called The Plaza, opened Nov. 15 under the Destination CLT portfolio, a \$2.5-\$3.1 billion capital investment in capacity enhancements.

Located between Concourses D and E, The Plaza, provides an inviting space to shop, dine and relax. Retail

choices include Charlotte Supply Co., iStore, The Body Shop and Minute Suites. Dining options are Shake Shack, Auntie Anne's and Potbelly Sandwich Shop, along with local favorites Wicked Weed Brewing and Bojangles'. CLT now has more than 120 concessions throughout the terminal.

"We are thrilled to welcome nine new locations for food and shopping that bring a mix of national and

local brands to CLT," said Aviation Director/CEO Brent Cagle. "From the latest technology to great food, popular retail options and a quiet place to relax, The Plaza has something for everyone."

The expansion also touts a Mother's Room, Pet Relief Area, restrooms, terrazzo flooring and lounge seating with views of the airfield. Integrated power is available in select chairs and tables, which allows passengers to charge their various electronic devices.

In partnership with the Arts & Science Council, an original artwork by Christian Moeller, titled "Loops" hangs prominently as The Plaza's centerpiece and is a must-see.

"The Plaza is a wonderful addition to the Airport," Cagle added. "Like all our Destination CLT projects, it has a modern feel, eye-catching art and leaves passengers with a memorable experience." ♦



Lower Level Roadway Improves Traffic Flow

The Airport has completed the final construction phase of the lower level roadway, creating eight lanes for an improved traffic flow at the front door of the terminal during peak travel times.

Five lower level outer lanes are designated for the public and three lower level inner lanes are used by commercial vehicles (buses/shuttles).

Drivers picking up passengers on the lower level (Arrivals/Baggage

Claim) should follow signage to arrivals. Upper level traffic for dropping off passengers remains the same.

For travelers using a ride-app service, such as Uber or Lyft, pick up is located in Zone 4 of the lower level outer lanes. The new location is more than twice the size of previous designated ride-app pick-up areas.

The \$50 million roadway project is part of Destination CLT. *continued on pg 3*

Grand Anse, Grenada



American Airlines Begins Grenada Service In December

Passengers looking for sun and fun will soon have a new getaway spot out of CLT. American Airlines begins weekly year-round service to the small West Indies nation of Grenada Dec. 21.

The flight to Maurice Bishop International Airport (GND) will take flight on an Airbus A319 seating 128 passengers.

Charlotte Douglas offers nonstop service to 178 destinations, including 38 international locations and

three U.S. territories.

CLT is American's second largest hub. The airline has recently increased frequencies to popular destinations and now operates more than 700 daily flights out of the Queen City.

In November, American also began operating on Concourse A at gates 2,4,6 and 8.

Visit aa.com to make reservations. ♦

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CONSTRUCTION UPDATE

Over the past 20 years, CLT has experienced tremendous growth, increasing from 23 million passengers in 1998 to more than 46 million passengers in 2018. As the sixth busiest airport nationwide and seventh worldwide, Charlotte Douglas continues to expand. Destination CLT, a \$2.5 to \$3.1 billion capital investment program, is designed to meet continued growth and passenger demand of the Airport and the Charlotte region through 2035.

Terminal Lobby Expansion

This December, CLT will break ground on the Terminal Lobby Expansion. The \$600 million signature project is slated to transform the current terminal lobby by adding 175,000 square feet and renovating another 191,000 square feet.

The new terminal lobby will include expansion



and renovation of CLT's basement, Arrivals/Baggage Claim and Departures/Ticketing levels. The Airport's five security checkpoints will also consolidate into three larger, more efficient checkpoints.

The Queen Charlotte statue will move inside and take center stage within the new lobby space.

A 146,000-square foot exterior canopy will be installed over the Elevated Roadway and Terminal Curb Front for the convenience of arriving and departing passengers. Two pedestrian overhead walkways will connect the new mezzanine level of the terminal directly to the

Hourly Deck.

Construction of the project is expected to take five to six years to complete.

Terminal Renovations

Concourse A renovations are 95 percent complete. Crews are putting the final finishes on flooring, ceiling and technology work, which is expected to wrap up in early 2020.

Concourse C's refresh is more than halfway done. Work continues with ceiling and flooring installation. The expected wrap up date is summer 2020.

Concourse renovations include new carpet in the seating areas, terrazzo flooring, fresh paint and seating with integrated power and USB ports.

Restrooms, fire alarm and sprinkler systems will receive upgrades as well.

Visit cltairport.com/destinationclt for construction updates. ♦



Terminal Lobby Expansion



Concourse A Renovations



Concourse C Renovations



Airport Entrance to Receive Welcoming New Facelift

By fall 2020, anyone driving by Charlotte Douglas International Airport will be greeted by eye-catching monuments designed to create a welcoming front door to the Airport and the City of Charlotte.

The centerpiece of the project is the architectural crown monument at the Airport's official entrance on Wilkinson

Boulevard at Josh Birmingham Parkway. The design – from the points of the crown to the lights – harken to the sleek, polished design of Concourse A Expansion.

Two monuments branding Charlotte Douglas' official airport identifier, CLT, will be placed on either side of Airport property on Wilkinson Boulevard. The

land around them will be landscaped to remove visual distractions along the busy highway.

Once complete, the monuments will foster a sense of arrival and help motorists better identify the primary entrance to one of the world's busiest airports. ♦



Great Food and Shopping Options Await Passengers

Along with the new shopping and dining choices available to passengers in the East Terminal Expansion - The Plaza, a popular Charlotte landmark opened at CLT this fall.

The Queen City's own Rhino Market & Deli debuted on Concourse A in September. Travelers have the option to select grab-and-go sandwiches and drinks, specialty coffees, soups, salads and a full breakfast menu, all featuring locally sourced products.

HMSHost, CLT's food and beverage concessionaire, has other restaurants

preparing to satisfy customers' taste buds. Tap Room and Uptown Mini Bar, both located in Concourse A, will begin serving passengers before the end of the year. Summerhouse will welcome its first guests on Concourse B in February/March 2020.

Paradies Lagardère, CLT's retail concessionaire, is also making news. In early 2020, shoppers may browse in Spanx and Runway (leisurewear) on the D/E Connector and take home delicious chocolate from Rocky Mountain Chocolate Factory on Concourse A Expansion. ♦

'Loops' Takes Center Stage

"Loops," a work of public art created by Los Angeles-based kinetic artist Christian Moeller, now prominently hangs in Charlotte Douglas International Airport's (CLT) East Terminal Expansion, also known as The Plaza.

"Loops" is a three-dimensional abstract line drawing materialized in metal and suspended from the ceiling. It is a collaboration between the Aviation Department and the Arts & Science Council, which manages the public art program for CLT.

The artwork consists of two interacting curvilinear objects animated by a slow and steady rotation that is accomplished with the help of electric motors mechanically integrated into the work's support structure. Its metal pieces were sent off to Space X, an aerospace manufacturer and space transportation services company, to create the necessary bends for

the artwork. "Loops" is made of approximately 200 linear feet of 5-inch diameter aluminum tubing coated with automotive paint in a sunny dual-tone finish. Each piece weighs approximately 600 pounds.

LED lighting creates shadows on the walls at night to showcase its rotation.

The white vapor contrails created by aircraft holding patterns in the skies above airports was the inspiration for "Loops."

A German-born artist and professor in the Department of Design and Media Arts at UCLA, Moeller's large-scale, site-specific artworks explore the synergies between architecture, sound, technology and movement.

The artwork was installed in February and debuted to the public in November.

Read more about "Loops" at artsandscience.org. ♦



Los Angeles-based kinetic artist Christian Moeller



"Loops" - Christian Moeller



continued from pg 1

Since the opening of the terminal in May 1982, three upper and lower lanes have been available to the public. The growth of local passengers using the roadway within the past 10 years, however, has jumped drastically, spurring the need to add two additional upper and lower level lanes for the public.

The last section of the Elevated Roadway and Curb Front that will open are the three upper level inner lanes near the terminal. Those lanes are complete, but will be used to store

equipment for the Terminal Lobby Expansion. Construction begins in December on the \$600 million project. Once the lobby expansion is complete in five to six years, the three upper level inner lanes will be used by Airport, hotel and CATS shuttle/buses.

Be sure to stay connected with the Airport. Follow @CLTAirport on Facebook, Twitter and Instagram. For the latest Airport news, link to cltairport.com/news or sign-up to receive CLT's newsletters at cltairport.com/newsroom/newsletters. ♦



New Decorations Create Festive Holiday Spirits

The Airport is getting its own magical reindeer. A 25-foot tall and 12-foot wide reindeer will land in the Atrium in early December as part of CLT's new holiday decorations.

It will have a fully engineered inner-frame with a hand formed exoskeleton made entirely of aluminum components. The best part, passengers

will be able to walk underneath the 1,500-pound structure that shouts selfie station. Approximately 3,000 LED low voltage lights and 125 decorative internal metallic finished stars will complement the reindeer's body. Studio 25 Decor, a Charlotte based company, is creating the piece specifically for the Airport. ♦



CONNECTIONS

CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT



Runway 5K Makes Difference in Local Community

Beautiful weather greeted more than 1,500 participants to CLT's airfield on Oct. 26 for the 13th Annual Runway 5K.

Christopher Capps, of Cornelius, was the overall winner with the time 15:45. The top female, Anne Fechtel of Charlotte, finished in 19:17. Both took home American Airlines' 25,000 miles vouchers. All participants received finisher medals.

One of the most popular races in Charlotte, proceeds from the run support an Airport Opportunity Scholarship through Central Piedmont Community College (CPCC) that promotes careers in aviation to local residents.

The race has provided nearly \$250,000 to local organizations since 2008 while welcoming nearly 19,000 participants since its

inception in 2007.

The Airport scholarship benefits students who are Title 1 eligible and graduates of a Charlotte-Mecklenburg high school. Each recipient will attend CPCC's Summer Bridge academic enrichment program and enroll in a two-year, career focused degree program specific to aviation. ♦

CLT Triennial Part 139 Disaster Exercise Tests Emergency Protocols and Procedures

CLT's Triennial Part 139 Disaster Exercise tested emergency protocols and procedures the Airport has in place in the event of an actual emergency on the airfield. Charlotte Douglas is required by the Federal Aviation Administration (FAA) to conduct a full-scale exercise every three years.

Approximately 100 volunteers assembled on Runway 5/23 to role-play passengers involved in a simulated airplane incident. More than 100 emergency responders



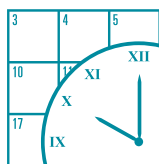
participated in the practice event on Oct. 5. The Airport will take feedback from the exercise to

make improvements to emergency procedures, if needed. ♦

Holiday Travel Tips

1. PLAN AHEAD

TSA advises arriving hours prior to a domestic flight, 3 hours prior to an international flight.



3. CHECK WITH

your airline on the status of your **FLIGHT** before coming to the Airport.



5. USE THE HOURLY



DECK for drop off and pick up. The first hour is **FREE!**

7. LOADING AND



unloading are permitted on the curbside. If your vehicle is left unattended, it will be **TICKETED AND TOWED.**

2. STAY CONNECTED



with the **AIRPORT.** Follow @CLTAirport on Facebook, Twitter and Instagram.

4. CHECK REAL-TIME



parking conditions online before leaving for CLT at parking.charlotteairport.com or call 704.359.5555

6. OBTAIN INFO

about CLT by visiting cltairport.com or calling 704.359.4910.



8. PARK IN

designated spaces or your vehicle will be towed.

