



CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT

# Connections



## Charlotte Douglas Becomes Safe Haven During Hurricane Sandy

Charlotte Douglas became a safe haven for 90 parked planes on CLT's airfield as Hurricane Sandy struck the northeast on October 29, causing major destruction in New York and New Jersey. Airlines ceased flights to

many northeastern airports for several days.

US Airways operates its largest hub at CLT. The airline canceled 1,600 out of 3,200 flights in the US Airways system on October 29 - the day the storm hit. Approximately

125 of those canceled flights were at Charlotte Douglas, where US Airways operates close to 630 flights each day. On October 30, US Airways canceled 1,600 flights across its network, 73 were canceled by the airline at CLT.

Flight schedules began returning to normal at the end of the week. US Airways resumed service at JFK and Newark airports on November 1 and LaGuardia Airport on November 2. ■

## Southwest Airlines Begins Service at CLT Next Spring



Southwest Airlines arrives in Charlotte next spring. The popular low-fare carrier announced in October that AirTran Airways will convert to Southwest Airlines on April 14, 2013 at CLT. AirTran Airways will end operations on April 13, approximately eight years after the airline began offering flights at Charlotte Douglas in May 2005.

Southwest, which acquired AirTran in spring 2011, will provide service to Baltimore/Washington, Chicago (Midway), Houston (Hobby) and Orlando airports from Charlotte Douglas. AirTran Airways current CLT flight schedule offers daily

nonstop flights to Atlanta and Baltimore airports.

CLT Aviation Director Jerry Orr said of the news, "Southwest Airlines is known throughout the country for its unique product and customer service delivery. I am sure this will please a number of our passengers who have been requesting this for some time."

Southwest, together with AirTran, serves 103 destinations in 41 states, the District of Columbia, the Commonwealth of Puerto Rico, six international countries and employs more than 46,000. Visit [www.southwest.com](http://www.southwest.com) to learn more. ■



## Airport Receives "Zero" Discrepancies on Airfield Inspection

CLT received "zero" discrepancies on its 2012 FAA Part 139 Inspection. It is the highest rating an airport can attain for the overall condition of its airfield.

The annual FAA Part 139 Inspection ensures that airports nationwide are meeting safety requirements set by the FAA. Inspectors visited CLT August 20 - August

23 examining several areas that included: pavement conditions, airfield signage, lights, safety areas, approach zones, self inspection records, fueling operations and various training records. ■

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## Planning Key to Demolition of Hourly Decks

Work on the back half of the new Hourly deck is currently underway. In January, crews will begin building the front half, but first CLT must tear down the current Hourly decks and relocate Queen Charlotte to make room.

The existing West Hourly deck is scheduled for demolition in January and the East Hourly deck in March. Demo will take one month for each deck.

The new Hourly deck is anticipated to open in November 2014. The \$120 million structure will contain seven levels and 7,000 parking spaces. The top four floors will house 4,000 public parking spaces. The lower three levels will include a rental car return facility with 3,000 rental car spaces, check-in counters and a service area to wash and refuel the vehicles.

In the coming weeks, the Airport will relocate Queen Charlotte between CLT's Daily decks. She currently stands between the West and East Hourly decks. Visitors to the Airport will be able to view the Queen off the Airport's entrance road. Once the front of the terminal is expanded in two to three years, tentative plans are to house the Queen inside. ■



**The 15-foot tall bronze sculpture** was first installed at CLT in 1990 as a gift from Queens Table, a small group of anonymous donors who financially pledge to beautify the city. The artist Raymond Kaskey said of the sculpture, "I used her as a mythological symbol. Leaning backward in the wind seemed appropriate for an airport, and the column sets her as a stationary weather vane. The emblem of the fountain is a compass rose, suggesting Charlotte as

a crossroads. The crown in her hands is counterbalanced with the backwards motion as a welcome sign to the pedestrian."

The statue honors Queen Charlotte Sophia for whom Charlotte is named. She married King George III in 1761. The couple had 15 children. Queen Charlotte Sophia died in 1818 at the age of 74. She is credited with being the first to introduce England to the Christmas tree. ■



## Recycling Center Makes Use of Worms

The Airport's new vermicomposting system is up and running, complete with 1.5 million red wigglers eager to devour cooked food products, coffee grounds, wet newspaper and cardboard transported to the Airport Recycling Center.

It is the first vermicomposting system of its kind at an airport. The worms

arrived from south Georgia in August, and the project remains in its test phase.

The worms serve as an eco-friendly method for disposing of organic waste, which assists the Airport in its sustainability efforts. The red wigglers are housed at the Airport Recycling Center inside five large bins.

Their diet is comprised of organic waste that is heated inside an invessel

digester for three days at temperatures between 130 to 160 degrees and made into compost. One pound of worms are capable of eating a half pound of food daily. CLT also plans to utilize the worms by using their waste as fertilizer on Airport property, which will provide savings in lawn care costs.

The Airport Recycling Center continues making headway in its sustainability efforts to sort cardboard, aluminum, plastic and paper to recycle, bundle and resell. The center is currently recycling 70 percent of CLT's waste and in November received an honorable mention at the Airport Going Green (AGG) award's program in Chicago, Ill. ■



## Intermodal Facility Continues Progress

Crews are currently grading, installing pipe and spreading structure base for Norfolk Southern's new Charlotte Regional Intermodal Facility at CLT. The laying of tracks is expected to begin by March 2013. Norfolk Southern is funding and building the facility, which will connect containers transported by trucks and trains to

eastern seaports. It will be located adjacent to the westerly parallel runway. The project is expected to generate \$7.6 billion in regional economic development over the next 20 years and bring thousands of jobs to Charlotte and the surrounding regions. Completion is anticipated for late 2013. ■

# Charlotte Douglas Receives Several Honors



Charlotte Douglas has received several accolades within the past three months, touting everything from CLT's family-friendly appeal to its new recycling center.

Charlotte Douglas is among "America's Most Family-Friendly Airports," according to Travel+Leisure magazine. Readers were asked to rate 22 domestic airports in various categories, including family-friendliness. CLT ranked seventh in the magazine's first-ever airport survey. Results were released in September

showing passengers gave high marks to the Airport's rocking chairs in the tree-lined Atrium, free Wi-Fi access and the Just Plane Art program, which features more than 20 permanent and rotating exhibits.

Charlotte Douglas recently tied for eighth place in a survey ranking the availability of healthy food options in the nation's busiest airports. This is the third year CLT has been included in the survey, which has been conducted by the Physicians Committee for Responsible Medicine (PCRM) since 2001.

The study revealed 78 percent of the Airport's more than 50 restaurants offer healthy, low-fat meals. Survey results were collected from June to November 2012 by PCRM dietitians who reviewed restaurant menus at 18 of the nation's busiest airports.

This fall, CLT received the 2012 WebAward for Best Transportation Website - cltairport.com. Each year, the Web Marketing Association names the best transportation website as part of its annual

WebAward Competition. Best websites are selected by judges using the following seven criteria: design, ease of use, copywriting, interactivity, use of technology, innovation and content. Last month, cltairport.com received more than 200,000 visits.

In November, the Airport received several acknowledgements from the MarCom Awards, an international creative competition that recognizes outstanding achievement by marketing and communication professionals. There were over 6,000 entries from throughout the United States, Canada and several other countries. CLT earned three Platinum, two Gold and two Honorable Mention honors in the following categories:

- Platinum Award - Website, Mobile Site and Social Media Pages
- Gold Award - Connections and Annual Report Video
- Honorable Mention - Airport Update and CLT Flash Mob Video

Platinum winners were among the most outstanding entries in the competition. Gold winners exceeded the high standards of the industry norm. Honorable Mention recipients were granted to those entries that meet the expectations of the judges.

The Airport Recycling Center and composting program received an honorable mention at the 2012 Airports Going Green (AGG) award on November 6th in Chicago, Ill. The award's program recognizes outstanding leadership in pursuit of sustainability within the aviation industry.

CLT's recycling center is currently completing a successful test phase. Five months after beginning operations, the center is recycling 70 percent of the Airport's waste. In the process, fifteen new jobs were created to handle the daily operations of sorting cardboard, aluminum, plastic and paper to recycle, bundle and resell. ■

## Mobile Site Launches New Design



CLT's mobile website unveiled a vibrant new look in August. The site includes the most frequently accessed information from CLT's website including flight information, parking status, various FAQs and contact information for airlines and the Airport.

It can be accessed from all mobile devices and smart phones. The City's MyCharlotte mobile application links to CLT's mobile site as well. In the future, the site will be enabled to include timely alerts. Visit <http://m.charlotteairport.com> to take a look. ■

## Concessions Update



Two new concessions at CLT offer passengers more great food and shopping choices.

Genghis Grill opens in late December, replacing Manchu Wok in the Atrium. The Mongolian stir fry eatery offers a selection of "bowls" served with a variety of meats, vegetables,

seasonings, starches and sauces. There's even a heart healthy dining option.

Passengers traveling internationally can now pick up a pair of sunglasses at the Airport's new Shades of Time kiosk, which opened in November on Concourse D. The store is known

for its designer eyewear ranging from Oakley to Ray-Ban. This is the second Shades of Time kiosk at the Airport. The first debuted in February 2011 in the Atrium.

When passing through the Airport, travelers may notice a recent change to the Atrium's food court. HMSHost, CLT's food and beverage concessionaire, has installed new chairs and tables in the popular eating spot, along with new condiment counters, lighting, ceiling tiles and floor tiles before the queue lines. ■



P.O. Box 19066  
Charlotte, NC 28219  
704.359.4000  
cltairport.com

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**Runway 5K Run Hits Winning Stride**

The Sixth Annual Runway 5K Run drew great weather and more than 2,300 participants to CLT's airfield on October 27. It was one of the largest crowds in the Run's history.

Funds from the Run will once again go toward LifeSpan's Community Activity and Employment Transition Program (CAET). This year, the Airport achieved a major milestone, raising more than \$100,000 for LifeSpan throughout the history of

CLT's five previous Runway 5K Runs. LifeSpan, a non-profit organization, assists children and adults with developmental disabilities. Twenty-two LifeSpan participants currently work at CLT, mainly as restroom attendants. ■

**Holiday Travel Reminders**

**smartpark**  
**THINK IT. PLAN IT. PARK IT.**

The Airport offers a variety of parking options. Plan ahead and get information on current parking conditions, airport maps and more by calling **704.FLY.5555** or visiting **cltairport.com**.

**DON'T LEAVE VEHICLES UNATTENDED**



Curbside pick-up and drop-off is allowed, but no unattended vehicles are permitted in any lanes on the ticketing and baggage claim levels. Curbside check-in customers cannot leave vehicles unattended.

**ALLOW ADEQUATE TIME**



Security checkpoints remain in place. Be sure to allow adequate time between arriving at the Airport and your flight's departure time.

**BRING YOUR PHOTO I.D.**



Current government-issued photo ID is required for air travel. You must be prepared to show proper identification at any time during the check-in process.

**HAVE YOUR TICKET READY**



Passengers holding e-tickets must obtain a boarding pass before passing through the security checkpoint.

**LEAVE/MEET PARTY OUTSIDE SECURITY CHECKPOINTS**



Only passengers are allowed beyond the security checkpoints. Make arrangements with the airlines for travelers needing special assistance.

**SAFETY FIRST!**



Read posted safety messages. Keep your children safe near baggage carrousel, escalators and moving sidewalks. Wear safe shoes - not flip flops or loose footwear.

**LUGGAGE RESTRICTIONS**



TSA limits the amount of liquids in carry-on luggage, including shampoos, perfumes and other liquid or gel items. Limit 1 bag per traveler. Visit [www.tsa.gov](http://www.tsa.gov) for further information.

**WAIT TO WRAP ANY GIFTS**



Be aware that wrapped gifts may need to be opened for inspection. This applies to both carry-on and checked baggage.