

JULY / AUGUST 2002

# RDU UPDATE

NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT



**Your Safety  
Is Our Business!**

## From the Chairman



Summer is upon us and families throughout the region are traveling to vacation destinations around the country and abroad. Passengers and visitors to Raleigh-Durham International Airport will enjoy new amenities including RDU Landing, RDU's retail and restaurant program that will officially open in August. We also encourage you to checkout the art exhibit "2001: Building for Space Travel" located in Terminal A extension.

With an ongoing emphasis being placed on airport security, this issue of *RDU Update* will provide an informative and comprehensive look into security at RDU. From our certified explosive detection K-9 team to the increased screening measures at security checkpoints, the airport security team is providing a safe environment for travelers and visitors to the Triangle.

Beginning this month, the Airport Authority and American Airlines have agreed to transfer the lease on Terminal C from the airline to the Authority. This decision will allow RDU to refurbish and renovate the terminal.

Last month the airport celebrated the opening of its new maintenance building. This latest addition to the airport is a state-of-the-art facility and is located off National Guard Drive. As part of the capital development program, this new facility demonstrates the anticipated growth of RDU in the upcoming years.

The Authority would like to extend its congratulations to the RDU Volunteer Ambassadors who have been recognized by the community with three achievement awards. RDU volunteers play a significant role in the airport's overall customer service program and they ensure passengers have a pleasurable travel experience.

As you travel this summer, we would like to remind you that RDU is your airport and we hope you will enjoy your time with us. Thanks to the dedication of our community and travelers, RDU was ranked 6th in the "Top 30 Airports in the Southeast" category. Thank you for your support!

*Kenneth D. Gibbs Sr.*

Kenneth D. Gibbs, Sr., Chairman  
Raleigh-Durham Airport Authority

## INSIDE >

**RDU Security: Our Changing Community.....2**

**National Guard Leaves RDU.....3**

**RDU: Change Amidst Confidence.....4**

**RDU Volunteer Ambassadors Receive Highest Honors.....4**

**New Maintenance Building Opens for Service .....5**

**RDU Hosts Space Travel Exhibit.....5**

**RDU Ranked Top 100.....6**



## RDUUPDATE

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# An Agreement for Change

At the end of last year, the Authority reached an agreement with American Airlines to acquire and terminate American's long-term lease on Terminal C. Acquisition of that leasehold paves the way for the Authority to upgrade passenger check-in, baggage and security systems, renovate restrooms, substantially expand the main terminal and concourse and relocate the connector between the terminal and concourse. It also allows the Authority to put Terminal C at the forefront of its terminal-area development plans.

"Our agreement with American will allow the Authority to develop Terminal C into a multi-airline facility with state-of-the-art technology to accommodate future growth in both air service and passenger travel," said Airport Director John Brantley.

American opened its RDU hub on June 15, 1987. Terminal C and its associated facilities were built and leased to American under a 40-year agreement with the Authority. When American closed the hub in mid-1995, the Authority began targeting other airlines to replace the lost service. Between 1995 and the present, 14 new carriers began serving RDU, 11 of which either originally were placed in Terminal A or later relocated there.

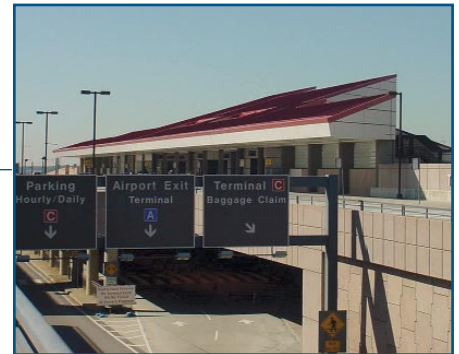
Midway Airlines moved its base of operations from Chicago to RDU in March 1995 and leased gates, ticket counters, offices and other space from American. Following the closing of its hub, American



**American Airlines terminated its long-term lease on Terminal C, which will allow for improved passenger services and upcoming renovation plans.**

continued service between RDU and its three primary hubs and London's Gatwick Airport. Today, American and its American Eagle affiliate offer 63 daily departures to 14 locations.

In order to ease terminal space constraints and improve RDU's operating efficiency, the Authority and American began discussing a transfer of control of Terminal C in mid-1999. At that time, Midway had a far greater presence than American and wanted to expand



further. The Authority was willing to renovate and expand the facilities, but not if it was unable to manage them.

After more than two years of discussion, the Authority and American reached an agreement that not only will benefit the airport, but the region as well. On June 15, the Authority gained operational control of Terminal C and began to move forward with development of plans for refurbishing and expanding the terminal. In late 2003/early 2004, that work will begin and completion of all phases should require about three years. Midway will continue to operate in Terminal C along with American and American Eagle, and other carriers will be located there after the expansion is finished.

## Celebrate the Grand Opening of RDU Landing

On August 16 the airport will launch RDU Landing, a concession program bringing travelers more than 30 new retail stores, restaurants and bars. Festivities will include coupons, giveaways and product samples.



# RDU Security: Our Changing Community

For nearly a year, airport security has been the focus of national attention. New procedures and technology have become part of the aviation industry and RDU has met the challenge head on by providing visitors with convenient services while managing security efforts. The new security measures are in place to ensure passenger safety. With the help of RDU's law enforcement team, facilities planners and the entire airport community, passengers will continue to enjoy a safe and pleasant traveling experience.

## Planning for the Future

Working in coordination with the Transportation Security Administration (TSA), RDU is making plans to install new security equipment and procedures. To aid in this process, the airport has taken the initiative to consult with Leigh Fisher Associates, a leading airport management firm, to identify the best and most efficient ways to manage the evolving security efforts and passenger needs at RDU. This group has made recommendations to RDU that will aid in the placement of new security technology devices and procedural changes by illustrating the effects that the new requirements will have on passenger convenience throughout the airport. In addition, as renovations are performed in both terminals during the upcoming years, security management will play a



RDU continues to work together to provide passengers with a safe and convenient traveling experience.

prominent role in the redesign of new spaces and resources.

## Moving Around the Airport

Along with the overall planning for security procedure implementation, ground transportation has also evolved over the past year. With a complete restructuring of all curbside activity, the airport remains accessible to passengers while maintaining a secure environment. Cars must be actively loading or unloading passengers in order to stop at the curb in



front of either terminal. Taxicabs are no longer parked outside each terminal but are called from taxicab dispatch booths. As always, traffic control officers play an important role in the success of curbside and roadway security.

## Security Success

Frequent travelers know that RDU's own police force has always provided a strong security presence at the airport. The police department's role is the same as any city police force acting on behalf



In May the North Carolina National Guard ended the security mission Operation Noble Hawk at RDU. The mission involved 140 guardsmen assisting law enforcement officials at the state's 12 commercial airports.

of the governing body, which, in the case of RDU's law enforcement department, is the Airport Authority. Often, visitors will see RDU's K-9 explosive detection team patrolling the airport. Joining RDU in November of last year, Mighty Mony, and her handler Detective Jonnie Joyce, are the first K-9 team at the airport. Mighty Mony works alongside the law enforcement officers patrolling and investigating the terminals, parking areas and concourses.

In addition to the new K-9 team, law enforcement continues to maintain a presence in the terminals and at security screening checkpoints. "We take the precautions very seriously even in areas we feel are entirely secure," said patrol officer Carl Nehls. "Everyone is more cautious these days."

The law enforcement department is making every effort to continue and enhance their current responsibilities at RDU. "We are aware that airport security has changed and we continue to work together to make RDU a pleasant place to visit and a safe place to travel," said Police Chief Donna Waters.

Additional security efforts include the installation of two Identix Live Scan technology systems for taking fingerprints and checking the criminal history of all airport employees with access to secure areas.

Once passengers have navigated the security procedures and checkpoints, they are encouraged to shop and dine at the many restaurants, bars and shops within the terminal. RDU has met the challenge of providing advanced security while allowing passengers to make themselves at home while traveling through the airport.

## Working Together

As airport security continues to evolve, RDU will continue its commitment to passenger safety and convenience. It is the responsibility of everyone at the airport to work as a team, including law enforcement officers, vendors, airport and airline staff and passengers. As development and security continues to evolve at RDU, airport and federal workers will work together to achieve world-class service that, at the same time, provides for world-class security.



## Part of the RDU Community

Passengers are a very important part of the RDU community. We appreciate your support and will strive to make your traveling experience pleasant and safe. Police Chief Donna Waters offers the following passenger travel tips.

### **Be aware of what is in your bag**

Go through luggage prior to packing to be sure no prohibited objects are in your bags.

### **Obey all signs regarding parking and terminal access**

Read signs as you enter the airport to locate designated parking areas and those areas marked for active loading and unloading.

### **Be aware of your surroundings and belongings**

Signs throughout the airport will guide you to security checkpoints, ticketing areas and gates. As you navigate the airport, never leave your bags unattended.

### **Understand that security officers are making the airport safe for YOU**

If you are asked to undergo further security screening, understand that security personnel are making air travel safer for all and that the entire process only takes a few additional minutes.

## Editorial

## RDU: Change Amidst Confidence

**John Brantley**  
RDU Airport Director

The Triangle region is a dynamic area, and RDU is a dynamic airport. In the aviation environment, changes occur daily, hourly, and even minute-by-minute. Yet thanks to our region's strength, travelers continue to show their support for air travel and RDU by flying in increasing numbers. It is this commitment to mobility that has resulted in a strong spring and early summer travel season. May it continue!

One outgrowth of increasing passenger travel is more air service. America West joined the RDU airline family on May 31, illustrating the confidence passengers still have in the aviation industry and the airlines' response to the region's ability to generate air travel. This confidence has resulted in the complete restoration of Delta's RDU flight schedule that was in place prior to last September 11 and American Airlines addition of service to both New York LaGuardia and Boston, its first new service points operating aircraft larger than regional jets in eight years.



Passenger demand continues to grow, and the Authority is rising to meet it with continued work on Parking Garage 4. Completion of that facility, which will offer passengers over 6,100 new parking spaces within walking distance of the terminals, has been accelerated by a year to late 2003. The Authority also has taken control of and is preparing to begin work early next year renovating and expanding

Terminal C, which will bring new amenities and greater services to our customers.

In the midst of all this activity, the federal government continues to install new and expanded aviation security processes, procedures and equipment. The Authority recently conducted an independent assessment of the current security process. This information was used to develop plans to try and accommodate efficient installation of the new equipment.

Terminal lobby space is already tight, and we do not want the new equipment displacing "people space." So it is vital that all space be used optimally. The Authority strongly believes security must enhance, not detract from, its customers' travel experience. We will continue working to assist the Transportation Security Administration in meeting the December 31 deadline for inspecting all luggage for explosives.

Change at RDU continues and is never ending. We thank our customers and the entire airport community for their ongoing support, patience and willingness to adapt to change.

## RDU Volunteer Ambassadors Receive Highest Honors

The RDU Volunteer Ambassador Program received high honors this spring by earning the Governor's Volunteer Award, the Wake County Commissioners' Volunteer Award and the Isaac Hunter Excellence in Service Award. These awards recognize volunteers' attitudes, workplace knowledge, familiarity with the community, communications skills and ability to exceed visitor expectations.

Ranging in age from 18 to 85, RDU's Volunteer Ambassadors play an important role in visitor and traveler relations. The ambassadors are responsible for assisting and educating passengers at information desks and throughout the terminals.

"These awards help the volunteers to realize that their efforts are appreciated by the

community," said Carmen Watson, Volunteer Coordinator. "They will encourage the volunteers to do even better this year."

Of the 26 volunteers currently involved in the program, several have been with RDU since the program's inception in 1996. Over the years they have seen many changes at the airport. With the help of frequent orientation meetings, the volunteers are always prepared for their duties.

"I look forward to coming to RDU every week," said John Ganarkis, a veteran volunteer ambassador at RDU. "When dealing with people one-on-one, I feel that I am making their life easier while traveling."

To recruit more volunteers, RDU conducts community outreach efforts and relies on the current volunteers to spread the word as well. Lloyd Stein, a volunteer ambassador for just over a year, heard about the RDU Program at a service club meeting in Chapel Hill.

"This is my way of giving back to the community," said Stein, a retired physical ther-



**Awards help volunteers realize the value of their service to RDU and the community.**

apist. "We help to ease the pressures that people at the airport may experience."

*If you are interested in the Volunteer Ambassador Program, please contact Carmen Watson at 840-2125 ext. 236 or [carmen.watson@rdu.com](mailto:carmen.watson@rdu.com).*



## New Maintenance Building Opens for Service

The maintenance department at RDU opened its new base of operation in June after 18 months of construction. Located off Aviation Parkway near the North Carolina Air National Guard, the building is a welcome addition to the airport. And while passengers and visitors may not be aware of RDU's latest addition, they will feel the benefits with every trip to the airport.

"This new building will allow the maintenance department to perform its duties in a more efficient manner, thereby making the overall traveling experience better for every passenger and visitor to RDU," said John Brantley, airport director.

Built with growth in mind, the building houses administrative offices, workshops, a warehouse, vehicle service bays and areas reserved for future needs. Along with the building, there is an outdoor covered parking area used to keep equipment out of the elements when not in use, a storage building and trash facilities.

"When we began the plans for this building, we evaluated our current needs and equipment and then worked with the staff to meet its needs now and in the future," said Cal Edmondson, senior facilities program manager.

Members of the maintenance department appreciate the role they played in the overall design of the building. "We thank the entire team for allowing us to help in designing our new home," said Carl Fulp, maintenance manager. "The new facility will help our efficiency and productivity by providing the tradesmen with the space necessary to perform their work."

With 37 employees currently working in the maintenance department, the building's many features are much needed. From a dust collection system to a top-of-the-line automotive repair garage, the maintenance staff will be able to "work as a team to handle and resolve problems 24 hours a day, 7 days a week," said Fulp. "The maintenance staff is excited about our new facility which was designed especially for maintenance operations."

Also located in the building will be the RDU public transportation (shuttle bus) operation and storage for various departments.

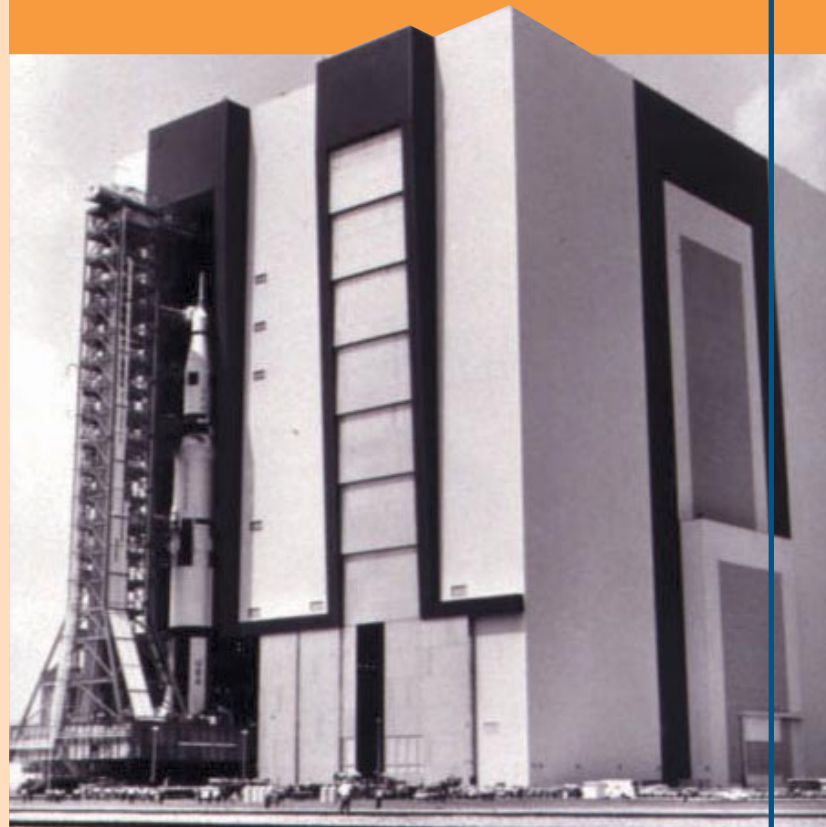
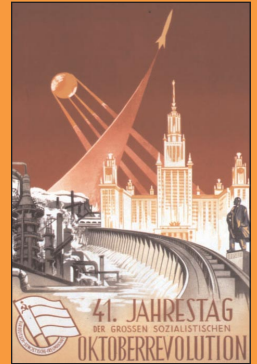
## RDU Hosts Space Travel Exhibit

Throughout the summer, RDU will host "2001: Building for Space Travel," an art exhibit co-organized by the Art Institute of Chicago and the Museum of Flight in Seattle. The exhibit depicts the evolution of space travel through architectural designs, while exploring the work that engineers, architects and designers have done for the space program over the years.

This exhibit is part of RDU's continuing arts program providing an aesthetically pleasing environment for airport visitors and travelers. In addition to the summer exhibit, RDU hosts community art projects along the corridor connecting Terminal A and Terminal A Extension.

The "2001: Building for Space Travel" exhibit can be found next to Playport at the entrance of Terminal A Extension.

This exhibit has been co-organized by The Art Institute of Chicago and the Museum of Flight, Seattle, with major support from the National Endowment for the Humanities, expanding our understanding of the world. Additional funding was provided by the Benefactors of Architecture at The Art Institute of Chicago and a challenge grant from the Graham Foundation for Advanced Studies in the Fine Arts and the Architecture and Design Society of The Art Institute of Chicago.



The exhibit includes images of various space travel equipment including rockets, space shuttles and space stations.

## RDU Ranked Among Top 100 Airports In Nation

In a recent issue of Aviation Week's *Airports* newsletter, Raleigh-Durham International Airport was ranked 39th among the "2001 Top 100 U.S. Airports" and was ranked 6th in the "Top 30 Airports in the Southeast" category. We thank our passengers, staff and community partners for helping us achieve this success.

### AIRPORTS

#### Regional Analysis - Southeastern U.S.

12 Months Ended June 2001

#### Top 30 Airports In the Southeast

|                    | Annual O&D Passengers | O&D Passenger Per Day |
|--------------------|-----------------------|-----------------------|
| 1. Atlanta         | 26,724,870            | 73,219                |
| 2. Orlando         | 23,775,110            | 65,137                |
| 3. Fort Lauderdale | 14,493,120            | 39,707                |
| 4. Tampa           | 14,199,010            | 38,901                |
| 5. Miami           | 8,937,810             | 24,487                |
| 6. Raleigh/Durham  | 8,046,850             | 22,046                |
| 7. Nashville       | 6,885,740             | 18,865                |
| 8. West Palm Beach | 5,752,330             | 15,760                |
| 9. Charlotte       | 5,637,290             | 15,445                |
|                    | 4,980,070             | 13,644                |



## Canes Fans Welcome Team Home

Throughout the National Hockey League playoff tournament and the Stanley Cup finals, RDU was proud to help fans welcome home the Carolina Hurricanes team. We appreciate the cooperation of the team's fans and congratulate the Canes on a successful season.

Visit RDU's Web site at [www.rdu.com](http://www.rdu.com)



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