

MAY / JUNE 2002

RDU UPDATE

NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT



**Take Off with the
Official RDU Travel Guide**

From the Chairman



We are in the midst of the busy spring travel season. This is also the time that many families begin making summer vacation plans as well. In this issue of RDU Update, we highlight destinations that have become favorites for Triangle area travelers.

We have also included a guide to everything RDU. Here, you will find information to help you locate a parking space, navigate security checkpoint and find the perfect cup of coffee. In the past year, RDU has introduced over 30 new restaurants and shops that will help you relax before and after your flight. From the country's first airport-based Golden Corral Express to the area's first ACC shop, RDU has something for everyone.

If you have traveled to the airport recently, you know that we are making great progress on RDU's newest parking garage. This is only one of the projects the airport is working on to make your trip to the

airport more convenient. The airport will soon begin work on the I-40 and Aviation Parkway interchange. By expanding lanes and making sure traffic free flows to and from Aviation Parkway, the airport will ensure easy access to the airport.

On May 31, America West begins non-stop service between RDU and Phoenix and RDU and Las Vegas. We know passengers will welcome this new service, which offers easy access to the West coast.

Inside, you will also meet the RDU Airport Authority's Employee of the Year. Traffic Control Supervisor Peter Rubino exemplifies the airport's commitment to safety and customer service.

It is heating up to be another busy vacation season. Have a great time!

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

INSIDE >

RDU Landing.....2

10 Tips for Navigating Security.....3

Parking at RDU.....4

Convenience Plays Key Role in Security Success.....5

RDU's Employee of the Year is a Man on a Mission5

Airport Tackles I-40 Construction Project.....6

RDU Thanks Taxi Drivers.....6

Miami

RDUUPDATE

John C. Brantley
Airport Director

Mindy Hamlin
Communications Manager, Editor

Sylvie Geoffre
Photographer

Teresa Damiano, Trish Harleston
Writers

RDU Update is published every other month by the RDU Airport Authority for its corporate and community partners and air travelers. Suggestions and comments should be sent to:
Mindy Hamlin, Editor,
Raleigh-Durham Airport Authority,
P.O. Box 80001, RDU Airport,
North Carolina 27623 USA.
Phone: (919) 840-2100;
Fax: (919) 840-0175;
Email: mindy.hamlin@rdu.com.

RDU Passport: Spring Break and Beyond

RDU has been connecting college students and families with their dream spring break and vacation get-aways for many years, and this year is no different. Spring break, which typically takes place in the first weeks of March, kicked-off what promises to be a very busy spring and summer travel season.

This year showed no decrease from previous years in bookings for the most popular spring break destinations. With nearly 28 charters scheduled out of RDU, the Triangle region's favorite spring break destinations were all within reach. Charter flights are most common for spring break travelers, whose top picks were Tampa, Miami, and Orlando in Florida, as well as Cancun and Montego Bay. The spring or summer vacationer also has the option of flying non-stop to Miami and Orlando for connections to destinations that offer incredible weather and non-stop fun!

Florida is the historic home of spring break. Daytona Beach offers more than just beaches. With temperatures in the mid- to low- 70's during March, Daytona is an ideal tourist destination. Bike Week and the Daytona Speedway attract millions of tourists each year. Spring break was born in Daytona Beach with its

beachfront bars and hotels. You can even drive your car right onto the beach! It's also close enough to Orlando for planning a day trip to the theme parks.

Another increasingly popular vacation and spring break spot in Florida is Panama City. With 27 miles of beaches and Club Le Vela, billed as the largest nightclub in the US, Panama City satisfies the sun and sand desires. Also among Florida's favorite destinations is Miami, gateway to the Bahamas. Tony Maupin, Vice President of Maupin Travel, says Bahamas Cruises were the third most popular spring break get-away this year.

The average temperature in the Bahamas during the spring and early summer months ranges from 77 to 79 degrees. Perfect temperatures for a day of beach and water park activities. Private beaches offer serenity amidst clear blue water, soft white sand and sunshine as far as the eye can see.

This year's two most popular spring break destinations were Cancun and Montego Bay, Jamaica. In recent years, Cancun has earned the reputation as one of the wildest spring break spots around. However, it is also home to the Mayan temples and ancient relics that contribute to a breathtaking and unforgettable vacation. The mid 80-degree temperature in Cancun invites tourists to enjoy the white limestone sand beaches. Scuba diving on the southern beaches is spectacular and snorkeling in the lagoon is invigorating. But when you're traveling with that snorkel or scuba gear, don't forget to check it with your luggage to avoid unnecessary security checkpoint delays.

The second most popular destination is Jamaica. Montego Bay offers a casual and relaxed atmosphere combined with a quick-paced city experience. On the other hand, Negril, another favorite vacation spot, is a great escape with its coral cliffs and 7 miles of powder-textured beaches! If your travel plans take you to Mexico or Jamaica, don't forget to have your passport handy.

Now is the perfect time to begin planning your next vacation. Whether your plans take you to the beaches of the Caribbean or to the ocean on Florida's coast, you can be assured you can get there from RDU.



America West Launches RDU Service

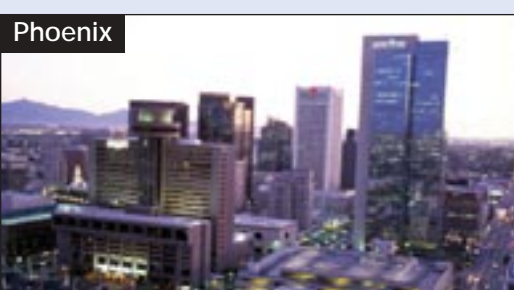
America West Airlines, the nation's eighth largest carrier, will begin service at RDU on Friday, May 31. The airline will provide flights to its hubs in Phoenix and Las Vegas with connections to 40 additional cities in the western U.S.

America West offers one of the industry's most generous frequent flyer programs. Passengers receive 3,000 of the airline's FlightFund bonus miles for every roundtrip ticket purchased at americawest.com with travel completed by December 31, 2002. Triangle region travelers will receive double miles for travel between RDU and Phoenix and Las Vegas between May 31 and August 31. With those two offers combined, passengers can earn a free flight after completing just two roundtrip tickets.

In addition, America West's fare structure does not require a Saturday night stay and offers customized travel programs for large corporations and the unique Corporate AWARDS program for small businesses. The program offers a five percent up-front discount on all tickets.

The airline also offers leisure travelers unique vacation packages through its America West Vacations program, which may include airfare, hotel accommodations, rental cars and other amenities, in Arizona, California, Florida, Nevada and Mexico. America West Vacations specializes in Las Vegas vacations with more than 30 hotel partners.

For reservations contact a professional travel agent, America West at 1-800-2-FLY-AWA (1-800-235-9292) or go to www.americawest.com. To book a vacation, go to www.americawestvacations.com or call 1-800-356-6611.



Guide to Everything RDU

Spring officially kicks-off the Triangle region's travel season. There have been many changes at Raleigh-Durham International Airport, ranging from new security requirements to new restaurants and shops. On the next three pages, you will find all of the information you need to navigate RDU.



Open up your imagination with a book from **The Book Cellar** and **WH Smith Books.co**

RDU Landing

In the spring of 2001, RDU began construction of RDU Landing, an ambitious concession program that brings passengers over 30 new retail stores, restaurants and bars.

Passengers traveling through RDU will find a diverse selection of retail stores, ranging from local treasures **A Southern Season** and **The Book Cellar** to national retailers **Brooks Brothers** and **WH Smith**. Two new food courts, along with a variety of sit-down bars and restaurants, offer something for everyone.

Terminal A

Retail

- ACC Shop
- The Book Cellar
- Brooks Brothers
- Press News
- Press Plus
- A Southern Season
- WH Smith Books.co

Dining

- A & W
- AJ's Tavern
- Gelato Amare/Jazzy Juice
- Godfather's Pizza
- Golden Corral Express
- Gourmet Bean
- Greenleaf's Grill
- Jersey Mike's Subs
- Jump Asian Cuisine
- Popeye's Chicken
- Rapidos
- Varsity Bar & Grill

Give a taste of the South with a gift from **A Southern Season**



Get all the news at **Press News** and **Press Plus**

Coming Soon to Terminal A
Seattle's Best Coffee & Vie de France
PGA Tour Shop

Relax in front of a cold one at **AJ's Tavern** or **Varsity Bar & Grill**

Terminal C

Retail

- News & Gifts
- A Southern Season
- WH Smith

Dining

- A & W
- Cyber Café
- Jersey Mike's
- Maui Taco
- Seattle's Best Coffee & Vie de France

Coming Soon to Terminal C

- ACC Shop
- The Book Cellar
- Gelato Amare/Jazzy Juice
- Pinehurst Microbrewery
- PGA Tour Shop
- WH Smith Books.co

Grab a quick lunch at **A & W**, **Jersey Mike's**, **Maui Taco**

Pick up a bottle of your favorite BBQ sauce at **A Southern Season**



What You Need to Know

- The airport's restaurants are located past security checkpoint. Coffee, soda and light snacks are available on the ticketing levels.
- Passengers with early morning flights should be reminded that vendors serving breakfast foods and coffee open at 5 a.m.
- Stores selling newspapers, magazines and snacks open at 5:30 a.m. Specialty retailers open at 6 a.m.

Try on a new look at **Brooks Brothers** or **ACC Shop**

Enjoy a relaxing meal at **Greenleaf's Grill**

Cool down or warm up at **Gelato Amare/ Jazzy Juice** or **Gourmet Bean**



Grab a bite at:
Godfather's Pizza **Popeye's Chicken**
Golden Corral Express **Rapidos**
Jersey Mike's Subs **Jump Asian Cuisine**

Sip a glass of wine while checking your email at **Cyber Café**

Take a trip to Paris at **Seattle's Best Coffee** and **Vie de France**

Catch up on all the news at **WH Smith**



10 Tips for Navigating Security



1 Arrive at the airport at least 2 hours before your flight departs. Keep in mind that the airport's busiest hours are Monday – Friday before 9 a.m. and after 4 p.m.

2 Bring a government-issued ID.



3 Make special arrangements for children and individuals with special needs. Most airlines will allow one family member to accompany minors and individuals with special needs to the boarding gates. Call your airline ahead of time to make arrangements.

4 Limit carry-on items to one bag and one personal item, such as a handbag or briefcase.



5 Clearly label all luggage.

6 Remove all sharp objects from your carry-on bags before you arrive at the airport. Check out www.rdu.com for a list of prohibited items.



7 Check-in any sports equipment, such as golf clubs, lacrosse sticks, tennis rackets and pool cues.

8 Do not place wrapped gifts in carry-on or checked luggage.



9 Arrange to meet friends and family at baggage claim. Only ticketed passengers are permitted past security checkpoint.

10 Do not park at the terminal curb, which is for active loading and unloading only.



Guide to Everything RDU Parking

RDU offers nearly 17,000 hourly, daily and long-term parking spaces. All lots cost \$1 per hour. Daily lot rates range from \$4 to \$8 per day. Electronic signs guide you to parking lots with available spaces. Signs begin on Aviation Parkway and Airport Boulevard and are located throughout the airport.

Terminal Area Parking

The airport's daily and hourly parking lots are conveniently located between Terminals A and C and are the airport's most convenient and most popular.

Traffic patterns leading into terminal area parking were recently changed to accommodate construction of the airport's 6,150-space parking garage. Hourly parking was moved and a temporary toll plaza was built across from Terminal A extension. The traffic patterns leading into the hourly and daily lots will remain unchanged until the new garage opens in the fall of 2003.

Hourly Parking

The entrance to the airport's 1,700 hourly spaces is located at the Terminal A parking entrance. The pedestrian walkway provides easy access to Terminal C. Daily maximum rate: \$24.

Daily Lots

Over 3,300 daily spaces are within walking distance of both terminals. Signs will guide you to the Terminal A and Terminal C daily parking entrances. Due to FAA security requirements, daily spaces within 300 feet of the terminal require vehicle inspections. Daily maximum rate: \$8.

Park and Ride Lots

RDU's five park and ride lots offer over 12,000 parking spaces. Shuttle buses transport you from the lots to the terminals every 15 minutes. When using RDU's park and ride lots, allow ample time to park, catch the shuttle and check-in.

Park and Ride 1 – Green Lot

This lot, located just south of the airport terminals, has 1,200 available spaces. A popular lot for business travelers, it is usually the first park and ride lot to fill up. Daily maximum: \$6.

Under Construction: Park and Ride 2 – Yellow Lot

Located north of the airport across from the Air Traffic Control Tower, this 1,000-space lot is closed for renovation. It will reopen this fall. Daily maximum rate: \$5.

Park and Ride 3 – Purple Lot

Last year the airport added 2,000 spaces to this lot, bringing the available number of spaces to 3,000. The lot is located near the I-40 and Aviation Parkway interchange on National Guard Drive. Daily maximum: \$5.

Park and Rides 4 (Orange) and 5 (Brown)

The over 5,000 spaces in these lots are located north of the terminals on International Drive. These lots open as demand dictates. Daily maximum rate: \$4.



Editorial

Convenience Plays Key Role in Security Success

John Brantley
RDU Airport Director

The spring travel season has been a busy one for RDU air travelers. They have returned to the air in about the same numbers as in the spring of last year.

Passenger confidence in air travel has been largely restored. To keep it that way, the federal government and the air transportation industry must reconcile safety and security with the growing number of air travelers.

An important question is whether the changes in aviation security mandated by Congress in enacting the Aviation and Transportation Security Act last November are really improving security or only unnecessarily inconveniencing passengers and depressing air travel, particularly by time-conscious business travelers who provide the backbone of most airlines' business.



By the end of this year, all airport security screening checkpoints are to be staffed by federal government workers. Equipment, some of which is nearly the size of a Volkswagen Beetle, intended to detect explosives in checked luggage is to be installed and operating at every

airline-served airport. However, much of that equipment is not the latest technology, screening capacity is low, and false positive indications are numerous. All indications are that this approach will slow security considerably more than already has been the case.

There are alternatives. Security measures used in Israel and other parts of the world may offer solutions that will ensure passenger safety without destroying the convenience of air travel. Clearly, airports and airlines will have to work with the federal government to find and employ measures that ensure security while not creating such a hassle that people become unwilling to travel, no matter the fare.

The challenges continue. RDU is dedicated to safe and secure passage for its customers. At the same time, airports aren't needed if there are no customers or airlines to transport them.

RDU Employee of the Year:

A Man on a Mission

Peter Rubino hasn't lost his fast-talking New York accent, yet he is the epitome of southern hospitality. His customer-first attitude and drive to make things better, combined with a decision-making strategy to do "what a reasonable, knowledgeable person would do," is what made him the perfect choice for the 2002 RDU Employee of the Year.

A third-generation law-enforcement officer, Rubino has policing, and now aviation, in his blood.

"I was on a baseball scholarship in college, but due to severe sand burns on my knee, I could not play. But it was that same sports competitiveness and drive that my father and grandfather had that turned

me toward finishing college and entering law enforcement," he said.

Seventeen years of police work later (11 in New York and six at RDU), Rubino finds himself in the dual role of traffic control supervisor and police department liaison as a sworn law enforcement officer.

"I think that when a person takes a job they make a mutual agreement with their employer to do the job to the best of their abilities and that they should never do anything less than that," he said.

If there is a philosophy of work this Employee of the Year holds, it is that "work life is part of an overall quality of life issue, and by working hard at making things work better, we make the

quality of life better for ourselves and others," he said.

So how is a New York State Police officer challenged by the activity of a medium-sized airport?

"There are so many great things ahead for the airport and for what we can do in traffic control with customers. Being on the curb is where the customer intelligence is, where we see who is coming and going and what the needs are. It's a very exciting place to be," he said.

Rubino believes uniformed, security employees are more approachable than in the past, and thinks his fellow officers have an opportunity, borne out of the 9/11 crisis, to become more involved with their respective communities.

"I would say that people definitely appreciate police and firefighters more today and if



we take advantage of that mindset and open up to them a little more, we can help people resolve their quality of life issues, in the airport community and in our neighborhoods," he said.

Airport Tackles I-40 Construction Project

The RDU Authority recently approved a nearly \$2 million construction project that will bring some much needed relief to Triangle-area drivers. The project will ease traffic entering and exiting the airport at the I-40 and Aviation Parkway interchange.

Improvements to the interchange include a right turn lane from I-40 westbound at Aviation Parkway, as well as a loop ramp from Aviation Parkway onto I-40 eastbound. Both improvements will ease back-ups and ensure traffic free flows to and from I-40.

"It is in the best interest of the airport and the community to provide passengers easy access to the airport," said John Brantley, airport director. "We have been watching this interchange for years and we realize that changes need to be made sooner rather than later."

The North Carolina Department of Transportation agrees. Last year, the DOT hired a firm to conduct a high occupancy vehicle and congestion management study. The I-40 and Aviation Parkway interchange was listed as one of the top three chokepoints along the corridor. One of the reasons for the congestion: traffic entering and exiting the airport.

However, even though the interchange qualified as part of the state's transportation improvement plan, no timeline for the improvements was set. Realizing that congestion in this area would only increase, airport officials decided to take on the project.

RDU project managers are working with an engineering design firm to develop the initial plans, create a construction schedule and solicit bids. Officials say the construction will be completed in the next nine to 15 months.



RDU Thanks Taxi Drivers

In February, the RDU Airport Authority recognized taxicab drivers who went above and beyond the call of duty during the region's January snowstorm. Fourteen drivers came to the airport to serve passengers even though the weather was not very accommodating. RDU thanks these drivers for their ongoing commitment to customer service.

Mohammed Bounagui – JP Taxi
 Mohammed Cali – American Cab
 Steve Gilooly – Capital Style Limousine
 Mohamed Issa – American Cab
 Emmett Jaroush – MVP Airport Express
 Yohannes Kidanewold – MVP Airport Express
 Joseph Macharis – American Cab
 Toney Manuel – DART
 Ali Mohamed – American Cab
 Ntinginya Musisa – Arusha Cab
 Mahad Omar – MVP Airport Express
 Mufeed Omary – Silver Taxi
 Abdul Rahim – Airport Express Cab
 Tama Tsasa – JP Taxi

Visit RDU's Web site at www.rdu.com



Communications Department
 Raleigh-Durham Airport Authority
 P.O. Box 80001
 RDU Airport, NC 27623
www.rdu.com
 (919) 840-2100 / (919) 840-0175 fax

Raleigh-Durham Airport Authority Members

Kenneth D. Gibbs, Sr., *Chairman*, City of Durham
 David T. Clancy, *Vice Chairman*, City of Raleigh
 W. Stephens Toler, *Treasurer*, Durham County
 J. Ray Sparrow, *Secretary*, Wake County
 Robert D. Teer, Jr., City of Durham
 Robert W. Winston, City of Raleigh
 Lionell Parker, Durham County
 R. David Lane, Wake County

PRSR STD
 U.S. Postage
PAID
 Raleigh, N.C.
 Permit No. 1947