

WINTER 2005

RDU UPDATE

NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT

Terminal C

A Terminal for the Way You Travel



From the Chairman

Design Keeps Focus on Customer



RDU enters 2005 with a flurry of projects. A major new construction project is under way to transform Terminal C from a former regional hub into a vital center serving RDU travelers for decades to come. A redeveloped general aviation complex

offers a new terminal and hangar space for the vibrant corporate, executive and private aviation community. Two new retail stores recently opened, complementing the dozens of shops and restaurants serving visitors to RDU.

This focus on bricks-and-mortar often diverts attention from the most exciting activity at the airport. Passenger traffic continues to grow at an astounding rate, with approximately 22,000 customers traveling in and out of RDU each day, and an increase of nearly 10 percent in airport usage in the past year.

Customers are the heart and soul of RDU and the central focus of all the activity you see around you. It is our customers – commercial, cargo and general aviation – who inspire us, motivate us and guide our planning for new services and facilities.

It is customers who tell us they want convenient parking within walking distance of the terminals, wireless Internet access so they can stay plugged in while waiting to board their flight, and online access to flight schedules.

As we begin this new year of service at RDU, we renew our commitment to a "designed-with-you-in-mind" approach – keeping you, the customer, sharply in focus as we envision and shape the future of RDU.

Happy travels!

David T. Clancy, Chairman
Raleigh-Durham Airport Authority

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New General Aviation Terminal Opens for Business

RDU's general aviation community recently celebrated the opening of a new, state-of-the-art terminal and hangar space for corporations, executives and private pilots. The new facilities are part of a general aviation redevelopment program begun in 1996 to support the growing number of companies and individuals seeking private air services for business and personal travel.

The revitalized general aviation area features new fixed-base operator facilities, more than 30 acres of aircraft parking space and new hangars for the airport's two fixed-base operators: Piedmont Hawthorne and Southern Jet. More than 4,500 general aviation flights take off and land at RDU each month. Seventy percent of the flights are for business travel.

"These new facilities allow us to provide premier flight services and support for crews and passengers who rely on and enjoy private air travel," says Dave Tresaloni, general manager of fixed-base operator, Southern Jet.

The new general aviation terminal is located north of the main passenger terminals near the air traffic control tower. It gleams with 415 panels of exterior glass and a canopy that extends 65 feet from the building to accommodate arriving and departing passengers.

The terminal features a restaurant, meeting facilities, pilots lounge and observation deck. A glittering sculpture, "Dreams of Flight," suspends 1,000 pieces of cut, stained cobalt and light blue glass from stainless steel tubing to remind visitors of a time when people only dreamed of flight.



RDU's new general aviation terminal opened in October.

Photos by Michael Zirkle

The new general aviation terminal is available for event rentals. The public areas, with unique artwork and aircraft viewing, include the lobby, mezzanine and balcony. This area has a 350-person capacity and is perfect for receptions, dances and parties.

The conference room in the general aviation terminal is designed for smaller meetings and luncheons for no more than 50 people. Availability is based on scheduled rentals and general aviation events and activities.

Fixed-base Operators

Piedmont Hawthorne
(919) 840-2200

Southern Jet
(919) 840-4400

General Aviation Terminal Rental

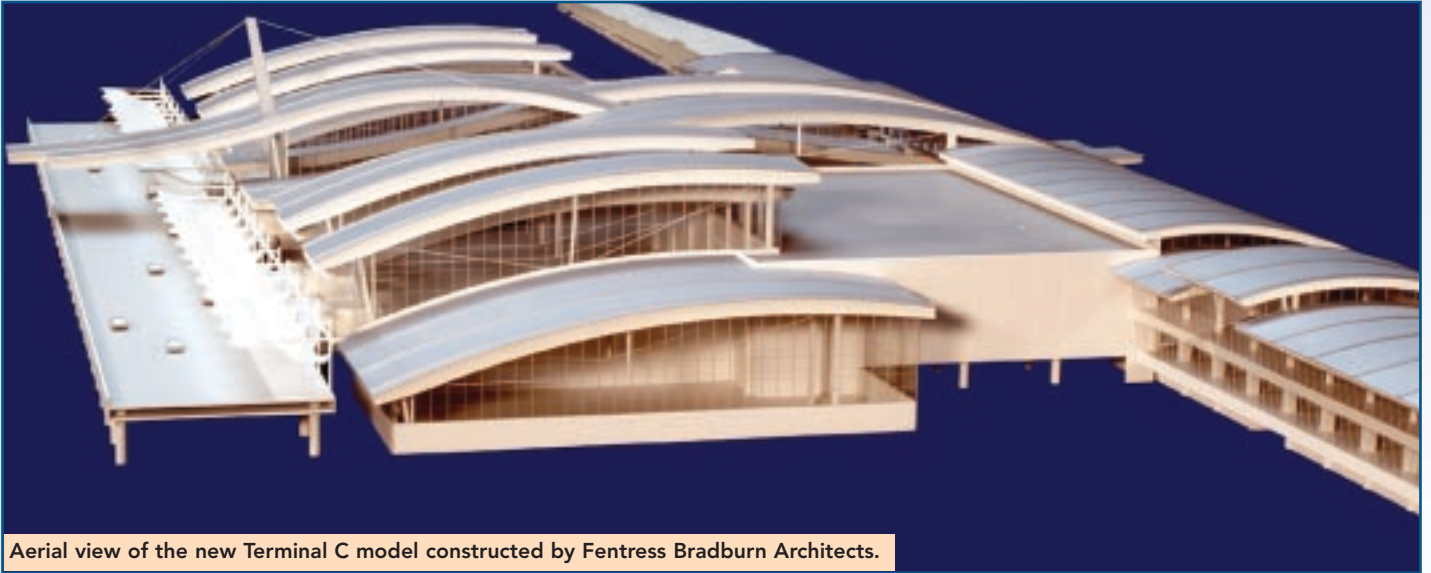
For information about renting the terminal for special events, call Terminal Manager Bobbie Edwards at (919) 840-7600.



A glittering mobile sculpture shimmers with 1,000 pieces of glass.

Creating a Terminal for the Way You Travel

Terminal C Redevelopment Takes Off



Aerial view of the new Terminal C model constructed by Fentress Bradburn Architects.

The region's air travelers and the airline industry have changed dramatically over the past 10 years. RDU is keeping pace by embarking on a project to redevelop Terminal C into a new, modern terminal that will cater to the way the airport's passengers travel today.

Most of RDU's passengers begin and end their trip at RDU. Terminal C, designed as an airline hub to move passengers quickly from one airplane to another, no longer fits the needs of our region's travelers.

The new Terminal C will be a model for moving passengers quickly and easily through ticketing, security, concourse and baggage claim and will accommodate the ever-increasing number of travelers using RDU. The design will be flexible enough to adapt to future changes in passenger and industry needs that frequently arise in the dynamic air-travel marketplace.

When completed in mid-2009, Terminal C will become RDU's primary terminal. The project will feature:

- A 'Great Hall' approach to accommodate the millions of passengers who enter the terminal and check in with their airline before proceeding to the gate.
- An intuitive layout and new design features, such as ticket "islands" and electronic signage, to lead passengers quickly and easily from ticketing through security checkpoint to the concourse and gates.
- Larger ticketing and enhanced security areas, wider and longer concourse with moving walkways and state-of-the-art baggage handling to support travel

for the approximately 22,000-and-growing number of passengers who travel daily through RDU.

- An IT infrastructure to support new technologies for airline logistics and passenger needs.
- Gates and boarding bridges to accommodate a variety of aircraft sizes.
- A new federal inspection facility to support current and future international air service.

Why Renovate Terminal C?

RDU's acquisition of Terminal C from American Airlines in 2002 greatly expanded options for airport development and prompted airport officials to adapt their plans for building a new terminal. American returned the operation of Terminal C to the Authority in 2002, following years of minimal use after closing its hub in 1995.

Terminal C Renovation Timeline

Phase I: Fall 2004-Winter 2005

Demolish North Concourse of Terminal C and north end of ticketing and baggage claim levels and build central energy plant

Phase II: Spring 2005-Spring 2008

Build new North Concourse and three-fourths of new ticketing, baggage claim and security checkpoint

Phase III: Spring 2008-Fall 2009

Build central part of concourse and remaining ticketing, baggage claim and security areas

The Authority, in the 1990s, had developed a plan that would replace Terminal A and A Extension – the airport's current primary terminal – with a new facility. That project was estimated to cost nearly \$1 billion and required the construction of a temporary terminal and gates to serve passengers during construction, as well as roadways and other exterior renovations.

The new plan – to renovate Terminal C as the primary terminal – will cost \$350 million (in 2003 dollars), far less than the Terminal A project, reduce the inconvenience to passengers and eliminate the need to invest millions in temporary facilities.

Transforming C from Hub to Terminal

Terminal C originally was built by American Airlines in the 1980s to serve as its southeast hub. A hub is the term for airports that serve as a connection point for moving passengers from one plane to another on their way to and from other destinations. Terminal C served a single carrier operation as a hub in which 80 percent of the passengers were expected to get off of an arriving airplane and, after a short walk, get on one that was departing.

Today, more than 90 percent of passengers begin and end their trip at RDU. Therefore, the new terminal will be designed to accommodate millions of passengers who begin their trip in the ticketing area before proceeding through security checkpoint to the concourse. The terminal's infrastructure also will be updated to allow the airport to incorporate new and emerging technologies that business and leisure travelers need and expect.

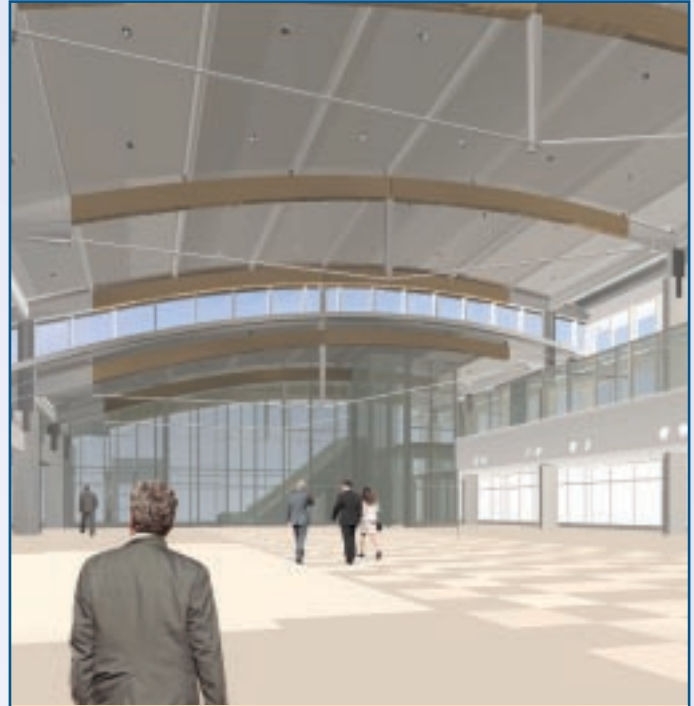
The new Terminal C will also accommodate a changing mix of aircraft. Many airlines use regional aircraft to serve RDU and other destinations. Gates in the new Terminal C will accommodate small, medium and large aircraft. Three gates will be designed for wide-bodied aircraft to serve international destinations.

Visible Construction Begins This Spring

Pre-construction preparation began this fall behind temporary partitions, out of sight from passengers and the public. The next phase of work is more visible.



The design of the building will guide passengers easily from ticketing, to security and on to the concourse.



The new terminal's architecture reflects the theme "mind-made, hand-made," which marries the region's strengths in hi-tech, education and medicine and its rich fine arts and crafts heritage.

Construction crews are demolishing the north concourse of Terminal C, which has not been occupied by an airline since Midway Airlines ceased operations in mid-2002.

Construction of the new concourse and three-fourths of the new ticketing, baggage and security areas is scheduled to begin in the spring and be completed by spring 2008. The final phase – constructing a new central concourse and the remainder of the passenger areas – is scheduled for spring 2008 through fall 2009.

The south side of Terminal C will remain in operation throughout the project with service from American Airlines, American Eagle, United Express and Air Canada.

Planning for the Future with Terminal A

Nine major airlines and 12 regional carriers currently offer service at RDU. Thirteen of them operate from Terminal A, which has been modified repeatedly to accommodate the growing number of airlines that entered the market after American closed its hub. With the completion of Terminal C, a number of these airlines will relocate to the new facility.

With renovations to Terminal C under way, the Authority will turn its attention to Terminal A to develop a new vision and plan for how it will serve the region and traveling public in the future.

More passengers are traveling, and the Airport Authority is on track to develop terminals for the way our region travels.

Editorial

What a Difference a Year Makes!



John Brantley
RDU Airport Director

One year ago, RDU was nearing the end of 2003 with a 7 percent decline in the number of passengers traveling through the airport due to the loss in the number of airline seats available to them. A trend by airlines to put smaller regional jets in service had reduced the number of seats by more than 11 percent from the year before. The year 2003

also saw declines in air cargo, flight operations and public parking activity.

Today, RDU is poised to end 2004 with a nearly 10 percent gain in passenger traffic as well as increases in airline seats, cargo, flight operations and parking. Even better, airport revenues are running ahead of budget, with expenses below budget. After four years of economic decline, the after effects of Sept. 11, 2001, the depressive impacts of expanded aviation security on air travel and the expanding financial woes of the airlines in general, good news is certainly welcome.

In 1999 and 2000, RDU was the third-fastest-growing large airport in the United States, as measured by air passenger travel. That growth was fueled by Midway Airlines operating a flight hub operation and, in conjunction with a regional carrier partner, as many as 145 daily flight departures. In July 2001, Midway began to dissolve and by the middle of the following year was gone as an independent carrier, its destinations and departures disappearing with it. Throughout 2003, most of the major airlines converted many of their mainline flights to regional carrier service, operating 37- to 70-seat aircraft and reducing the number of available seats. Today, regional jets fly about 60 percent of RDU's airline flights.

The good news for 2004 is that RDU now has about 15 percent more passenger flights than it did one year ago and an accompanying gain in available seats. Customers not only can get a seat but often a very attractive fare to go with it. As the region's economy rebounds, air travel is returning to a high-growth mode. That's good for everyone, as growing

RDU is poised to end 2004 with a nearly 10 percent gain in passenger traffic as well as increases in airline seats, cargo, flight operations and parking.

Up from 2003:

■ Available seats	+11%
■ Passengers	+9.5%
■ Cargo shipping	+12%
■ Flight operations	+10.5%
■ Parking activity	+4.5%

travel makes the airlines more confident about expanding service at RDU. It also increases the Authority's confidence in having made the right decision to proceed with redevelopment of Terminal C.

In cooperation with the Research Triangle Regional Partnership and the Research Triangle Foundation, the Authority is examining the adequacy of the service provided to RDU by our 21 airlines and identifying opportunities for expansion and improvement. Combined with the rapidly strengthening regional economy and the proclivity of the region's residents to travel far and wide, that investigation will provide a focus for the Authority's continuing air service development efforts during 2005.

Our customers want and will support access to more nonstop destinations (four new destinations – Denver, Providence, Indianapolis and Austin – were added in 2004). We believe the facts will strongly encourage the airlines to add to the list. The year 2004 has been a good one for RDU and the region's traveling public, and 2005 will be even better.



RDU - Making Travel Easier for You

Thousands of close parking spaces, electronic kiosks and online ticketing, wireless Internet access and "easy-way-out" parking – these are among the many new and improved services that make traveling through RDU faster, easier and more convenient than ever before.

Online Boarding Passes

No more waiting at the ticket counter. Travelers who aren't checking luggage can now **download their boarding pass** via the Internet from their airline's Web site. Visit www.rdu.com for links to airline Web sites.

Electronic Check-in



New **electronic kiosks** offer another convenient option for getting boarding passes and avoiding lines at the ticket counter. Nine out of 10 major carriers at RDU have electronic kiosks. Simply insert a credit card to identify yourself (no charge), choose your seat, check your bags and get your boarding pass.



More Parking



RDU offers more than **11,000 parking spaces** within walking distance of Terminals A and C, a time-saving convenience for travelers. Two remote Park-and-Ride lots provide an economical alternative for parking long term.

Automated Exit



RDU's automated parking payment system, **Exit Express**, lets travelers pay for parking at pay stations on the way to the parking garage. Drivers simply insert their parking ticket at the automated machines, pay and exit quickly to avoid lines at the cashier booth.

Stay Connected

RDU is now a 'hot spot' for **wireless Internet**, or Wi-Fi, use. Wi-Fi allows passengers with laptops and handheld devices to access the Internet without plugging into a modem. RDU offers service options for purchase through Cingular Wireless. RDU also offers pay stations to access your e-mail. They are located in Terminal A on the concourse level at Gates 10, 22

and 25 and in Terminal C at Gate 15. Triangle Cyber Café in Terminal C provides Internet access for surfing the Web, as well as a quick snack or drink.



CNBC News, Brighton Offer News and Collectibles for RDU Visitors

Two new shops opened this fall in Terminal A.

CNBC News provides news junkies and travelers up-to-the-minute and in-depth coverage of financial news at home and around the world through live telecasts, Internet access and a wide array of newspapers and periodicals. CNBC News also offers books, videos, gift items, snack foods and beverages.



Brighton, an upscale *Brighton* boutique for women on the go, features leather goods and accessories ideal for traveling. Gift items include jewelry, handbags and scarves from popular designers.

CNBC News and Brighton are the latest additions to RDU Landing, more than 35 retail shops, restaurants and pubs located throughout the airport.

New Online Flight Schedules Offer Click-and-Go Access

RDU travelers now have three convenient, online ways to access flight schedules and find the quickest routes from RDU to destinations around the world.

Find a Flight Online

Want to fly to Istanbul? Type in Istanbul and your preferred airlines to get available flights and details. **Updated daily**, RDU's new online database provides travelers with the latest information on direct and connecting flights to destinations around the world.

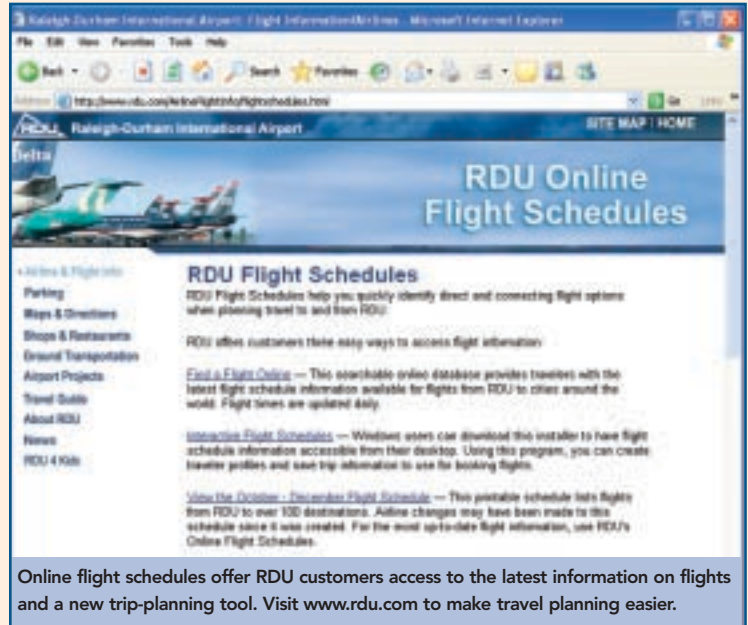
Interactive Flight Schedules

Windows users can download this installer to place flight schedule information **on their desktop**. Create travel profiles and save trip information to plan flights – all just a mouse click away.

Flight Schedules

Printable schedules, updated quarterly, list flights from RDU to 100 U.S. cities and 50 international destinations.

Visit www.rdu.com to use any of these convenient new planning tools for your next trip.



Online flight schedules offer RDU customers access to the latest information on flights and a new trip-planning tool. Visit www.rdu.com to make travel planning easier.

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