

JANUARY/FEBRUARY 2003

RDU UPDATE

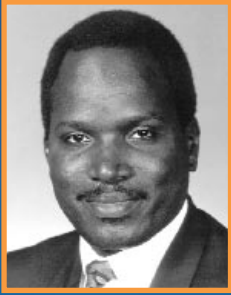
NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT



**RDU: Yesterday,
Today and Tomorrow**



From the Chairman



Happy New Year!

The year ahead is a very special time for Raleigh-Durham International Airport and the entire aviation industry. Not only do we celebrate 60 years of RDU, we also celebrate the anniversary of powered flight. One

hundred years ago this year, Orville and Wilbur Wright flew their plane for the first time on the beaches of North Carolina. What better way to commemorate our past than by celebrating our accomplishments and focusing on RDU's future.

Beginning in this issue of *RDU Update*, we will take a look back at the six decades that have made RDU the thriving airport it is today. This historical retrospective will conclude with a glimpse into RDU's future.

Also included in this issue is a look at how RDU, with its own police force, emergency services unit and transportation operation, is in itself a mini-city. As such, winter preparation is an important part of providing consistent service to the thousands of passengers and visitors traveling through RDU this season.

As we move into another year, RDU thanks all of its partners and tenants for their continued support and dedication to the millions of passengers who travel through our terminals. We look forward to another 60 years of accomplishments and celebration and hope you will join us.

Have a happy and prosperous year.

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

INSIDE >

- RDU Airport, 276232
- How RDU Prepares for Winter Weather4
- RDU: Helping the Environment4
- Entrepreneurial Spirit at RDU5
- RDU Congratulates Anton Airfood's Employee of the Year5
- Brushes with Life at RDU5
- Celebrating the Holidays at RDU6

RDUUPDATE

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This year marks the 100th anniversary of powered flight and RDU's 60th anniversary. To commemorate our anniversary, we would like to guide you through the history of RDU beginning in the early 1940s and concluding with a look at RDU's future. Check out each issue of *RDU Update* this year for information on how the airport has changed over the past six decades and what to expect in the years to come.



RDU in the '40s: The Beginning

Commercial flight began at RDU on May 1, 1943. Today, the airport carries on the same love of flying that allowed Wilbur and Orville Wright to soar into the record books on December 17, 1903 on the beaches of Kitty Hawk, North Carolina. As we celebrate 60 years of RDU, let us start at the beginning.



1946

One thousand two hundred and twenty three acres of land acquired and used by the federal government during WWII at Raleigh-Durham Airport are formally returned to the four local government units. An initial investment by RDU of \$65,000 is now worth \$2,225,000.

1947

Capital Airlines (later renamed United) begins service at RDU.

1948

Piedmont begins service at RDU bringing the total daily flights to 22.

What happens at RDU in the 1950s? Look for the March/April issue of *RDU Update* to find out more about the history of RDU!



Raleigh-Durham Army Air Field, 1943-1948.

March 9, 1939

The General Assembly of North Carolina chartered the Raleigh-Durham Aeronautics Authority, which would be changed in 1945 to the Raleigh-Durham Airport Authority.

May 18, 1940

In a full-page ad in area newspapers, Eastern Airlines President Captain Eddie Rickenbacker urged Wake and Durham counties and the cities of Durham and Raleigh to build an airport together. "Do not allow civic jealousies or selfish motives to creep into a project that means so much to all of you," said Rickenbacker.



Launch of Eastern Airlines service at RDU on May 1, 1943.

June 30, 1942

While under construction, RDU is taken over by the federal government to be used during World War II. The base was designated Raleigh-Durham Army Air Field in January 1943 with barracks and three runways becoming operational on May 1, 1943. The base served as a training facility for the Army Air Corps. until January 1, 1948.

May 1, 1943

Eastern Airlines is allowed use of the airfield and begins service from RDU to New York and Miami. These flights stop in Richmond, Washington, D.C., Baltimore and Philadelphia during the four-hour flight to New York. Stops were made in Charleston, Savannah, Jacksonville, Orlando, Vero Beach and West Palm during the six-hour flight to Miami.

RDU Airport, 27623



Nestled between the cities of Raleigh and Durham is a "city" better known to those in the Triangle region as Raleigh-Durham International Airport. With its own ZIP code, police force, emergency services unit, transportation operation, sewer system and emergency communications center, RDU functions much like a city or town.

A city is defined as, "an incorporated municipality in the United States with defined boundaries and legal powers as set forth in a charter granted by the state." RDU was chartered by the General Assembly

of North Carolina in 1939. Thereby, the mini-city known today as RDU International Airport was born, with the only major restriction imposed on RDU being the ability to levy taxes. In the 60 years since RDU began operations, additional land has been acquired, buildings have been erected and the number of employees has grown.

So, what does RDU have in common with your city or town? Here are just a few of the departments that function in a similar way to those of a city or town.

Law Enforcement

The purpose of the airport's Law Enforcement Department (police department) is to enforce laws and ordinances designed to protect and preserve the safety and security of people and property at RDU. With over 30 sworn full-

time officers and approximately 50 current part-time officers, the department operates three units: patrol officers, the detective division and the K-9 Unit. Department offices are located in both terminals and the patrol area includes all of RDU's 5,000 acres and the associated buildings.

The responsibilities of the law enforcement department range from enforcing traffic laws on the roads at RDU and responding to patrol calls to investigating ongoing cases and searching buildings, airplanes and cargo for safety concerns. Officers are on duty 24-hours a day, 365-days a year and respond to calls within 3-5 minutes of being received.

Interesting Fact: The RDU Law Enforcement Department offers *Travel Smart* seminars to teach passengers basic travel safety.



The K-9 Unit works throughout RDU inspecting baggage, vehicles and passenger areas.



RDU has a fleet of marked and unmarked law enforcement vehicles.

Emergency Services

Located north of the airport terminals between RDU's two major runways is the Emergency Services Department (fire department), which consists of nineteen firefighters. With two officers and four firefighters working per shift, this department is responsible for coordinating and responding to all emergency and non-emergency calls involving passengers, visitors and employees at RDU.

With calls ranging from minor medical incidents to full-scale fire and mass casualty emergencies, RDU's Emergency Services Department responded to 974 emergency calls and 1,200 non-emergency calls in 2001. The department's equipment includes four firefighting vehicles, three crash trucks, two boats and a command trailer.

Interesting Fact: The RDU Emergency Services Department was featured in the September-October 2002 issue of *Fire Apparatus Journal*, a national firefighters magazine highlighting equipment and operations in America.



RDU purchased three new firefighting trucks in 2000.

Ground Transportation

Transporting passengers, visitors and employees around RDU is the responsibility of the Ground Transportation Department. With three units including traffic control, taxi service and shuttle buses, the department manages the taxi and shuttle bus services at RDU and controls the airport's traffic patterns.

Interesting Fact: RDU will welcome Dulles Airport Taxi, Inc. in January 2003 as the new manager of taxi services at the airport.



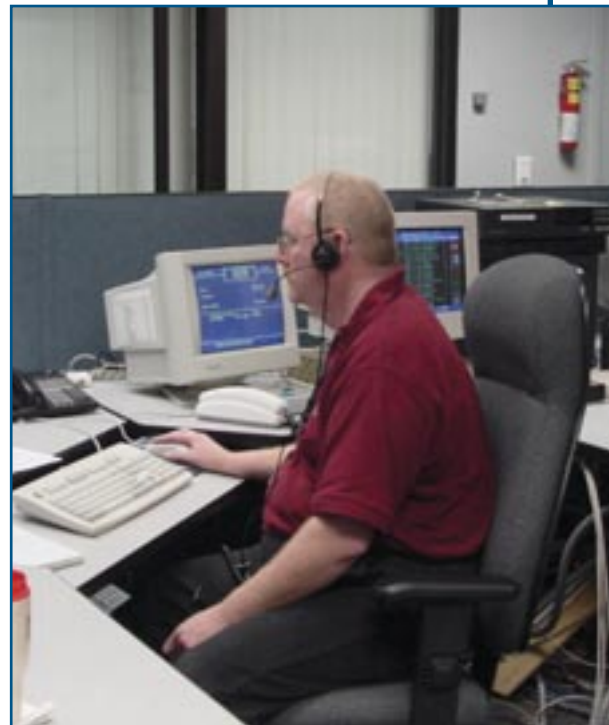
Passengers utilize RDU shuttle buses to get from Park & Ride lots to terminal buildings.

Emergency Communications Center

Serving as the nerve center at RDU is the Central Communications unit of the Operations Department. This unit provides information to employees, emergency services and off-site response agencies regarding operations at the airport including emergency and non-emergency calls.

With the aid of their computers, phones and radios, the telecommunicators are responsible for communicating emergency and security situations to various departments including law enforcement, emergency services and mutual aid agencies 24-hours a day, 365-days a year.

Interesting Fact: Telecommunicators must go through two months of extensive training and successfully complete a written evaluation before working independently at RDU.



Emergency communications received over 33,000 dispatch calls last year.

These are only a few of the departments that allow RDU to function efficiently on a daily basis. Just like the town or city you live in, there are people you see every day like the neighborhood police officer and there are people who work behind the scenes maintaining your neighborhood. Hundreds of people work together to provide passengers and visitors with a safe and enjoyable visit to the mini-city that is RDU.

How RDU Prepares for Winter Weather

Preparing for and coping with winter weather at RDU requires pre-season preparation as well as continued communication throughout the winter months. While RDU does not typically receive heavy snow and ice, recent years have shown the need to be prepared with regard to equipment, staff and necessary materials.

Before the winter months arrive, RDU begins preparing for storm conditions by communicating with airlines regarding snow removal, training, and de-icing and anti-icing materials. This process allows RDU to ensure it has the proper amount of materials needed in the event of a winter storm. Also included in pre-season preparation is an inventory by all departments of necessary supplies and an updating of all phone lists and contact information of staff who will be critical to the management of a winter weather event.



RDU utilizes a variety of equipment to keep runways and roadways clear for airplanes and passengers.

When RDU receives a winter storm warning, the snow desk is immediately put into operation. The snow desk is a central location where various departments and airlines can receive updates regarding the location and effects of a storm, coordinate department efforts and airline operations

and ensure the winter operations plan is implemented properly and efficiently.

During a snowstorm, the airport adheres to a snow and ice control plan containing detailed regulations for how airports handle snow, ice and slush. The plan is approved by the Federal Aviation Administration. Airports are responsible for maintaining clear airport roadways, runways and taxiways while airlines are responsible for clearing snow and ice from their aircraft gate ramp areas.

RDU must be prepared for winter storms before they occur. Therefore, winter preparation begins long before the first frost and encompasses every aspect of daily operations. No matter what the season holds, RDU is prepared for whatever Mother Nature brings to the Triangle region.

Editorial

RDU: Helping the Environment

On December 4, the Airport Authority was pleased to host an "Airports & Alternative Fuels Workshop" sponsored by the U.S. Department of Energy, the State Energy Office and the Triangle J Council of Governments and supported by the Triangle Clean Cities Coalition (TCCC). The TCCC is composed of public and private organizations that are leading the way toward improving the quality of the air we breathe by increasing the use of less polluting alternative fuels in vehicles and equipment. Those fuels include bio-diesel, ethanol, natural gas, propane gas and electricity.

Like other large metropolitan centers across America, the Research Triangle region of North Carolina is confronted with a growing problem of air pollution, especially during the hot summer months. Extensive suburbanization and economic growth over the past half-century have resulted in a large segment of the population constantly driving to and from work, home, school, shopping and other points of origin or destination. Many of those trips involve air travel or shipping using RDU.

In addition to vehicles arriving and departing the airport, many others operate on airport grounds, including equipment that services aircraft.

The Airport Authority recognizes that as a major generator and attractor of vehicle trips and the site of substantial vehicle and equipment operations, RDU must be a contributor to the solution, not just a source of the problem. To that end, the Authority is now operating its first alternative fuel vehicle (AFV), a hybrid gas/electric sedan and will begin using bio-diesel in its parking shuttle buses. RDU also plans to have several types of alternative fuels made available in a service station to be developed at the airport this year. In the immediate future, other AFVs will be added to the Authority's fleet, more electric charging stations will be provided for increasing numbers of electric aircraft ground service equipment, and our tenants will be encouraged to become greater contributors to air quality improvement at the airport.



John Brantley
RDU Airport Director

We've made a start on what promises to be a long road toward a better living environment for the residents of and visitors to our region. We will do our share to move progressively down that road, with the expectation that others will be meaningful contributors as well. With everyone doing their part, there's no reason the Triangle region can't continue to be one of the very best places to live and work in America.



Golden Corral Airport Express offers a full breakfast, lunch and dinner menu.

Entrepreneurial Spirit at RDU

RDU's concession program, *The Shops of RDU Landing*, provides passengers with a variety of places to eat and shop while awaiting their flights. The shops range from quick-service and sit-down restaurants to newsstands and specialty stores and are managed by regional as well as local corporations. The management company J.Q. Enterprises, Inc. operates the country's first Golden Corral Airport Express along with Jump Asian Express and A&W All American restaurants located in Terminal A at RDU.

Incorporated in 2000, J.Q. Enterprises is owned and operated by Sheldon B. Poole. Since arriving at RDU as a Golden Corral franchisee in 2000, Mr. Poole's company has acquired the Asian Express and A&W restaurants and hopes to expand to Terminal C in the future.

"While employed with Golden Corral, the opportunity to become a franchisee and start the prototype operation for the airport became available," says Mr. Poole. "Based on customer feedback and continued sales growth, I believe we have been, and will continue to be, successful in the airport environment."

With an entrepreneurial spirit and a belief in the highest quality and standards, Mr. Poole has taken an opportunity and made it into a successful business venture. Future plans for J.Q. Enterprises include growth at RDU and expansion into other airports and the catering industry.

When not busy planning the future of his business, Mr. Poole can often be found behind the counter, serving customers with a smile.

RDU Congratulates Anton Airfood's Employee of the Year

RDU would like to extend its congratulations to Alice Ahougni, manager at Anton Airfood, Inc., for the outstanding achievement of being named Anton Airfood Manager of the Year 2002. Anton Airfood, Inc. has been serving passengers at RDU since 2001, operating a variety of restaurants in the airport's two terminals.

Chosen from the companies 158 managers, Alice is no stranger to recognition. She has been at RDU since 1994 working with HMS Host, Inc. and Midway Airlines before joining the Anton Airfood family in 2001. Since then, she has advanced from the position of lead manager to general manager overseeing the opening of two food courts, Varsity Sports Bar and Grill, AJ's Tavern and Greenleaf's Grill. Congratulations Alice!

Brushes with Life at RDU

Passengers walking through the connector between Terminal A and Terminal A North Concourse can stop and appreciate artwork from members of our community. On display from October 2002 through March 2003 is a traveling exhibit from the STEP Gallery located in the University of North Carolina Neuroscience Hospital. This unique gallery provides patients participating in the Schizophrenia Treatment & Evaluation Program (STEP) with a place to display their artwork.

This exhibit allows artists to display their works to a larger audience while decreasing the stigma associated with mental illness and illustrate that people with serious mental illness can be creative and productive.

"Our artists have been honored and inspired to have their work displayed outside the Neuroscience Hospital art gallery to a wider audience in this traveling exhibit at RDU," says Dr. Nancy Clayton, assistant professor at the UNC Department of Psychiatry. The exhibit includes 48 pieces of art and 6 poems. The mediums range from pencil drawing and watercolor to acrylic paintings and etchings.



Various mediums can be seen in the STEP Gallery art exhibit currently located in the Terminal A walkway.

Celebrating the Holidays at RDU

Thank you to everyone who passed through RDU this holiday season. With the help of the "Get Ready for Takeoff" awareness campaign, passengers and visitors received valuable information regarding parking, security, traveling with children and more. We appreciate your support of RDU and wish you a happy and prosperous New Year!



Passengers greet friends and family at RDU.



Travel tips and information are located on RDU's web site throughout the year.



RDU staff help passengers enjoy their travel experience.

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



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