

RDU

DURHAM

JULY/AUGUST 2001

CHAPEL HILL

UPDATE

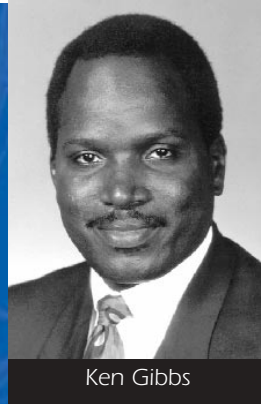
NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT

RALEIGH

*RDU Welcomes
America West*



From the Chairman



Ken Gibbs

The start of summer brought a welcome announcement of new service by America West Airlines. The nation's ninth-largest carrier announced service between RDU and Phoenix beginning on October 28th with two daily roundtrip flights.

We are fortunate to live in a region that continues to support such diversity of air service for our community. America West will improve access to westbound destinations, which, since the mid-1990s, have shown the fastest rate of growth in passenger traffic. Our area's high-tech affiliations with industries in Phoenix, as well as destinations in California and in the Northwest cities of Seattle and Portland, will be better served through America West's Phoenix hub.

Another air service note is American Airlines' change of aircraft on its daily London flight from a Boeing 767 to a Boeing 777. This aircraft is not only bigger, it has state-of-the-art navigation systems and many customer amenities to make for a very pleasant trip overseas. American also announced the addition of several flights to popular destinations in the Northeast through its commuter partner, American Eagle, beginning this summer and fall.

More comfort to London. See page 4



Summer may be a more relaxed travel season for many leisure travelers, but rest assured, the airport is working hard to prepare for peak travel seasons in the fall and winter. We're working on several construction projects, particularly surface parking lot improvements and the first phase of our next parking garage, which will be completed in 2004. By the holiday season, we will add 1,500 paved spaces to Park and Ride Lot 4 and will have rehabilitated other parking lots.

Speaking of parking, we are proud to share the news that the International Parking Institute recognized Parking Garage 3 in international design competition. The striking architectural features of the garage have become a landmark for the region. The award and photos of the garage are featured in this issue of **Update**.

Finally, before you travel through the airport, take a trip to cyberspace and visit RDU's Web site at www.rdu.com. Our feature on the Web site in this issue describes its latest features.

So take a vacation and rest easy knowing that we're all working hard at RDU this summer to make your travel easier.

Kenneth D. Gibbs Sr.

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

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Make Your First Trip to RDU on the Web

Did you know you could get the latest flight information, links to major airlines, a currency converter, and puzzles and games all with the click of the mouse? It's all at RDU's Web site at www.rdu.com.

The site has 91 pages and 130 external links, a fresh design, improved navigation features and a search engine.

"Our goal was to restructure existing Web site information and pave the way to easily add more content on an ongoing basis," said Sylvie Geoffre, the airport's Webmaster, who designed the site. RDU first entered cyberspace in 1997. Geoffre joined the Authority staff last summer and has since redesigned the site and added numerous customer-friendly features.

The Web site gets an average of 1,700 page "hits" per day. Most frequently accessed sections are the departures and arrivals page, and the terminal and parking pages, proving RDU travelers are savvy researchers planning for their trip to the airport.

Graphics represent Raleigh, Durham, and the state of North Carolina, while the site's "splash page" depicts RDU and North Carolina's heritage with an image of the Wright brothers' biplane and the State flag.

"We want to provide a welcome environment so people can start their journey right and feel compelled to come back and revisit the site – a little bit like coming back home," Geoffre said. "In this Internet era, Web sites can have extraordinary power. People look for a site that not only meets their needs, but that also feels like home."

Passengers can find links to N.C. Department of Transportation traffic cameras and to flight tracking Web sites. The site also has links to Web sites to book airline tickets, a game and puzzle section, and information on how to prepare your pet for air travel.

The RDU news section communicates the latest news and can be used during weather or other emergencies when it is critical to provide updated information quickly. The site also has maps of the terminals, with a "zoom in" feature, providing a detailed look at a particular area with the click of a mouse. Links to various airlines are right on the terminal maps.

The site also features information on Raleigh, Durham and neighboring towns, with links to major television stations, newspapers and weather forecasts. Links to the N.C. Department of Commerce and other business, travel and economic development groups can also be found.



But that's not all. If you're traveling out of the country, don't miss the currency converter. Or if you're looking for a job, there is a section with the Authority's latest job listings and an application. The Web site also has a section on the history of RDU, and two dozen links to aviation sites, including the Federal Aviation Administration (FAA), the National Transportation Safety Board (NTSB) the U.S. Air Force, various First in Flight associations, aviation directories and aviation museums.

If you have a comment about your RDU experience – good or bad – be sure to fill out the feedback form, which you can submit via e-mail or through the U.S. mail.

The airport is considering several enhancements to the site, including making it more accessible for impaired viewers. Other possibilities include 360-degree panoramic shots of the airport, information on parking availability, streaming audio and video, and more detailed information on airport development.

"It's been very exciting to build this brand new face for an airport that is growing and changing so rapidly," Geoffre said. "The sky is literally the limit to what we can do. We're rethinking the site constantly. It's a work in progress and we work hard to improve it to meet our visitors' needs."

America West becomes RDU's

America West Airlines will begin serving the Raleigh-Durham region on October 28th with nonstop service between RDU and Phoenix. The new carrier becomes the airport's 13th major airline, adding more air service choices for customers in central and eastern North Carolina, particularly for those headed west.

Phoenix is both a business and leisure destination. It represents the largest domestic market not currently served nonstop from RDU, with approximately 91,000 passengers traveling between the cities each year. Business synergies between the communities include relationships with Phoenix-based high-tech manufacturing giants such as Motorola, Honeywell and Intel.

Leisure travelers find Phoenix to be a wealth of culture, cuisine, history and breathtaking natural surroundings that make it an attractive vacation destination. In turn, Phoenix travelers find North Carolina to be a lush, green vacation paradise with equally fascinating culture and cuisine.



"Raleigh-Durham's fast growing and dynamic economy make it an excellent expansion destination for America West on the East Coast," said C. A. Howlett, Senior Vice President of Public Affairs for America West.

The airline will use both the 124-seat, Airbus 319 and the 150-seat,

Airbus 320 on the Phoenix flights. The schedule includes morning and afternoon departures in both directions and is timed to make quick connections in Phoenix to destinations throughout the West, including 19 destinations in California.

America West will operate in Terminal A from Gate 14 and occupy ticket counter space on the lower level of the main terminal next to its code-share program partners, Continental and Northwest Airlines.

The link to America West's Phoenix hub will provide travelers with significantly expanded access to the western United States. At Phoenix, passengers can easily connect to

America West service RDU-PHX schedule

Raleigh-Durham to Phoenix

Flight	Departure	Arrival
654	7:55 a.m.	10:38 a.m.
844	4:40 p.m.	7:24 p.m.

Phoenix to Raleigh-Durham

Flight	Departure	Arrival
841	9:54 a.m.	3:55 p.m.
843	4:05 p.m.	10:06 p.m.



Newest Carrier

40 destinations throughout the western U.S. and Mexico on America West's system.

"We're aware that it has been a priority of the local business community for some time now to expand and improve the level of air service to the West, and America West will do just that. In the process, we'll link several of North America's high-tech hotbeds," said Howlett. "With a single connection at Phoenix, we'll link Raleigh-Durham to more high-tech destinations in western North America than any other airline... including Northern California's Silicon Valley, Seattle, Portland, Boise and Salt Lake City."

At left, addressing the news conference: Ken Gibbs, Chairman of the RDU Airport Authority; and, below, C.A. Howlett, Senior Vice President of Public Affairs, America West Airlines



America West - a profile

America West Airlines is a product of the deregulated U.S. airline industry. The carrier initiated service on August 1, 1983 with three aircraft and 280 employees. By 1990 it achieved major-airline status, with annual revenues of over \$1 billion.

Today America West is a low-fare, full-service airline with nearly 14,000 employees. The carrier offers advance seat assignments, first class cabins, in-flight meals and movies, and electronic ticketing. It is the nation's ninth largest carrier with a coast-to-coast domestic route system and additional destinations in Mexico and Canada.

Over the past five years, America West has achieved a growth rate of 8 to 10 percent annually. Raleigh-Durham marks the 15th destination added to its main-line route system since 1996. The carrier has added 50 jets to its fleet during the same time period and plans to add 35 new Airbus aircraft by the end of 2004. The airline's fleet consists of Airbus 320s, Airbus 319s, Boeing 757s and Boeing 737s. The average age of its fleet is approximately 11 years.

America West uses its Phoenix and Las Vegas hubs as gateways for travel throughout its route network. The airline's Columbus, Ohio hub helps to provide a balanced national route system and maintain a presence on both coasts.

The carrier has strategic alliances with Continental Airlines, Mesa Airlines and Air Midwest. The carrier also maintains code-sharing agreements with British Airways, Northwest Airlines, Virgin Atlantic, the Taiwanese carrier EVA Airways and Air China.

America West is a wholly owned subsidiary of America West Holdings Corporation. A second subsidiary, The Leisure Company, was formed in 1998 and focuses on services for the leisure-travel market. The class B common stock on America West Holdings Corporation trades on the New York Stock Exchange under the symbol "AWA."

American Boosts London Flight, Adds More Regional Departures

Great news for travelers to London. On July 2, American Airlines upgraded its daily round trip from RDU to London from a 190-seat Boeing 767 to a 244-seat Boeing 777, to help handle demand for this popular destination.

Not only is the aircraft bigger, it features state-of-the-art computerized navigational systems, and many customer amenities to make for a pleasant flight overseas.

Some of the features that customers will notice include a conference area in the first class section of the aircraft. Adjoining center suites allow up to four people to hold a meeting in two suites, a feature no other airline currently offers. First class also features swivel seats, telephone with data/fax capability, oversized tables and personal video viewing. If you don't want to work, you can sleep in the fully flat, 30.5-inch sleeper seats guaranteed to rival the best sleeping experience on the airline market.

Business class amenities include telephone and modem connections, laptop power ports and personal reading lights at each seat. More legroom has been added throughout the business and coach cabins.



The daily RDU-London Gatwick flight was initiated in May of 1994. It has proven to be the most successful of American's transatlantic flights nationwide. The flight is used almost exclusively by customers who live in the Raleigh-Durham region and are traveling to London and other points in Europe or by passengers who are making the RDU region their final destination when traveling to the U.S.

"Upgrading the size of the aircraft is a significant step in improving transatlantic access for the Raleigh-Durham region," said Teresa Damiano, Director of Marketing for the Airport Authority. "The B-777 expands the ability to serve more passengers. We believe there is room for even more growth and we are working to make that a reality."

American also recently announced it's adding more RDU flights, with service to five new destinations on American Eagle, its regional affiliate. American plans to add 25 daily nonstop round trips from RDU to Boston, Philadelphia, Newark, New York's LaGuardia and Washington, D.C.'s Reagan National by late summer. American also expanded its RDU-Chicago nonstop service July 2 by adding a seventh daily round trip Super 80 flight.



Parking Garage Wins Design Award

RDU passengers knew it was a good thing when the 5-story, \$40 million parking garage opened last year and brought an additional 2,720 spaces between Terminal A and Terminal C. Now they'll know they're looking at a good thing too, thanks to a recent national design award.

Parking Garage 3 won kudos from the International Parking Institute's (IPI) annual awards competition. IPI, based in Fredericksburg, Va., is internationally recognized for supporting and promoting the parking industry. The awards were given June 5 at IPI's national convention in Las Vegas.

The garage won the Award of Merit in a category covering best design of a structure with 800 spaces or more and Honorable Mention for the President's Award, which judged best aesthetics in a facility design.

"Given the level of international competition, these are significant awards," said Tom Quesenberry, a Program Manager in RDU's Facilities Division, who oversaw concept development, design and construction of the garage. "We were competing against a variety

of garages, from downtown settings to casinos and theme parks. The airport's garage was considered the finest airport facility of all airports in the competition."

The award went to the Raleigh-Durham Airport Authority and its consultants, Walker Parking Consultants/Engineers of Indianapolis and the Freelon Group of Durham.

Other winners in the same category were Civic Plaza East Garage in Phoenix, the Garrison Seaport in Tampa, Fla., the Civic Center Parking Structure in Fort Collins, Colo., and the

Minneapolis/St. Paul International Airport. Winner of the President's Award was the West Chester Centennial Garage in West Chester, Pa.

Parking Garage 3 has 270 hourly and 2,450 daily parking spaces. Four levels opened in April 2000 while the balance opened to the public in November 2000. The garage is the first phase of a sequentially developed parking garage facility to be built between Terminals A and C that, when completed over the next decade, will have more than 17,000 spaces.

The facility has extremely high light levels, either from natural light or in the evening from metal halide features or "white light" for pedestrian paths and an open and airy, lighted atrium. There are flat floors with no curbs to step up or down from, elevators have glass on all sides, and there are glass-enclosed stairwells.

"We're one of the fastest growing airports in the country and we've responded with a state-of-the-art facility," Quesenberry said of the award. "We couldn't be happier with the distinction."



Continental, Authority Celebrate Terminal A South Concourse Opening

Continental Airlines officially celebrated the opening of the Terminal A South Concourse with a reception on June 8th that included a ride on a vintage DC-3 aircraft. The airline, which began service to RDU in 1995, recently moved its operations to the new concourse along with Northwest Airlines.

Continental's celebration was a showcase of aviation's past and future. A DC-3 airplane was flown in for the occasion. DC-3s were the standard



airplanes of the 1930s and '40s. The aircraft took Continental and airport employees and guests on short flights around the Raleigh-Durham area.

"The flight was great. It was a once-in-a-lifetime experience," said Andrew Sawyer, communications intern with the Airport Authority. Passengers on the flight were treated to WWII-era music, flight attendants in period uniforms and even a mid-flight visit to the cockpit. Continental uses the DC-3 for special occasions.

The visit by the DC-3 was in sharp contrast to the showcase of Continental's airport of the future. Raleigh-Durham International has the distinction of being the first airport worldwide to be outfitted completely with automated Electronic Service Centers, which are located at the ticket counter as well as the gates. These centers allow a do-it-yourself approach to the services normally provided by ticketing and gate agents.



VISIT RDU'S WEB SITE AT WWW.RDU.COM



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