

MARCH/APRIL 2003

RDU UPDATE

NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT



Through the Years at RDU

From the Chairman



RDU is entering a period of growth and transition. The upcoming year will include the continued planning for the redevelopment of Terminal C, the opening of a new parking facility and the construction of several new buildings including a general aviation

terminal and an operations center. These projects will serve as economic stimulators for our community while preparing RDU for future growth.

As always, passengers are the focus of our efforts here at RDU and the year began with improvements in passenger resources. We welcomed a new taxi program that provides passengers with increased customer satisfaction and improved service and *The Shops of RDU*

Landing celebrated the opening of three new shops that offer passengers more retail and restaurant choices when they visit the airport.

To continue celebrating RDU's 60th anniversary, we will look back at the evolution of the airport's terminals while turning our attention to the future of Terminal C. With passenger needs at the forefront, the new terminal design will reflect our region's character and serve as a gateway to North Carolina.

We look forward to the upcoming year and invite you to visit RDU and celebrate the anniversary of the Triangle's airport and the history of aviation.

Have a wonderful spring!

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

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RDUUPDATE

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New Taxi Service a Welcome Addition to RDU

RDU recently marked the completion of a yearlong process with the introduction of RDU Airport Taxi Service. The new program features a new taxicab manager, new taxicabs and new opportunities for drivers. RDU Airport Taxi began serving the airport on January 1, 2003, and has already proven to be a welcome change in the airport's ground transportation operations.

"People are surprised when they request a taxi and are escorted to one of our new cars," said Gina Odom, RDU's ground transportation manager. The new cars range from Lincoln Town Cars to Ford Expeditions and are inspected and maintained daily.

Dulles Airport Taxi manages the taxi system that provides RDU and its passengers with timely service to and

from the airport. Passengers can receive on-demand service at either of RDU's terminals or can prearrange for service to the airport from anywhere in the Triangle.

While providing passengers with better cars and better service, the new taxi service also provides a more pleasant environment due to an increased level of driver satisfaction. "The new taxi program provides quicker service for passengers," said Khalil Zoubairi, an RDU Airport Taxi Service driver. "We are able to provide passengers with better service because we are our own bosses."

With 85 cars operating at RDU, taxi service is available for passengers and visitors when they exit the terminals. "The on-demand service will offer convenience to passengers seeking transportation to and from the airport," said Farouq Massoud, owner of Dulles Airport Taxi, Inc. "The result is the highest level of customer service, as well as more economic opportunities for drivers."

To make a reservation, passengers should contact RDU Airport Taxi at 919-840-7277. For additional information, visit www.rdu.com.



RDU Airport Taxi Service

- Operated by Dulles Airport Taxi, Inc.
- Taxicab fleet includes: Lincoln Town Car, Mercury Grand Marquis, Ford Crown Victoria, Jeep Grand Cherokee, Ford Explorer and Ford Expedition.
- Drivers have the option to own or lease one of the 85 cars used by RDU Airport Taxi Service.
- Vehicle models cannot be more than 2 years old when service begins and may not exceed 5 model years.
- CALL 919-840-7277 FOR RESERVATIONS!



The new fleet of taxicabs at RDU includes Ford Explorers to accommodate large groups and additional luggage.



RDU in the '50s: Building for the

As RDU entered the 1950s, focus turned from expanding flight service to building airport facilities. The three airlines serving RDU – Eastern, Capital and Piedmont – were operating out of a makeshift terminal that was formerly a military barrack. The airport needed a terminal building that could serve its growing number of passengers.

The project to build RDU's first terminal building officially began in the summer of 1952 with the hiring of an architect and engineer. Construction began on the \$585,000 building 13-months later and was completed in the fall of 1955. The single-story brick building, known as Terminal B, opened on October 1 to a crowd of 5,000 citizens who turned out to

witness Governor Luther H. Hodges open the newest addition to RDU.

Also included in building the new terminal was a 1,000-foot expansion of the runway closest to the new building. All commercial flights operated out of this terminal for the next 27 years.

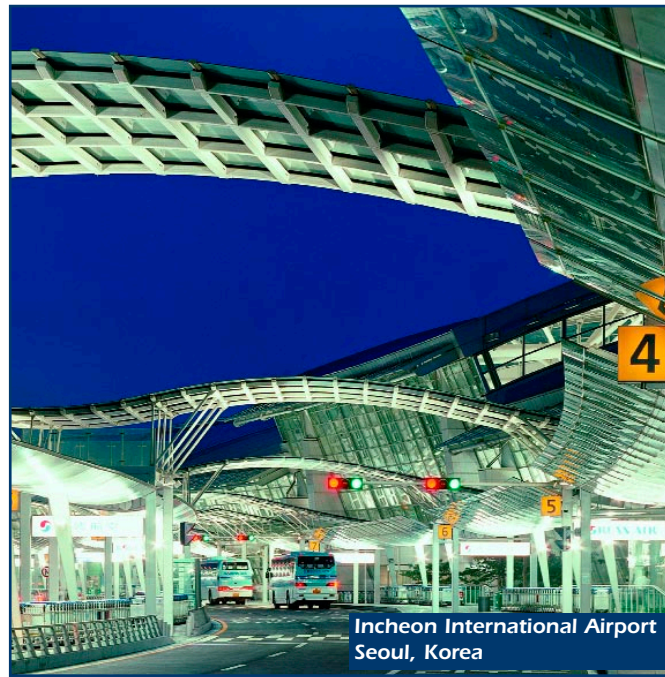
What happens at RDU in the 1960s? Look for the May/June issue of *RDU Update* to find out more about the history of RDU!

Terminal B was later expanded to include a second floor and an air traffic control tower.

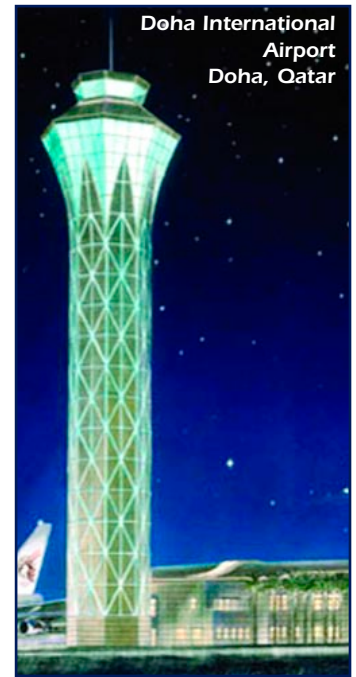


The first terminal building at RDU is what passengers know today as Terminal A Extension or North Concourse.

The Future



Incheon International Airport
Seoul, Korea



Doha International
Airport
Doha, Qatar

The Vision for Tomorrow

“The experience of using an airport should be more than simply catching a plane.”

— Curtis Worth Fentress
Fentress Bradburn Architects

On October 16, 2002, RDU entered into an agreement with Fentress Bradburn Architects, a Denver-based architecture firm, to assist in the architectural design of the expansion and renovation of Terminal C. The design will focus on passenger needs and operational efficiency.

“In designing the terminal, we are considering passenger flow, airline operation and concession efficiency, along with security,” said Fentress. “These are all major elements in airport planning today.”

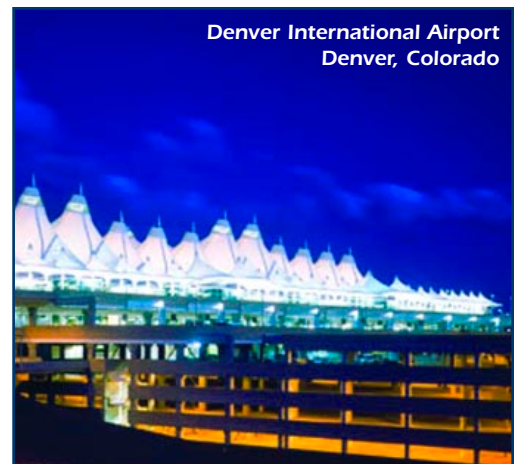
Guided by the idea that a building must work well for its users and speak to its community and culture, Fentress Bradburn plans to ensure Terminal C reflects the airport’s role as a gateway to the Triangle region and “create a presence that greets the traveler.” In addition, the terminal must function efficiently while providing comfort and convenience to passengers.

As one of the world’s leading airport designers, Fentress Bradburn has experience with the complexities that are encountered when building an airport terminal. Since its inception in

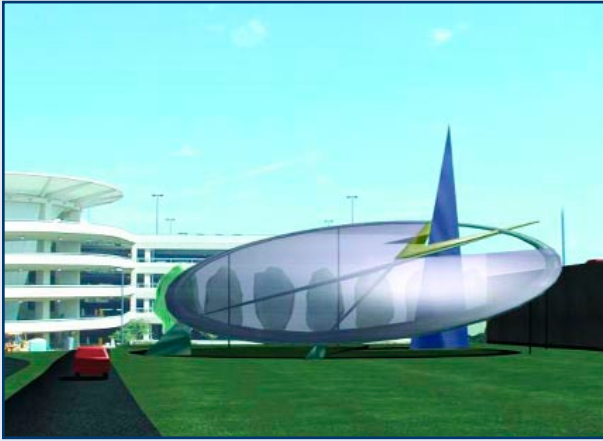
1980, the firm has designed terminals at airports around the globe, including Denver, Seattle/Tacoma, Doha and Seoul. Each one of its designs has reflected the region while focusing on the needs of the user.

“In the 21st century, airports will play the predominant role in the growth of communities,” said Fentress. With this in mind, the designs for Terminal C must consider RDU’s role in the larger community.

Throughout 2003, the plans for the expansion and renovation of Terminal C will continue to progress under the guidance of the RDU Airport Authority in partnership with Fentress Bradburn Architects. Check upcoming issues of *RDU Update* for more information.



Denver International Airport
Denver, Colorado



The regional icon will help RDU commemorate the 100th anniversary of powered flight while serving as a symbol of the future.

A Century of Aviation Takes Shape

Throughout the year, RDU will be working with the cities of Raleigh and Durham and the counties of Durham and Wake to create a regional icon that will serve as a memorial to the 100th anniversary of powered flight, while also symbolizing the future of aviation. The icon will be located at the airport across from Terminal A next to the parking garage complex. This location will allow the icon to be a focal point for travelers, as well as visitors and employees, arriving and departing RDU.

The icon project began with an open request to artists across the country to design a structure that would capture the concept of flight. After reviewing several proposals, a design team selected artist Wellington Reiter of Urban Instruments in Boston, Massachusetts.

The structure proposed by Reiter includes three primary components: a tall vertical element, a pair of wing-like supports and an ellipse. The vertical element allows the icon to be viewed from various locations at the airport. The wing-like supports represent the idea of flight while the ellipse represents travel, time and return.

"The sculpture and its elements serve to remind people of the legacy of flight," said Reiter. "The abstract forms speak to the idea of flight and the future of aviation."

Scheduled to be unveiled in December 2003 on the anniversary of the Wright Brothers' historic flight, the icon will recognize RDU's role as a gateway to the region. Look for updates throughout the year as project construction begins.

Editorial

Friendlier Skies Ahead for RDU

As we begin 2003 and look back on this past year, we see evidence that the depression of air travel and shipping and the decline in the nation's economy are all coming to an end, at least at RDU.

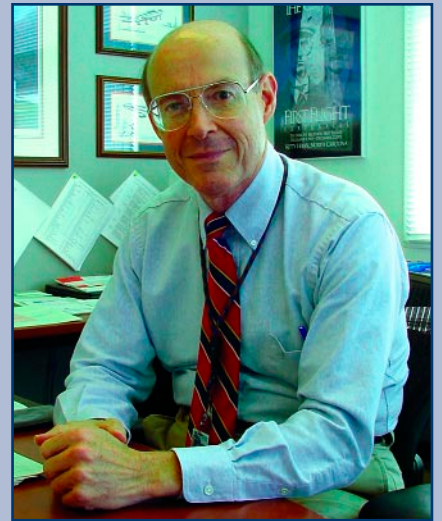
When comparing last year to 2001, airline passengers beginning and ending their trips at RDU declined by 5.7% in the first quarter but grew steadily throughout the year, ending the fourth quarter with an increase of 10.9%. Similarly, air cargo declined by 19.8% in the first quarter but began to rally with a decline of only 1.6% in the fourth quarter.

Aircraft takeoffs and landings declined by 20.2% in the first quarter but then grew by 2.2% in the fourth quarter. Airline passengers beginning and ending their trips at RDU totaled approximately 8.5 million for the year, cargo totaled over 100 thousand tons, and aircraft takeoffs and landings totaled nearly 250,000. These are the levels RDU experienced from 1997 through 1998 prior to Midway Airlines' unprecedented growth.

We believe 2003 will be another year of growth at RDU. In 1999 and 2000, RDU's traffic grew faster than all but a few of the largest airports in the U.S. We do not expect that level of growth (about 40% over two years) to return this year, but we do foresee a return to growth of 7-8%, which is comparable to growth prior to 1999. With 28 airlines (10 major, 11 regional and 7 all-cargo) providing nonstop passenger service to over 40 destinations and as much locally generated passenger traffic as all eight of North Carolina's other airline-served airports combined, RDU has a strong foundation on which to build better service and facilities for its users.

The year 2003 will be both an exciting and a challenging one for the Airport Authority. Not only will we mark the 100th anniversary of powered flight with the unveiling of a commemorative monument in December, but we will also observe the 60th anniversary of RDU's opening on May 1. In the second half of the year, the new 6,150-space parking deck will open accompanied by a new system allowing customers to pay for parking before reaching their vehicles and to exit our facilities quickly and efficiently.

Construction of a general aviation terminal building, new hangars, two major taxiways and a new operations center will be underway. And the first steps in expanding Terminal C will begin. A new taxicab management program began serving RDU in January, the concession program continues to grow, driving to and from the airport via the Aviation Parkway interchange with I-40 will be eased and the FAA and the TSA will be making improvements in the air traffic control and aviation security screening facilities. RDU will be a busy place in 2003, and we believe you'll find it a better one, too.



John Brantley
RDU Airport Director

Passengers Enjoy New RDU Landing Shops

Passengers traveling through RDU can enjoy the newest shops to join the RDU Landing concession program. Opening throughout the holiday season, the new shops add to the variety found in RDU's two terminals.

Pinehurst Village Brewery

Pinehurst Village Brewery is a pub designed for the golf enthusiast. With six beers on tap, including Carolina Pale Ale, Pinehurst also boasts 13 bottled varieties – domestic and imported. Pinehurst's rich wood accents and golf décor put you in the mood for golfing and relaxing. Pub-style foods like quesadillas, spinach & artichoke dip and five types of sandwiches are served from 11:00 a.m. to 7:00 p.m. Smoking is permitted in designated areas. Stop by for a dining experience featuring a view of RDU's longest runway. Pinehurst is located in Terminal C next to gate C20 and is operated by Anton Airfood.



Enjoy a light lunch and relax at the Pinehurst Village Brewery.

The PGA Tour Shop

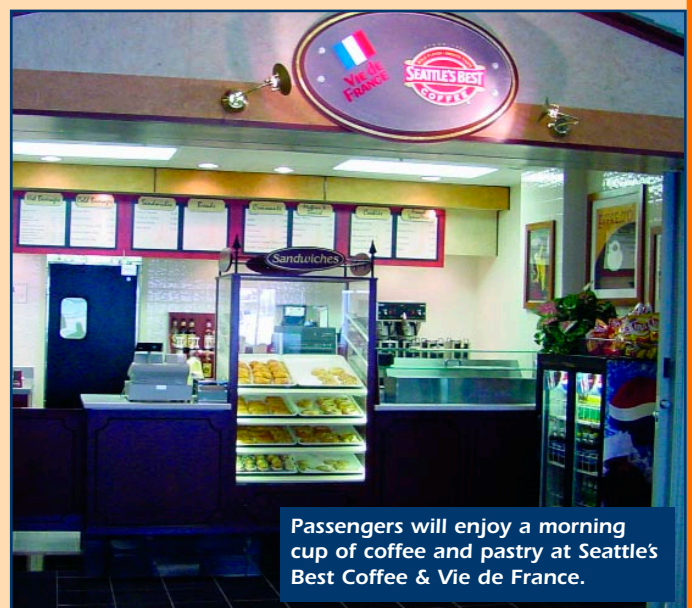
With a warm and quaint shop as its most recent addition at RDU, the general manager of The Paradies Shops, Howard Harmon, describes the shop as "the PGA Tour with a slice of Pinehurst." Customers will find pullovers, shirts, vests, slacks and hats, along with accessories including socks, watches, belts, wallets and, of course, golf balls and towels. Gifts, including autographed memorabilia, are also available. This is definitely the place to visit before heading to the links. The spring line arrives in March and promises to offer more selection and value to the customer. The PGA Tour Shop is located in Terminal A at Gate A18 and is open daily from 6:00 a.m. to 8:00 p.m.



The PGA Tour Shop is a great place to find a gift for the golf enthusiast in your life.

Seattle's Best Coffee & Vie de France

Seattle's Best Coffee & Vie de France offers customers a variety of coffees, pastries and sandwiches in one convenient location. The quality of Seattle's Best Coffee is known throughout the country. A variety of specialty drinks including mochas, lattes and cappuccinos, and five varieties of hot tea are available in addition to traditional coffees. Vie de France bakery products have a reputation of their own. Prepared fresh each day at RDU, Vie de France pastries are a perfect complement to any cup of coffee. Also available from Vie de France are sandwiches and salads. Seattle's Best Coffee & Vie de France, operated by Lee Airport Concession, is located in Terminal A at Gate A18 and is open daily from 5:00 a.m. to 8:00 p.m. A second Seattle's Best Coffee & Vie de France shop is located in Terminal C on the ticketing level prior to the security checkpoint.



Passengers will enjoy a morning cup of coffee and pastry at Seattle's Best Coffee & Vie de France.

RDU Honors Employees and Volunteers

During a luncheon on January 28, the RDU Airport Authority recognized the dedication and support of its employees and volunteers. The Employee of the Year award was presented to Rickie Bell, Senior Maintenance Mechanic, for his unwavering work ethic and diligent workmanship. Bell was also recognized for 10 years of service at RDU.

In addition to praising the hard work of RDU employees, the Authority thanked over 30 volunteers who work in the terminals assisting passengers and visitors on a daily basis. The Volunteer of the Year award was presented to Larry Clark for his superior customer service and friendly personality.

Thank you to all of the people working to make RDU the best airport in the world.

Rickie Bell,
Employee of
the Year



Larry Clark,
Volunteer of
the Year

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



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