

R D U

DURHAM

MAY / JUNE 2001

CHAPEL HILL

UPDATE

NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT

RALEIGH

RDU ↔ LAX



From the Chairman

As the newly elected Airport Authority Chairman, I'd like to welcome our new and re-appointed members and thank former Chairman Bob Winston for his excellent leadership during the past two years. David Lane, our newest member, is a past president of the Raleigh Chamber of Commerce and former Public Affairs Director for BellSouth. Lane joins Ray Sparrow, who was reappointed for a two-year term by the Wake County Board of Commissioners.



Ken Gibbs

Robb Teer and I were both reappointed by the Durham City Council. Steve Toler and Lionell Parker were chosen to again serve Durham County, while the Raleigh City Council reappointed former Chairman Bob Winston and Tim Clancy to the Authority.

In addition to myself, other officers elected at our April meeting for the 2001-2003 term are Tim Clancy, Vice Chairman; Steve Toler, Treasurer; and Ray Sparrow, Secretary.

What an exciting time to lead the Authority! The airport is embarking on a year of ambitious developments to support the growth we've experienced during the past several years. In June, we opened the Terminal A South Concourse, adding five aircraft gates and much needed space for all users of Terminal A. We're continuing to rehabilitate and expand our park and ride lots. And soon will be visible signs of work on a second new parking garage and improvements to the parking toll plaza. As always, we're continuing to strive to improve our customer service with more efficient parking, shuttle and baggage delivery services. We're also continuing with plans on how to best redevelop Terminals A and C, all while welcoming new service by existing carriers.

Speaking of which, since our last issue, there have been numerous announcements of new service. Midway Airlines recently added nonstop service to L.A. and Dulles; Delta added nonstop flights to Dallas/Ft. Worth International and Atlanta, and Southwest added nonstop service to Phoenix.

See page one for details on the new Terminal A South Concourse and to see where everyone has moved. Also in this issue, you'll read about our environmental program and how Midway Airlines – and many other carriers – determine which routes to add. And don't miss the short community profiles on the two, new nonstop RDU destinations of Los Angeles and Phoenix.

I'm sure many of you heard RDU was recently named the fastest growing airport in the nation in 2000, with gains in passenger traffic nearly three times the national average. The airport beat its 8-year-old record for passenger traffic, with 10.4 million people last year, a 17 percent increase over 1999's record 24 percent increase in passenger traffic.

Growth has been, and will continue to be, a major theme at RDU over the next several years. Please join me as we continue to plan well into the future to meet the region's air service demands for first class service and facilities.

Ken Gibbs, Chairman
Raleigh-Durham Airport Authority

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On the cover: Hollywood's Sunset Strip - A walk on the wild side

Photo Credit: Los Angeles CVB / Michelle & Tom Grimm

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Just in Time for Summer

Terminal A South Concourse Makes Its Debut

Raleigh-Durham International Airport continued its push to meet the increased demand for service on June 3 when the approximately \$14 million Terminal A South Concourse, a temporary building that will remain for five years, opened to the public. It adds five more gates to Terminal A – three assigned to Continental and two to Northwest.

The expansion also provides more breathing room for air carriers in the north end of Terminal A, several of whom were sharing gates. In addition, passengers will find an expanded main area security checkpoint. The 5,000 square-foot checkpoint is approximately twice as large and includes three passenger-processing lanes, up from two at the previous checkpoint. There is also additional room for passengers to line up while waiting to pass through the scanning equipment.

Work on the Terminal A South Concourse began in the spring of 2000, when a cargo building was demolished to make room for growth. The addition has steel columns and metal skin and windows, similar to the existing Terminal A. It also includes about 1,400-square feet of concession space. The expansion was designed to blend with the existing Terminal A, so to travelers, the change will be largely transparent.

"The use of larger aircraft and efficient scheduling of flights had nearly maximized the use of existing aircraft gate space in Terminal A. Plus, much more processing area was needed to handle the volume of people and baggage moving through the terminal," said Teresa Damiano, Director of Customer Service and Organizational Support.

"Continental and Northwest have dedicated areas in the South Concourse and a more spacious passenger holding room," added Damiano. "Ultimately, five new gates will allow the opportunity for carriers to offer more frequent or new service. But the expansion is only the first step in terminal redevelopment. Ultimately the entire facility will be redeveloped along with many other terminal area improvement plans during the next 10 years."

The move also gives airlines in the North Concourse more space. Air Tran now has its own gate, since it previously shared a gate with Northwest, and Delta also gained a gate vacated by Northwest. Southwest remains in the same area, but expanded into the two gates previously used by Continental, bringing Southwest's total number of gates to four.

Eventually, a replacement for Terminal A will be built on the current Terminal A site. It's all part of a massive redevelopment of the terminal area that, when completed in approximately 10 years, will have 35 aircraft gates and increase the size from 300,000 to approximately 1 million square feet. The future Terminal A will be a three-story building with a two-level roadway for passenger pick up and drop off, and ticketing and baggage claim on separate levels, similar to the configuration in Terminal C.

"The building that will eventually replace Terminal A will be twice as deep and have three floors," said Cal Edmondson, Senior Program Manager for construction, who oversaw the project. "Everything will get significantly larger."

Other changes brought about with the new concourse involve ticketing and baggage. For Continental flights, both functions are handled in a new addition to the south portion of the main terminal lobby. Check-in of ticketing and baggage for Northwest remains in the same main terminal location. Upon return, passengers for both carriers pick up their baggage at the main terminal baggage claim area. In exchange, baggage claim for US Airways customers is on Terminal A North bag carousels.

Signs direct passengers to the new gate locations.

On a recent tour, workers were busy hooking up Continental's electronic equipment and Edmondson took a moment to point out his "rendition of the perfect restroom." There's no door at the entrance, carpeting on the walls to cut down on scuffing and marks, and passageways wide enough so that people with wheeled luggage can pass comfortably. The addition also has separate nursery rooms, with changing tables, and a family restroom that can be used, for example, if a father needs to accompany his young daughter to the restroom.

Other new additions include new jet boarding bridges for aircraft that have self-contained air conditioning hookups so that planes can be cooled by connecting to an outlet on the bridge.

The same bridges also allow planes to hook up to 400Hz outlets for power while waiting to be loaded.

w a l k w a y



A9



A8

Continental
Airlines



A7



A6



A5

NORTHWEST
AIRLINES

Midway Announces New Routes

Deciding on New Routes: Part Science, Part Art

In the last quarter, Midway Airlines joined other carriers in providing more options to RDU travelers, with numerous new flight announcements – the most heralded among the additions – nonstop service to Los Angeles (LAX). Service began June 1 on Midway's Boeing 737-700 aircraft.

"Los Angeles is one of the top destinations for RDU passengers, boasting famed Southern California beaches and all the attractions of Hollywood, and we are proud to offer the only nonstop service to this terrific market from Raleigh-Durham," said Robert Ferguson, Midway President and CEO.

Steven Westberg, Midway's Executive Vice President and General Manager, said it's all part of Midway's commitment to focusing on and serving its hometown RDU passengers.

"We're growing like crazy," Westberg said. "Since January of last year, we've added Rochester, Buffalo, San Jose, Pittsburgh, Steamboat Springs, Denver, Miami, Providence, Birmingham, Dayton, Los Angeles and Dulles."

Just how does Midway decide when and where to add flights? It all falls under the route planning and scheduling department. As a result of deregulation, all airline carriers are required to provide the U.S. Department of Transportation traffic data figures on flights – where they're going, how many people are on each flight and

what each passenger paid. Airlines in turn analyze that data to help determine which flights should be added.

"We know how many people flew to any of the various cities and what they paid to get there," Westberg said. "Since our goal is to focus on Raleigh-Durham, we look at how many people flew various routes and whether we can make money by adding it to our line-up. It's a huge investment and a big decision for us to begin a new route. If there's enough traffic there and enough revenue there to justify putting an airplane there, we'll probably do it."

Typically, flights are launched about two months after new service is announced. Aside from government data, Midway staff also talk to corporate customers, particularly their travel departments, and company executives meet with area leaders to determine needs. Not every flight works out. And when they don't, Midway's ready to tweak flight times, prices, size of plane and other variables.

"You try these routes out, sometimes you're kind of on a wing and a prayer," Westberg said. "We tried Memphis, but Memphis didn't work for us. In some cases, you make guesses. There's a little bit of art to this, it's not all science."



Non-stop Flights
Los Angeles



Looking to the future, Westberg said Midway hopes to add service to Cancun, but no decision has yet been made.

As a full-service carrier, Midway and its commuter partner operate 264 daily non-stop flights to and from their hub at RDU. Midway serves 35 destinations in 19 states. The company recently took delivery of its tenth Boeing 737-700, creating a fleet of 38 aircraft, including four Fokker F100s, 10 Boeing 737-700s and 24 Canadair Regional Jets. The airline expects to have 17 Boeing 737-700's by the end of the year, Westberg said.



Phoenix, Arizona

Delta and Southwest Also Add Flights

Midway wasn't the only airline adding flights at RDU recently. Delta announced two daily roundtrips to Dallas/Ft. Worth International beginning June 1 plus more frequent service to Atlanta. Meanwhile, Southwest announced nonstop service between RDU and Phoenix with thru service to Sacramento beginning on October 7, 2001.

Midway Partners with Continental and Northwest for Frequent Flyer Program

Midway travelers can continue to collect Frequent Flyer miles, thanks to a partnership with Continental Airlines OnePass® and Northwest Airlines WorldPerks® frequent flyer programs that began May 1. The program replaces a previous partnership Midway had with American Airlines. To accrue miles, passengers must be a OnePass® or WorldPerks® member. To sign up or for more information, visit www.midwayair.com.

Go West!

From Thai tacos to a museum dedicated to firefighting equipment, Los Angeles and Phoenix have something for everyone. Here's a look at two of the newest destinations served from RDU:

Los Angeles ★

L.A. holds distinctions as the entertainment capital of the world, a cultural mecca with more than 300 museums and a paradise of good weather.



About 3.8 million people live in the city, while about 9.5 million call L.A. County home. L.A. spans a diverse geographic area. Primarily a desert basin, it's surrounded by the San Gabriel Mountain range, and divided by the Santa Monica Mountains. Los Angeles County has 76 miles of coastline and altitudes ranging from nine feet below to 10,080 feet above sea level.

Southern California's climate is often described as "perfect," and it's typically sunny and warm, with gentle ocean breezes. Humidity is low, with annual precipitation of just over 15 inches. The average temperature is a balmy 66.3° F

L.A. was founded in 1781, when 44 "vecinos pobladores," or village settlers from the Mexican provinces of Sonora and Sinaloa, made their home in what's now downtown L.A.

Today, the city's diverse population includes people from about 140 countries, speaking approximately 86 different languages, making for a fusion of cultures and everything it offers.

While there, don't miss Beverly Hills for shopping, the Art-Deco-style Los Angeles Public Library or a game in Dodger Stadium. In Hollywood, visit an action-filled set or be part of a live television audience taping.

In 2000, more than 67 million passengers traveled through LAX airport. Leading businesses in the area include advertising, computer programming, legal services and engineering; health services and bio-med; tourism; international direct trade and motion picture and television production. Los Angeles County is also home to 158 colleges and universities, including Occidental, The University of Southern California and UCLA.

★ Phoenix

Phoenix is the nation's 6th largest city and draws a population of nearly 1.3 million people, thanks in part to its rich business climate and the quality of life. Greater Phoenix is in the heart of the Sonoran Desert, has an average rainfall of less than eight inches a year, an average annual high of 85 degrees and averages 300 sun-filled days per year.

The area's major industries include high-tech manufacturing, tourism and construction. Greater Phoenix is home to 190 golf courses and more than 12 million people visit Phoenix each year. The typical visitor is 42 years old and has an average annual income of \$60,800.



Phoenix is a first class sports town whether you watch or play. It has a major league team in the four major sports – basket-

ball, football, baseball and ice hockey, and a wealth of sporting venues you might not expect to find in the desert, including lush golf courses, some of which host professional tours, and lakes for swimming and boating.

Phoenix has museums to suit nearly every taste, including The Heard Museum (Native American); Desert Botanical Garden (the world's largest collection of desert plants); Taliesin West (home of the Frank Lloyd Wright Foundation); the Phoenix Art Museum (the Southwest's largest art museum). Perhaps the most unique is The Hall of Flame, featuring the world's largest collection of firefighting equipment!

In 2000, more than 36 million people flew through Phoenix Sky Harbor International Airport. So what are you waiting for? Book your flight!



Looking Out for the Environment

Environmental compliance is a critical component of RDU operations, and airport staff administers not only existing programs, but oversees documentation and permitting for anticipated and ongoing capital improvement projects.

Environmental Manager Miriam Gilkinson, a professional engineer who joined RDU in September 1999, leads the environmental staff. Gilkinson earned degrees in environmental engineering from the Massachusetts Institute of Technology and the University of Illinois. She worked previously in consulting on contaminant modeling, human health risk assessment, hazardous waste, and aviation-related environmental projects.

Gilkinson and her staff develop, implement, and manage environmental compliance programs, including storm water, groundwater, drinking water, hazardous materials, air quality, noise, and other programs for the approximately 5,000-acre airport property. Staff members sample storm water for The National Pollutant Discharge Elimination System (NPDES), evaluating aquatic toxicity and screening for oil and grease, detergents, nutrients, and aircraft deicers. Workers also sample RDU drinking water for Safe Drinking Water Act compliance, confirming that the water is disinfected and safe to drink. The team stays current on regulatory changes and their impact on airport operations.

“Proactive environmental documentation is paramount because we’re embarking on large-scale terminal area redevelopment,” Gilkinson said. “Most development projects have an environmental component so I stay involved.” For example, to get a permit from the State for planned parking expansions, staff recently oversaw a project to model changes in vehicle carbon monoxide emissions.

Armando Tovar, Noise Officer since 1989, oversees RDU’s noise program. Staff members use portable noise monitoring boxes in nearby communities and are evaluating a permanent monitoring system installation. Tovar also runs the airport’s noise hotline, which largely receives questions from prospective homeowners near the airport, and oversees a special Web site, www.rduaircraftnoise.com, dedicated to noise issues. Wendy Rebar, an environmental/noise technician, works closely with Tovar and Gilkinson.



From left to right, airport employees Miriam Gilkinson, Wendy Rebar and Armando Tovar examine noise monitoring equipment.

Gilkinson and her team also serve as a liaison and community resource. Gilkinson attends quarterly Umstead Coalition meetings and is available to meet with individuals about environmental concerns. The environmental staff works continuously to improve the environment around RDU.

One unique contribution is Lake Crabtree Park, airport property leased to Wake County for \$1 a year. In return, the County has made numerous improvements, adding hiking trails, fishing piers, boat launches and picnic areas. There are other programs in the works.

“Currently, we’re evaluating opportunities for airport staff to use alternative fuel vehicles,” Gilkinson said. “We’re working with the Triangle Clean Cities Coalition evaluating needs, collecting data, and exploring alternatives.”

So if you see electric cars buzzing around RDU in the near future, you’ll know where the idea originated.

ATC Icon Steps Down

Hilda T. Richardson, Administrative Officer of the East Carolina Hub and RDU Air Traffic Control Tower, is retiring July 1 after 24 years as a valued government employee and friend to many. Richardson has worked 19 of those years at the RDU Tower.

Richardson began her government career as a receptionist at Rome AFB, New York while her husband Bobby was in the military. In September 1982, an Air Traffic secretarial position opened up at RDU and Richardson accepted the assignment.

Richardson has experienced many changes and challenges in the FAA and accepted them readily. She has received numerous awards for her outstanding performance and service over the years. She and her husband Bobby have been married for 44 years and have one daughter, Julie.

"Hilda is a credit to the FAA and will truly be missed by many friends too numerous to count throughout the Southern region and beyond," said Preston L. Williams, Support Manager for the RDU Tower.



2001 First Quarter Statistics

	2001	2000	Change
Passenger Traffic:	2,451,852	2,217,273	(+10.5%)
Cargo Traffic (lbs.):	65,768,282	63,125,017	(+4.2%)
Take-offs & Landings	73,675	70,015	(+5.2%)
Taxi trips:	34,162	33,676	(+1.4%)
Cars parked:	552,718	468,203	(+18.1%)

VISIT RDU'S NEW EXPANDED WEBSITE AT WWW.RDU.COM



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