

NOVEMBER/DECEMBER 2002

RDU UPDATE

NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT



Get Ready for ***Takeoff***

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RDUUPDATE

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Airport Director

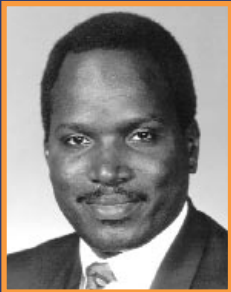
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RDU Update is published every other month by the RDU Airport Authority for its corporate and community partners and air travelers. Suggestions and comments should be sent to:

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From the Chairman



The holiday season is almost here and Raleigh-Durham International Airport is gearing up for one of the busiest times of the year. Thousands of passengers will make RDU part of their travel plans, and, as always, the entire air-

port community is committed to making your flight convenient and stress-free.

Passengers and visitors are encouraged to use the holiday travel tips featured in this issue of *RDU Update* or pick up "Get Ready for Takeoff: A Traveler's Guide to Raleigh-Durham International Airport" available throughout the terminals. By utilizing this helpful information, passengers can successfully navigate RDU and the changes taking place throughout the airport to accommodate new security requirements.

As we ring in the New Year, RDU looks forward to several projects including the celebration of our 60th year in operation, the opening of a new parking garage with more than 6,000 spaces and the start of the expansion and renovation of Terminal C. Join us throughout the year as we celebrate the love of flying and begin projects that will shape the future of RDU.

While construction is ongoing, other changes that will occur in the New Year include a new taxicab stand manager system and the addition of new technology to the RDU Air Traffic Control Tower. These additions will advance the daily operation of RDU on the ground and in the sky.

Have a happy holiday season!

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





Terminal C today

A Look Ahead...

As we celebrate this holiday season, RDU looks toward 2003 and the exciting projects we are working on that will benefit our passengers, visitors and the entire Triangle community.

Getting to RDU

Passengers and visitors driving to RDU in 2003 will see major improvements at the Interstate 40 / Aviation Parkway interchange. The improvements include a loop ramp serving eastbound traffic entering I-40 and the widening of the westbound exit ramp from I-40 onto Aviation Parkway. This will allow for more free flowing traffic and less congestion for travelers going to and from RDU.



New parking garage construction

Just the Beginning

In 2003, renovations will begin on Terminal C that will include the addition of 12 – 15 gates, the coordination and installation of new security requirements and additional concessions located before security checkpoint. Look for more information and construction updates throughout the year.

Parking Made Easy

The opening of the newest parking garage at RDU in November of 2003 is not the only change to parking at the airport. In conjunction with the opening of the new garage, RDU will launch a new way to pay for parking. When parking at RDU, visitors will pay for parking and validate their ticket at automated pay stations before returning to their cars. When exiting, the validated ticket will be inserted in a pay station at the exit booth, allowing passengers to quickly exit from the parking garages. Look for more information throughout the year.

100 Years of Flight, 60 Years at RDU

The year 2003 marks a milestone in the history of aviation with the 100th anniversary of the first manned, controlled and powered flight by the Wright brothers on the beaches of North Carolina. It is also the year in which RDU marks 60 years of service to the Triangle community. These accomplishments will be recognized throughout the year at RDU. Community members, visitors and passengers are invited to join in the excitement and commemoration surrounding this notable year in which we celebrate the love of flying and the spirit of RDU.

RDU in 1943



Get Ready for Takeoff

It is once again that time of year when RDU welcomes passengers and visitors from the Triangle community and abroad who are traveling during the holiday season. Customers who have traveled during the past year may have already observed changes that have occurred at RDU. Those traveling for the first time since the 2001 holiday season may notice differences in the airport environment and in procedures. To help you navigate RDU this holiday season, we have created a travel guide to make your trip easier and more enjoyable.

Before you Travel

Prior to arriving at RDU, consider what you are packing for your trip.

- Are you traveling with prohibited items? These items include everything from a baseball bat to toy weapons. The items most commonly left behind at security checkpoints include scissors, pocketknives and mace. Items that are permitted include tweezers, nail clippers and eyelash curlers. For a complete list of prohibited items, visit www.rdu.com.



- Did you wrap your holiday presents? If so, you may be asked to unwrap gifts in order to pass through security checkpoints. RDU advises all passengers traveling with presents to leave them unwrapped until you arrive at your final destination or ship them separately.

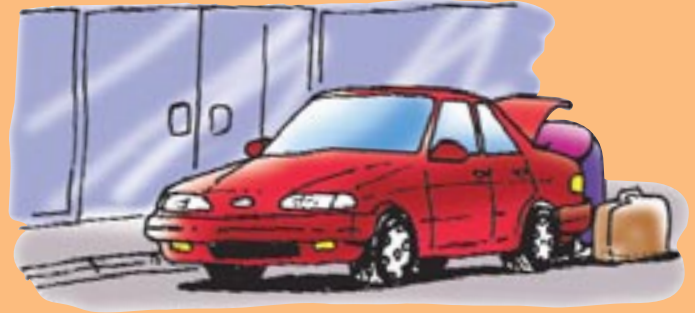


Arriving at RDU

When you arrive at RDU, you will see changes in the parking areas and inside the terminals at security checkpoint.

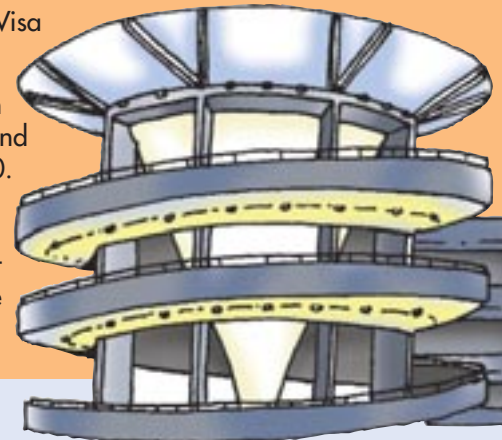


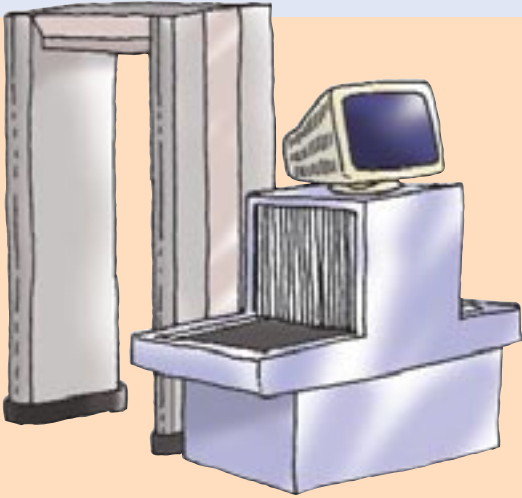
- Passengers are advised to arrive early, leaving ample time to go through security checkpoint and arrive at your designated gate area.
- For visitors dropping off or picking up friends or family, curbside access is reserved for cars actively loading or unloading passengers. Parking along the terminal curbs is prohibited. If someone is picking you up, RDU recommends using cell phones to coordinate a meeting location.



- Visitors who park and escort passengers into the terminals, or who are picking passengers up, may not go past security checkpoint. Discuss where you will meet your party prior to their arrival. RDU recommends using the baggage claim areas for meeting and greeting family and friends.
- RDU customers have several parking options, including hourly and daily parking areas in the garages and Park & Ride lots with shuttle bus service to the terminals. When driving, watch for electronic roadway signs that display parking availability. RDU accepts cash, traveler's checks, MasterCard, American Express, Diner's Club, and Visa (no personal checks).

For parking information (rates, directions, refunds and more) call (919) 840-2110. For parking availability, call (919) 840-2140 or tune in to 1610 AM. Visit www.rdu.com for more parking information.





Navigating Security Checkpoint

Throughout the holiday season, construction may be taking place to accommodate new security procedures and ensure safety and efficiency.

- Signs will guide you to the appropriate security checkpoint.
- E-ticketed travelers will be required to show written confirmation from the airline acknowledging a reservation in order to pass through security.
- Only ticketed passengers are allowed through security checkpoint, however, arrangements can be made with an airline agent for non-travelers to accompany children and travelers requiring special assistance.
- Comments about terrorism, weapons, explosives or other threats will be taken seriously.



- Each passenger is limited to one carry-on bag and one personal item, such as a handbag or briefcase. Bags will be checked at the security checkpoint and may be screened again at the boarding gate.
- While in line at the checkpoint, please place your cell phone, pager, keys and coins in your carry-on bag. This will save time once you arrive at the metal detector.
- Keep all bags and personal items with you at all times. Do not accept any items from someone unknown to you and report any unattended items to airport or security personnel.

Traveling with Children

- When traveling with children, please allow extra time for check-in and security checkpoint.
- Parents are encouraged to explain the security process to their children so they will not be frightened or surprised.
- Children, as well as adults, must undergo screening. All child-related equipment must go through the X-ray machine or be inspected by a checkpoint screener.
- If a child is traveling alone, at least one parent or relative may receive a pass from the airline to escort the child to the boarding gate. Call your airline ahead of time to make special arrangements.
- RDU recommends packing activities for children, such as coloring books, crayons or reading material.



Special Needs Passengers

- Passengers traveling with a special need should notify the airline in advance if special assistance will be necessary.
- Airlines can provide a pass to allow at least one family member or companion to accompany individuals with special needs to the gate area.
- All personal assistance devices will be checked at the security checkpoint. These devices include canes, walkers, prosthetic devices, wheelchairs and diabetes related equipment.

Relax at RDU

Do you have some free time before your flight? RDU invites you to explore its newest shops, restaurants and exhibits.

- While at RDU, passengers are invited to *The Shops of RDU Landing*, which feature a variety of local and national restaurants, retail outlets and snack shops. Concessions serving breakfast and coffee open at 5 a.m. and are located past the security checkpoints. Some beverage and snack kiosks are located on the ticketing levels. For more information, pick up *The Shops of RDU Landing Shopping Guide* located throughout the airport.
- The newest addition to RDU's art program is a tile mural in the tunnel between Terminal A and the parking garage. The mural depicts the North Carolina ecosystem from the coast to the mountains. Stop by the mural on your way into RDU or on your way home.
- Passengers will also enjoy a local art exhibit in the connector between Terminal A and the Terminal A north concourse.



Travel Checklist

DO...

- ✓ Allow extra time. Arrive early.
- ✓ Keep your baggage with you at all times.
- ✓ Review the guidelines for what you CAN take in your carry-on luggage at www.rdu.com.
- ✓ Bring a government-issued photo ID. (If you have photo identification for your children, please bring those as well.)
- ✓ Bring your ticket or a printout of your itinerary for your E-ticket.
- ✓ Prepare your children for the security checkpoints. Advise your children that all bags and toys must go through the X-ray machine. Leave toys at home that could be mistaken for weapons.
- ✓ While in line at the checkpoint, place your cell phone, pager, keys and coins in your carry-on bag. This will save time once you arrive at the metal detector.



DON'T

- ✗ Carry knives in your carry-on luggage.
- ✗ Carry prohibited objects like scissors, pocketknives and mace.
- ✗ Joke about terrorism, weapons or firearms, such comments and threatening actions will be taken seriously.

RDU Brings Jobs to the Community

Thanksgiving. Christmas. And the close of another year draws near. It has been a good year, but not a great year, at RDU. We lost Midway Airlines and many of their employees lost their jobs. A number of these people have joined the Raleigh-Durham Airport Authority and others have become members of the Transportation Security Administration team at RDU. Unfortunately, many are still looking for work as are employees from other companies in the Triangle that have been affected by the decline in our economy.



John Brantley
RDU Airport Director

The construction industry has been hit especially hard and private sector projects have grown scarce. Fortunately, RDU has been able to help the situation. In addition to a new parking garage and a major taxiway currently under construction, a 20,000 square foot general aviation terminal building, a 50,000 square foot operations center, a major storm drainage system and the final phase of the general aviation redevelopment are projects for which contracts have either recently been awarded or are currently being bid to construction firms. Early next year, bids for a large taxiway relocation and apron expansion project will be solicited. And in late spring, the first phase of a multi-year project to renovate and expand the size of Terminal C is scheduled to commence. Clearly, RDU is continuing to move forward and helping the community in turn.

We have heard it said that timing is everything. Well, we believe this. We are starting several projects at a time when construction is slow and contractors need jobs in order to remain in business. Good contractors are bidding, competition is keen and price quotes are good. RDU has gained access to the best contractors plus more quality work for the money. Workers in the community are able to remain employed and the economy benefits and can move forward. And passengers will enjoy added facilities, which will provide a more convenient traveling experience. It is a win-win situation for all involved.

RDU is happy to play a role in the advancement of our surrounding community and feel that good things can come during bad times. Happy Holidays and a prosperous New Year!

Getting a Cab at RDU

Passengers arriving at RDU will enjoy improved taxicab service thanks to a new system being initiated at the airport. A new taxi stand manager system will ensure taxicab availability for passengers while providing drivers with more economic opportunities. Following a yearlong process that included consultations with industry experts, public hearings and research at airports throughout the country, the new system will begin at RDU January 2003.

Several factors were considered when selecting the revised system. Among those factors were customer service and increased opportunities for drivers. Customer service is RDU's top priority, and the lack of available taxicabs during peak hours posed an on-going concern. Under the new structure, a taxi stand manager will ensure taxicab service is available during all operating hours.

For drivers, this new system provides the opportunity to become an independent contractor to the stand manager. Drivers may also choose to own their vehicles.

The new system will benefit passengers and drivers. Drivers will take a more active role in the business while customers will find more consistent service without an increase in cost. RDU continues to make changes in order to better serve our passengers, visitors and the entire RDU community.



STARS Arrives at RDU



The Federal Aviation Administration will begin installation of the Standard Terminal Automation Replacement System (STARS) at the RDU Air Traffic Control Tower in the spring of 2003. Infrastructure enhancements are currently underway at the facility.

STARS technology, developed by Raytheon, will replace aging computers and air traffic control displays with modern, reliable equipment, giving RDU controllers a state-of-the-art air

traffic control system for managing their terminal airspace.

"The STARS' open architecture and expandability prepares us for future growth. STARS can easily and rapidly incorporate sophisticated software-based tools currently under development, aimed at improving safety and efficiency," says Rich Belmonte, Air Traffic Manager at RDU. "The STARS technology provides controllers with high resolution color radar displays,

the six levels of weather intensity utilized by the National Weather Service, personalized position setup and double redundancy."

STARS technology takes advantage of commercial products to significantly reduce the cost and schedule of deploying a new system. STARS is a key part of the FAA's ongoing and successful modernization of the U.S. Air Traffic Control System.

Airline Update

- American begins nonstop service from RDU to San Juan, Puerto Rico on December 15, 2002. The flight will depart RDU at 7:45 a.m. and arrive in San Juan at 12:16 p.m. The return flight departs San Juan at 6:55 p.m. and arrives in RDU at 9:38 a.m.
- American Airlines will also begin nonstop service to San Jose, California on March 2, 2003. The flight will depart RDU at 5:00 p.m. and arrive in San Jose at 8:08 p.m. The return flight will depart San Jose at 10:40 p.m. and arrive in RDU at 6:36 a.m.
- Skyway Airlines is getting a new name beginning January 1, 2003. Flying under the name **Midwest Connect**, the airline will continue to provide service from RDU to Milwaukee, Wisconsin.



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



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