

RDU

DURHAM

JULY/AUGUST 1999

CHAPEL HILL

UPDATE

NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT

RALEIGH



Hats Off to RDU Staff

From the Chairman

Never before have the eyes of the world been focused on the Triangle and Raleigh-Durham International Airport the way they were last month. From the start of Southwest Airlines' new service on June 6, to the arrival of fans and participants for the U.S. Open Golf Championship and the Special Olympics World Summer Games, we were indeed in the spotlight.

These three events resulted in tremendous local, national and international media coverage. I'm proud to say that RDU came out shining like a diamond. Southwest marked the 14th major airline providing service to our region. RDU served as the airport of choice for professional golfers and golf fans from all over the world as the U.S. Open geared up at Pinehurst in mid-June. And right on the heels of the U.S. Open came the first international arrivals of Special Olympics athletes from more than 150 countries. RDU served as the "Gateway to the 99 Games" for more than 7,000 athletes, 2,000 coaches and 15,000 family members who traveled to the Triangle for the World Games.

On June 25, RDU set a new air traffic record with the arrival of 2,000 Team USA Special Olympics athletes aboard 275 business jets during the Cessna Citation Airlift. The first Citation jets touched down around 8:30 that morning and were followed by a Citation landing every two minutes for the next 12 hours. More than 1,400 take-offs and landings that day easily eclipsed our previous record of 950 take-offs and landings in a single day.

The fact that all this activity took place with very few problems is a testament to the planning and hard work of the Airport Authority staff, its volunteers, business partners and airlines. The FAA did an outstanding job handling all the increased air traffic. Host Marriott Services donated and prepared food for thousands of athletes and volunteers at locations all over the airport. United Parcel Service did an incredible job handling and sorting all the athletes' luggage. Piedmont Hawthorne Aviation and Cessna Aircraft Company were masters at planning, handling, refueling and managing all the Citation aircraft.

The Special Olympics staff and several thousand volunteers did a great job of tracking, welcoming and taking care of the athletes. The airlines at RDU exhibited a sensational spirit of cooperation as they got everyone here safely and then returned them home again. And the Raleigh-Durham Airport Authority staff — well, they were the glue that held it all together.

My hats off to every single individual involved. Never before have so many people representing so many organizations come together at RDU to work on events of this magnitude. As we move forward to the challenges and opportunities ahead, I think we should all take a moment to offer each other heartfelt congratulations for a job well done.



Bob Winston

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On the cover:

The Raleigh-Durham Airport Authority staff had its hands full during the month of June. With the arrival of Southwest Airlines, the U.S. Open Golf Championship and the 1999 Special Olympics World Games, RDU set records in passenger boardings, air traffic and a host of other categories. Thanks to leadership, teamwork and planning, all these major events were a huge success.



Bob Winston, Chairman
Raleigh-Durham Airport Authority

Flight Service Station Presented with National Honor



Raleigh-Durham's Automated Flight Service Station serves 300 airports and handled more than 819,000 requests in 1998.

The Raleigh-Durham Automated Flight Service Station (AFSS) has been named the 1998 National AFSS of the Year by the Federal Aviation Administration. The Station was selected as the FAA's top Automated Flight Service Station from among the agency's 61 stations located throughout the country. Selection criteria for the annual award includes the following: Operational Efficiency, Communications, Employee Development, External Relations, Resource Management, Human Relations, Professionalism, Employee Morale and Community Involvement.

Flight Service Stations provide preflight, in-flight and emergency assistance to all pilots upon request. Employees communicate information about actual and forecast weather conditions for a specific flight, relay air traffic control instructions, assist pilots in emergencies, provide airport advisory services, and initiate and participate in searches for missing or overdue aircraft. The Raleigh-

Durham AFSS serves all of North Carolina and portions of South Carolina and Georgia and is based at Raleigh-Durham International Airport.

Raleigh-Durham's Automated Flight Service Station serves 300 airports and handled more than 819,000 requests in 1998, a quarter of a million more requests than a decade earlier. The AFSS is the 5th largest such facility in the country with 57 employees. Last year, pilots were provided the information they requested in an average time of less than 15 seconds.

The Flight Service Station (FSS) system began when the U.S. Postal Service launched its first airmail route in May, 1918, between New York and Washington D.C. Two years later, a 2,612-mile airmail route from New York to San Francisco was started that included 17 primary landing fields with an Air Mail Radio Station. These stations assisted in loading and unloading mail, servicing the airplane, making local weather observations and developing their own weather forecasts.

With advances in aviation and technology, these stations evolved into today's Automated Flight Service Station (AFSS) division of the Federal Aviation Administration Air Traffic Control Service to support pilots and aviation.



On the Lookout for Tail Numbers



It was "Eyes to the Skies" for more than 12 hours as these tail watchers recorded aircraft numbers from the Cessna Citations bringing Team USA athletes to the Special Olympics Summer World Games.

They arrived early and stayed late. They rarely moved and didn't eat. It was an opportunity they didn't want to miss – 275 Cessna Citation jets in 11 hours.

Nearly 100 spectators from Great Britain gathered in Observation Park to view what has been called "The world's largest peacetime airlift" — Citation jets delivering 2,000 U.S. athletes to and from the 1999 Special Olympics World Summer Games.

They came equipped with binoculars, telescopes and notebooks. As aircraft approached, they spotted the tail number and wrote it down on a pad. Later, they researched the tail number to discover the owner, plane type and primary airport. Many tracked the numbers on computers, or underlined the tail number in a book.

"It's really quite a lovely sport," Gerald Lowther of Luton, England, explains. He is a member of one of England's several dozen spotting clubs and came with a group to the Cessna Citation Airlift. "We don't compete. It's just for the sport of it." Their group also planned to travel to

several military bases to spot before heading to Wichita, Kansas, to Cessna's headquarters for a tour of the plant.

The spotting craze began during World War II. British citizens were requested to help the military track German bombing aircraft. Hundreds of civilians would stand at the coastline tracking aircraft types and tail numbers. What started as a means to ensure survival eventually developed into a hobby that remains a popular pastime for tens of thousands of Britains.

Lowther says that aircraft spotting is so popular in Europe that the Frankfurt Airport is the second most popular tourist destination in Germany with 1.5 million tourists annually.

"As a kid, I counted steam train engines, but dropped that when I found girls and motorbikes. I got back into spotting when those wore off," Dougie Fitton said. He explains how he spots every chance he gets between folk singing and working at an auto factory. "I had a bit of luck with the stock market, so I could make this trip," Fitton added.



The unique hobby of "Tail Watching" brought more than a hundred Great Britains to RDU who spent a day in Observation Park to spot and record all the Cessna Citation tail numbers as they arrived with Team USA athletes. Armed with high-powered binoculars and spotting scopes, they carefully recorded every tail number in notebooks so they could later research the number, type of aircraft and home airport.

RDU Special Olympics Efforts a Huge Success



Several thousand volunteers worked at the airport during the Special Olympics World Summer Games. A volunteer (third from left) greets members of Team USA after landing on one of the hundreds of Citation jets that brought athletes to the Triangle.

When officials with the 1999 Special Olympics World Summer Games approached the Raleigh-Durham Airport Authority staff several years ago about becoming the gateway venue for the Games, both knew detailed planning would be required. But no one knew how well the plan would play out.

Plan

Special Olympics staff and volunteers met monthly during the last year with key RDU staff members to decide how athletes, volunteers, honored guests, buses and aircraft would move through the airport. Five thousand international athletes and 15,000 family members were scheduled to arrive on one of RDU's 260 daily in-bound commercial flights, along with 2,000 athletes who would travel to the Triangle via the Cessna Citation Airlift. Diagrams, maps, charts and other plans were drawn and refined over a period of months to perfect how the flow would happen.

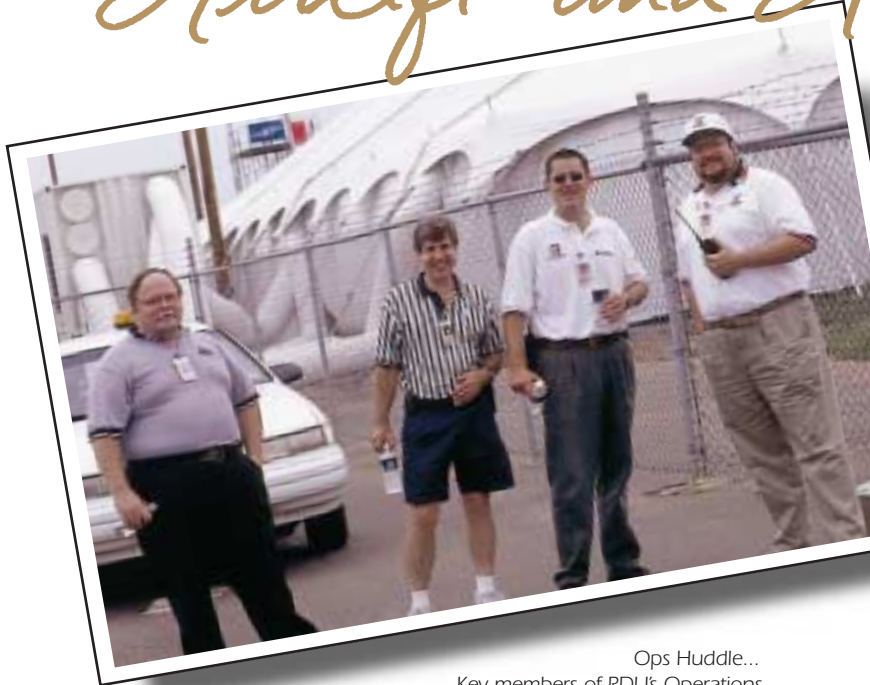
Preparation

In early January, preparations began in full force. The Facilities and Maintenance Departments improved lighting and electrical capacity, and rented trailers, tents and portable restrooms, while upgrading the roadways and other facilities. They also performed a "makeover" on the Piedmont Hawthorne hangar adjacent to the 10,000-foot runway which would serve as the official Delegate Welcome Center. Much of the \$200,000 spent on improvements will permanently benefit the Airport.

Law Enforcement officers coordinated with neighboring mutual aid agencies to obtain additional officers during the World Games. The Ground Transportation crews decided how vehicles picking up athletes and honored guests could be staged.

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Airlift and Athlete Processing



Ops Huddle...

Key members of RDU's Operations

Staff hold a brief huddle on the Piedmont West ramp as the inbound portion of the Citation Special Olympics Airlift begins. The airlift brought more than 2,000 athletes and coaches to the World Games from 28 states on 275 corporate and private Cessna Citation jets. Shown from left are Telecommunicator Elwood Jones, Operations Officers Dave Floor and Joel Burgess and Operations Manager Will Nelson.



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The Operations department worked closely with the Federal Aviation Administration to accommodate volunteers, staff and others working the Airlifts. Parking, safety and emergency plans were reviewed and refined where necessary.

Count Down

The final weeks before the Games were busy for all RDU staff members. Maintenance crews worked overtime to set-up tents and hang banners. Traffic Control Officers prepared for use of the new commercial curbside in front of Terminal A. Team leaders called Special Olympics volunteers and coordinated schedules.

Delivery

June 19 dawned with all staff members ready for the next two weeks. The Piedmont Hawthorne aircraft hangar had miraculously been converted into the Delegate Welcome Center. A large tent had been installed for accreditation and baggage.

Tremendous cooperation and teamwork among staff members and volunteers helped make the Special Olympics Citation Airlift the most successful in history.

Improved lighting, roadways, signs, smaller tents, restrooms and a First Aid center were in place. Work schedules reflected extended hours and overtime for those who worked on the project.

As international athletes arrived, Special Olympics volunteers worked in tandem with RDU staff members to see that things ran smoothly. Visitor Services staff members answered questions and provided translation services as needed. Traffic Control Officers maneuvered the excess vehicles through the new roadways while protecting the pedestrians in the crosswalks. Parking personnel reserved 500 parking spaces in Park and Ride Lot 2 for Special Olympics volunteers. Maintenance workers emptied trash containers, helped refuel generators and responded to virtually every type of maintenance related request imaginable. Emergency and law enforcement personnel were

by a Success



During the arrival and departure of the Special Olympics athletes, RDU's Law Enforcement division received support from divisions of the: Raleigh Police, Wake County Sheriff's Dept., Durham Police, Durham County Sheriff's Dept., Cary Police, and the Morrisville Police. At top, from left are RDU Police Officers: Mark Champ, John Green, Ricky Cates, Stuart Edwards and Ronald Wilson.

Aircraft refueling, extremely hot temperatures, record air traffic and thousands of extra people in the terminals required RDU's Emergency Services Division to be ready to handle anything and everything. Pictured in bottom photo above is RDU's Crash-Fire-Rescue Unit 3 manned by emergency personnel during the Citation airlift. All the Cessna Citation jets were refueled at a station set-up on the North Cargo ramp.

staged and ready for any emergency. Administrative staff members filled support roles.

Clean Up

After the last international delegation boarded a commercial flight and the final Cessna Citation aircraft flew from RDU, the work continued. Tents, portable restrooms, trailers and signs were removed. Parking spaces were returned to public use in preparation for the paving of Park and Ride 4. Media stories were clipped and recorded. Cones and barrels were retrieved. And at last, the staff and volunteers could stand back and take a

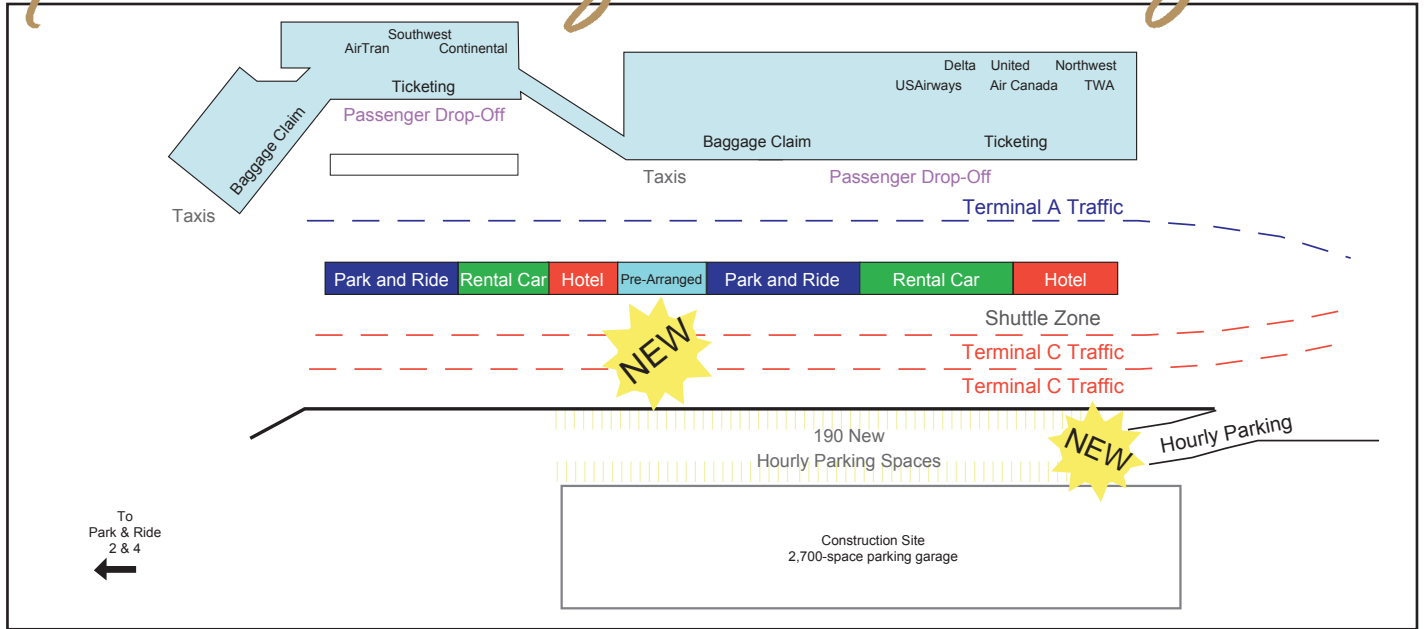
Television stations, newspapers and radio stations from throughout the Carolinas covered the inbound Cessna Citation Special Olympics Airlift on June 25. Coverage began with live shots at 6 a.m. before the first planes landed and lasted through the 11 p.m. news. Newspaper stories about the event were positioned as cover stories and section fronts on the following day.

deep breath and be proud of how smoothly the operations went.

Future Events

With a successful international sporting event completed, RDU and area officials look forward with confidence to providing air service support for other major events in the Triangle and state.

New Roadway Eases Congestion



The 2,700-space parking garage construction continues with the newest addition from the project opening in mid-June. Three additional lanes on a new commercial curb, along with 190 hourly parking spaces, have been added in front of Terminal A.

RDU's Park and Ride buses, hotel shuttles and rental car shuttle buses have been moved to the new commercial curbside. This provides more curbside space next to Terminal A for passengers to use while loading

and unloading their vehicles. Two additional lanes for by-pass traffic allow vehicles traveling to parking lots and Terminal C to avoid congestion in front of Terminal A.

The additional parking spaces are designed for people picking up and dropping off passengers. Due to federal mandates, unattended vehicles must be towed away from the curb. More convenient parking spaces may help reduce unattended vehicles left on the curb.

First Half Statistics

	January - June	1998	1999	Change
Passengers		3,441,037	4,010,413	16.5%
Cargo — In Tons		54,910	59,963	9.1%
Takeoffs and Landings		122,736	142,096	15.8%
Parking Vehicles		808,649	871,067	7.7%



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