

From the Chairman



Orlando. Las Vegas. The Bahamas. These are just a few of the vacation destinations passengers are taking off to this summer travel season. And to make the journey complete, this issue of *RDU Update* provides an in-depth look at the RDU experience. From arrival to

takeoff, discover the services provided by RDU for all our customers.

While visiting RDU this summer, check out the anniversary photo exhibit on display in the Terminal A walkway connector. This display is part of a yearlong celebration of RDU's 60 years of service. Thank you to the community members and visitors who joined airport staff on May 1st to celebrate the airport's anniversary!

RDU and the aviation industry have changed dramatically over the past two years. From expanded security to airline restructuring, RDU and our passengers have been affected by these changes. Many travelers do not know

who is responsible for security at RDU and airports across the country. Learn about the Transportation Security Administration, the new organization working alongside airport staff to make your flying experience safe and pleasurable.

For the past 60 years, RDU has served the needs of our passengers and our community. Today is no different. One of the airport's tenants is a local, non-profit organization working to help the children of our region. Discover the mission behind Children's Flight of Hope, an organization providing transportation to children in need of special medical attention. The bond between our community and flight is truly amazing!

Have a wonderful summer season.

David T. Clancy, Chairman
Raleigh-Durham Airport Authority

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RDUUPDATE

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Today, Delta Airlines provides service to seven non-stop destinations from RDU, and will begin service to Ft. Lauderdale in September.

RDU in the 1970s: On the Horizon

The 1970s were a time of great change for the aviation industry as well as Raleigh-Durham International Airport (RDU). New airlines joined the RDU family while industry deregulation brought increased opportunity to the Triangle. With long-range planning complete and the industry beginning to expand, this decade brought new carriers and destinations to RDU.

On June 15, 1970, RDU welcomed Delta Airlines as the fourth major carrier to serve the airport. With Eastern, Capital, which would later become United, and Piedmont Airlines beginning service in the 1940s, the addition of Delta marked the first major airline to begin serving RDU in over 22 years.

Along with new passenger carriers, RDU recognized the need for an increase in cargo services and built the first air cargo building in 1972. This building provided for air cargo service to and from RDU. Today, the airport houses five all-cargo operators including United Parcel Service and Federal Express.

In 1972, RDU also welcomed the Raleigh-Wake Civil Air Patrol. This auxiliary unit of the United States Air Force is responsible for aerial searches for missing aircrafts and people. The unit moved to RDU following the closing of Raleigh Municipal Airport that same year.

Before the 1970s came to an end, the aviation industry changed dramatically when President Jimmy Carter signed the Airline Deregulation Act in 1978. These new guidelines for the industry allowed airlines to fly between airports of their choosing with ticket prices being assigned based on what passengers were willing to pay. Airlines experienced unprecedented competition, and growing communities, including the Triangle, gained air service based on their ability to support increased passenger traffic.

To end the decade, RDU welcomed its fifth major air carrier, Allegheny Airlines, known today as US Airways.

What happens at RDU in the 1980s? Look for the September/October issue of *RDU Update* to find out more about the history of RDU!

Celebrating 60 Years of Flight

Thank you to everyone who joined the Airport Authority on May 1st to celebrate RDU's 60th anniversary. A reception was held in the lobby of Terminal A North Concourse, where the Authority honored former airport director Henry Boyd, who served at the airport from 1960-1978. Also honored were former members of the Airport Authority who served during Boyd's tenure. The celebration included refreshments for passengers and visitors along with a commemorative series of RDU postcards.



Airport Authority board members, past and present, join former airport director Henry Boyd and current director John Brantley in celebrating the 60th anniversary of RDU.

The airport's anniversary is being celebrated throughout the year with a photo exhibit located in the walkway connector in Terminal A. *Celebrating 60 Years of Flight* is a dynamic exhibit featuring images of RDU through the years. In these photos, the history of RDU unfolds and the ever-present relationship between the airport and the Triangle community emerges.

The photo exhibit and additional information can be found at www.rdu.com.

Parking

With more than 17,000 parking spaces available at the airport, visitors have several options when arriving at RDU. Terminal area parking includes hourly and daily parking facilities and currently features approximately 5,000 parking spaces.

For many travelers, Park & Ride lots are the preferred method of parking at RDU. These lots offer additional parking options with convenient shuttle bus service to the terminals.

This fall, RDU will open a new parking garage, adding 6,000 spaces in the terminal area. At the same time, RDU will introduce *Exit Express*, a new and faster way to pay for parking at the airport. For more information on *Exit Express*, visit www.rdu.com and sign up for RDU's email list to receive updates on parking, *Exit Express* and other valuable passenger services.



Visitors have several parking options when arriving at RDU.

What is RDU Experience

The RDU experience is about the airport to catch a flight or family, the RDU experience arrives. Convenient parking. Numerous visitor services. These

Roadways



Improvements to area roadways will benefit airport-bound passengers and daily commuters.

Airport visitors driving to RDU will welcome improvements recently made to the I-40/Aviation Parkway interchange. Completed in June, the changes include a loop ramp from Aviation Parkway onto I-40. Before the changes were made, drivers traveling from the airport to eastbound I-40 were required to turn left onto the interstate, often causing backups on Aviation Parkway. The improvements also include a free flowing right-turn lane from I-40 westbound onto northbound Aviation Parkway. The additional lane will benefit airport-bound passengers and daily commuters alike.

Visitor Services

While at RDU, there are numerous services available to visitors including luggage carts, bank machines, currency exchange, business services, shoeshine stands and much more.

When questions arise, visitors can stop by one of the airport's information booths, where customer service and volunteer ambassadors will provide needed assistance. Information booths are located in the baggage claim area of Terminals A and C and in the lobby area of Terminal A North Concourse. In June, RDU opened its first mobile information booth on the Terminal A concourse across from gate A16. Here, ambassadors can answer questions from passengers prior to boarding their flights.

Thank you for

RDU continues to expand and develop passenger and visitor. Improved roadways and visitor services are just a few of the ways we are changing to better serve passengers.

The Raleigh-Durham Airport Authority is committed to the RDU experience. Visit www.rdu.com for more information and comments to our customers.

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our customers. Whether visiting to welcome home friends and begins the moment a customer Diverse restaurants and shops. se are all part of a visit to RDU.

Restaurants and Shops



Visit the new Edy's Grand Ice Cream shop for a summer treat.

Visitors can enjoy a diverse selection of restaurants and shops while at the airport. *The Shops of RDU Landing* includes numerous dining and retail locations perfect for getting a cup of coffee, a new book and a gift for that special someone. For a complete list of *The Shops of RDU Landing*, visit www.rdu.com or pick up a shopping guide located at all information booths, shops, and airport directories.

New to RDU! On June 4, RDU celebrated the opening of Edy's Grand Ice Cream located in Terminal A. Passengers can enjoy an ice cream parlor atmosphere featuring hand-dipped and soft serve ice cream, homemade waffle cones and specialty sundaes. With flavors ranging from Rocky Road to Pistachio Nut, Edy's Grand has something for everyone... right on the way.

New to RDU! On June 4,



Visitors can stop at any one of RDU's information booths for assistance.

Security Checkpoint

The security checkpoints at RDU are expanding this summer with the addition of one new security lane at each checkpoint. The new lanes will ease lines at security checkpoint on holidays and peak travel days. Also new for passengers is the CheckPoint Mailer program located at all three security checkpoints. This program allows passengers to mail home items that are not permitted past the security checkpoint. CheckPoint Mailer is a self-service drop box located adjacent to each of the three security checkpoints. The cost of the service is \$6 per package mailed within the United States and \$12 for items mailed internationally.



New lanes will ease lines at security checkpoint on holidays and peak travel days.

To use CheckPoint Mailer, travelers complete a mailing label and pay for postage with credit card, cash, check card or check. The items are shipped to the passenger's home or destination within seven days by the US Postal Service.

As always, RDU recommends that passengers go through their checked luggage before heading to the airport. If a passenger wants to take an item that is not permitted past security checkpoint, they are encouraged to place it in checked luggage. For a complete list of prohibited items, visit www.TSAtraveltips.gov.

visiting RDU!

up new services to better serve every days and parking, along with new ways in which the RDU experience is ers, visitors and the community!

ty welcomes your comments about www.rdu.com to provide feedback and customer service staff.

Editorial**Civil Aviation Security – Roles and Responsibilities Defined**

John Brantley
RDU Airport Director

Even though the media has focused considerable attention on the subject since September 11, 2001, many airport customers remain unclear on who is responsible for civil aviation security.

The Transportation Security Administration (TSA) was created by Congress in November 2001 and is now a division of the U.S. Department

of Homeland Security. The TSA is responsible for writing and enforcing the security rules and regulations that airlines, airports and the public must obey. They also screen passengers and their luggage prior to being boarded or loaded onto the airplane. The individuals wearing navy blue pants and white shirts operating metal scanners, x-ray units, baggage scanners, and inspecting carry-on items, work for the TSA and are employees of the federal government.

Until early last year, the airlines were responsible for screening passengers and carry-on luggage (checked baggage wasn't screened) prior to boarding. Airlines employed contractors to perform those functions and still use contractors to check the personal identification, tickets and/or boarding passes of passengers before they are allowed to approach the security checkpoints. At five U.S. airports, including San Francisco and Kansas City, contractors are still screening passengers and luggage, but they work for the TSA and not the airlines.

Neither the TSA nor contractors are law enforcement officers, so they have no power to detain individuals or make arrests. When an incident occurs requiring such actions, police officers are called upon. Those officers work

for the airport, or for the state police department, municipal police department or county sheriff's office. The FBI or other federal law enforcement officers may assist them since security violations constitute a breach of federal law. The uniformed officers you see at the security checkpoints or patrolling the terminals at RDU are employees of the Airport Authority.

With a few exceptions, the airport is responsible for providing and maintaining the terminal facilities in which passenger and baggage screening takes place. The TSA is responsible for providing, operating and maintaining the machines and other equipment used for that purpose. The TSA also sets the rules on who is permitted to access the various parts of the terminals on the aircraft side of the security checkpoints and what credentials they must have in order to do so.

Next time you take a trip by air, look around and see if you can identify the TSA, airline and airline contractors and the airport law enforcement officers who are all part of the aviation security process. And when lines grow long and the delay in getting through security lengthens, be patient and understand that it's just another part of the price America is paying to make flying a safe and secure way to travel.

RDU Welcomes New DBE Officer

Every year, RDU undertakes major projects that combine the expertise of small and large companies from around the country. Through its Disadvantaged Business Enterprise program, RDU identifies, recruits and supports disadvantaged businesses to ensure their participation in airport projects.

As part of its ongoing DBE efforts, the Airport Authority recently welcomed Shelby Moorman as DBE Program Officer. In her role, she will provide members of the DBE community with information on upcoming opportunities and requests for proposals.

Policies, procedures and contract clauses regarding DBE-related requirements are incorporated into all airport contracts.

Moorman will identify and certify program participants, set program goals and provide assistance to DBE participants and RDU staff. RDU's program also offers certified DBE participants with assistance in locating resources for guidance on bidding, estimating, loan packaging and business management.

In addition to the DBE program, Moorman will be responsible for the implementation of the Minority/Women Business Enterprise Program, which is mandated by the state of North Carolina.

For more information on RDU's DBE and M/WBE programs, a directory of certified DBE participants and a copy of the airport's DBE Good Faith Effort Plan, please visit www.rdu.com.



Shelby Moorman, DBE Program Officer

A Different Kind of Flying

Their missions are considered compassion flights, or at least that is how they are recognized by the air traffic control tower. But for the pilots, staff and volunteers at Children's Flight of Hope, the flights are simply "a different kind of flying."

Based out of RDU, Children's Flight of Hope (CFH) was founded in 1991 to provide free air transportation to and from hospitals for children in need of special medical attention. Volunteer pilots operate the Piper Navajo airplane owned by the organization and travel up and down the East Coast transporting children of all ages and their families.

approximately one mission a week with a goal of completing 50-60 missions in 2003.

With the cost of each mission nearing \$2,300, donations and fundraising events are an important part of the organization's success. In 1993, CFH held the first annual Children's Flight of Hope Pro-Am Golf Tournament. This event continues to serve as the largest fundraiser for the organization and is scheduled this year for October 19-20. In addition, operational expenses are often donated to the organization and have included airplane maintenance, a new interior for the airplane and a radar system currently being installed.

In 2002, CFH welcomed its first employee, an executive director, to focus efforts on fundraising, community outreach and organizational expansion. CFH also operates with four volunteer pilots, an active board of directors and numerous volunteers. Together, they are making the organization's mission a reality.



Four volunteer pilots operate the organization's Piper Navajo airplane.



Executive director Kim Erickson provides personal attention to families and children traveling with Children's Flight of Hope.

"After years of flying, this is a way to give back to the community," says David Roberts, a volunteer pilot for CFH and retired commercial airline pilot. "It is all about the children."

Over ten years ago, it was the children and their need for treatment that provided two volunteer pilots with the inspiration to found CFH. The organization flew one child in its first year of service and has grown to include

Children's Flight of Hope Mission

To provide free private air transportation to and from medical facilities for critically ill or injured children (with their families or guardians) who, due to medical, financial, or logistical reasons, are unable to travel to their destinations by any other mode.

For more information regarding Children's Flight of Hope, contact Kim Erickson, Executive Director at 919-466-8593 or visit www.childrensflightofhope.org.



Recent Additions at RDU

- AirTran added two daily departures to Atlanta as AirTran Jet Connect, its new commuter subsidiary
- United Express added a sixth daily departure to Chicago in June
- Air Canada added a fourth daily departure to Toronto
- American West will operate daily service to Las Vegas from July 1 to September 3
- Delta Airlines will begin non-stop service to Ft. Lauderdale in September with two daily departures
- In October, Southwest Airlines will begin daily service to Las Vegas and will add a sixth daily departure to Baltimore

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



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