

RDU

DURHAM

SEPTEMBER / OCTOBER 2001

CHAPEL HILL

UPDATE

NEWS FROM RALEIGH-DURHAM INTERNATIONAL AIRPORT

RALEIGH

TASTE!

A Southern Season



A Touch of Class



Ken Gibbs

From the Chairman

The next time you visit RDU, be sure to notice the first group of new concessions that opened in August. Redeveloping terminal concessions is part of our customer service commitment to provide quality food, beverage and retail choices. The project involved the hard work of many people. In this issue of **Update**, we provide a behind-the-scenes look at the project in its first phase. Stop by and shop in our new stores when you travel through RDU.

If you're traveling with children, check out the Playport now located in the lobby of Terminal A North. Hats off to the RDU maintenance department for a custom-retrofit. But you don't have to travel to have fun at the airport. Come back any day or night to Observation Park and join others who frequent this popular place to watch airplanes. Our camera captured a summer scene at Observation Park (shown below).

Progress is continuing on several projects, including improvements to surface parking lots and initial work on Parking Garage 4. We also redeveloped Tunnel Road, requiring extra shuttle buses and I-540 detours for eight days in late July. We appreciate your patience with these and other construction improvements.

Kenneth D. Gibbs Sr.

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



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RDU Earns More Awards for Design & Architecture

The Authority received an Award of Honor from *Inform* magazine for its airport entrance signs. *Inform* said of the project: "... a really refreshing idea of what a sign can be."

Inform magazine aims to raise public awareness of architecture and the value of good design. The magazine's primary audience is a general readership of individuals with an interest in design or, by virtue of their business or civic roles, the power to influence design decisions.

The signs, designed by Pearce Brinkley Cease & Lee of Raleigh and constructed by Barnhill Contracting Co., are made up of a black granite base and several glass and aluminum plates. The signs are backlit and change color with the sky, producing a stunning visual entrance for the airport. They are located on inbound Terminal Boulevard and at the corner of Commerce Boulevard and Lumley Road.

The North Carolina Chapter of the American Institute of Architects (AIA) and the International Association of Lighting Designers (IALD) issued more awards for Parking Garage 3:



Parking Garage 3 receives a lighting award.



Entrance signs earn praise from design publication.

Francesca Bettridge and Daniel Rogers, of Cline Bettridge Bernstein Lighting Design, Inc. of New York, received an Award of Merit for lighting. The IALD, established in 1969, is an international organization dedicated to the profession of architectural lighting design. IALD received 175 submissions from all over the world for this year's competition.

Aspects of the project include the lighting of the garage's twin helices, where vehicles enter and exit the garage. Sixty-foot high Teflon fabric cones are suspended within the vehicular ramp. By day, the cone is opaque, reflecting the sunlight. The challenge for the designers was to create even illumination at night when the cone is lighted from within. The solution was to use 750w metal halide fixtures with three different light distributions attached

to a central pole. Other award-winning features include hanging pendant lights and the ease of use and clear pedestrian pathways delineated by excellent lighting. In making the award, one IALD judge noted, "I would certainly look forward to parking there."

The Freelon Group of RTP received the 2001 "Firm Award" from the North Carolina chapter of the American Institute of Architects. The "Firm Award" is given annually to one architectural firm in recognition of service and design excellence. The Freelon Group also received a Merit Award for the architectural design of the parking structure. The garage awards follow others recently issued by the International Parking Institute to Freelon and Walker Parking Consultants of Indianapolis, Indiana.

New RDU Concessions

Imagine it's the holiday season and you need a special gift for a friend. So you slide into A Southern Season's gourmet market to buy some Appalachian BBQ sauce and Blue Ridge chocolate bonbons. Then, you head over to the 42nd Street Oyster Bar – a casual version of the popular Raleigh eatery – for raw oysters and a draft beer. From there, you stop by the internet-themed, Triangle Cyber-Café to check your e-mail. Finally, just minutes before your flight, you pop into Brooks Brothers to pick up an oxford shirt – only the best for you.

Wait a minute. Did we say flight, as in airport?

Yes, all this and much more is coming to RDU as new stores and shops open throughout the fall. A series of nationally and regionally branded restaurants, bars and book and clothing retailers began opening in August and will continue to be unveiled through the fall and winter. On a recent tour, workers were putting finishing touches on several businesses. Ingrid Hairston, the Authority's business development officer, is the project manager – and she likes what she sees.

"I was here until 3 a.m.," Bobby Moore, a project supervisor with Anton Airfood Inc., said to Hairston as she admired recent work on the Carolina Food Court in Terminal A. The food court has a decidedly Southern feel with columns, arched windows and a trellis and barrel-vaulted ceiling.

In the background, a crew sponged grout between floor tiles. Walking down the hall, another worker said, "My drywall is missing. Someone walked away with my drywall." Ah,



just another day in the life of the airport renovations.

Contractors are working around-the-clock to ready the airport's latest food and shopping offerings. By late fall, a second phase of additions will increase the number of stores from 22 to about 40 and nearly double the square footage of the program.

"Once they get the dust barriers up, they can work 24 hours a day, and that's what we want them to do," Hairston said. "The work has been intense. Sometimes it seems as if we have contractors tripping over themselves."

Walk through the terminals and you'll see a radical transformation. In Terminal A, new food vendors include Orville & Wilburs, featuring chicken wings; the Sam Adams Pub, offering that famous Boston brew; Jump, featuring Asian food; and a gelato and smoothie store. New retail businesses

in Terminal A include the Atlantic Coast Conference Store; Brooks Brothers men's clothing; WH Smith Books Co., a London-based retailer; A Southern Season, featuring North Carolina products; and nearly a dozen other food and retail operations.



In Terminal C, new additions for food include Seattle's Best Coffee and Vie De France. There's also Rapidos, which has fast-food wraps; the Carolina

Add Class and Variety

Public House, a wine and beer bar; Pinehurst Microbrewery, a regional-themed bar; and Maui Taco, an ethnic fast-food restaurant. Terminal C will be the site of the airport's first Internet themed bar when Triangle Cyber-Café opens later this year. New retail additions include a Professional Golf Association Store (PGA) and an Atlantic Coast Conference (ACC) store.

"We have the first and only conference store for the ACC," Hairston said. "The PGA store is a brand concept of The Paradies Shops. It is wildly popular because they will match or beat any price in town."

When you buy something at any Triangle business, you earn free minutes at the Cyberspace Café to surf the Web. In addition to the food and retail concessions, phone service renovations include data ports for travelers to plug in laptop computers – offering additional Internet connections.

Creating a sense of comfort and convenience and offering a good mix of businesses with quality products were key goals of the concession redevelopment.

"We paid a lot of attention to getting a good mix of stores. The tenants have done an excellent job of bringing artistry into the program," Hairston said. "You'll see more three-dimensional signs, enhanced lighting in stores, and more dressed up storefronts."

A Southern Season, for example, is creating intimacy in its store with cobblestone floors, drop ceilings and a big picture window and awning. Other unique touches include a cityscape mural in the RDU Press Plus newsstand and a massive backdrop of a Carolina home basketball game on



the wall of the ACC store. Carolina Varsity, a themed bar, will have sections designed to resemble basketball, hockey and football venues.

"All of the tenants have done an excellent job of designing their shops," Hairston said.

Undertaking the renovations was no small feat and is being done in three phases so enough food and retail businesses remain open to satisfy current customer needs.

"Life at the airport goes on through this process and we try to not interfere with the day-to-day operations," Hairston said. "It's fun work because the airport is such a unique environment."

Retail operators have five-year leases, while food vendors have 10-year leases. All are required to charge prices comparable with those found in the community.

"We think we've put together an award-winning program," Hairston said. "We like the innovations that have come forward through design and architecture. I think everybody will be tremendously pleased."

For a full list of airport terminal businesses and their location visit the airport's Web site at www.rdu.com.



Paving and Parking Projects Dominate Construction Scene

The fall and winter holiday season is one of RDU's busiest. To get ready for peak parking traffic, the airport is constantly working on parking improvements.

Work began in July to create 3,500 paved spaces in the gravel lot annex of Park and Ride 4. Those spaces are expected to be available for this holiday travel season. Construction crews are also busy this summer resurfacing and improving Park and Ride lots 2 and 3.

The use and improvement of park and ride lots supplements the development of more than 17,000 garage spaces all located between the terminals to improve capacity and customer convenience. That effort, in the form of the next sequence of parking garages, is well underway. The next facility is a 7-story, 6,150 space deck located next to the recently opened Parking Garage 3. This deck should be completed in late 2004, with some 2,000 spaces expected to be open by late 2002.

"Basically we've done the earthwork and the footprint of the building," said Tom



Quesenberry, program manager. "We've also begun drilling the caissons, laid the floor slabs and have done a host of site improvements, including installing public utilities and making roadway detours in the Terminal C area."

The project includes reconfiguring roads, demolishing a cargo building and rebuilding a new exit toll plaza that will expand

the current eight exit lanes. To further enhance service, by 2004, garages will feature what is known as "Pay on Foot" machines – similar to bank ATMs – to handle many parking transactions.

For a week in July, red and white detour banners greeted most visitors to RDU. The banners detoured travelers around W. International Drive as a 2100-foot section was reconstructed. Heavier than anticipated traffic, especially from shuttle buses, caused a critical need for RDU's only north-south thoroughfare to be rebuilt. Crews worked around-the-clock for eight days to reconstruct the ailing roadway. Despite several days of rain, the road reopened less than a day after its scheduled completion.

For several years to come, RDU, like all major airports around the country, will be focused on terminal area improvements designed to make the travel experience through the airport as efficient and pleasant as possible.

Plan now for holiday parking

Last year, RDU handled more than 2.4 million parking transactions, with very few complaints. Want to make your experience as easy as possible? Follow these tips from parking manager Chris White.

■ **Arrive early** – Get to the airport at least 2 hours before your flight. Park and Ride lots may be your best and most economical option but they can add up to 30 minutes to your trip.

■ **Plan ahead** – Demand is high for premium parking areas. Many lots are full during peak periods. Consider taking a cab or having a friend or relative drop you off.

■ **Stay informed** – The airport's Website at www.rdu.com has parking rates, directions and phone numbers. If you don't have Web access, call (919) 840-2110.

■ **Watch for signs** – RDU has electronic message signs displaying up-to-the-minute information about parking conditions for travelers entering the airport. Signs at the entrance to each lot display rates and other information.

■ **Note where you park** – Most lots have names, are color-coded and have section ID numbers. Write this information down and take it with you!

■ **Secure your vehicle** – Crime is relatively uncommon, but prevention is the key. Park in a marked stall, leave valuables at home, roll up your windows and lock your doors.

■ **Seek help** – Assistance is available if your battery is dead or you have trouble finding your car. Approach any parking booth or RDU staff member and they can summon assistance.



Operations officers Gene Ossler, right, and Bob Rogers are constantly scanning the airfield for trash and other foreign objects that could pose risks to aircraft.

Airfield Inspections Ensure Safe Trip

Television's *The Crocodile Hunter* spends hours in search of dangerous and exotic animals located in hostile and remote environments. RDU has its own team of crocodile hunters, although there are no crocodiles here, and it isn't exactly a remote or exotic locale.

RDU's team searches the runways and taxiways for FOD – an acronym that stands for Foreign Objects or Debris. This term is used to describe a variety of materials that occasionally blow across the airfield. Every day employees inspect the airfield and scour ramps, runways, taxiways and adjacent grassy areas for FOD.

Operations officers Gene Ossler and Bob Rogers recently conducted an airfield inspection looking for anything that could obstruct aircraft as they taxi, land or take-off. Even a piece of paper as small as a luggage tag isn't safe from the FOD hunters.

"We look for anything that may be lying on the runway," commented Rogers as he was

driving down Runway 14-32, a small runway for general aviation aircraft. "Trash blows in from the terminal areas, as well as the roadways and the Park and Ride lots around the airport."

Trash is not the only thing that could impede an airplane's progress; a variety of wildlife can create problems too. "One time I saw a large turtle right over there," remarked Ossler as he pointed to a grassy spot at the end of the runway. "I just picked the fellow up and placed him in my car; now he can be found enjoying the pond near the North Cargo complex."

In addition to performing airfield inspections, operations officers are also responsible for various operational logistics, manage security and communications systems and assist with presidential and other VIP visits.

Airfield inspections are one of many ways that employees at Raleigh-Durham International Airport are working to keep your travel safe.

Playport's Back – and a Hit!

The voice comes from the tower. "Delta 4208, clear for takeoff." Imagine sitting in a mock airplane, as a youngster, pretending it's the real deal.

That's just what happens at Playport, which recently reopened in the lobby of Terminal A's North Concourse after being relocated to make room for new concessions. Best of all, the new location gives children in the mock aircraft a window view of big jets on the "real" runway.

"We're proud we were able to preserve Playport," said Carl Fulp, maintenance manager. "It was very difficult to move because it's a custom-made plane. We had to take it apart, and it was so big we couldn't get it through the elevator doors. We had to redesign the new room and basically put it all back together."

Playport is designed for toddlers and children up to eight years old, accompanied by an adult. Children can pretend to be a pilot in a simulated cockpit complete with an instrument panel and moving controls. Real-time air traffic radio frequencies are broadcast through speakers, making the experience more realistic.

Tommy Herndon, facilities maintenance supervisor, supervised the project. Also instrumental in seeing the "new" Playport get off the ground were Jamie Wrenn, maintenance mechanic who did the carpentry work; William Jones, senior maintenance mechanic for electrical wiring; and Michael Hines, senior maintenance mechanic dealing with Playport's heating and air conditioning systems.





More Air Service Coming to RDU

Beginning Oct. 28, Southwest Airlines will add a daily nonstop flight from RDU to San Antonio, with thru service to San Diego. This service replaces one of Southwest's daily roundtrips to Austin.

TransWorld Airlines (TWA) has settled into its new location at gate 19 in Terminal C following American Airline's acquisition of the carrier this summer. The TWA operation is in the hands of TWA Airlines LLC, a wholly-owned subsidiary of American Airlines. Until TWA LLC is integrated into American Airlines, it will operate as a separate entity. Modifications such as painting the exterior of the aircraft and adjusting color schemes will be visible signs of the acquisition.

America West Airlines begins service on October 28 and will occupy the ticket counter and gate space left vacant in Terminal A by TWA. The carrier will operate from gate A-14.

Mid-year 2001 Statistics

Here's a look at how busy the airport was from January through June of this year, compared with last year's statistics. While the national average for passenger growth has hovered at four percent annually, RDU has consistently been one of the fastest growing airports in the U.S. with double-digit passenger growth in the past three years. To date this year, overall growth is around six percent, in part because of the nation's slowing economy.

	Y-T-D 2001	Y-T-D 2000	% Change
Passenger Traffic	5,347,524	5,030,849	+6.2
Cargo shipped (in tons)	128,113,000	128,723,150	- .004
Take-offs & Landings	149,935	145,289	+3.2
Taxi trips	70,327	70,299	unchanged
Cars parked	1,220,535	1,099,219	+11

Visit RDU's WEB SITE AT WWW.RDU.COM



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