

# Charlotte Douglas International Airport Fast Facts



Charlotte Douglas International Airport (CLT) is owned and operated by the City of Charlotte. It was established in 1935 with a \$300,000 grant from the Works Progress Administration (WPA) and opened as Charlotte Municipal Airport before changing its name to Douglas Municipal Airport in honor of former Mayor Ben Elbert Douglas, Sr. The airport became known as Charlotte Douglas International Airport in 1982.

In 2011, CLT oversaw 539,842 landings and departures, a 2% increase from 2010. CLT is the 6<sup>th</sup> busiest airport in the world (in aircraft movements) and is 11<sup>th</sup> nationwide and 25<sup>th</sup> worldwide in passengers. In 2011, CLT experienced the largest passenger traffic in airport history and welcomed more than 39 million visitors.

The 1.8-million square-foot terminal building is in its 30<sup>th</sup> year of operation. It contains five concourses and 95 gates. It has more than quadrupled in size since opening in 1982. Currently, the airport is expanding and renovating space in and around the terminal to better accommodate current and future passenger growth.

Additionally, general aviation is operated through Wilson Air Center, the fixed base operator at CLT. Wilson Air Center also serves as the executive terminal to seven Fortune 500 companies.

Since 1948, the North Carolina Air National Guard has been based at CLT, home to the Guard's 145<sup>th</sup> Airlift Wing.

### BUDGET

\$169,172,000

### NUMBER OF EMPLOYEES

308

### CUSTOMER SERVICE INFORMATION

#### NUMBER OF CUSTOMERS

39 million passengers in 2011

#### PROGRAMS FOR CUSTOMERS

CLT offers free Wi-Fi.

Priority Lanes are available at Checkpoints B and C for preferred or elite passengers and designated by the airlines.

USO-NC operates a lounge in the CLT terminal for more than 80,000 military personnel, military retirees and their families.

CLT's volunteer program assists passengers throughout the airport's terminal.

#### ONLINE ENHANCEMENTS FOR CUSTOMERS OR OTHER CONVENIENCES

Google Maps for Android can view detailed locations, including gates, food vendors and restrooms.

Additional maps, including those of parking facilities and of the terminal, are also available online.

### SERVICES DELIVERED

Six domestic, three foreign flag and 15 regional carriers offer 677 daily flights with nonstop service to 138 destinations, including 36 international locations.



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There are more than 25,000 parking spaces available and two valet options for travelers.

Ground transportation is located on the curb side of the lower-level arrivals, baggage area with free shuttle service to all parking lots. Curbside and business valet can be accessed on upper level, in departures.

CLT serves the nation's 6<sup>th</sup> largest wholesale center with air cargo services. The 500,000 square-foot facility also provides 50 acres of aircraft ramp space and more than 137 tons of cargo passed through CLT in 2011.

### AWARDS AND RECOGNITION

**Intermodal Facility Groundbreaking** – May 2, 2012: The City of Charlotte joined with Norfolk Southern to officially break ground on the Charlotte Regional Intermodal Facility.

**CLT is 6<sup>th</sup> Busiest Airport in the World** – April 3, 2012: Charlotte Douglas is the sixth busiest airport in the world, according to 2011 preliminary rankings released by Airports Council International.

**High Passenger Survey Results** – March 2, 2012: Ninety-three percent of travelers who visited the airport in 2011 found their overall experience at CLT highly satisfactory, according to a recent passenger survey by Phoenix Marketing International.



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