



Elevated Roadway and Terminal Curb Front

ENHANCING THE PASSENGER EXPERIENCE

CLT COMPLETES CONCOURSE B RENOVATIONS AND OPENS FIVE NEW UPPER ROADWAY LANES

Charlotte Douglas International Airport recently completed two major Destination CLT milestones that provide new amenities and additional lanes for picking up/dropping off passengers.

“After all the dust and dirt have settled, it’s great to show off the Airport’s end goal to the public,” said Aviation Director/CEO Brent Cagle. “Our passengers have been patient, and now we can all enjoy the remarkable improvements that have raised the bar in customer service.”

Concourse B renovations wrapped up in mid-April showcasing modern features for today’s savvy traveler.

While outside, five new upper lanes of the Elevated Roadway and Terminal Curb Front opened on April 3, allowing drivers a more expedient Airport entry and exit with three travel lanes and two drop-off/pick-up lanes.

Destination CLT, a \$2.5-\$3.1 billion capital investment program, encompasses concourse renovations and expansion of CLT’s roadways, curb front, airfield and terminal.

CONCOURSE B RENOVATIONS

Concourse B renovations unveiled a modern facility with new ceiling tiles, carpet, wall panels, fresh coats of paint, LED lighting, improved wayfinding signage and seating with integrated power. Terrazzo flooring was also placed in the center walkway of the concourse to better accommodate rolling luggage. HVAC, electrical, fire alarm and sprinkler systems were upgraded as well. Restrooms received new sinks, counters, mirrors, tile finishes and touchless faucets and soap dispensers.

Complementing CLT’s art program, in partnership with the Arts & Science Council and Public Art Commission, four original artworks by local artists were digitally reproduced to scale and installed on select gate area walls.

Concourse B is the first concourse to undergo the transformation, which began in September 2017.

Renovations on Concourse A began September 10 and will run

through early 2020. Currently, the south side of the concourse is closed to allow crews to work uninterrupted. Crews completed renovations on the north side of the concourse in April.

Concourse C renovations began on January 14 and will finish in spring 2020. The Airport's Atrium will also undergo a refresh. The project is still in the planning stages. Ticketing and Baggage Claim will receive an overhaul during the Terminal Lobby Expansion, which is scheduled to begin in fall 2019.

"Concourse B renovations are a preview of what's in store for Concourses A and C," Cagle added. "Passengers will be impressed by the modern feel. It truly ties into our Destination CLT slogan, 'We're Building an Airport Fit for the Queen.'"

CLT's terminal building opened in spring 1982. The \$70 million project will bring new life to the 36-year-old building and serves as the most extensive renovation initiative in the terminal's history.

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Traffic has been rerouted from the Airport's original three lane upper roadway to the newly constructed five lane upper roadway, marking the completion of Phase II. Lower level roadway traffic (Arrivals/Baggage Claim) remains the same.

Phase III, the final stage of the project, is now underway. It includes demolishing the existing entrance and exit ramps to complete the west and east ends of the roadway.

Four temporary pedestrian walkways installed earlier this year provide public access to and from the new roadway and terminal without impeding vehicular traffic.

"We're all excited to see the progression of the Elevated Roadway and Terminal Curb Front," Cagle said. "The opening of five lanes on the upper roadway has had an immediate impact. Traffic flow is improved, creating a smoother drive to and from the Airport."

When complete in fall 2019, the remaining lanes of the Elevated Roadway and Terminal Curb Front will be unveiled in phases starting with the debut of eight new lanes on the lower level roadway by the end of the year.

Commercial vehicles (shuttles, buses, taxis and ridesharing services) will then shift to the three inside lanes near the terminal and personal vehicles will occupy the five outside lanes near the Hourly Deck.

The last phase of the \$50 million roadway will involve opening the three upper lanes near the terminal to commercial vehicles. Those lanes will stage equipment for the Terminal Lobby Expansion and will welcome drivers once that project is complete in four to five years.

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"Catawba Queen" located at gate B7.



Concourse B Renovations

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~ Brent Cagle - Aviation Director/CEO

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