



TERMINAL LOBBY EXPANSION BREAKS GROUND

AIRPORT BEGINS SIGNATURE DESTINATION CLT PROJECT

The biggest construction project in Charlotte Douglas International Airport history is now underway. The \$600 million signature project will transform the Airport's entrance with 366,000 square feet of new and renovated space, along with an architecturally stunning canopy that will welcome visitors for years. As part of Destination CLT, a \$2.5 to \$3.1 billion capital investment program to meet passenger growth through 2035, the Terminal Lobby Expansion will provide additional circulation space on the Arrivals/Baggage Claim and Departures/Ticketing levels. "The Airport has been preparing for years to begin construction of the Terminal Lobby Expansion," said Aviation Director/CEO Brent Cagle. "We began in 2013 with the removal of the original Hourly Decks to build the new roadway and make room for the expansion. We're excited to start a project that will go above and beyond modernizing the terminal."

The benefits for passengers will include ample seating, modern ticket counters, eight original artworks, numerous charging stations and five pre-security concession spaces.

CLT's five security checkpoints also will be consolidated into three larger, more efficient checkpoints with automated screening lanes to help expedite the screening process.

Outside, a 146,000-square-foot exterior canopy will cover the Elevated Roadway and Terminal Curb Front to shield passengers from inclement weather.

Two pedestrian overhead walkways and two subterranean walkways will connect the Hourly Deck to the terminal, which will allow CLT visitors to bypass upper and lower level Airport roadway traffic.

In 2021, the Queen Charlotte statue will take center stage inside, but the iconic sculpture will be enclosed in a box until the Terminal Lobby Expansion is complete. The statue will have a commanding presence in both Baggage Claim and Ticketing once unveiled.



“Our passengers will be very pleased with the outcome,” Cagle said. “We’re taking a 37-year-old building and converting it into a state-of-the-art facility that offers the latest amenities, stunning artwork, new concessions, and nearly doubles the space in Ticketing and Baggage Claim. I think passengers will wonder what happened to the old terminal because it’s a complete facelift for the entire front of the building.”

CLT’s Terminal Lobby Expansion will help address the rapid growth at Charlotte Douglas. When the terminal opened in 1982, it served 2.8 million passengers. The Airport welcomed 12.5 million originating passengers (those who began and ended their travels at CLT) and approximately 34 million connecting passengers in 2018 for a total of more than 46 million customers, an all-time high. Last year’s numbers are still being processed, but projections show 2019 was another record breaking year.

In addition to expanding the terminal, the project will create hundreds of construction jobs and generate millions in the purchasing of goods, materials and services.

The Terminal Lobby Expansion will take five to six years to complete. “It will require patience from passengers who travel through CLT on a regular basis,” Cagle said. “Any project that involves rebuilding, renovating and adding a significant amount of square footage, while also accommodating nearly 13 million originating passengers a year, is complex. But the Airport is focused on creating a welcoming, innovative environment at the front door of the terminal that will elevate the customer experience for decades.”

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Expansion Prompts Passenger Impacts

Terminal Lobby Expansion construction has created changes for local passengers. Currently, demolition is underway on the terminal’s exterior westside upper roadway and awning. The center door and Door 2 are closed on the upper and lower levels for approximately two years. Door 1 will likely close in coming weeks. Passengers now enter the terminal on the east end through Doors 3 and 4. Curbside drop off, however, is still available along the entire curb front in Zones 1 -4.

The Daily North Lot also is closed for approximately two years to accommodate construction on a new central energy plant. The facility will provide the necessary heated and chilled water for the terminal lobby’s climate control and prepare for future Airport growth.

Construction is occurring in the terminal lobby near Checkpoint E as well. Escalators and stairs near Checkpoint E have been closed to create a larger checkpoint. International arrival passengers who need to access the Ticketing/Departures Lobby are being directed to the elevator, escalators and stairs near Checkpoint D.

Airport staff is on hand to assist and answer customer questions. Passengers are asked to allow themselves extra time for drop-off, check-in and security screening and to follow wayfinding signage prominently displayed in the terminal throughout the expansion project.



Learn more about Queen Charlotte and Destination CLT at cltairport.com



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