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CLT Breaks Passenger Traffic Record More than 39 Million Travelers Visited the Airport in 2011

CLT broke its passenger traffic record last year, welcoming 39.04 million travelers. It's a 2 percent increase from 2010, which saw 38.25 million passengers.

Airport officials attribute much of the gain to added flights by airlines who serve CLT. US Airways, which operates its largest hub at Charlotte Douglas, began seasonal service to Madrid, Spain and Dublin, Ireland in May. The airline now flies to 31 international destinations from CLT – six cities in Europe and 25 in Latin America and the Caribbean. US Airways also added a fourth daily flight to Gulfport-Biloxi, Mississippi in October. While InselAir made its debut at CLT in June, beginning service to Curacao International Airport. Other good news for the Airport - international passenger traffic rose by 6 percent in 2011.

Aviation Director Jerry Orr said the increased numbers proves the economic value of the Airport. "We're in a great location for a hub, and we run an extremely low cost operation here," he said. "That's what a business needs to be successful."

As the second largest hub on the east coast, CLT offered nonstop service to 138 destinations and averaged 673 daily departures in 2011. The impact created a jump in Airport operations. Last year, CLT oversaw 539,842 landings and departures, a 2 percent increase from 2010. The numbers are particularly pleasing to CLT officials due to the 70-day closure (August 15 - October 23) of the center runway for concrete repaving.

Building toward the future

Charlotte Douglas continues embracing passenger growth with the implementation of CLT 2015. The 5-year development plan includes:

- Terminal eastside expansion
- New Hourly deck construction
- Terminal roadway & lobby expansion
- New Airport entrance road
- Parking revenue control system
- Roadway dynamic signage package
- Expansion of deicing operations
- In-line baggage system
- Baggage Claim renovations
- Concourse E expansion

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Overall cost of the development plan, scheduled to wrap-up in 2015, is estimated at \$511 million.

Several new concessions were also added at CLT to offer passengers more variety. Last year, 22 restaurants and retail stores were opened or remodeled at CLT, including Brighton, Lacoste, Brooks Brothers, Pinkberry and Bad Daddy's Burger Bar. Customers responded. Concession sales were up 5.5 percent in 2011.

Within the past year, CLT has been recognized as one of the fastest growing airports in the country. Airport Council International's (ACI) 2010 rankings placed Charlotte Douglas eleventh nationwide in passenger traffic and seventh nationwide in Operations. Rankings for 2011 will be released in spring 2012.

CLT Passenger Numbers 2000-2011	
Year	Passenger No.
2000	23,073,894
2001	23,177,555
2002	23,597,926
2003	23,062,570
2004	25,162,943
2005	28,206,052
2006	29,693,949
2007	33,165,688
2008	34,739,020
2009	34,536,666
2010	38,254,207
2011	39,043,708

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*Charlotte Douglas International Airport (CLT) is owned and operated by the City of Charlotte. Serving more than 39 million passengers in 2011 (Airport Activity Reports -2011), CLT is ranked 7th nationally in airport operations and 11th in passengers (ACI 2010 rankings). * Seven major carriers, 14 regional carriers and three foreign flag carriers offer 684 daily flights from CLT with nonstop service to 138 destinations, including 36 international locations. *Data from Airports Council International*