

Next Level CLT:



# THE POWER OF 6TH

2024 Report of Achievement  
Charlotte Douglas International Airport

# LETTER FROM THE CEO

## "Next Level CLT: The Power of 6th"

Every hero has an origin story and in 2024, CLT discovered its superpower. **Fueled by the Power of Sixth**, Charlotte Douglas International Airport (CLT) shattered records in passenger volume, aircraft operations and revenue, unleashing global momentum behind Next Level CLT. It was a year of extraordinary feats that redefined what we're capable of.

CLT didn't just thrive in 2024 - we soared like never before, proudly earning our superhero status as the sixth busiest airport in the world. Serving 58.8 million passengers and overseeing 596,583 aircraft movements, the highest in CLT's history, our systems and terminal were often pushed to the limits.

But with every challenge, we rose to the occasion and strengthened our operations by focusing on our core vision - to be the hub of choice with innovative experiences and superior facilities.

Our victories culminated in expanding air service, bolstering alliances with our

airline, tenant and business partners, and triumphantly opening Concourse A Expansion Phase II, alongside new concessions designed to deliver a seamless travel experience. We continued outperforming by leaps and bounds and as a result, CLT was named one of the most efficient airports in the world for the second consecutive year. Beyond the airfield, we deepened our impact in the communities we serve through college scholarships, food drives and support for nonprofit organizations. Some may call it heroic. We consider it our duty.

Day after day, CLT employees donned their proverbial capes to serve others inside and outside the terminal. They are our true heroes. For every record we broke, and dollar raised for our neighbors, there were thousands of Airport employees who made it all possible.

Together our mission never ends - to connect the world by valuing people, partnerships and productivity. As we continue to build a future-ready airport that leads not only in numbers but in impact, there's only one direction in CLT's forecast - up, up, and away.



Chief Executive Officer Haley Gentry



# 2024 POWER IN NUMBERS

## Airport Operations

**58.8 MILLION**

Passengers

**596,583**

Arrivals & Departures

**205,770**

Tons of Cargo

## ACI Rankings

**6<sup>TH</sup>** Worldwide in  
Arrivals & Departures

**7<sup>TH</sup>**  
Nationwide in Passengers

## Economic Impact

**\$40 BILLION**

Annual Economic Impact

**5%** of State Gross Product

**\$2.1 BILLION**

State and Local Taxes

## Airlines

**188**  
Nonstop Destinations

**7** Domestic Airlines

**42**  
International Destinations

**3** Foreign Flag Airlines

**3** U.S. Territories

# OPERATIONS & IMPACT

In all facets of CLT, 2024 was inexplicably “next level,” marked by a powered-up performance by the Airport, airlines and many partners. From record-breaking passenger traffic and aircraft operations to major construction milestones, expanded air service and standout community events,

the Airport operated at full throttle. Whether welcoming millions of travelers, unveiling new facilities or deepening its economic impact, CLT delivered at the highest level - proving that the “Power of 6th” is more than a ranking; it’s a reflection of momentum across the board.



Milestone Unlocked

## Power in the Numbers:

For the first time ever, CLT ranked sixth worldwide in arrivals and departures and ninth in the U.S. for passenger traffic, serving 58.8 million travelers in 2024 - a 10% increase from 2023.



Next Level CLT





## Operations

Aircraft operations rose 11% to nearly 600,000, and international travel grew 13% to 2.4 million passengers. TSA checkpoints recorded 23 of the top 26 busiest days in CLT history, including a record-setting 45,304 passengers on May 16. Landside operations tallied 2.1 million vehicle exits, with 60% of all parking products now "Reservation Only."

With 188 nonstop destinations and a \$40 billion annual economic impact in North and South Carolina, the Airport continues to power regional growth and global connectivity, but on a whole new level.



\$40B Impact

## Concessions

In 2024, CLT offered 135 food, beverage and retail locations, generating \$384 million in gross sales through its concession partners, HMSHost and Paradies Lagardère. More than 2,500 employees supported concession operations across the Airport. Ten new concessions opened throughout the year, including a Stella Beer kiosk, Great Wagon Road, Crown Diner, Dunkin', and OMB Biergarten by HMSHost, as well as several additions from Paradies such as Hip & Humble with Brighton Collectibles, Marketplace, and multiple LEGO retail and vending locations.

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## Financials

For the second consecutive year, CLT was recognized by the Air Transport Research Society as the most financially efficient airport in North America serving more than 40 million passengers. Moody's Investors Service and Fitch Ratings affirmed the Airport's AA ratings as part of each firm's annual rating surveillance. CLT remains one of just 15 airports in the country with AA credit ratings—the highest an airport can receive.

The Airport generated a record \$432 million in revenue during fiscal year 2024 based on significant rises in parking, airfield and terminal revenues. These revenue increases contributed to the Airport's net revenues soaring from \$120 million in FY23 to \$183 million in FY24, a jump of over 50%.



Efficiency Leader

# DEVELOPMENT

## Concourse A – Phase II

On Sept. 17, 2024, CLT opened a \$241 million, 200,000-square-foot expansion—the second of three planned additions to Concourse A. The project added 10 new gates, including seven for Delta Air Lines and three common-use gates, significantly enhancing the Airport's gate capacity. The expansion also introduced a 15,000-square-foot Delta Sky Club, a striking 950-square-foot art installation titled "Where Earth Meets Sky" by Portland artist Val Britton and a life-sized, 14x40-foot DC-9-82 T-tail embedded in the terrazzo flooring. Travelers can experience the Wright brothers' story through motion-activated lights, flyer sounds, and terrazzo lines with bronze plaques marking their first powered flights.



Explore CAP II



## Terminal Lobby Expansion

The Terminal Lobby Expansion project reached several major milestones in 2024, including the completion of a 146,000-square-foot canopy and the opening of the West and East Skybridges on July 31. These new additions significantly improved the flow of traffic and enhanced pedestrian safety by allowing vehicles on the lower level to move continuously without stopping for foot traffic. Each skybridge spans approximately 152 feet in length and 18 feet in width, providing a safer and more efficient pathway into the terminal.



Seamless Entry





## New Airport Overlook

The new CLT Airport Overlook opened on June 7 on a seven-acre site, featuring 145 parking spaces, 29 picnic tables, 13 benches, two aviation-themed playgrounds, a food truck staging area, a pet relief area and restrooms. The site also includes a retired F-4 Phantom II military fighter jet and the USAir Flight 1016 memorial, in addition to educational exhibits to inspire the next generation of aviators. This is the fifth and most expansive iteration of the Airport Overlook since its debut in 1937.

Overlook Unveiled



## North End Around Taxiway Program

The \$253 million North End Around Taxiway (NEAT) Program includes seven individual construction projects and began design in 2018. Major 2024 milestones within the NEAT's scope were opening the new Airport Overlook and relocating Old Dowd Road and its bridge in early December.



# PASSENGER EXPERIENCE

## Passenger Experience

CLT enhanced the passenger experience in 2024 through dedicated volunteers, engaging programs and moments of levity.

Airport Volunteers assisted more than 228,000 customers, logging over 7,800 hours, while 32 Canine Crew teams averaged 250 interactions per two-hour shifts. Six piano players filled the Atrium with approximately 4,700 hours of live music, playing an estimated 70,500 songs. The USO served 200,000 military personnel with support from 96,000 volunteer hours, and 37 chaplains provided over 5,600 hours of care. New artwork added vibrancy to the terminal, including "Where Earth Meets Sky," "Garden Carpet," "Catawba Ways," "Carolina in the Morning," "Meridian" (east) and "Restless Sea."



Guiding Smiles



Special guests made for a memorable 2024 travel experience. On April Fool's Day, a miniature horse named Kiwi delighted passengers in a playful prank as CLT's honorary Canine Crew member. Darth Vader, two stormtroopers, along with an imperial officer and Grand Admiral Thrawn dropped by May 2 to celebrate the terminal's 42nd birthday. Travelers and Airport staff posed for pictures with the iconic villains in the Atrium and picked up a special birthday/Star Wars themed cookie.

View CLT Art



*Greetings from*



May the Force





# COMMERCIAL & COMMUNITY ENGAGEMENT

## 17th Runway 5K (Oct. 19, 2024)

Approximately 1,680 runners and walkers participated, raising a record \$65,165 for Central Piedmont Community College Opportunity Scholarships. Since 2019, the race has generated \$226,000, funding college education for 22 local students.



## 5th CLT Charity Golf Tournament (April 22, 2024)

Held at Cramer Mountain Club in Cramerton, N.C., the tournament drew 144 golfers and 56 sponsors, raising \$117,650 for the Charlotte Community Health Clinic. Since 2019, the event has raised \$479,449 for local nonprofits.



Runway Record



### **Airport Job Fair (April 27, 2024)**

The job fair at Bojangles Coliseum welcomed 601 attendees and featured 27 employers, including CLT, Charlotte Water, TSA, HMSHost, Paradis Lagardère and the Aviation Institute of Maintenance.

### **Aviation Academy (Jan. 26–March 23, 2024)**

Thirty-five participants completed the eight-week program, touring CLT's airfield, terminal, airline and partner facilities, and hearing from over 40 industry speakers. A total of 172 local residents have graduated since the program launched in 2017.

### **Wings for All (April 13, 2024)**

The annual accessibility event welcomed 44 participants and 30 volunteers. Hosted by CLT, The Arc and Delta Air Lines, Wings for All helps individuals with intellectual and developmental disabilities experience the airport journey in a supportive, practice-run environment.

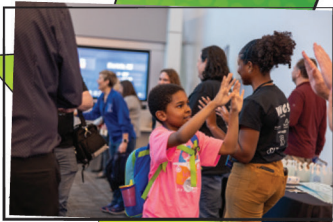


### **Charlotte AIR**

The Charlotte Aviation and Innovation Research Institute, known as Charlotte AIR, was launched in 2024. The first of its kind program is a partnership with CLT and the University of North Carolina at Charlotte's William States Lee College of Engineering.



Wings for All



AIR Takes Off



# EMPLOYEE OUTREACH

The Aviation Department continued throughout the year investing in its workforce through education, training and development. More than \$63,000 was dedicated to higher education for staff, along with over \$13,000 to support the Apprenticeship Program. The department welcomed 138 new hires, bringing the total employee count to 886. Employees had access to more than 140 training courses ranging from CPR and forklift operations to SMART goal writing and survival awareness. The Aviation Department's Career and Training Academy celebrated its fourth class, graduating 11 employees in February and touting 28 overall graduates since 2019.



## Women in Aviation

Women in Aviation at CLT continued its momentum in 2024, with the group creating 100 care packages and writing 70 thank-you letters for U.S. troops, while offering monthly networking, professional development and volunteer service opportunities for its growing membership. The organization welcomed 29 new members during the year, boosting membership by 30%.

## Youth Day

On June 16, CLT celebrated its 25th Youth Day, bringing together 180 participants and around 20 volunteers to help young people explore the vital work happening across the Airport.

Youth Day began in 1996 as an opportunity for Aviation Department employees to educate children and teens between 5 and 18 years old about their work at the Airport.



About 30 Aviation Department employees deployed to support Hurricane Helene relief across the region, dedicating long hours to critical recovery work. Teams cleared debris and provided vital on-the-ground support at Asheville Regional Airport, loaded supplies at Concord-Padgett and assisted the Burke County 911 Center. The work was physically demanding and emotionally moving, but our employees rose to the challenge with compassion, determination and an unwavering commitment to helping others.



# SAFETY & SECURITY

## Active Assailant Exercise

On Aug. 28, CLT conducted a three-hour active assailant drill in Concourse A Expansion Phase II featuring four scenarios with up to three mock shooters each. Over 30 Aviation employees acted as victims while Charlotte-Mecklenburg Police Department, Charlotte Fire, Airport Operations, MEDIC, Transportation Security Administration and U.S. Customs and Border Protection practiced coordinated emergency response and victim evacuation. The exercise built on prior tabletop drills to enhance realism and improve response tactics.

## FOD Walks and Other Safety Events

CLT held three Foreign Object Debris (FOD) walks in 2024, drawing nearly 450 participants and collecting 1,400 pounds of debris from the airfield and Airport property. The third annual Construction Safety Summit welcomed 85 attendees, while Safety Week (Oct. 28-31) featured four days of educational activities with more than 300 attendees and over 35 participating vendors. Four **See. Say. Do.** safety campaigns covered six key topics, reaching 474 Safety Push attendees and 1,552 participants in Safety Stand Downs.

## Inspections

CLT completed its FAA Part 139 Inspection in May 2024 with zero fueling discrepancies and received high praise from the southern region lead inspector, who described the airfield markings as "as good as it gets." Additionally, Airside Operations conducted 4,955 airfield inspections throughout the year, reinforcing CLT's commitment to airfield safety and regulatory compliance.

## Safety Management System

On April 22, the FAA approved CLT's Safety Management Systems (SMS) Implementation Plan, which was praised as the best example in the Southern Region by the FAA Airport Certification Safety Inspector. CLT is one of 30 core U.S. airports collaborating with major air carriers to shape the future of SMS nationwide. The Airport also launched its first Foreign Object Debris (FOD) Management Program to reduce risks on the airfield.



MyCLT: Frank



MyCLT: Logan

# SUSTAINABILITY

CLT advanced sustainability by crushing and stockpiling over **87,000** tons of concrete for reuse, recycling **34,000** gallons of cooking oil and composting **26,000** pounds of food waste. Ten battery-electric shuttle buses logged **375,000** miles, significantly reducing diesel use. CLT received several sustainability honors, including the Mecklenburg County Air Compliance Excellence Award. Concourse A Expansion Phase II earned a **TWO GREEN GLOBES** rating for New Construction, and the Airport renewed its Level 1 Mapping status in ACI's Airport Carbon Accreditation Programme.



Green Globes

