

Charlotte Douglas International Airport Completes Concourse B Renovations



Concourse B renovations at Charlotte Douglas International Airport are complete, showcasing a modernized facility with updated passenger amenities.

The \$13.5 million transformation is bright, innovative, customer focused and a preview of what's in store for Concourses A and C.

Renovations include 950 seats with integrated power, new ceiling tiles, 3,400 square yards of carpet, new wall panels, fresh paint, 1,600 LED lights and improved wayfinding signage. Approximately 27,000 square feet of 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, touchless faucets and soap dispensers.

Further enhancing the customer experience, new Flight Information Display System (FIDS) monitors are located throughout the concourse and a more user-friendly Wi-Fi system was introduced.

Complementing CLT's art program, in partnership with the Arts & Science Council and Public Art Commission, four original artworks by local artists Raed Al-Rawi and Nico Amortegui were digitally reproduced to scale and installed on select gate area walls in Concourse B.

"We are thrilled with the outcome," said Aviation Director/CEO Brent Cagle. "It's a complete change from floor to ceiling. The renovations provide a state-of-the-art facility that creates a top-notch traveling experience for our passengers."

Concourse B is the first concourse to undergo the makeover, which began in September 2017. Passengers have been enjoying the benefits of the upgrades since last year with the installation of the powered seating, terrazzo flooring and LED lighting.

“We are proud of results of the concourse renovations and are excited to partner with the airport to create a better experience for our customers,” said Dec Lee, Vice President of the Charlotte Hub for American Airlines. “As we look to increase our flight schedule and grow to more than 700 daily departures, these kinds of enhancements are what our customers want to see.”

Renovations are also underway on Concourses A and C. Concourse A’s makeover began Sept. 10, 2018 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 mid-April. Concourse C renovations kicked off Jan. 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.

The renovations are part of Destination CLT, a \$2.5-\$3.1 billion investment program to refurbish the concourses and expand CLT’s roadway, curb front, airfield and terminal. Concourse A Expansion, a nine gate addition, opened in July 2018 and was the first project completed under the Destination CLT initiative.

CLT’s terminal building opened May 2, 1982 boasting 325,000 square feet, 25 gates and two concourses (Concourses B and C). That year, 5.7 million passengers flew through Charlotte Douglas.

Today, the terminal is comprised of 1.8 million square feet, 114 gates and five concourses that welcome more than 46 million passengers each year. The \$90 million project to revamp CLT concourses will bring new life to the 37-year-old building and serves as the most extensive renovation initiative in the terminal’s history.

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