

Airport Update

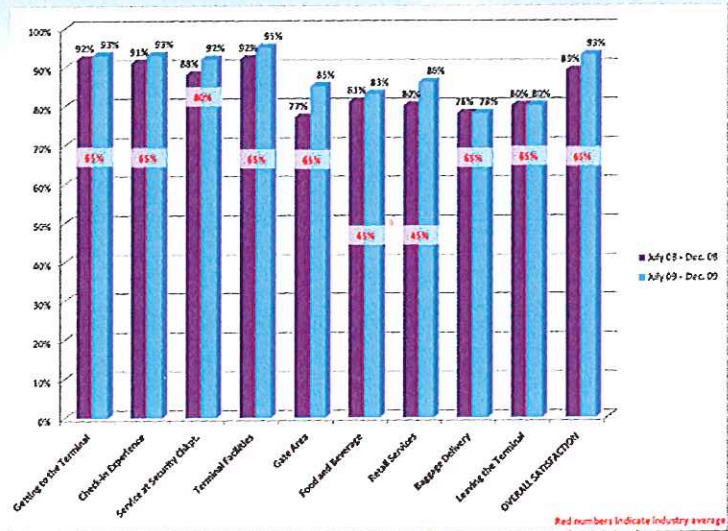
February 4, 2010

NEWS AND INFORMATION FOR AVIATION DEPARTMENT EMPLOYEES

Airport Receives High Marks On Opinion Survey

CLT recently received glowing scores on its passenger opinion survey, outscoring the industry average in all categories. The results, which cover July 2009 - December 2009, show that CLT received its highest score among passengers - 95 percent - in terminal facilities. Baggage delivery received the lowest score of 78 percent, which still rated above the industry's average of 65 percent.

Overall satisfaction of CLT was rated highly by 93 percent of passengers. The biggest jump in scores occurred in the Airport's gate area, which rose from 77 percent in July 2008 - December 2008 to 85 percent in July 2009 - December 2009. On average, all categories received slight gains last year.



Phoenix Marketing International (PMI), a marketing research company based in New York, conducted the survey. The Aviation Department contracted with PMI in the summer of 2008 to develop and implement a customized passenger survey. Using a complete random approach, 200 passengers were asked to participate in a 10 to 15 minute survey, which evaluated their experience in all aspects of their trip. PMI works with 30 other airports in the United States.

HOUSEKEEPING ENTERS INTO NEW MANAGERIAL CONTRACT

Sunshine Cleaning Services is the new janitorial contractor for housekeeping services at CLT. The company, which is based out of Ft. Lauderdale, FL, has managed housekeeping services at Ft. Lauderdale International Airport for the past 23 years.



Left to Right: Phil Pearson, Aster Haile and Andre Purvis show off their new housekeeping uniforms.

The company's responsibilities at CLT, which began February 1, include overseeing approximately 270 housekeeping employees and maintaining the terminal's cleanliness. Under Sunshine Cleaning, housekeeping staff will now wear blue shirts. Supervisors will be in red shirts. Restroom attendants will adorn white shirts and blue vests. All tops will be matched with pleated black pants. Sunshine Cleaning competed with six other companies to win the contract for CLT. Janitorial staff will work alongside Bob Lucas, who manages CLT's Housekeeping Program. To reach a Sunshine Cleaning manager, contact Tommy McCorkle at 704.919.7829 or the on-site supervisor at 704.726.8934.

Sunshine Cleaning Systems "Steps Up to The Plate".

Sweeping uniform changes and appearance levels are underway at *Charlotte Douglas International*.

Sunshine Cleaning, is committed to increasing appearance and performance levels at Charlotte Douglas Airport said, Sr. Vice President of Sunshine, Mark Klein

Cleanliness and appearance levels Are the first and last images the traveling public remembers about Charlotte Douglas. Sunshine, takes tremendous pride in the appearance and attitudes of there workforce. "This is a great opportunity for Sunshine", Stated Larry Calufetti, President and CEO of Sunshine