

UPPER LEVEL

Expanded Arrival/ Departure Area

During the summer of 2005, RFD underwent an extensive remodeling/ expansion of the upper boarding area with the addition of two new passenger loading bridges. These new jet bridges bring the total to three, and were necessary to accommodate the anticipated growth of passenger service at RFD.

In 2005, RFD saw a 58% increase in passenger traffic and the number of passengers continues to grow each year.



Expanded Arrival/Departure Area



Two new Jet Bridges

News Escalators

In June 2007, two new escalators were installed along side the central staircase to provide passengers with easy access to the upper level of the terminal.



OTHER ENHANCEMENTS

Additional Parking

In 2005 and 2006, 460 additional new parking spots were added providing a total of over 1,750 spaces for our passengers!

Terminal Enhancement Projects



“Enhancing the Terminal Experience”

Take a “Walking Tour” of our terminal and
check out the many improvements!

Projects Completed Spring 2005 - June 2007



www.FlyRFD.com



Project Highlights

From the curb to the boarding gate, RFD has completed a variety of projects in and around the Terminal designed to fulfill our mission of making our customers' travel experience comfortable and hassle-free. These projects were funded through FAA/IL Division of Aeronautics and various other discretionary grants. U.S. Senator Dick Durbin (D-IL) was instrumental in helping secure dollars for many of these Terminal projects. We are confident that passengers will be pleased with these many changes that have taken place over the past year!

LOWER LEVEL

Expanded Baggage Carrousel Area

During the summer of 2005, RFD was very fortunate to obtain a slightly-used baggage conveyor system and carrousel from Ottawa International Airport in Canada. Essentially, the only cost to RFD to obtain the equipment was for dismantling and shipping. The unit was installed by the RFD Operations & Facilities Department.

The original "flat" conveyor that was used at RFD was intended to serve 30-passenger commuter aircraft. Exceeding those numbers and planning for additional growth, a newer high volume "carrousel" has been installed in the former Garden Court Area.



The newly-installed carrousel will better-accomodate the current and future levels of passenger traffic at RFD.



The first piece of luggage to travel on the newly-installed baggage carrousel makes its way down the conveyor system in December 2005.

Observation Court

In February 2006, the former baggage claim area on the Lower Level was converted into a public viewing/waiting area, providing an ideal panoramic, unobstructed view of the airfield - an amenity rare for an airport RFD's size. As part of the project, much of the terminal carpet was replaced with quarry tile that was matched and coordinated with the existing tile.

The Observation Court Area provides the perfect location for RFD press conferences and a panoramic view of the airfield. Only a few airports in the nation have an open area for the public to view the airfield.



Customer Service/Customer Care Center

The customer comes first at RFD and to ensure that our passengers are given top priority, we have established a Customer Service/ Customer Care Center in the Lower Level of our Terminal adjacent to the rental car area.

Whether it is assisting a customer with booking a ticket or providing a passenger with flight information, staff members are on hand to provide top-notch customer care.



Terminal Services Supervisor Carol Moyer assists a passenger with information on United flights.

