Airport Experience Working Group Meeting #1

Establishing a Baseline

September 24, 2019, 4pm
Housekeeping

Involvement:
- The Airport Experience Working Group is the deliberating body. Questions will be taken from attendees as deemed appropriate and timely.

Member participation:
- Use of name tents

Website: [https://www.asevision.com/aewg/](https://www.asevision.com/aewg/)
- Other working groups have their own sites.
- Our, and other working group, meeting dates are posted so others and the public can attend, if desired.
- Data related to each meeting is placed on the working groups landing page.
- Support data (general) is on the web where it resides today.
Meeting 1 - Establishing a Baseline and Goal Setting
September 24th, Pitkin County Library Dunaway Community Room, 4 – 7pm

Meeting 2 - What Does Success Look Like Part I: Exploring Terminal and Landside Options
October 2nd Aspen Meadows, Doerr-Hoiser, 4 – 7pm

Meeting 3 - What Does Success Look Like Part II: Exploring Terminal and Landside Options *(if needed)*
October 22nd, Pitkin County Building, Roaring Fork Room (location tentative), 4 – 7

Meeting 4 – Report: Finalize and Refine Recommendations
TBD, 4 - 7 pm
EA Proposed Projects

Focus Working Group
Experience Working Group

Technical Working Group

Vision Committee
Airport Experience Working Group
Strategic Questions

Based on our values, our goals of limited enplanement growth, and our goal to reduce CO2 emissions, what would a warm, welcoming and comfortable terminal look like?

- How could it best “fit” the community?
- What are our terminal and landside options?
- How could our building size, function, number of gates, etc. best reflect our values, planning directions, and goals?
Meeting #1 – Agenda (4-7pm)

Mission - To meet our community values and goals, what is our preferred passenger terminal?

I. Review reference materials (EA, FAA design criteria, terminal planning guidelines, values summary, target goals, etc.)

II. Airport terminal planning

III. How can we improve the airport experience?

IV. Identify shared goals and priorities

V. Lighting Round and Discussion
   - Identify Shared Goals and Priorities
     - What do we need to address and recommend the following considerations: terminal size, passenger amenities, and sustainability?
Airport Experience Working Group Deliverables
Deliverables by November to Report Back to the Airport Vision Committee

I. Recommendations on:
   I. Terminal building size and priorities
      • No. of gates
      • Sterile boarding area
      • Ticketing/passenger space, etc.
   II. Customer amenities
   III. Sustainability measures
   IV. Architectural/aesthetic treatment

Note: Deliverable could be graphical such as a layout plan.
Reference Materials
Reference Materials

*How do these reference material documents help us guide a discussion and recommendation?*

I. Values Summary and Target Goals
II. Constrained Forecast Impacts
III. Gate Turn Information
IV. 2018 Environmental Assessment
V. FAA Airport Terminal Planning Advisory Circular
VI. Terminal Planning Guidance
Values Summary and Target Goals

- Reduce overall airport emissions (aircraft & facilities) by 20-30% [Target for Overall Airport Emissions]
- Reduce noise levels by 20-30% [Target for Airport Noise Intensity]
- Accommodate limited growth [Airport Commercial Enplanement Target of 0.8%]
Airport Overview
2018 Environmental Assessment

Potential 10 gates
140,000 - 180,000 SF

Current terminal: 47K SF
FAA Airport Terminal Planning Guidance

I. FAA Airport Terminal Planning Advisory Circular
II. Passenger Terminal Planning Guidance
Terminal Planning "Rules of Thumb"

FAA Method 1: Gross Square Feet per Narrow-body Aircraft Gate

- Smaller Domestic Terminals = 15,000 SF (or smaller) to 18,000 SF per narrow body gate

<table>
<thead>
<tr>
<th>Number of Gates</th>
<th>Recommended SF/Gate</th>
<th>SF Range*</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 gates</td>
<td>15,000 SF - 18,000 SF</td>
<td>90,000 SF - 108,000 SF</td>
</tr>
<tr>
<td>5 gates</td>
<td>15,000 SF - 18,000 SF</td>
<td>75,000 SF - 90,000 SF</td>
</tr>
<tr>
<td>4 gates</td>
<td>15,000 SF - 18,000 SF</td>
<td>60,000 SF - 72,000 SF</td>
</tr>
</tbody>
</table>

*ASE may want more space due to delays
Terminal Planning "Rules of Thumb"

FAA Method 2: Square Feet per Assessed
• FAA Gross Building Area using a ratio of .28 - .32 SF per Annual Enplanement

<table>
<thead>
<tr>
<th>Annual Enplanements</th>
<th>Annual Enplanement Ratio</th>
<th>SF Range*</th>
</tr>
</thead>
<tbody>
<tr>
<td>215,000 (2008 approx. yr. enplanements)</td>
<td>.28 - .32 SF</td>
<td>60,200 SF - 68,800 SF</td>
</tr>
<tr>
<td>284,000 (2018 approx. yr. enplanements)</td>
<td>.28 - .32 SF</td>
<td>79,520 SF - 90,880 SF</td>
</tr>
<tr>
<td>330,000 (2028 poss. yr. enplanements)</td>
<td>.28 - .32 SF</td>
<td>92,400 SF - 105,600 SF</td>
</tr>
</tbody>
</table>

*ASE may want more space due to delays
Terminal Planning & Programming

I. Planning ratios are established by the International Air Transport Association

II. “Level of Service” is an important concept

III. Some terminal space is more prescribed (like security and safety) and some spaces are at the discretion of the airport owner

You have some choices to make
## Terminal Planning & Programming

### Security (mandatory)

<table>
<thead>
<tr>
<th>Area</th>
<th>Guidelines</th>
<th>ASE</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screening</td>
<td>1,400 square feet per lane</td>
<td></td>
<td>Includes equipment and circulation</td>
</tr>
<tr>
<td>Queue</td>
<td>600 square feet per lane</td>
<td></td>
<td>Per TSA guidelines</td>
</tr>
<tr>
<td>Recomposure</td>
<td>10 - 20 feet deep</td>
<td>15 feet</td>
<td>Area for passengers to sit and gather their belongings</td>
</tr>
<tr>
<td>Exit Corridor</td>
<td>10 - 20 feet wide</td>
<td>10 feet</td>
<td>Egress width must meet local building code</td>
</tr>
<tr>
<td>Offices</td>
<td>% of Queue &amp; Screening Area</td>
<td>10%</td>
<td>Based on local TSA needs and requirements</td>
</tr>
</tbody>
</table>
# Terminal Planning & Programming

## Ticketing/Check-In (airlines pay for this)

<table>
<thead>
<tr>
<th>Area</th>
<th>Guidelines</th>
<th>ASE</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ticketing Positions</strong></td>
<td>Peak hour departing passengers</td>
<td>By airline</td>
<td>Total = number of agents + self-service kiosks</td>
</tr>
</tbody>
</table>
|                             | Peak hour/Ratio equals # of positions needed Ratio (factors in wait time and average processing rate per passenger at check-in) | Ratio = 16.0  
10 min wait per min/pax | 4 | Existing ratio can be maintained or changed based on staffing levels and efficiency             |
| **Position Length**         | 5-6 linear feet per position                                              | 6    | 1 counter = 2 agent positions typical                                                            |
| **Queue**                   | 20 - 25 foot deep X counter length                                        | 20 feet | Egress width must meet local building code                                                        |
| **Airline Ticketing Office**| 25 - 30 foot deep X counter length                                        | 30 feet | Based on local TSA needs and requirements                                                          |
Terminal Planning & Programming

Concessions

- What kind of retail do you like to see?
- What amount and type of restaurants, bars, etc. makes sense for Aspen?
- Concessions provide important amenities to the passengers and are also an important revenue source to help pay for the building
- Advertising
Terminal Planning & Programming

Secure hold room
- What kind of space is appropriate?
- How should the Airport plan for delayed flights (extra people hanging around)?
- Should this area feature mountain views?
- What about special zones for kids or business travelers?
Terminal Planning & Programming

Restrooms

- In addition to men’s and women’s, how should we plan for family and special need facilities?
- What do you think is most important about restrooms?
- Is this an amenity that should be above industry standards?
Terminal Planning & Programming

Circulation and queuing

- Is it OK to have lines go out the door?
- What is an acceptable amount of time to wait in line (ticketing, security screening)?
Terminal Planning & Programming

Airport workers

- How should we treat the workers at the Airport?
  - Space to do their jobs
  - Training and break rooms
  - Amenities
Peaking Schedule for 6 Gates

ASE 6-Gate Scenario
2033 Arrivals and Departures

- Peak hours: 4
- Adjacent “near peak” hours: 4

How fast can you turn a gate?

*The amount of time it takes to “turn” a gate (unloading passengers and baggage and then loading the next flight) varies by airport but 5-8 turns per day is a normal range for ASE.*
Peaking Schedule for 5 Gates

How fast can you turn a gate?

The amount of time it takes to “turn” a gate (unloading passengers and baggage and then loading the next flight) varies by airport but 5-8 turns per day is a normal range for ASE.
Peaking Schedule for 4 Gates

ASE 4-Gate Scenario
2033 Arrivals and Departures

Peak hours: 14
Adjacent “near peak” hours: 0

How fast can you turn a gate?

The amount of time it takes to “turn” a gate (unloading passengers and baggage and then loading the next flight) varies by airport but 5-8 turns per day is a normal range for ASE.
What Does “Warm, Welcoming, and Comfortable” Look Like?

Oslo

Jackson Hole
Fort McMurray, Canada
EA's Pavilion Concept
EA's Ridge Concept
Setting the Stage... for a deeper discussion on terminal layouts
Examples of Warm, Welcoming, and Comfortable Airport Terminals

• Gather ideas from your travels for the next meeting.
• Look at space usage and feelings of crowdedness or spaciousness.
• What customer amenities do you see that you like?
• Observe things like daylighting (lighting in general); the “feeling” you get walking into a terminal.
• What sort of architectural styles or aesthetics are appealing/welcoming?
Lighting Round and Discussion
Airport Experience Working Group Discussion

I. After the discussion today, let us know what you need to address and make recommendations.

II. How do our community values align with characteristics of a warm, welcoming, and comfortable terminal?

III. How will this Group define success when we consider an approach to the strategic questions.
Meeting Schedule

Meeting II: What Does Success Look Like Part I
Meeting III: What Does Success Look Like Part II (if needed)
Meeting IV: Report/Recommendations

Meeting 2 - What Does Success Look Like Part I: Exploring Terminal and Landside Options
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Thank You
Are we missing anything?