



Airport Experience Working Group Meeting #3

Delving Deeper

October 21, 2019, 4pm

Airport Experience Working Group Introduction

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/>

- 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 Schedule

Meeting 3 – What Does Success Look Like Part II: Exploring Terminal and Landside Options

October 21st, Pitkin County Building, Board of County Commissioners Meeting Room, 4 – 7 PM

Meeting 4 – Report: Finalize and Refine Recommendations

Wednesday, October 30th, TBD, 4 – 7 PM

Meeting 5 – Report: Finalize and Refine Recommendations, if needed

Wednesday, November 6th, TBD, 4 – 7 PM

Meeting 6 – Practice Report Out, if needed

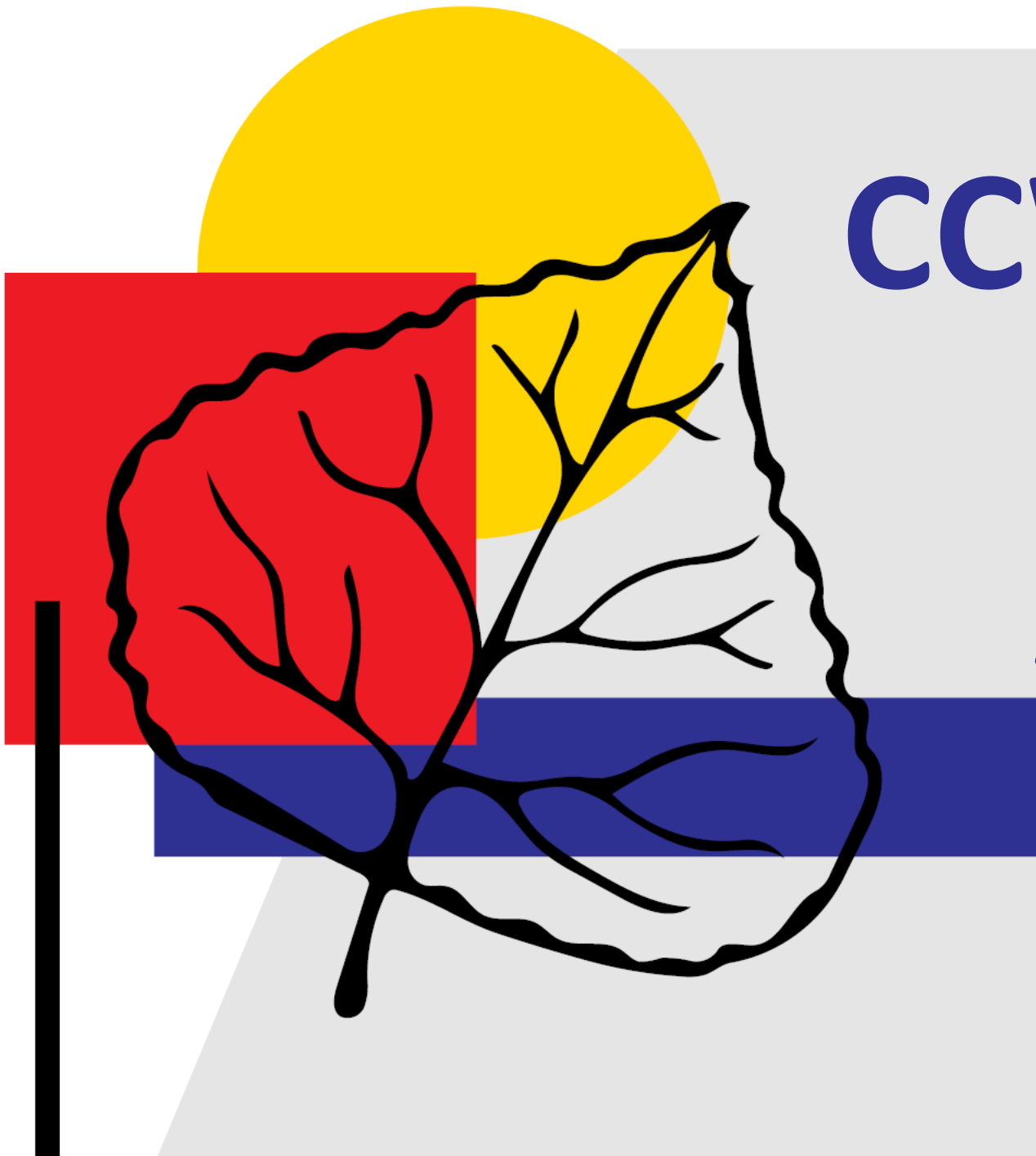
Wednesday, December 4th, TBD, 4 – 6 PM

Airport Experience Working Group

Meeting #3 – Agenda (4-7pm)

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

- I. Review and discuss Community Character Working Group's success factors applicable to Airport Experience
- II. Visual walk through of airport from the perspectives of arriving and departing passenger
 - I. Define needs, look, and feel through narrowed lens
 - II. Start developing site/layout plan for spacing and connections
- III. Break
- IV. Continue visual walk through and site/layout plan development.
 - I. Potentially vote on recommendations



CCWG's Success Factors Applicable to AEWG

CCWG's Success Factors

Adaptable and Flexible for the Present and Future

- Phase terminal construction based on community need (leaving room for additional expansion down the road).
- Allow terminal to feel “right-sized” at peak travel times, but also not cavernous during slower periods.
- Design infrastructure for a carbon net-zero future (in all areas, with terminal and aircraft operations ready for electrification).
- Design any plane-to-terminal transition to convey arrival in our mountain community

CCWG's Success Factors

Environmental Responsibility

- Make environmental responsibility part of the airport culture for both commercial operations and passengers as well as GA. This should be in the airport's mission statement.
- Work with local partners to stay on the leading edge of environmentalism and sustainability.
- Explore physical mitigation techniques (example: berms).

CCWG's Success Factors

Reflect the Local Culture and Values

- Act as a portal to the Aspen/Snowmass/Roaring Fork Valley experience. Help guests quickly orient themselves to our community's pace, character, and values, cleansing them of whatever tensions and hurried expectations they may have arrived with. Display what the Aspen community is.
- Sponsor exhibits, not ads, to reflect a cultural experience. Sell character. Commercial experience should be local and low key.
- Reference Appendix 19 VII Airport policy goals from 2012 AACP (handout).

CCWG's Success Factors

Economic Vitality

- Take steps to ensure **affordable** flights for locals who currently represent 28% of enplanements.
- The terminal should be initially big enough to support the current economy of the valley and flexible enough to accommodate the 0.8% growth.
- Airport should match the economic growth of the Valley and not be a driver of the economy.
- Decouple airport business model from Rental Car revenues.

CCWG's Success Factors

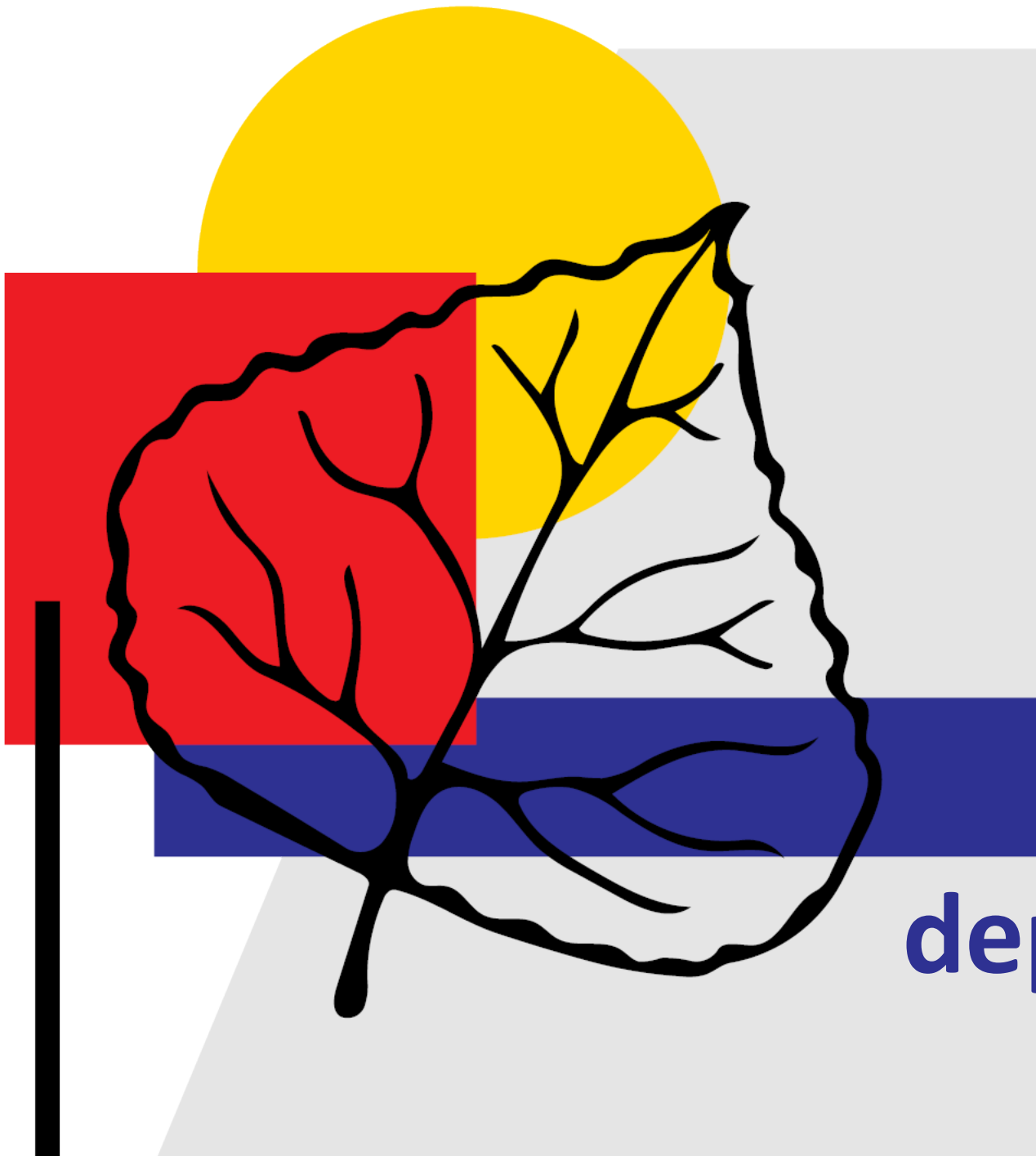
Design Excellence

- Build terminal spaces that can handle peak capacity but not feel built for peak capacity.
- The terminal represents the area's history.
- Create spaces that are peaceful with appealing dwell time.
- Make an iconic/innovative building, a local landmark that will be recognized immediately as "Aspen's airport;" unique and reflective of a town that has hosted internationally renowned design conferences.
- Locally source programming, food, engagement, education from local institutions.
- Design around the arts and culture that we want in the terminal, not how to fit the exhibits within the terminal.
- Integrate technology, but don't over accommodate it.
- Design a terminal that accommodates all levels of mobility.

CCWG's Success Factors

Responsibility to Preserve the High Quality of Life

- The 2000 AAMP states “endeavor to make our community better without getting bigger.” We rely on economic harvests of character, clean air, serenity, open lands, preserved history.



The Airport Experience Journey (arriving and departing passengers)

Arriving into Aspen Jet Bridge vs. Tarmac



Bag Claim

- Number of devices?
- Area for luggage “surges”
- Welcome/information stand
- Rental car counter
- Décor: do you know you arrived in Aspen?
Historical images
- Concessions?



Design

Scenic Impacts / Aesthetic Overview

- **Scale:** Low, horizontal profile; relate to site context
- **Roof Articulation:** Simple forms; structurally expressive; relate to terrain
- **Facades:** Accent entries; complimentary materials; human scale elements
- **Entrances:** Inviting and easily identifiable
- **Building Heights:** Utilize varied massing to minimize perceived height
- **Exterior Materials:** Complimentary materials and colors; minimum maintenance
- **Landscape:** Emphasize Integration of landscape with site and building elements
- **Exterior Lighting:** Minimal, unobtrusive, shielded lighting
- **Regional Expression** Relate to the site context and unique Aspen character
- **Strong Interior / Exterior Expression:** Emphasize connection to the natural environment – “Sense of Place”



Leaving the Terminal

Wayfinding to your ride

- Someone picking you up
- Hotel shuttle

Public transit (VelociRFTA)

- Doors leading out of terminal align with bus stop
- Covered walkway to bus stop



Getting to Airport for Departing Flight

Which Method?

- Bus
- Hotel shuttle
- Private vehicle
 - *How close is parking?*
- Rental car



Curbside Check-In

- *Do travelers want it?*
- *Is it good customer experience?*





Building Design/Architecture



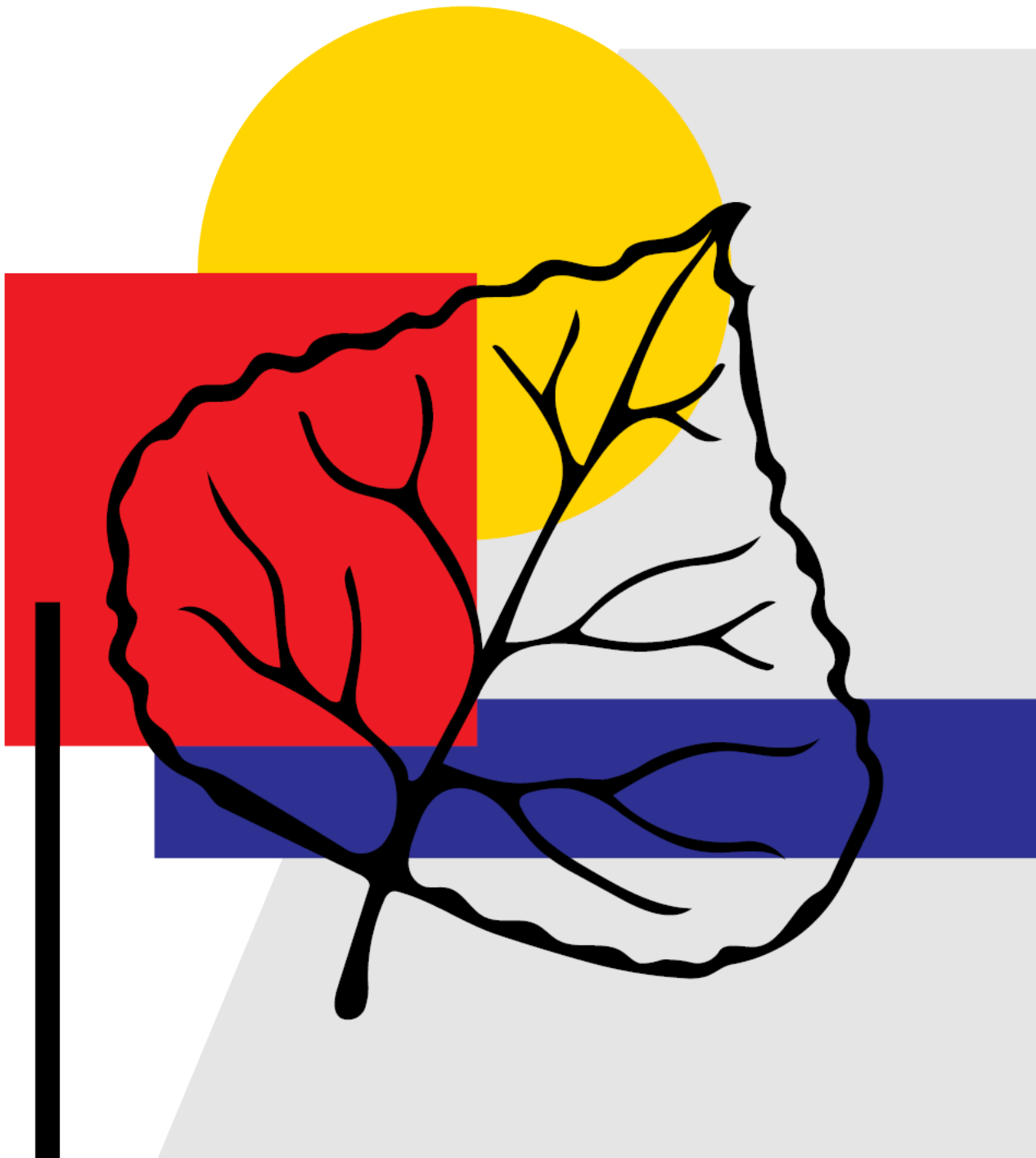
Ticketing Hall

- What are elements of “warm & inviting”?
- What is the max wait time for checking in luggage?
- What does effective wayfinding look like?

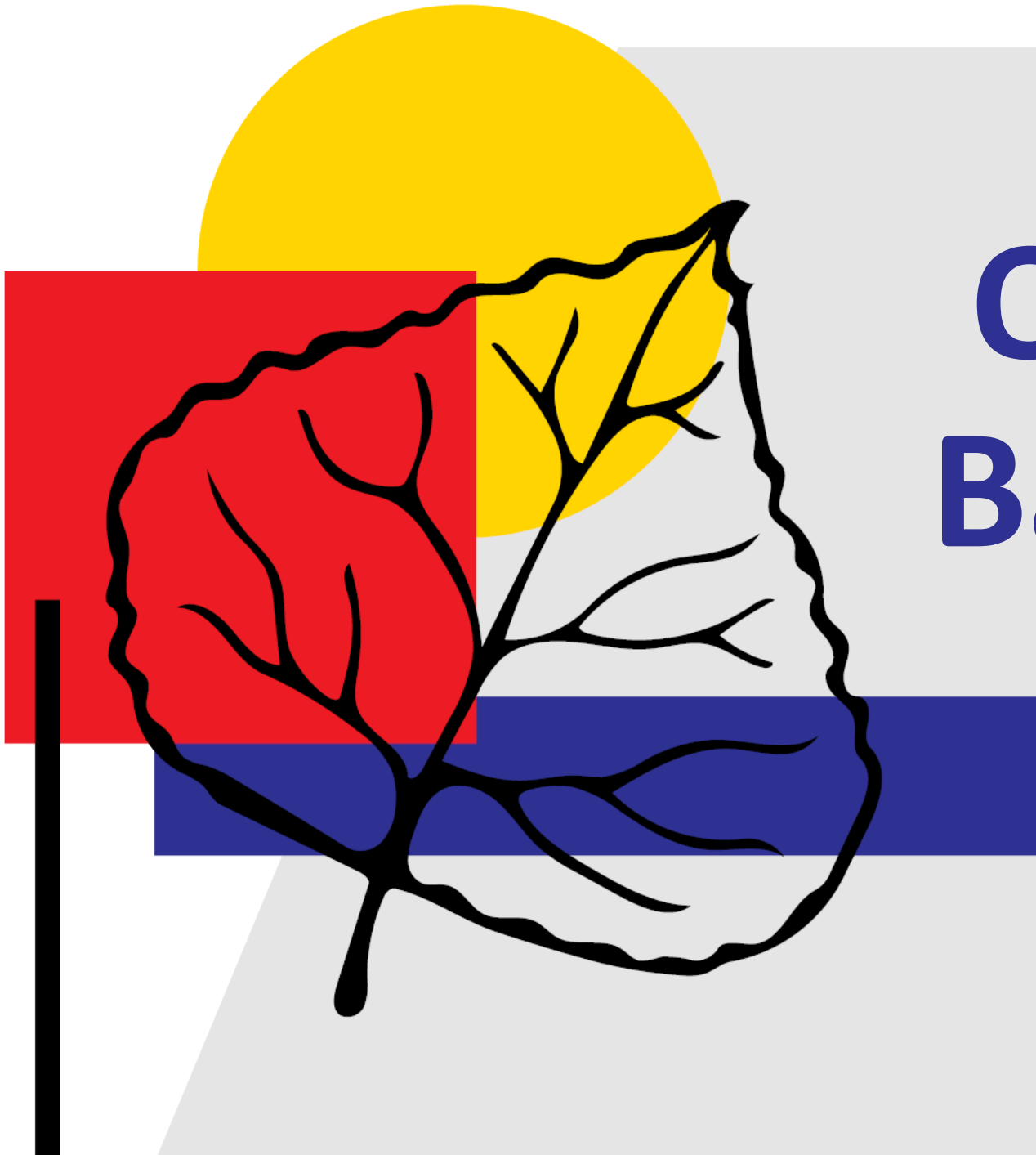
Passenger Amenities

- Retail/gift shops
- Food and beverage, bars
- Restrooms, including family
- Family lounge areas
- Business lounge area
- Mixed seating





Break



**Voting
Opportunities
Based on Prior
Meeting and
Discussions**

Voting Process and Rules

Each group's efforts toward the task assigned to them by the Airport Vision Committee (AVC) will culminate in a vote for the recommendations to the AVC.

- I. County facilitator will ask if a member of the Airport Experience Working Group (AEWG) would like to motion for a vote.
- II. After a motion is made articulating a position and there is a second, the motion is put for discussion among the group.
- III. After discussion, the question is called with votes cast by each person on a call of the roll for the AEWG.
- IV. Majority vote is required to approve the motion. This constitutes the group's recommendation.

Notes for the Voting Process and Rules

- Quorum is 3 people in attendance from the designated Working Group to take a vote.
- Meeting will be noticed 24-hours in advance, meeting will be recorded (audio) and phone line will be made available for members to call in if they can't be there in person.
- The only group that has designated leadership is the AVC, the rest of the groups will need to vote without a leader in place.
- Public comment is allowed during the discussion of the motion/item.
- Members of the designated Working Group calling in can vote by phone.
- The motion can contain justifications or rationales.
- Minority opinions are allowed, representing individuals or multiple people on the designated Working Group. These are conveyed as an offering of the opposing recommendations and reasons.
- Consensus of a group requires a unanimous vote.

Voting Opportunities Based on Prior Meeting and Discussions

- I. Jet Bridge vs. Tarmac?
- II. Baggage Claim Options
- III. RFTA Connection?
- IV. Curbside Check-In?

Voting Opportunities Based on Prior Meeting and Discussions

I. Jet Bridge vs. Tarmac?

Voting Opportunities Based on Prior Meeting and Discussions

I. Baggage Claim Options

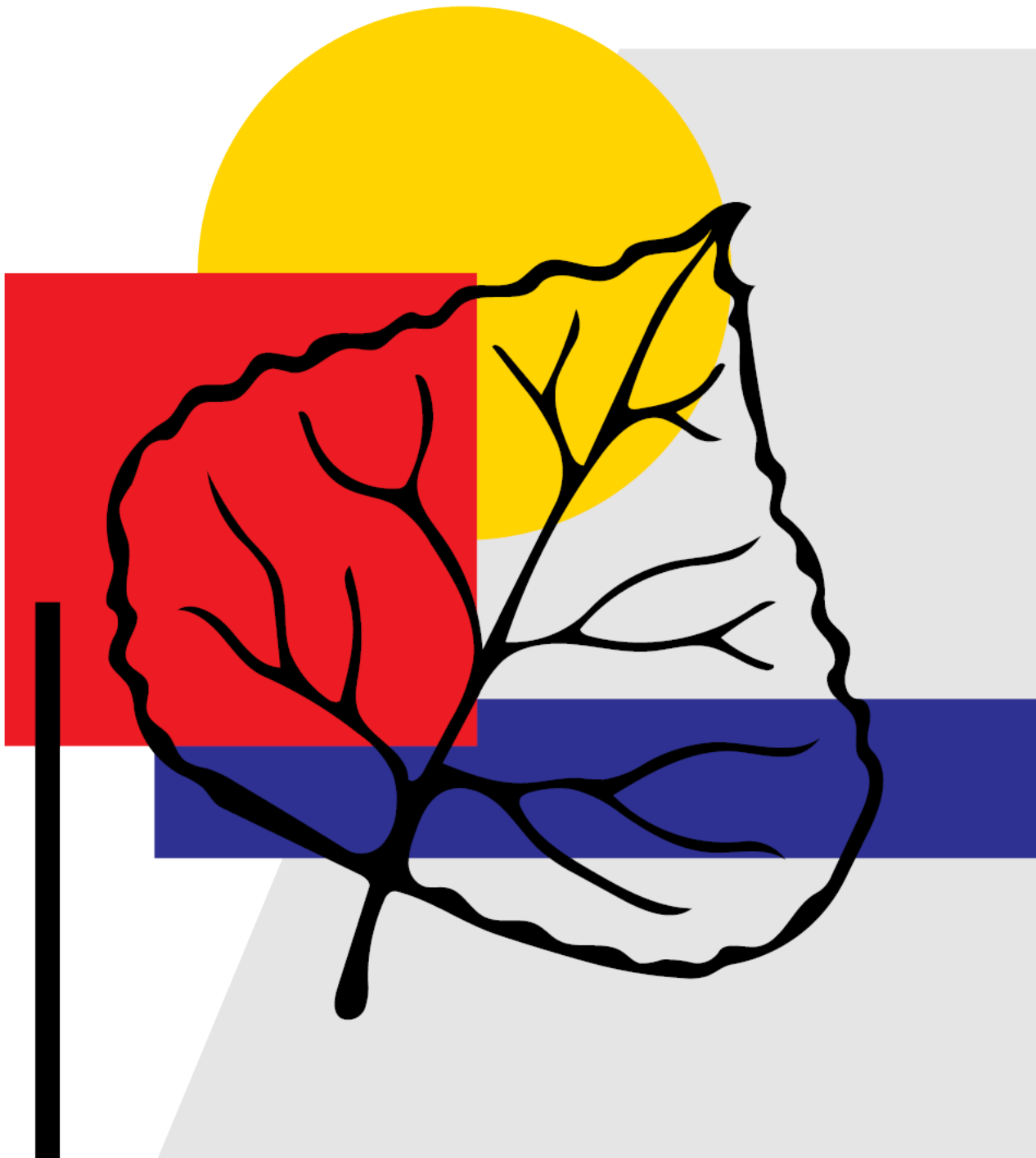
- a. Number of devices?
- b. Area for luggage “surges?”
- c. Welcome/information stand?
- d. Rental car counter?
- e. Décor: Do you know you arrived in Aspen? Is there a percentage:
 - a. *Historical images to retail?*
- f. Concessions?

Voting Opportunities Based on Prior Meeting and Discussions

I. Connect to RFTA Inside Terminal?

Voting Opportunities Based on Prior Meeting and Discussions

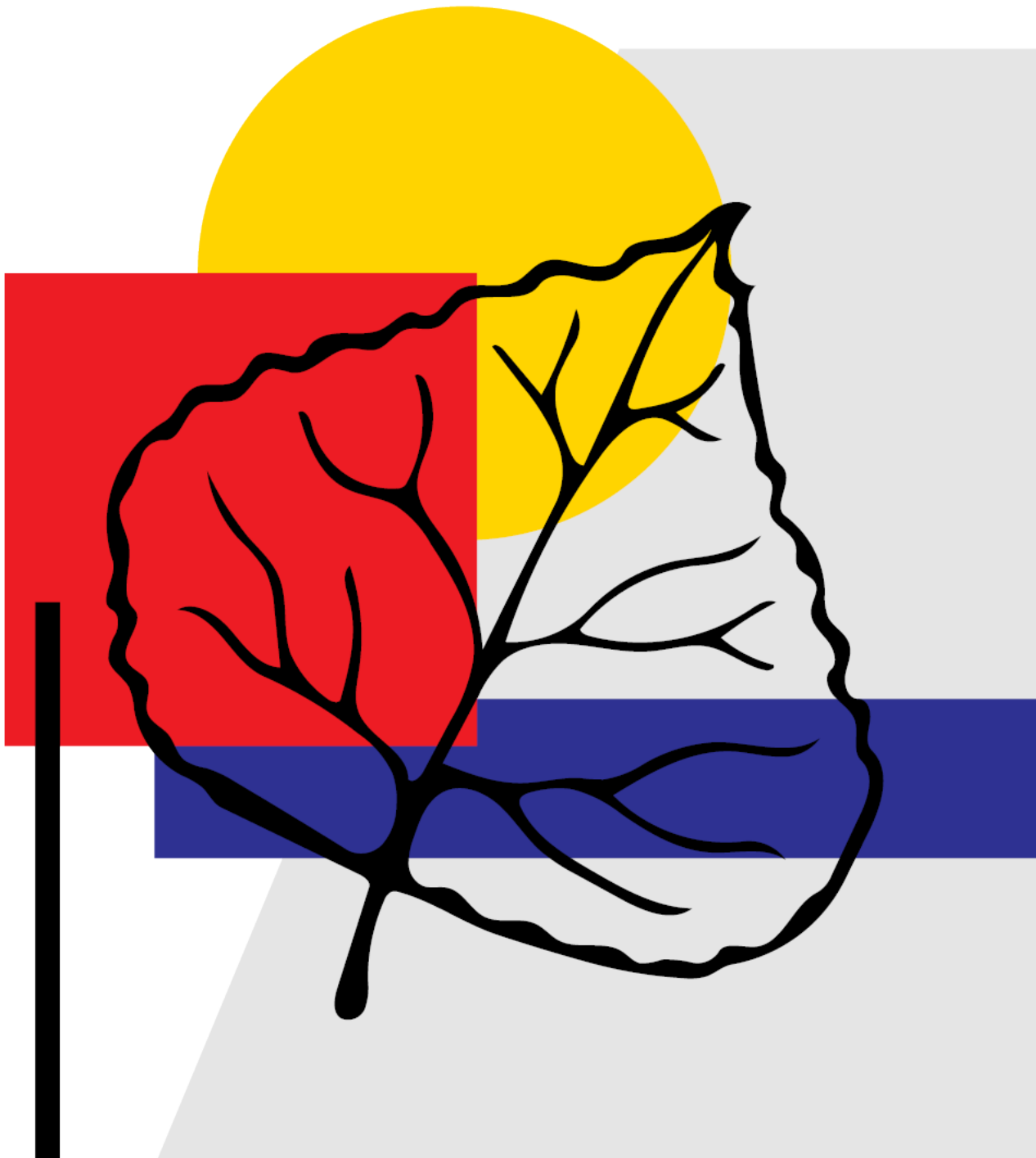
I. Offer Curbside Check-In?



The Airport Experience Journey (continued)

Recommendations

- I. What warm and welcoming design elements must appear?
- II. Amenities pre-security?
 - I. If so, what?
- III. What post-security amenities are a must?



Next Steps

Meeting Schedule

Meeting 4 – Report: Finalize and Refine Recommendations

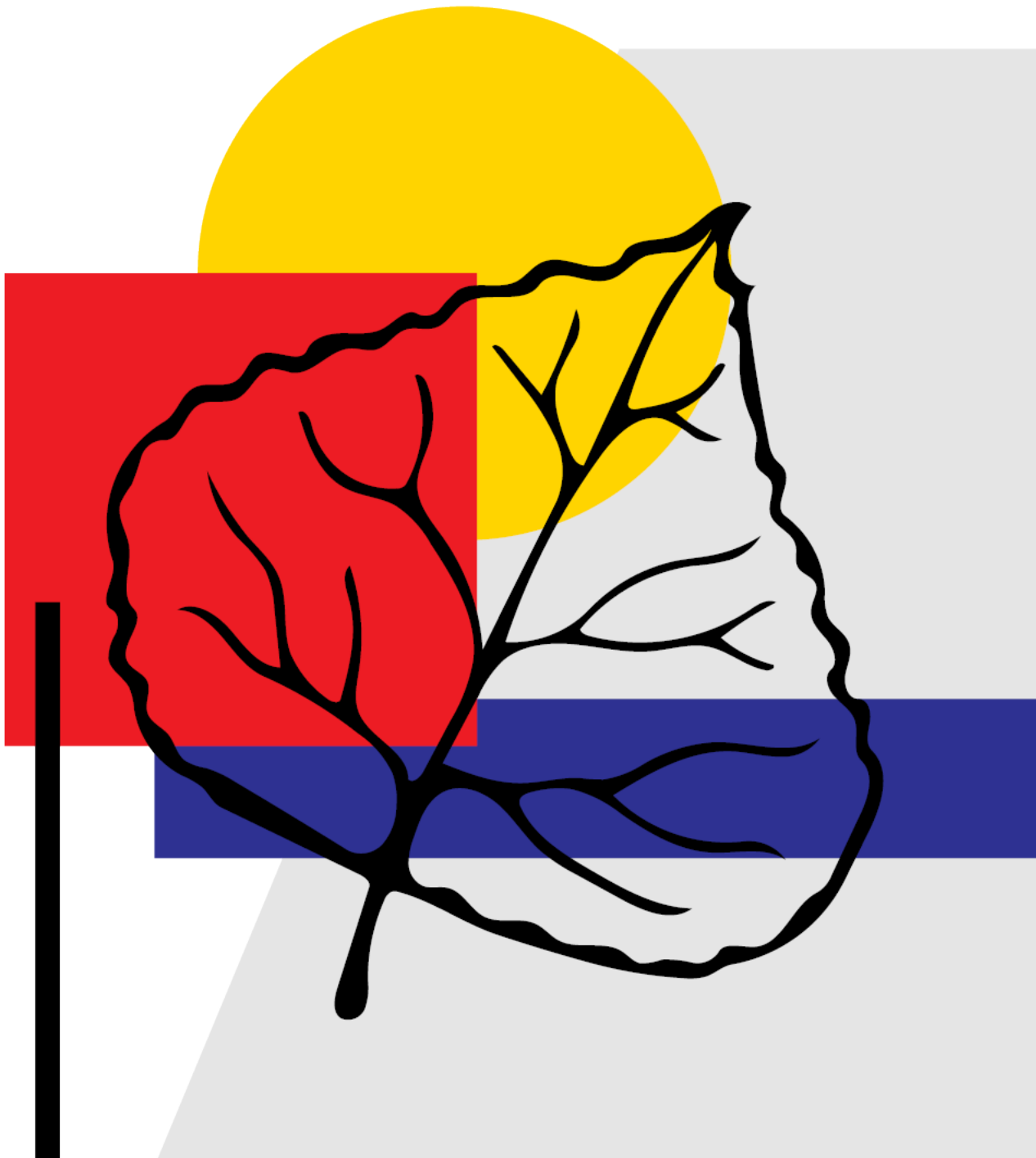
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Thank You
Are we missing
anything?