



GREAT HALL PROJECT

NEWSLETTER

April 2021

A Great Hall Message from Leadership



The past year has been one we couldn't have imagined. For many travelers who haven't visited the airport during the pandemic, the progress made last year on the Great Hall Project may come as a surprise. We have kept our work crews safe and look forward to completing Phase 1 at the end of 2021 on schedule. This part of the project will feature new check-in kiosks and self-bag drops for United and Southwest Airlines. Enhanced security checkpoint construction as part of Phase 2 will start this summer.

Earlier this month, we presented an update to Denver City Council and shared that Phase 1 is currently on schedule and under budget. Our DEN design and construction team met our two major milestones ahead of schedule and continue to be on track to complete the remaining Phase 1 milestones by the end of the year.

Airport visitors will start to see our progress first-hand this summer as we begin to unveil newly renovated areas of the Great Hall. The construction walls will shift from the north to the south revealing new flooring and renovated restrooms in the center of the meeter/greeter space, where passengers arrive from the concourse train. By the end of the year, new ticketing lobbies,

complete with self-bag drop stations, will be turned over to United and Southwest Airlines.

Phase 2 starting this summer will create a safer, more efficient security process with modern check-in facilities on the west side of Level 6. Work will begin by creating a new enclosed security checkpoint at the northwest end of the terminal on Level 6.

We remain on track to deliver a project that will meet our original goals of enhancing security, increasing capacity and improving the passenger experience. This progress is a direct result of our partners at Hensel Phelps, the many minority- and women-owned sub-contractors, community leaders, airlines and other business partners and, most importantly, our passengers. Thank you for your help and patience through these big changes to prepare our world-class airport for the future.

Cristal Torres DeHerrera
DEN Chief of Staff

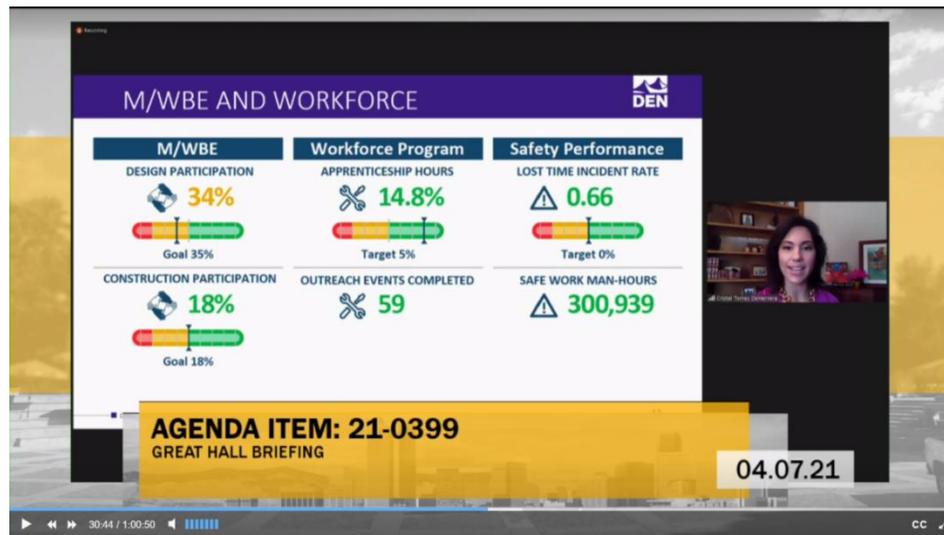
DEN Updates City Council on Great Hall Project

On April 7, DEN provided an update on the project to Denver City Council's Business, Arts, Workforce, & Aviation Services Committee. DEN Chief Executive Officer Kim Day, Chief of Staff Cristal Torres DeHerrera and Senior Vice President Michael Sheehan spoke with council members about the state of the airport, the progress of Phase 1, the kick-off of Phase 2 and the future of the Great Hall.

Day updated council members on DEN's recovery from the traffic reductions due to the COVID-19 pandemic. DEN fared better than most comparable airports during 2020 due to its central location in the U.S. and its strong domestic network. Though passenger traffic continues to lag 2019 numbers by about 30%, traffic is on the rise, and we expect vaccinations to result in increased travel.

Using the publicly available [project dashboard](#), Sheehan discussed the construction progress of the Great Hall Project. He revealed that Phase 1 is on schedule to be completed by the end of the year and is estimated to finish at \$25 million below budget. That estimated \$25 million will be rolled into the budget for Phase 2, keeping the entire project on budget to complete at \$770 million.

DeHerrera discussed DEN's and Hensel Phelps' commitment to the inclusion of minority- and women-owned businesses on the project team, along with impressive Workforce Program participation statistics. The project goal for Workforce participation is 5% and currently is an impressive 14.8%.



The DEN team ended by sharing that Mayor Hancock has asked them to look at a potential Phase 3, which would be over and above the \$770 million budget for Phases 1 and 2. DEN is developing scope options along with associated budgets and schedules to review with Mayor Hancock and DEN's airlines before determining whether a potential Phase 3 is moved to City Council.

Click [HERE](#) to watch the full video of the city council session.

DEN and Hensel Phelps Doing Their Part for Sustainability

Back in January, we revealed the future of several thousand pieces of luggage that were being stored in the [center of the Great Hall](#). As you might remember, those bags were being used to run tests on some new baggage handling enhancements in the terminal. DEN's sustainability team and community partners began working to find homes for all those bags, to prevent them from heading to a landfill after testing was complete,

Initially, the Denver Police Department took about 700 bags for K-9 training and the Denver Rescue Mission took around 200.



Shortly after featuring the bags in the Great Hall newsletter, a student from Chatfield Senior High School, Charlie Beelart reached out. He and a fellow student, JJ Heupel founded an organization called “Bagging for Homelessness.” Arrangements were made for their group to pick up 100 bags. Charlie followed up several weeks later to tell us that over spring break their group went to Civic Center Park and handed out the bags filled with food, toiletries and other daily needs for individuals experiencing homelessness. (picture above).



The rest of the bags and the clothing inside (you can't test a baggage handling system with empty suitcases) were donated to [Clothes for Kids](#). Jacob Pault, a Hensel Phelps Superintendent who helped deliver this donation said, “We completed our bag donation for ‘Clothes for Kids’ and donated two full truckloads with our F-550 flatbed! We were told by the group that each truckload was the biggest single donation they have ever received! Pretty awesome to be a part of that.” Pictured above: Kaden Larson (Hensel Phelps Field Engineer – DEN L5.5 Project), Kyle Denison (Hensel Phelps Office Engineer – DEN Great

Hall Completion Project), and Arman Sobhi (Hensel Phelps Field Engineer – DEN L5.5 Project).

We are happy to report that now all of the 4,200 bags have been donated or repurposed. What a fantastic way to celebrate Earth Day and give back to the community.

Scan Your Way Through the Terminal

As construction continued on the Great Hall Project through the pandemic, DEN was determined to limit the spread of COVID-19 at the airport by creating a touchless passenger experience. QR codes were one solution.

The QR code comeback began at the airport last November, as DEN worked to assist holiday travelers around construction by directing them to an [interactive map](#) they could navigate with their phone. Since that re-introduction, the QR codes have been scanned more than 9,000 times allowing for continued social distancing and fewer face-to-face interactions.

QR codes are now being used in other ways to assist passengers. For example, construction required a temporary power shutdown in the baggage claim area for several days last month. During this shutdown, baggage information displays above the carousels were out of service while the carousels were still accepting luggage.



To ensure passengers still had access to baggage claim information, we used a simple poster with a QR code to direct travelers to the Flights page of our [website](#) to find the proper bag claim. This power shutdown lasted only three days, but in that time, 1,152 people scanned the QR code and received the help they needed.

The QR codes will remain a tool for improving the passenger experience as travel begins to rebound and construction continues.

A BIG Thank You to our Project Team!

We are all incredibly thankful for the essential workers who have kept the airport operational and construction project moving during the COVID-19 pandemic. Last March, shortly after construction on the Great Hall Project resumed, everything changed due to COVID-19. We would like to take a moment to thank our essential workers on the Great Hall Project who have done an outstanding job making sure that construction on the project continues to move forward, and all the essential workers at DEN, who kept the facility clean and safe for our employees and contractors.

"I want to express my gratitude for the Great Hall Project team's achievements over the past year. We met the double challenge of assuming a project that was on unstable footing in the middle of an unprecedented global pandemic. Our team kept everyone safe and made incredible progress getting the project onto firm footing with very positive momentum for the future. I am so proud of everyone involved," said Michael Sheehan, Senior Vice President of Special Projects.

A huge thank you to everyone who has had a hand in this project and our gratitude for your continued dedication.

[Visit the Great Hall Project page](#)
