

## Great Progress Made on Phase 1 of the Great Hall Project

More than 200 crew members are working day and night to transform Denver International Airport's Jeppesen Terminal as work continues on Phase 1 of the Great Hall Project. This stage of the project improves the check-in experience for the vast majority of DEN passengers and makes other necessary terminal improvements to accommodate new security check-in facilities that are safer and more efficient.

As part of Phase 1, Level 6 will be expanded towards the curbsides as well as inward toward the atrium to create more space for expanded airline ticketing areas and better passenger circulation. New restrooms on Levels 5 and 6 are also being constructed along the outside of the terminal, near the doors on Level 6.



*Renderings depict future space for the passenger check-in experience on Level 6. Renderings are a conceptual representation of what is currently being built and are subject to change.*

Since DEN took over the project in late 2019, tremendous progress has been made on Phase 1 of construction:

- DEN and Hensel Phelps beat their first contractual milestone for the ticketing pod steel in July by installing all the steel needed for the structure of the pods nearly two weeks early
- Crews have placed all concrete required to expand the Level 6 balconies towards the atrium
- The construction team is in the process of framing each pod and installing electrical and mechanical elements needed for the final functionality, including building out the baggage handling systems to support passenger check-in



*Photo (left) from a year ago to progress to-date (right) on the United Airlines ticketing pod development on the west side of Level 6.*



Photo (left) depicting work progress from a year ago to actual progress made to-date on Southwest Airlines ticketing pods (right) on the east side of Level 6.

Following the framing work, crews will build-out the back-of-house spaces within the ticketing pods for the airlines. Work will also include installing flooring, lighting, and ceiling fixtures to finish this space. When completed, the new space will give passengers and airlines more efficient check-in facilities and provide space in other parts of the terminal to begin work on improving security.

Other ongoing construction activities include new restrooms and installation of flooring and lighting on Level 5. Additionally, new exterior walls and finishes are being installed in these areas. As a result, the temporary construction walls at the baggage claim areas will remain up until the summer of 2021. The baggage claims in these areas open to passengers.

DEN's next contractual milestone is approaching in Q1 2021 and the project is on track to meet it with the completion the Central Monitoring Facility.

DEN continues to focus on delivering this project on time and on budget while trying to mitigate construction impacts to passengers and airline partners. Due to reduced passenger numbers as a result of COVID-19, Hensel Phelps has been able to increase its work schedule, allowing for great progress on the project.

To continue to track the Great Hall Project progress, check out the [dashboard](#) and other updates on the [Great Hall page](#).



Click photo to watch the Great Hall tour video

# Spotlight on Gilmore Construction Corporation

Building community through construction is Jake Gilmore's passion. Growing up in a military family, the Gilmores moved around until eventually establishing roots in Colorado. Jake, President and CEO of Gilmore Construction, received his Architectural Engineering degree from the University of Colorado at Boulder. Early in his career, he worked for a local small minority-owned business and was able to experience unique challenges that business faced firsthand.



Jake and his wife, Edweena, started Gilmore Construction in 1997. Much of their work was with housing authorities including the Denver Housing Authority and they helped to rehabilitate "old town" Aurora. Currently, a significant amount of their work is in the commercial area and about 90% is renovations.

Gilmore Construction's work path to DEN started with United Airlines, including the Reservation Center and Simulator Facility projects. When an opportunity became available for Gilmore Construction to work with United at DEN, they jumped at the chance.

"You have to start small with projects at the airport. You have to see how things work and do a good job. Many companies that never worked at DEN go for the really big jobs and are not truly prepared. You have to establish yourself first," states Jake, "We were fortunate, we were partnered with some great contractors that showed us how things work. Now it's our turn to show new, smaller companies how to navigate DEN."

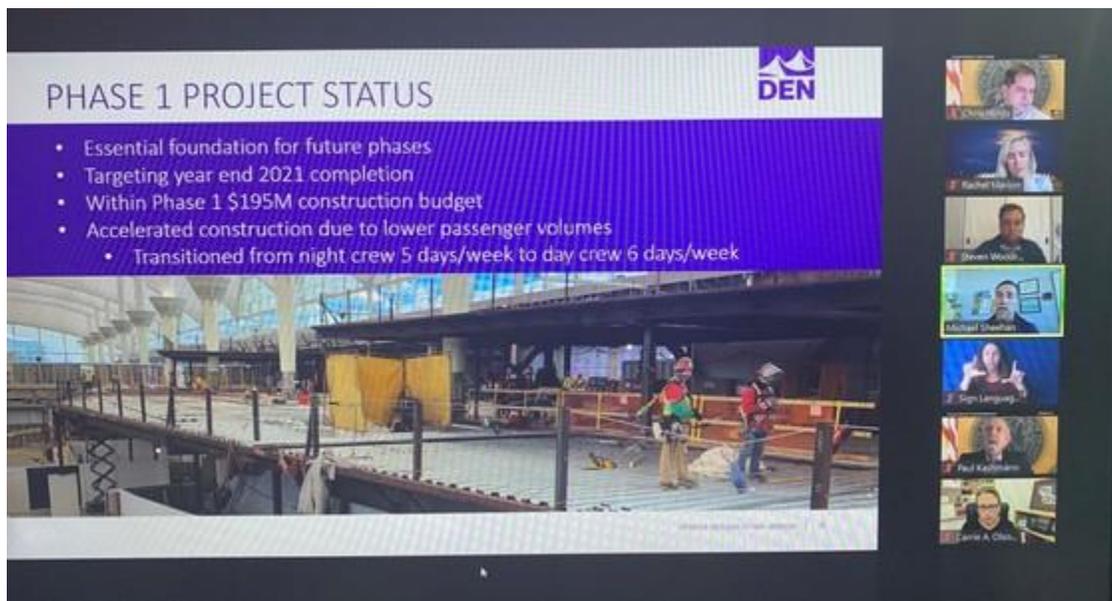
Currently, Gilmore Construction is working on numerous projects at DEN including the Concourse Expansion Program and the Great Hall Project. Gilmore Construction worked on the Great Hall Project with the previous developer, and because of their experience at DEN and on the project, DEN chose to keep Gilmore Construction on the project and continue their work in the Central Monitoring Facility, where TSA will resolve screening of checked baggage.

Gilmore Construction is a certified Minority/Women Business Enterprise, Disadvantaged Business Enterprise and Small Business Enterprise. They recently received the 2020 Design-Build Institute Association's (DBIA) National Merit Award for their work on a 376,000 square foot office renovation at Denver Federal Center. DBIA's awards program celebrates the achievements of design-build teams across the spectrum of the construction industry. "It's an honor to be recognized for the hard work and dedication that went into the delivery for our client," said Jake. "This is the standard we strive to achieve for all clients."

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## DEN Partners with City Council to Provide Virtual Community Updates

As construction resumed on the Great Hall Project last March, DEN promised more transparency into the project and began ramping up a community outreach program. DEN also had plans to start a robust public tour program. As we all know, life changed for everyone due to the COVID-19 pandemic and DEN has since adjusted to the challenges of the pandemic. Even though the public tour program has been put on hold for the time being, DEN has been conducting community outreach virtually!



October 29th Elected Officials virtual town hall

In partnership with Denver City Council, DEN leadership has provided Great Hall Project updates to citizens in Denver's Districts 2, 4, 5, 6, 10 and 11 through Facebook Live or Zoom events.. The presentations provided an update on how DEN is weathering the COVID pandemic, the status of numerous construction projects throughout the airport, progress on the schedule and budget for Phase 1 and what the rest of the Great Hall Project might look like.

"We are thankful for everyone on City Council that has partnered with us to help try this new approach to our outreach," states DEN Chief of Staff, Cristal Torres DeHerrera.

DEN is scheduled to bring the plan for Phase 2 of the Great Hall Project to Denver City Council this month.

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## Navigating the Great Hall This Holiday Season

As DEN heads into the holiday season, we are excited to see the increase in travelers and welcome the opportunity to help passengers travel safely and efficiently through the airport.

The Great Hall Project construction is in full swing. Here is what you need to know if you're planning a trip out to the airport:

### What safety measures are in place at the airport?

DEN's number one priority is the safety and well-being of passengers and employees. To reduce the spread of illnesses, face masks covering your nose and mouth are required for all passengers, employees and visitors. DEN has also instituted enhanced cleaning procedures throughout the airport and have implemented a number of programs to help reduced contact.

- **VeriFLY:** Allows travelers to make a reservation for a dedicated TSA screening lane and a reserved limited-capacity train car to the concourse. Travelers at higher risk of contracting illnesses are encouraged to take advantage of this new program. Watch an informational video [here](#) and download the VeriFLY app today to get started.
- **Eats Delivered:** This new program, serviced by AtYourGate, delivers DEN dining options straight to travelers wherever they are at DEN. With [Eats Delivered](#), travelers can avoid the lines and reduce contact by ordering and paying for their food through an app and have it

delivered directly to their gate or another location such as baggage claim. Just download the AtYourGate app to place your order.

### How will construction in Jeppesen Terminal impact my travel?

Holiday travelers should also be mindful of ongoing construction impacts from our Great Hall Project. Be sure to give yourself extra time to check-in, get through security and reach your gate.

There are closures of two traffic lanes and the sidewalk on Level 6 passenger drop-off between Doors 606 and 610 (West side) and Doors 607 and 611 (East side). While the closures are in place, pedestrians will need to use Level 5 to travel north or south along the baggage claims and back up to Level 6 to get around construction walls and activities on the curbside. There are decals on the floors to help you find your airline ticketing area and passenger security screening. Just follow the arrows.

PLEASE NOTE: Between Nov. 20-30 and Dec. 18-28, the Level 6 central area sidewalk will be open from 7 a.m. to 7 p.m. to accommodate holiday traffic and allow passengers to access the sidewalk and curbside check-in.



\* Construction impacts are subject to change and possible closures may be in place. Detour is inside down to Level 5 through baggage claim.

**With the construction, how will I know where to catch my flight or drop-off my guest?**

Be sure to follow all roadside signage on Peña Boulevard to get to the correct airline check-in area (East or West side). Once in the airport, follow signs to your destination or access our interactive map online by scanning QR codes posted at check-in and throughout the terminal to help navigate around construction.



**What if I get lost or have questions while I'm at the airport?**

Keep an eye out for DEN's purple-shirt volunteers and Customer Service agents who will be available to answer questions, guide passengers and help alleviate the stress that may come with traveling during the holidays.

**I'm arriving at DEN on a flight or picking up a guest. What should I know?**

Construction walls will also impact some movement near some baggage claims (carousels 4, 5 and 6 on the east and carousels 14, 15 and 16 on the west) on Level 5. Pedestrians will still be able to walk through these areas, but space may be limited. Please follow all signage and baggage claim area queues, while complying with social distancing.

If you are picking someone up, follow all roadside signage on Peña Boulevard closely to get to the correct side of the terminal, east or west, and follow signs for passenger pick-up on Level 4. If you arrive early, we suggest you wait at Final Approach before heading to the terminal to pick-up your passenger.

Visit [Flydenver.com](https://www.flydenver.com) for information on road construction impacts on Peña Boulevard, outside of the airport and the Great Hall construction.