



**September 2021
Media Clippings**

Advisory Board Meeting

Compiled by Communication & Marketing Dept.

SLCDA Airport Advisory Board September 2021		
Date	Media Outlet	Subject
7/28/2021	ABC4	Camera bag missing at airport
7/28/2021	KSL	Phase 2 of The New SLC
7/28/2021	Town Lift	Jet fuel shortages at airports
7/28/2021	Gaming & Leisure	Garbanzo opens at SLC
7/28/2021	Restaurant News Resource	Garbanzo opens at SLC
7/29/2021	KSL	TSA holds hiring event at SLC
7/29/2021	Fox 13	Phase 2 of The New SLC
7/30/2021	The Salt Lake Tribune	Stop complaining about The New SLC
7/30/2021	Franchising.com	Garbanzo opens at SLC
8/2/2021	Engineer News Record	2021 Intermountain Best Project award
8/3/2021	ABC4	Phase 2 of The New SLC
8/3/2021	KUER	American Airlines cancellations
8/5/2021	KSL	Bad air quality in Utah
8/7/2021	The Salt Lake Tribune	SLC agreement with Avail
8/7/2021	Penta	M.A.C. open at SLC
8/7/2021	HOK Website	The New SLC
8/10/2021	Fox 13	Phase 2 of The New SLC
8/11/2021	The Deseret News	How airports are designed
8/12/2021	ABC4	Different behaviours in airport
8/12/2021	HNTB	The New SLC article by Bill Wyatt
8/14/2021	Travel Weekly	Concessions struggle with big crowds
8/17/2021	Engineering News Record	Big D Contractor of the Year
8/18/2021	KUTV	FAA message to passengers
8/18/2021	ABC4	Opportunities for businesses at SLC
8/19/2021	Utah Business	Robot delivers food at SLC
8/19/2021	Fast Casual	Garbanzo opens at SLC
8/23/2021	Aviation Nepal	The New SLC
8/23/2021	Urbanland	The New SLC
8/24/2021	KSL	USO coming to SLC
8/25/2021	KSL	USO coming to SLC
8/25/2021	Fox 13	USO coming to SLC
8/26/2021	KUTV	Service to resume between SLC-Mexico
8/26/2021	KSL Radio	USO coming to SLC
9/1/2021	The Deseret News	Passports in a Pandemic
9/1/2021	ABC4	Labor Day travel
9/1/2021	Elevator World	The New SLC
9/1/2021	ReliabiltyWeb.com	2021 MaximoWorld Awards
9/3/2021	KUTV	Labor Day travel
9/3/2021	ABC4	Labor Day travel
9/3/2021	KSL	Labor Day travel
9/3/2021	Fox 13	Labor Day travel
9/6/2011	The Deseret News	9/11's effect on airports
9/6/2021	ABC4	Labor Day travel
9/6/2021	KUTV	Unruly passenger on American Airlines flight

9/6/2021	Fox 13	Unruly passenger on American Airlines flight
9/6/2021	KSL Radio	Unruly passenger on American Airlines flight
9/7/2021	The Salt Lake Tribune	Unruly passenger on American Airlines flight
9/7/2021	The Deseret News	9/11's effect on Olympics and SLC Airport
9/7/2021	The Deseret News	Long walk at SLC Airport
9/7/2021	KUTV	Panera Bread opens at SLC
9/7/2021	ABC4	Labor Day travel
9/7/2021	ABC4	Unruly passenger on American Airlines flight
9/7/2021	ABC4	Panera Bread opens at SLC
9/7/2021	KSL	Unruly passenger on American Airlines flight
9/7/2021	Fox 13	Unruly passenger on American Airlines flight
	<i>This story received national coverage in more than 20 states</i>	

SLC Airport News



Bill Wyatt, director of the Salt Lake City International Airport, poses for a portrait near CT scanners that scan every checked bag at the airport in Salt Lake City on Thursday, Aug. 26, 2021. The scanners are part of increased security measures implemented after the 9/11 attacks. | Kristin Murphy, Deseret News | [Purchase Photo](#)

SCIENCE & TECH

‘Eerily silent’: 9/11 brought U.S. airports to a standstill, then changed airline travel forever

By Art Raymond | @DNTechHive | Sep 6, 2021, 10:00pm MDT

On Sept. 8, 2001, Bill Wyatt made a long-awaited journey to Lisbon, Portugal, boarding a series of flights that were primarily secured by a quick stroll through a metal detector.

The ease and speed of crossing the line that separated passengers from their awaiting commercial aircraft was reflective of a time in which no one had stopped to seriously

consider how a 90-ton plane, packed with 50 tons of explosively combustible fuel, might be commandeered and used as a weapon.

Wyatt was on a trip with cause to celebrate, having found out only days earlier that he'd scored his dream job and would soon become the next executive director of the Port of Portland, a sprawling operation in and around Oregon's biggest city that includes four marine terminals, two general aviation airports and the Portland International Airport.

A few days later, he and friends had just finished touring an ancient church outside of the Portuguese capital and were at a nearby business. They noticed images of a burning building on TV during a break-in Portuguese news report and, with no one there to interpret, tried to make sense of what they were seeing and what was going on.

"We just saw images of a tall building with flames coming out of it," Wyatt recalled. "It was dystopian and, without any English speakers nearby, we struggled to figure out what was going on."

RELATED

Forget friendly skies, how this JetBlue founder's new airline vows to be 'seriously nice'

Unveiling America's newest airport: Here's what \$4 billion did for Salt Lake City hub

JetBlue to install cameras, bullet-proof doors in planes

Wyatt slipped out to make a phone call. While he was due to start his new airport gig in a few weeks, he was still on active duty at the time as the chief of staff for Oregon Gov. John Kitzhaber. If anyone could fill him in on what was happening back in the U.S., he was sure it would be his office.

"Details were still sparse, but it was clear we were under attack," Wyatt, now the head of Salt Lake's international airport, said. "I learned that my boss, the governor, had been escorted by state police to an undisclosed location."

Salt Lake City

Dave Korzep was on a golf course with a group of air traffic controllers from the Salt Lake City International Airport when news of a plane hitting the north tower of New York's World Trade Center broke. At the time, he was freshly into a new job as supervisor of airport operations at the Salt Lake facility. The initial news read as a tragic accident to Korzep and his group. What came next changed their perspective dramatically.

"The first thing we heard was a plane had just hit the Trade Center and I thought, 'What a horrible accident,'" Korzep said. "Just a few minutes later, we found out another airliner had just hit the other tower. And then I just raced to work."

Over the summer of 2001, a new U.S. airline that had launched a year earlier was the talk of the industry. The disruption, and associated chatter, was thanks to the startup's unlikely combination of brand-new planes with cushy leather upholstery and seat-back TV's for all passengers, along with discount fares and a customer-friendly approach to running the business.

JetBlue co-founder and CEO David Neeleman, born in Brazil but raised in Utah and already an airline startup veteran, was at JetBlue's headquarters in the New York City borough of Queens when the attacks began.

"We could see the towers from the roof of our office," Neeleman said. "We saw the buildings burning ... and then we saw them go down. It was horrific."

A few hours later the true toll of the attacks would come into sharper focus. Four passenger planes were taken over and crashed that morning, including one flown into the Pentagon in Washington, D.C., and another that crashed into a field in Pennsylvania after passengers and crew fought back against the attackers.

The careers of Wyatt, Korzep and Neeleman, and the airline industry in which they worked, would never be the same again.

Airport changes

Two months after the attacks, then-President George W. Bush signed legislation creating the Transportation Security Administration, a force of federal airport screeners that replaced the private companies that airlines were hiring to handle

security. The law required that all checked bags be screened, cockpit doors be reinforced and more federal air marshals be put on flights.

Security measures evolved with new threats, and so travelers were asked to take off belts and remove some items from bags for scanning. Things that clearly could be wielded as weapons, like the box cutters used by the 9/11 hijackers, were banned. After “shoe bomber” Richard Reid’s attempt to take down a flight from Paris to Miami in late 2001, footwear started coming off at security checkpoints.

Each new requirement seemed to make checkpoint lines longer, forcing passengers to arrive at the airport earlier if they wanted to make their flights. To many travelers, other rules were more mystifying, such as limits on liquids because the wrong ones could possibly be used to concoct a bomb.

“It’s a much bigger hassle than it was before 9/11 — much bigger — but we have gotten used to it,” Ronald Briggs told The Associated Press as he and his wife, Jeanne, waited at Dallas/Fort Worth International Airport for a flight to London in July. The north Texas retirees, who traveled frequently before the pandemic, said they are more worried about COVID-19 than terrorism.

“The point about taking shoes off because of one incident on a plane seems somewhat on the extreme side,” Ronald Briggs said, “but the (TSA’s PreCheck pre-screening program) works pretty smoothly, and I’ve learned to use a plastic belt so I don’t have to take it off.”



Reagan Peterson puts her shoes and other belongings in a bin for screening at the Transportation Security Administration checkpoint at the new Salt Lake City International Airport in Tuesday, Sept. 22, 2020. | Kristin Murphy, Deseret News | [Purchase Photo](#)

While passenger-side efficiencies have transformed dramatically since the attacks, and hourslong passenger lines at security checkpoints are no longer the norm at most U.S. airports, the changes made on the operation side of commercial air travel are no less significant.

Behind the scenes

Wyatt would take over as the top executive at Portland International Airport and guide that facility and the other Port of Portland operations for 16 years before being selected for the top post at Salt Lake City International in 2017. Salt Lake's airport was in the midst of a monster rebuild project that had to account for a number of new security protocols, including the equipment to scan every checked piece of passenger luggage, a post-9/11 security requirement mandated by federal authorities.

Wyatt said the baggage moving/scanning system housed in the first phase of the new airport includes 6 miles of conveyor belts.

“It’s a huge installation,” Wyatt said. “We joke that the in-line bag screening system was designed first and then we figured out how to build an airport around it.”



Bill Wyatt, director of the Salt Lake City International Airport , gives a tour of the room where checked luggage is scanned at the airport in Salt Lake City on Thursday, Aug. 26, 2021. | Kristin Murphy, Deseret News | [Purchase Photo](#)

Wyatt said the 9/11 attacks led to a fundamental and fast-moving reassessment of necessary airport security protocols, including formation of the TSA in November 2001, which took over all aspects of airport security from the Federal Aviation Administration. Wyatt said Salt Lake's airport features a host of new technology, including an automated bin system, new full-body scanners and a crowd management system that keeps people moving through security checkpoints without sacrificing thoroughness.

Korzep said once-hectic Salt Lake City International Airport was "eerily silent" in the immediate aftermath of the attacks, following an unprecedented federal order to ground over 4,000 flights in U.S. airspace on 9/11 and a four-day closure that commenced after all those planes had landed.

And the earliest iteration of post-attack airport security was, Korzep said, a chilling scenario.

"Immediately afterwards, we had the National Guard out here patrolling the airport with automatic weapons," Korzep. "And, soon after we saw new levels of federal

management and oversight of airport security operations with the birth of the TSA and, later, the Department of Homeland Security.

“Everything just emanated from that day.”



A checked bag moves into a CT scanner at the airport in Salt Lake City on Thursday, Aug. 26, 2021. The scanners are part of increased security measures implemented after the Sept. 11 attack. | Kristin Murphy, Deseret News | [Purchase Photo](#)

The airlines

Neeleman said his company was focused on following federal directions in getting planes safely on the ground and aiding thousands of passengers stranded far from their destinations on the day of the attacks. Then, the fledgling company got proactive on behalf of a traveling public that had become instantly, and understandably, apprehensive about returning to the skies.

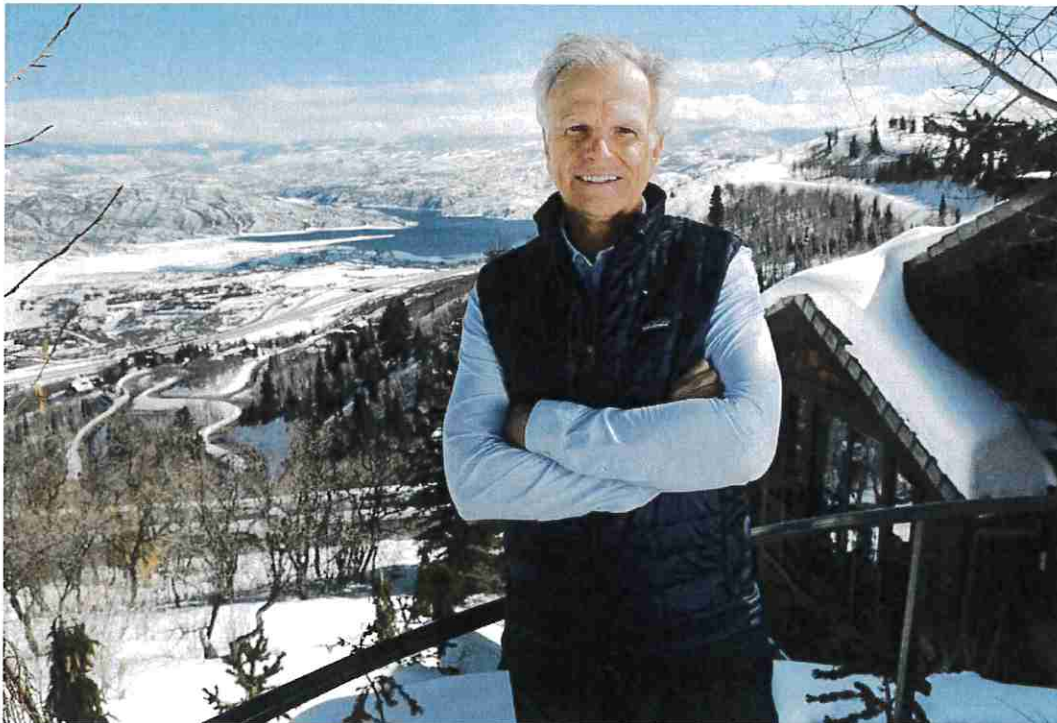
“It immediately changed the mindset of passengers ... and my thoughts at the time were focused on this issue — no one wants to fly,” Neeleman said. “And, especially on planes with paper-mache cockpit doors that anyone could kick in.”

Neeleman consulted with a carrier that had already equipped its planes with armored doors, Israel’s El Al Airlines, and got to work on a solution. Within weeks, Neeleman said, JetBlue had designed a door with a bulletproof Kevlar lining and titanium

deadbolts that would be virtually impervious to a forced intrusion attempt. His airline would be among the first in the U.S. to get them installed on their planes, well ahead of a TSA order that went out in January 2002.

Neeleman said the effort was about working to restore passenger confidence, as well as the right decision for the only U.S airlines that was headquartered in the city that suffered the worst losses on 9/11.

“We tried to recognize the feelings that every passenger was having, that we’re all on this plane together and you just feel helpless if someone can go through the door, kill the pilots and take over the plane,” Neeleman said. “And, as New York City’s hometown airlines, it just underscored our duty to do everything we could to make planes safer.”



Utah native David Neeleman stands at his home in Deer Valley on Tuesday, Feb. 23, 2021. | Jeffrey D. Allred, Deseret News | [Purchase Photo](#)

As security apparatus, on both sides of U.S. airport operations continue to evolve, Wyatt, Korzep and Neeleman all noted the excellent safety records of flights in and out of U.S. airports in the last two decades. All three men also concede that there are no perfect systems and no measures that are capable of detecting all threats related to

commercial airline travel. But it's a system that, so far, has prevented any recurrence, or replication, of the attacks that happened 20 years ago.

"There was a fair amount of talk, and pessimism, about what the future of commercial aviation was going to be after the events of 9/11," Wyatt said. "But, right now, the future has almost never looked this bright. And this is because the airlines, the federal agencies and the rest of us in this business have figured out how to move ahead in such extreme circumstances. It's been incredibly complicated, challenging and expensive, but we collectively did it.

"And, to me, that is a really hopeful sign."

Contributing: Associated Press

UTAH

The pandemic threw a spotlight on the virtues of virtual school

UTAH

Utah driver licenses, IDs coming to Apple Wallet

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What's for dinner? T. Rex may have been a picky — not 'brutish' — eater

OPINION UTAH ENTERTAINMENT

Opinion: The terrible, horrible, no good, very bad walk from SLC's Concourse B

I had heard tales about “the tunnel,” but none of them prepared me mentally or emotionally or physically to make the trek

By Meg Walter | Sep 7, 2021, 10:07pm MDT



Travelers move through Salt Lake City International Airport in Salt Lake City on Wednesday, Aug. 18, 2021. | Spenser Heaps, Deseret News | [Purchase Photo](#)

I took my first flight in over a year in June. My jaw dropped at Salt Lake City's shiny new airport — all the natural light pouring through the windows, bouncing off the porcelain benches and through the elaborate art installations on the walls. I pulled my carry-on

past the new restaurants and newsstands. I rounded the corner to my gate, A22, where I sat comfortably and waited for my flight to board.

It was as easy a travel experience as one could possibly hope. So easy, in fact, I booked a vacation for the whole family. We flew to Long Beach out of Concourse A once again. Easy sailing. But then we flew back and landed at Concourse B.

It was then we came face to face with the dark underbelly of the new airport.

After we deboarded we followed the baggage claim signs down the escalator to the entrance of a long, windowless tunnel.

I had heard tales about “the tunnel,” but none of them prepared me mentally or emotionally or physically to make the trek through the corridor with children.

Stephen Walter
@stephen_walter 

Did it hurt? When you had to walk to the B terminal

10:15 AM · Sep 1, 2021 

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Friendly Ginger's heart was abducted by an alien
@friendlyging3r 

The SLC airport is just Utah wanting EVERYBODY to experience Trek.

It's a gift really.

10:30 AM · Jun 1, 2021 

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As we approached it, I had but two choices:

1. Force our children to walk the entire quarter mile — the same children who cannot walk to the end of the driveway without claiming their foot or knee or nose hurts too much for them to go on.
2. Take the moving walkways.

The choice may seem obvious. Take the walkway. Duh. But. Instead of one continuous walkway, the sadists behind the Salt Lake City Airport installed a series of shorter moving walkways, with about 50 feet between them.

Moving walkways may be simple and safe enough for the average adult traveler. But getting children on and off requires dexterity, lightning-fast reflexes and perfect timing. One slip-up on a crowded walkway and you've activated some sort of nightmare Rube Goldberg machine with passengers tripping over one another as they try to avoid the toddler splayed on the ground.

After contemplating the choice between dragging our children through the left walking-only-lane and repeatedly performing a circus act getting them on and off the flat escalators, we ultimately chose the latter, and immediately commenced yelling at our brood to "KEEP TO THE RIGHT" and "STAY TOGETHER" and "DON'T STEP ON THE PERSON'S HEELS." We clenched their hands as the walkways ended, and hustled

them through the walking portions between, then dragged everyone onto the next walkway.

RELATED

5 things to watch for in the new Salt Lake City International Airport

I don't know if it was the anxiety of keeping everyone from injuring themselves or strangers, or the actual physical work of wrangling three kids through one thousand feet of linoleum, but I began to sweat.

Not as profusely, however, as those to our left in the walking lane, who would stop to catch their breath and check their Apple watches to see their movement rings lap twice around. Some looked longingly at the walkway, but seeing our frantic crew they were making similar calculations of relative risk. Most soldiered on.

A few pedestrians about halfway through veered to the left, sat at a bench, and pulled a snack from their carry-on. These were the most prepared among us. We envied them.

We finally arrived, miraculously in one piece, at Concourse A, where we still had another, I don't know, 10 or 15 miles to walk before we got to baggage claim.

A full hour after deboarding, and that's not an exaggeration, we retrieved our luggage, caught the shuttle to the parking lot and made it to our car feeling as though we had just competed in a family decathlon against our will. Kids were crying. Parents were searching for ibuprofen. Which, if we're being honest, is how most family vacations conclude, but this was a new level of intensity.

Life elevated, I suppose.

My understanding is that the 1,000-foot tunnel of despair now used to get to Concourse B is a temporary solution until Phase 2 of the airport opens in 2024. Or at least that's what executive director of the Department of Airports Bill Wyatt says in [this video](#) that looks like he was forced to film at gunpoint.

RELATED

Window to the world: Inside Salt Lake's state-of-the-art airport

But three years feels not so much temporary as a sort of purgatory, especially for the elderly, anyone who has trouble getting around and anyone with young children planning to travel between now and then, which, much to the chagrin of our fellow travelers, is a lot of us.

Pick any airport in the United States and the gate boarding a flight to Salt Lake City is immediately identifiable by the swarms of children and increased decibels. It's just who we are. We have a lot of kids. The most per family out of any state in the nation. On occasion we take those children places with us on airplanes.

And for the next three years we need to pray that when we do take our children places on airplanes, it's via Concourse A. But if it's Concourse B, plan for an additional hour. And wear good shoes. And maybe bring some tape, strap your kids to you and just run through? That's probably the least painful way.

Meg Walter is the editor-in-chief of The Beehive.

AD



Delta Variant driving concerns ahead of Labor Day weekend

by: [Hailey Hendricks](#)

Posted: Sep 1, 2021 / 07:50 PM MDT / Updated: Sep 1, 2021 / 07:50 PM MDT

SALT LAKE COUNTY, Utah (ABC4 News) – Ahead of Labor Day weekend, millions are predicted to travel, while some will opt-out as the Delta variant is driving up coronavirus cases. Health officials are concerned about holiday travel and its impact on communities.

The Centers for Disease Control and Prevention are urging the unvaccinated to not travel and for the vaccinated, to weigh the risk, as [COVID-19 cases are yet again surging](#) across the country.

“We would say that people need to take their own – these risks into their own consideration as they think about traveling,” said CDC director Dr. Rochelle Walensky, [during an Aug. 31 press briefing](#).

Data from Arrivalist reports Labor Day travel is predicted to be slightly down, but millions are still expected to head out of town, despite high transmission rates across the country.

“That is a concern and the more you travel, the more likely you are to come in contact with someone who is positive and may not know it,” said Charla Haley, a spokesperson for the Utah Department of Health.

[24% of Utah's newest COVID-19 cases are among school-aged children](#) →

In Utah, the seven-day rolling average for percent positivity of “people over people” is 14.5%, according to UDOH data.

“Many of our neighboring states have similar, if not increased transmission rates to us,” said Dr. Emily Spivak, who works at the University of Utah Health on the division of infectious diseases.

“If you travel from Summit County to the Tri-County area or somewhere else, you’re going from a fairly highly vaccinated place to a relatively unvaccinated place,” she said.

To protect yourself and others, she encourages everyone to mask up – regardless of vaccination status.

“We just really need to all do this for each other,” Dr. Spivak said. “And so, as people travel, I’d really encourage them to mask, and if you haven’t made an appointment for a vaccine, make it; try and get one dose before you go, if not, when you get back.”

After every holiday since the pandemic began, Dr. Spivak said the number of people who get sick with COVID-19 always increases; but this Labor Day could lead to a much more rapid increase in cases because of the Delta variant’s high transmissibility.

An interactive map on the CDC’s website shows [how many people are vaccinated by state](#), and [what COVID-19 transmission looks like in every state and county](#).

Over the holiday weekend, road and air officials anticipate a large volume of travelers.

The Utah Department of Transportation is [advising drivers to plan for delays Friday and Monday](#) due to holiday traffic.

PLAN AHEAD: UDOT tells drivers to expects delays during Labor Day weekend →

And at the Salt Lake City International Airport, a spokesperson told ABC4 News the airport is expecting more than 25,000 travelers coming through its doors on Friday, with numbers picking back up again Monday.

This year's Labor Day travel picks back up at SLC Airport

SALT LAKE CITY, Utah (ABC4 News) – The coronavirus slashed the number of travelers last year at the [Salt Lake City International Airport](#), but this Labor Day, thousands of people are traveling once again.

Waiting for their ride home, Erik Gaona and Armando Calata told ABC4 they just got back from a weekend trip to California.

[Warm and hazy day ahead for Labor Day in Utah](#) →

“We were in Los Angeles. Actually, went to Santa Monica and it was pretty good,” Calata said.

ADVERTISING

“Yeah, we went for my birthday and it was a good weekend for sure,” Gaona said.

Monday afternoon, Kristina Pexton said she too was just getting back from a trip



Travelers take to the skies at SLC airport over Memorial Day weekend, many for the first time since beginning of the pandemic →

With [coronavirus cases surging across the country](#), travelers said increased case counts are a concern, but they made sure to do their part to stay safe and healthy.

“We were careful, I sanitized all the time,” Pexton said.

“I was a little nervous,” Gaona said. “I kept telling him, ‘put your mask, here’s some hand sanitizer, be careful.’”

“I don’t want to spread anything, and I don’t want to get anything and give it to my family,” Pexton said.

“I felt pretty safe as well and honestly, I think I’m getting used to the mask now. I had to travel last year during the pandemic, and I think you just get used to it and we might have to get used to it,” Calata said.

Masks are still required to be worn at all U.S. airports and on planes and buses. The [Transportation Security Administration announced last month](#) this mandate is now in place through mid-January.

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KTVX-SLC (ABC) - Salt Lake City, UT
Good Morning Utah

+ Local Market Viewership: 2,750
Local Publicity Value: \$205.98 per
30s



09/07/2021 05:30:52 AM

[Clip Editor](#)

KTVX 9/7/2021 5:30:33 AM: ...>> we're there for you. good morning todd 5.30 starts now. >> good morning you time brian carlson, and i'm sarah martin. It is 5.30 on this tuesday. we begin with a big rebound for the travel industry look at your labor day weekend the salt lake **Airport** time mask a number of travelers, abc for a surge and many is live from the airport but how many people came through **Salt Lake city** this jared. >> hey good morning at the airport recorded at nearly double the amount of passengers this labor day weekend holiday compared to last now according to **Airport** officials about 26,000 passengers arrived to the **Salt Lake Airport**. on friday 17,600 on saturday, 18,009 saturday and then 24,500 returning home yesterday on monday. now the travel has picked back up utahns are on the move there. some concern about the pandemic while the cdc director warned that unvaccinated people shouldn't travel over labor day. there's no signs of a slowdown now we spoke to passengers returning to **Salt Lake** about their travel experience, this labor day weekend. it was seemed a lot more back to normal or wasn't like spaces in between seats and things like >> just had to wear your mask continuously, for some people that's bothersome and others it's ok but it seemed a lot more normal back to normal as it used to really pack lots of people on the plane that people and therefore actually salt lake was much busier norfolk was when i left but pretty busy. >> despite the delta variant driving cases and hospitalizations the majority of the people we spoke to say they're more comfortable as you just heard traveling now than last year, no also worth noting you must wear a mask while you're inside the **Airport** and aboard most flights airport officials say the next busiest time of travel here at the airport will be around the november december. >> christmas holiday seasons. live jerry giant eni abc 4 news. jerry thank you. >> also at **Lake city Airport** an unruly passenger caused quite a scene on an american airlines flight from los angeles to look salt **Lake city** yesterday take a look at this video shared with us from dennis bush you can see a man yelling at flight attendant he's right there in red, one of the male flight attendant saying close it down now the man yells back you can't hold us. and the video shows the men growling and moving his mask around once the flight liz lands police arrive and detain him sell it to the airport officials say the man was cited for public intoxication and it was a busy holiday weekend a design national park case in point is one group from california says. >> they write design at 06:00am trying to beat the traffic. ...

Transcript

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Zoom Include In Report

KUTV-SLC (CBS) - Salt Lake City, UT
2 News at 6:00pm

+ Local Market Viewership: 37,261
 Local Publicity Value:
 \$2,501.87 per 30s

KUTV 9/3/2021 6:17:53 PM: ...head to the Airport early. i got a message from a friend who just got in time. grover, hey there. literally, today is expected to be the busiest day of the holiday weekend. long lines are happening, the Salt Lake Airport says 26,000 passengers are expected to pass through the front door u from just 11,000 from labor day weekend last year. they recommend all passengers arrive at least two hours. >>> officials are warning about unsafe levels of e. coli in the hyrum reservoir water. they are asking don't swim in the water or drink the water. it's a good idea to wash your hands with soap if you have any contact with the Lake water. >>> the church of jesus christ of latter-day saints has announced construction plans for their new temple in casper, wyoming. a ground-breaking ceremony will temple to be 10,000 square feet. because of the



09/03/2021 06:17:41 PM

[Clip Editor](#)

coronavirus, attendance will be by invitation only. construction is expected to take a few years we have the holiday weekend coming up. we are hoping for good weather. >> i wish we didn't have to deal with so much smoke. at least it's not as bad as a month ago. >> it looks thick. good for the holiday weekend and enjoy warmer weather we are forecasting. we were tracking a few thunderstorms rolling through the wasatch front mainly in salt Lake and davis county. we got about a quick half inch in centerville, emigration county, farmington .30. at the u., about .20. that's why we had the weather delay for the game. taylorville .16. at least we got moisture even though it wasn't widespread. now the drier air is moving in and you can enjoy the beautiful weather over the holiday weekend. yes, it will be a little smoky here in northern utah, but temperatures are going to be nice. it's sunny and no threat of any flash flooding if you are headed to southern utah. bear Lake in the 70s saturday, monday. temperatures are climbing. 60s in the mountains by monday. wasatch front in the 80s. by labor day in the 90s. park city in the 70s and 80s. central utah in the 80s and 90s and southern utah is about to get hot. by labor day, i think we'll be above 100 degrees. if you are headed down to southern utah, you'll be out of the smoke. it won't be that thick, but you can see green and yellow in northern utah indicating light to moderate smoke in the northern half of the state. ...

Transcript

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Zoom Include In Report

KTVX-SLC (ABC) - Salt Lake City, UT
ABC 4 Utah News at 10:00pm

+ Local Market Viewership: 27,618
Local Publicity Value:
\$4,134.26 per 30s

KTVX 9/6/2021 10:01:17 PM: ...they screen more than 3.5 million people that's roughly the same number of travelers screened before the pandemic began in 2019. here at home the salt lake city international airport is seeing labor day weekend reminiscent of that prepandemic time in fact it's recording more than double the amount of travelers this time last year abc fours jillian smukler is there live right now jillian there's concerns about the pandemic as you times continue to pack these airports. >> yeah jason that's exactly right, especially because this is happening during a hospitalization surge in our state now until about 24,500 people walk through this airport front doors today alone out that's compared to about 11,000 this time last year so as we continue to see close to prepandemic levels. it's clear many people are eager to just get back to normal. >> it seemed very back to normal it feels like it's almost you know, minus wear a mask of course as you tom celebrate the final holiday of the summer. >> really pack lots of people on the plane but people in there for the cdc director warns that unvaccinated people shouldn't travel over labor day. there's no signs of a slowdown with over 26,000 travelers packing into the slc airport on friday 17,600 on saturday, 18,000 on sunday and 24,500 today i really haven't noticed any with the you know the latest variant i think people are still do. >> was want to they want to get out i want to travel despite the cdc's warning many passengers say they aren't surprised to see roughly the same number of labor day travelers as 2019 i don't think anybody's going listen to that whatsoever they would listen a lot more americans would be vaccinated by now. >> even as the delta variant spreads driving cases and hospitalizations up many utahns are worried no not at all i've i've already had covid and so i don't have any issues with that. >> a 100%. >> i feel a lot more comfortable this year travel in the last year. >> i would just say 80% because a lot of it on a lot of people doesn't get the vaccinations yet while some are being extra cautious i have the vaccine, but you know my kids can't yet so that is scary so i try to be extra careful when i travel so not for to them many are choosing to not let the pandemic change their plants covid has. >> turned everything crazy and so it's it's time for everybody ...



09/06/2021 10:01:31 PM

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Include In Report

KTVX-SLC (ABC) - Salt Lake City, UT
ABC 4 Utah News at 4:00pm

+ Local Market Viewership: 5,344
Local Publicity Value: \$190.20 per
30s

KTVX 9/3/2021 4:28:01 PM: ...>> out of that portion of davis county travel experts say this will be a very busy weekend and they expect to see expect delays whether you're driving or flying. abc's jerry johnson any as of the Salt Lake city international airport with a look at this busy travel day. >> 25,000 people expected to arrive here at the airport today. >> but due to the pandemic the preferred method of travel this labor day holiday is by car about one or 2 we expect to see traffic building up united says typically northbound i 15 and we burke county is the heavily trafficked area know what you're getting into and if you can, travel earlier on in the day there's a construction project on the i 15 express lane drivers should expect a lane to split and construction crews on the side of the road and that's where we're anticipating that we're going to see up to 20 minutes away. >> friday after year if you a couple of fender benders are crashes that really stalled traffic that could be tx that a survey from cars dot com shows nationwide 20% of all labor day travelers cancel their flights to drive instead, but the salt lake International airport estimates 25,000 passengers will arrive in Salt Lake which is near pre-pandemic levels. >> that is a the more you travel the more likely you are to come in contact with someone who is positive and may not know it the labor day holiday marks the end of utah's 100 deadliest days. >> it's a tie between memorial day and labor day when the number of deaths on utah roadways increases. last year there was nearly one death. >> per day looking at right now it appears that were right in line with where we've been over the last 10 year average whether you're traveling by air or by land this labor day be sure to pack your patience. >> despite travel numbers big back up to pre-pandemic levels the travel and tourism industry still scrambling to make up for lost revenue. jerry giant eni abc 4 news. >> the cdc recommends that unvaccinated people do not travel at all this labor day this is cases continue to surge nationwide and here across the beehive state. the utah department of health is reporting 1635 new cases in the past 24 hours. 6 more utahns have died from the virus, there are currently 503 patients in hospitals with covid-19 and more than 8500 vaccine doses have been ...



09/03/2021 04:28:05 PM

[Clip Editor](#)

Transcript

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Include In Report

KSTU-SLC (FOX) - Salt Lake City, UT FOX 13's Good Day Utah

+ Local Market Viewership: 10,949
Local Publicity Value: \$551.05 per
30s

KSTU 9/3/2021 7:34:27 AM: ...this more people are hitting the roads and taking to the skies for labor day weekend >> boxer teens lexi johnson joins us live. and lexi, what you would be looking out for as we celebrate or maybe labor through the holiday a good morning dan in april yeah april. yeah, lots of plans for this weekend so if you are going to be traveling this weekend just ,just be sure to give yourself some extra time and plan ahead as a lot of people will be heading out for the holiday so at the Salt Lake city international airport there expecting twenty five thousand people to come through the doors and the airport is asking everyone to arrive two hours early check or website to know where they're going and make sure make sure that your carry on bags properly the airport as in big numbers seen big numbers when it comes to travelers summer and it's expected to pick up again starting today so we're just asking people to slow where your seat belts make the right decision to drive sober and you know we should have a successful zero fatality weekend >> when it comes to the roads more people will be driving that's why utah highway patrol is adding an extra one hundred and eighteen shifts throughout the state this weekend. many will be enforcement shifts and others will be dui shifts so they say people tend to drive drunk over the holiday weekends and troopers will be doing a dui blitz tonight at nine in murray. so they'll be looking to catch anyone breaking the law. you also reminds everyone to just make sure that your car is in good condition before you hit the road live in Salt lake lexi johnson fox 13 news utah. all right. it looks like you've got a head start. you're already halfway er away from the station so good for you, lexi. i smart power to you >> of the nearly seventeen hundred new covered cases reported in utah four hundred 13 hour in school age children >> and that includes one hundred and sixty cases in children ages five through 10 ten and one hundred and nineteen cases children ages 11 through 13. this morning the tulare county health department is ordering a mask mandate for schools that meet certain requirements if campus with fewer than fifteen hundred kids reaches two percent or 30 students positive for covered a mask mandate will go into effect there for 30 days >> and it's nobody trying to mandate something or it's nobody's trying to tyranny if you don't take these measures you're going to going to have the consequences you don't get to choose that >> the hospital says they are out of options with admissions up 300 >> percent to l.a. county leaders have the new health order on the agenda for next for next week. they can their support or overrule >> it abortion >> rights advocates are sounding alarm bells over a new texas banning the procedure beyond the detection of a heartbeat ...



09/03/2021 07:34:26 AM

[Clip Editor](#)

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Plans underway for military USO lounge at new SLC Airport

SALT LAKE CITY — It's not a tram or more restaurants, but a lot of people — especially those involved with the military — are going to be excited about something new coming to Salt Lake City International Airport.

For all that's been said about the new airport, Bob Kurkjian couldn't believe how much room there is.

"I have visited here two or three times," he said. "It is spectacular."

Since Kurkjian is a regional president for the United Services Organization, it got him thinking about maybe having a USO lounge inside the new airport.

"A USO airport lounge is really the same as a civilian airport lounge, just specialized for the military," said Kurkjian.

That means free food and drinks, just like any airport lounge, but a USO airport lounge includes volunteers and veterans for military members to talk to.

"Maybe you've just come back from a hardship zone or a conflict zone, or you haven't seen your family for a while. It just layers on top of the anxiety that might come just traveling in general, and we're there to really try to help them with that," said Kurkjian.

There are 40 airport USO lounge's in the United States, but this is a first for Salt Lake City.

Airport director Bill Wyatt said with all the military bases in Utah, 30,000-plus military members, and those connecting in Salt Lake, it made sense to have one.

"There was no room, really, in the old airport. It was too small. Here we are building a brand new facility — having a USO is just a great asset," said Wyatt.

With everything going on in [Afghanistan](#), Kurkjian said having more places for veterans to go is important.

"He wasn't in a good place. He went to the USO ... and they made him feel really special and took some of that weight off of him."

–Bob Kurkjian, USO regional president

He shared the story of a veteran who recently got some help at a USO lounge.

"He was in the airport in Las Vegas watching the TV when it was reported that Kandahar had fallen to the Taliban," said Kurkjian. "He had served there for a year and clearly had some very visceral responses. He wasn't in a good place. He went to the USO there and they made him feel really special and took some of that weight off of him."

Kurkjian is meeting with the Salt Lake City Council Tuesday evening.

The City Council has to give final approval for the USO to officially be welcomed at the airport.

The negotiated lease between the airport and the USO is \$1 a year.

"I joke that I like to pay my lease up front," said Kurkjian with a smile.

The USO officials said the next step in coming to the Salt Lake City airport is to find volunteers. If you'd be interested in becoming one, [go to west.uso.org/support/volunteer](http://go.to.west.uso.org/support/volunteer).

×

Transcript

KSTU-SLC (FOX) - Salt Lake City, UT FOX 13 News Live at Eleven

+ Local Market Viewership: 9,616
Local Publicity Value: \$472.50 per 30s

KSTU 8/25/2021 11:06:35 AM: ...have increased their officer pay scale >> the Salt Lake city council's approve the approved the City's annual capital improvement program this will fund more than 70 projects. the council also discussed a resolution to waive leasing fees that the Salt Lake city international airport for an airport military service members lounge. it would be operated by united service organizations and would be the first us lounge here in 50 years public hearing on the on the topic scheduled for september seven >> the utah state board of education has finalized the language for a new rule that would set the standard for teaching equity diversity diversity and inclusion in schools. they held a special meeting last night to complete their recommendation after running out of time during the previous session they outlined and summarized each role that will come into play including students, teachers, administrators and even parents >> and this is just to to help our parents what their responsibilities are to deal with these things in a responsible manner and try to work things out in a constructive way. one >> motion passed was to approve sentence on how they will implement this. they said quote clear policy communication and transparency in the classroom help eliminate misunderstanding between educators and parents and quote the amendments now need board approval following a drought farmers in the central utah community of delta now cleaning up after a record breaking amount of rain in the middle of their harvest just the latter is formed in delta his entire life he says the crops were drought stricken throughout the year and they were all praying for rain but the storm ended up doing more harm than good damaging the crops the point where it most likely cannot be salvaged. now david showed us one of his fields of alfalfa seeds >> burst out after plant so they're laying so they're all laying on the ground this farming it's just roll with the punches there's always next year next year next year if we don't have winner next year is going to be really serious some farmers say they are praying for that rain and snow to come this winter what it can do the most good without significant rain snow this winter it will be a challenge for any farming to take place with state reservoir so low >> . so we need just to my nose ring dances right now if we kick in by can't do it too well because too much rain is a is a bad thing as well tends to happen to us this summer at least we're getting too much too fast last week was good if we can do ...



08/25/2021 11:06:24 AM

Transcript

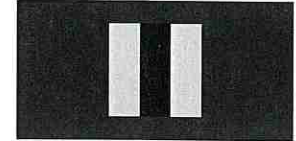
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KSL-AM (Radio) - Salt Lake City, UT

+ Station Reach: 125,300

KSL 8/26/2021 11:02:12 AM: ...with US troops they are laying low and high are hoping someone comes to safely get them out of the country soon. Veterans and military families will soon have a USL lounge at the salt Lake International airport thanks to 8 Taylorsville teenager Alvin Chung started a petition and wrote letters to get us so lounge built 3 years ago, he never heard back from state leaders but he tells KSL TV he's now wondering if his project helped raised the initial awareness your money at this moment, the dow is down 53 points with market sitting at 35352 the S&P also down the Nasdaq down 26 points. Coming up, mostly sunny and cooler KSL weather isn't news Timing have known to big news for everyone to enjoy smart insightful dispassionately native became a family has expanded inside sources with Floyd. Madison is now on for one to 3 just ask Alexa for smart Speaker became SLR biz brought to you by PC laptop it's is your team often worry getting stuck their head in bully or rejected or has experienced depression. There's an exciting new clinical trial of the University of Utah testing new focus therapy treatment to prevent depression relapse helped teenagers say help is treatment does not involve medication or need to change any treatment that your team is currently receiving in order to be part of this Reserve. This study is for teens between age ages 14 and 17 of the history of feeling sad or Irritable participation. The study would involve brain skin using F M are high technology your team will get to keep images from the scans and a 3D model of the brain. The study also involves meeting with a clinician and the possibility of 10 free weekly treatment sessions using techniques to reduce worry and over thinking with an experienced clinicians, parents and adolescents will be compensated for their participation. If you're interested, please call 3.5 3.3 0.3 9. That's 3.3 one 3 zero zero 3 9 B the if you've gotten insurance question you could talk here. Dianna but she probably just tell you how she insured her Couch from stains by covering up with plastic or you could talk to your local guy Co agent, they'll give you a different kind of warm and fuzzy with personalized assistance for all your insurance needs like how you could be saving under policy's so Let's turn now to cover her account in plastic and but local Geico agent ...



08/26/2021 11:02:04 AM

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Car-sharing startup resumes operations at Salt Lake City airport

Vehicle owners looking to make a few bucks or score a free place to park near the airport can use the Avail app once again.



(Image courtesy of Avail) Avail, a car-sharing operation, is back in business at Salt Lake City International Airport.

By Leia Larsen | Aug. 7, 2021, 7:00 a.m.

After hitting a major roadblock at the Salt Lake City International Airport, the Avail car-sharing app is back in business.

Avail views itself as a tech platform, facilitating car owners who are flying out of state to link up with incoming travelers who want to borrow a set of wheels. The airport, however, considered Avail a car rental company and wanted to charge it the same 10% of gross revenues fee it charges other off-site rental companies. When Avail declined to sign such a contract, the airport required its partnering parking lot, the Parking Spot, to stop working with the company in late May.

“This is the first time we’ve had a conflict like this in any airport we’ve pursued,” said Avail CEO [Mike Osborn](#).

The move forced several abrupt canceled reservations during the busy Memorial Day travel season. But Avail resumed operations Thursday, after agreeing to pay the airport its 10% fee.

“All’s well that ends well,” Osborn said, adding it took only two brief meetings with airport officials to reach a deal. “We had great engagement that quickly showed we had the types of interests that aligned with their interests.”

The company will continue to partnering with the Parking Spot to store cars and with Allstate to provide insurance for vehicles that get rented.

In a brief statement, an airport spokesperson called its “unique” agreement a win-win for the airport and Avail, as well as car rental companies and travelers who want more choices.

“The SLC Airport embraces innovative business models that ensure fair competition at the airport,” the statement said. “... In essence, the agreement mirrors the off-airport car rental agreement, which provides a level playing field for all parties involved.”

Osborn had previously speculated that the airport was trying to shut down Avail because of the powerful car rental lobby, which provides a substantial amount of

airports' revenue.

“They’re in a difficult position,” Osborn said of the airport’s operators, “because they have a lot of stakeholders they need to keep satisfied.”

An Avail customer loaning out a car stands to make some spare cash if a traveler opts to rent it. But even if the vehicle sits unused, the owner still gets perks like a free place to park near the airport as well as complimentary cleaning and sanitization of the car. Those renting the vehicles have perks like lower rates and included liability insurance.

Despite turbulence at Salt Lake City new airport over the past few months, Avail reports about 45 cars are available for booking.

Josh Odom, who splits his time between Park City and San Antonio, owns one of those cars. He said he averaged around \$100 a week loaning out his Nissan Pathfinder using Avail.

“We got an email notice pretty abruptly in May, right before Memorial Day weekend, telling us they canceled future reservations,” Odom said. “The car sat idle and dormant, which is crazy [with the shortage in rental cars](#). I’d rather someone get use and value out of the car.”

Odom said he and his family opted to take a ride-hailing Uber to and from the airport in the meantime.

More than losing out on the extra cash, Odom said he mostly felt sorry for Avail’s idle employees.

“We had the car in the system for seven months and hadn’t had any issues with how people take care of it,” he said. “It’s been a good experience. I’ve had several friends who have checked their vehicles in and had equally great [feedback].”

An Avail spokesperson said the company was able to reassign its Salt Lake City workers during the shutdown.

Avail also operates at airports in Atlanta; Baltimore-Washington; Chicago; Dallas; Denver; Houston; Los Angeles; Miami; Philadelphia; Phoenix; Austin, Texas; Charlotte, N.C.; and Nashville, Tenn.



llarsen@sltrib.com

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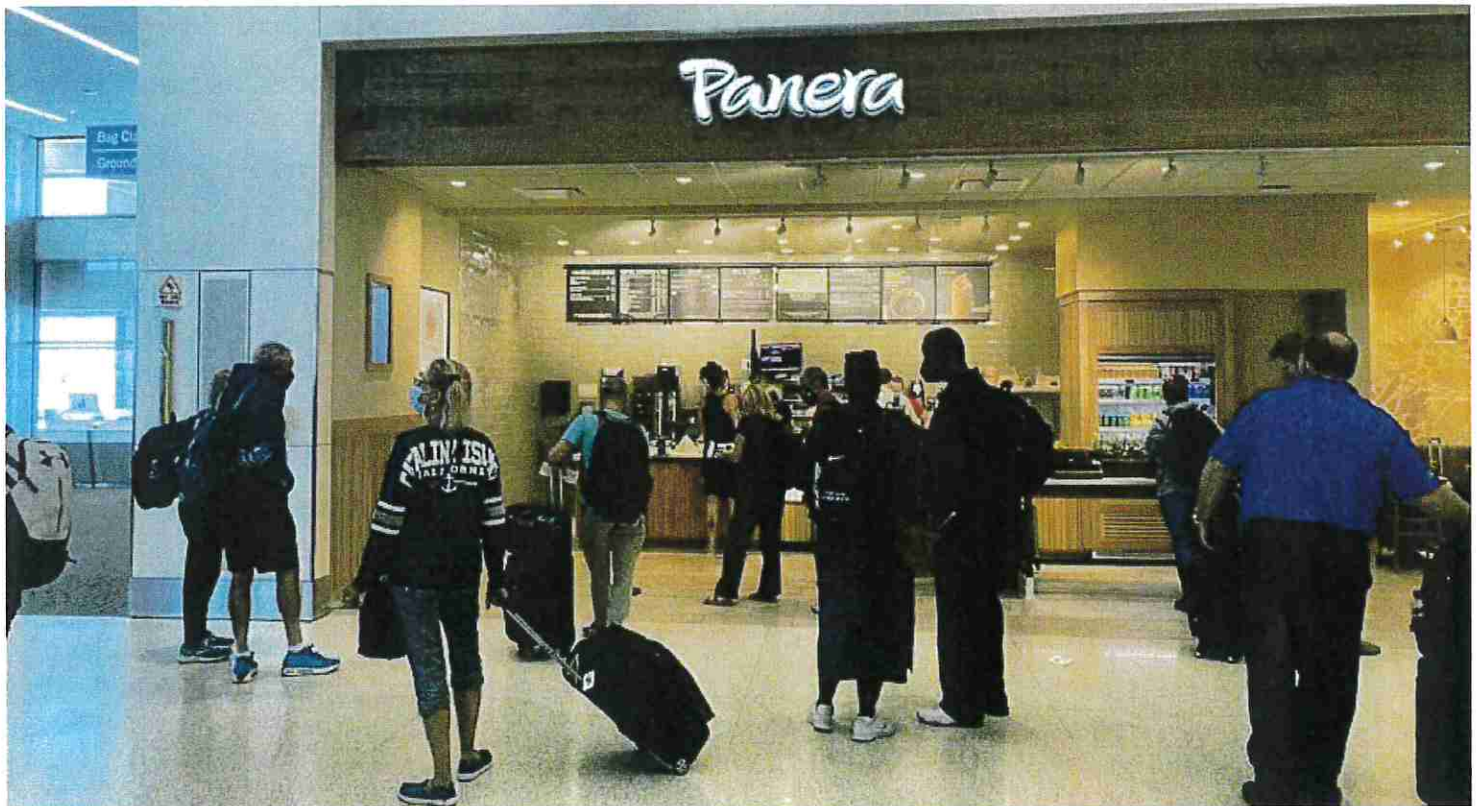
66°

ABC4 WEATHER ALERTS / Air Quality Alert: **Bear Lake, Franklin, Oneida**

☀️ LATEST WEATHER FORECAST / Late-season heat dome to impact Utah on Wednesday

LOCAL NEWS

Utah's first Panera Bread location opens at SLC International Airport



Courtesy: Salt Lake City International Airport

by: [Craig Proffer](#)

Posted: Sep 7, 2021 / 02:29 PM MDT / Updated: Sep 7, 2021 / 02:44 PM MDT

66°

SALT LAKE CITY (ABC4) – FINALLY! Utah’s first Panera Bread location is now open in [Salt Lake City International Airport](#).

The Airport made the exciting announcement on [their Twitter account](#) Tuesday afternoon, adding that the location’s menu was “crafted by chefs and bakers, features classic, comforting dishes with an intriguing twist.”

[UPDATE: New details released about unruly passenger caught on video at SLC airport](#) →

Flyers can get their delicious soups and salads in Concourse A of the airport.

ADVERTISING

It’s no secret that Utahns go crazy when a new restaurant chain makes its way to the Beehive State. Back in June, popular chicken finger chain Raising Cane’s [opened their first Utah location in South Jordan](#).

[Burger chain making plans to come to Salt Lake City](#) →

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KUTV-SLC (CBS) - Salt Lake City, UT
2 News at 6:00pm

+ Local Market Viewership: 41,295
Local Publicity Value:
\$2,729.24 per 30s

KUTV 9/7/2021 6:26:49 PM: ...art at the state fair starting thursday and usually at the fair, anything you can fry and eat, you are going to find that too as well. >>> good news at salt lake international airport if you like food. the panera bread restaurant is now open located in concourse a. it is the first panera bread in the beehive state. >> the first one here? >> yeah, first one here. they've been in 49 other states. >> utah ...



09/07/2021 06:26:50 PM

[Clip Editor](#)

Transcript

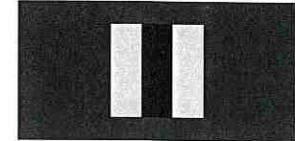
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Include In Report

KUER 90.1, NPR Utah - Salt Lake City, UT

+ Station Reach: 63,700

KUER 8/3/2021 7:05:03 AM: ...mostly regional carriers. The trouble continued yesterday with another 13 cancellations and 150 delays. American Airlines is face staffing shortages this summer just as pandemic air travel records are being set if you're headed to the airport today, you might want to check your flight status as of just a few moments ago 11 flights were delayed and one was counseled smoky conditions from wildfires do very little to stop people from camping on public lands. That's according to a report out yesterday from the nonprofit research firm resources for the future it compared kept growing data in the West to wildfire smoke and air quality data over a ten-year period. It found that average occupancy rates only dropped by 1.3 percentage points when smoke was bad, senior fellow, Margaret, Wells says one recent visitors aren't willing to cancel camping plans may have to do with campground availability you're gonna continue Mike Trout because otherwise You're not going to get it. Mike a lot of these sites really busy road the popular ones are walls is concerned about campers health risks, especially during camping involving extended time outdoors Utah Attorney pleaded guilty yesterday to federal charges of bankruptcy fraud. Eric Singleton of salt Lake city convinced to clients to transfer money to him. The idea was to hide their assets from bankruptcy proceedings but Singleton embezzled funds to the tune of 266000 dollars he spent the money on his own business and personal utes he'll be sentenced in October and faces up to 5 years in federal prison. You're listening to KUER news support for NPR comes from I drive providing cloud backup full system back up and on-site I drive appliance to protect PC's Max and servers from data loss due to crashes and ransomware and I drive dot com, slash, NPR and Americans for the arts recalling all you top Garden it's we're looking for you to design our next official station heady if became we are staff picks your design public radio fans will be wearing and all over the stage the best out of crayons the campus the drying had and use your creativity to share your pride and public radio emissions are due by August 25th, learn more about the guidelines on how to make your design KUER dot or / support 4 K we are comes from UV use Woodbury ...



08/03/2021 07:04:51 AM

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59°

ABC4 WEATHER ALERTS / Flash Flood Warning: **Garfield, Wayne**

☀️ LATEST WEATHER FORECAST / Another day of storms on deck for Utah

GOOD MORNING UTAH

There are opportunities for businesses available at Utah airports

ABC4 STUDIO

ZOOM

AIRPORT BUSINESS EXPO

abc4 .COM 51 6:2

MOAB **NOW** Rain 59° / **TODAY** Thunderstorms 79° / FORECAST

by: Taylor Horn

Posted: Aug 19, 2021 / 08:20 AM MDT / Updated: Aug 19, 2021 / 08:20 AM MDT

59°

SALT LAKE CITY (ABC4) – Salt Lake City wants to help businesses get a chance to set up shop at our local airports.

The city's Department of Airports is hosting a business expo next week that will provide contract opportunities at airports around Utah.

COVID-19 VACCINE: ABC4 is hosting a free vaccine clinic; here's what to know before you get the shot →

Raymond Christy from the Salt Lake City Department of Airports joined [Good Morning Utah](#) to talk about the upcoming event and how it will help small businesses.

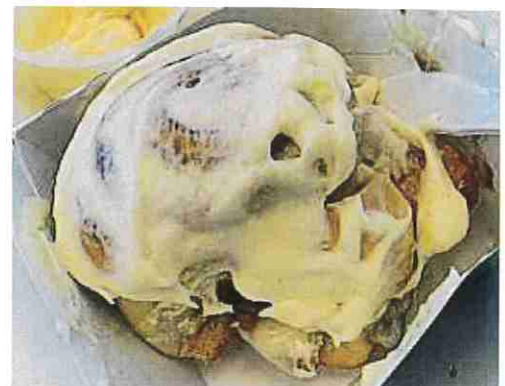
For more information, click email Raymond Christy at his email: raymond.christy@slcgov.com.

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The New SLC



AVIATION INSIGHT

2021

August 12, 2021



Turning Vision Into Reality at Salt Lake City International Airport

Six success strategies deliver phase one of the nation's newest hub airport

By Bill Wyatt, Executive Director | Salt Lake City Department of Airports

In September 2020, during a pandemic, the Salt Lake City Department of Airports opened phase one of a new generation of airport. The new Salt Lake City International Airport, or New SLC, features a beautiful new terminal, a parking garage with double the previous capacity and the initial portions of two new linear

concourses. The concourses are currently connected via the mid-concourse tunnel. The tunnel is temporary until the permanent, central passenger tunnel, part of phase two, now underway, is completed.

The New SLC is the largest capital construction project in Utah's history and the nation's newest hub airport. Ready to accommodate 34 million passengers annually, the new facility replaces an existing terminal and five pier concourses, all built in the 1960s and '70s.

The successful completion of phase one of the SLCDAs \$4.1 billion Airport Redevelopment Project is directly linked to six strategies that helped turn our vision into a reality:

1. Meet the moment

Large, transformative airport programs are like aircraft carriers. They don't turn on a dime. Therefore, you must position the program to meet moments of opportunity when they arise. We've been able to do that by building out portions of the new airport's infrastructure more than a decade before we needed them. One forward-positioning example happened in 2004. The SLCDAs secured a Federal Aviation Administration grant to design and construct the shell of a west utility tunnel between the two concourses. The tunnel would not be needed for 15 years; however, the goal was to build it in advance and avoid disrupting aircraft traffic while the new concourses were constructed. Once the tunnel was constructed, it was immediately closed. We opened it officially in 2018, according to plan. It was an extremely forward-looking piece of planning that kept phase one disruption on the apron/airfield to a minimum.

2. Stay on plan

The cover page of SLC's 1996 master plan looks much like what we're building, which is amazing when you consider the difference between Salt Lake City in 1996 and the airline industry in 1996 and where we are today. Change has been constant. Yet, our program has enjoyed a continuity that has helped us stay true to our vision:

- Delta Air Lines has been a part of the Airport Redevelopment Project from the beginning. SLC is critically important to them as an origin and destination market and a connecting market. Delta's SLC hub gives the airline a strategic position to realize its vision as an international carrier.
- Delta recently extended its lease at SLC to strengthen the airport's financial profile. By signing the lease extension, Delta has extended its

commitment to SLC by 10 years. SLC is fortunate to have a hub carrier who understands our success is their success.

- The Salt Lake City community has experienced consistent growth and is fortunate to have a strong economy. For airports, that's the secret sauce. A healthy economy drives development, and development creates demand for air travel.
- The SLCDCA has enjoyed continuity in leadership. My engineering director participated in the 1996 master plan. He assembled the FAA grant request for the mid-concourse tunnel, the key to building the new concourses without significantly disrupting traffic.

3. Assemble the right teams

The definition of "right" will be different for each airport. We created teams with specific skill sets and knowledge, such as project management, schedule maintenance, national airport expertise and local expertise. The project management team comprises private-sector employees who are experts in delivering large capital improvement programs. Within the project management team is a group responsible for maintaining the project schedule and looking for opportunities to accelerate it. The project team's expertise in managing large capital programs and SLC's internal oversight committee has been an effective combination. We (the airport) make the decisions, and they (the PM team) execute them. A program of this scale always will have challenges, but our working relationship with the project management team is strong. Whenever an issue arises, the group convenes to resolve it. If we don't have the answer when we begin the meeting, we generally have a direction when we conclude it. The collaboration has been terrific. We also created two joint-venture contractor teams: one to focus on Concourse B and one to deliver the terminal and Concourse A. Each team has a contractor with extensive national and/or international airport experience and a contractor with extensive local experience. The national contractors each came to the project having excellent relationships with Delta Air Lines. The local firms know the trades, the local market and the traditions of this area.

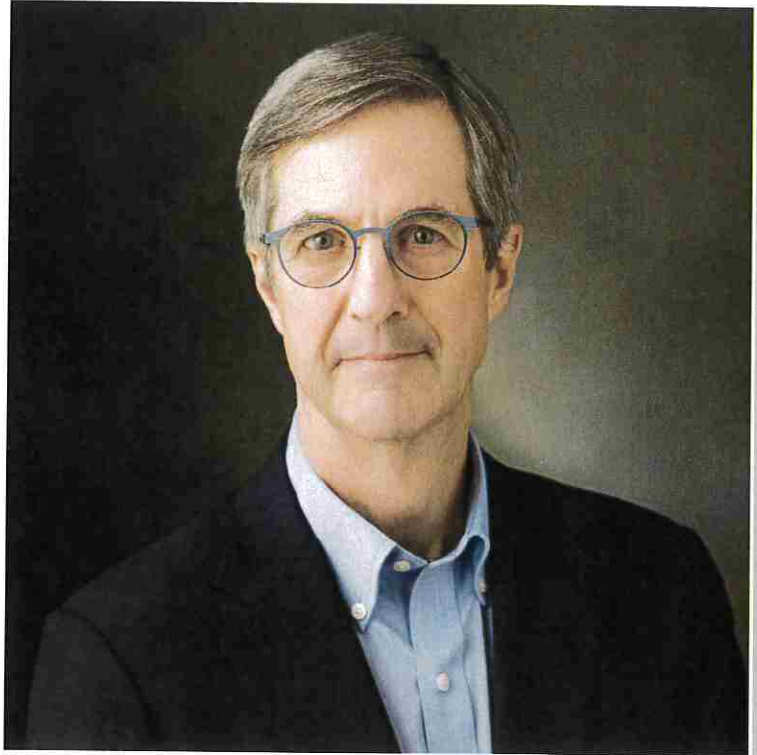
4. Ask disruptive questions

The original game plan was to build half of Concourse B, half of Concourse A and all the landside terminal facilities in phase one while keeping two of three old concourses open to maintain needed gate counts and airline capacity requirements. In phase two, we would build the remainder of Concourse A for an additional 22 gates and the central portion of Concourse

B for another eight gates. We planned to demolish the three old concourses one at a time over several years as new gates came online - and that presented a challenge. Constructing the new airport on top of the old airport, parts of which were in operation, would have required repeatedly closing one gate and opening another in a complex 25-phase process. When the pandemic hit, and air traffic all but evaporated, SLC went from serving up to 30,000 passengers a day to 1,500 a day. We met with the project management team and the airlines and asked a question that could significantly disrupt our game plan: "Did we need all of those open gates in the existing airport when passenger totals were so low? Or, could we demolish all three concourses at once, skip the 25 gate-changing phases and accelerate the second phase of this project by two years?" It took time to arrive at a conclusion, but the answer was, "Yes, we could do that." Until the new Concourse A - East and additional Concourse B gates were available, we would operate remote aircraft hardstands. Once the existing airport was demolished, phase two was in control of its destiny. We also asked a second disruptive question during that time: "Should we take advantage of the downturn in business and build the central passenger tunnel now rather than wait?" The answer again was "yes" for the same reason we built the utility tunnel years earlier than planned. The central passenger tunnel would connect the main terminal with the Concourse B. The tunnel also is designed to extend to a future Concourse C and has the capacity for a people mover. If we didn't construct the central passenger tunnel now and air travel returned, we would interrupt the traffic flow between the two parallel runways, making aircraft taxi time incredibly long. As a result, construction for the central tunnel is underway. It will open in 2023.

5. Have mechanisms to manage scope changes

In our case, that mechanism was the construction-manager at-risk delivery method, selected by my predecessor. CMAR is most effective when a project has significant scope changes, as ours has. For example, at the last minute, Delta asked to double the Sky Club space from 18,000 square feet to nearly 30,000 square feet. And, deep into the construction phase, we discovered the federal inspection station was too small to support the U.S. Customs and Border Protection's new operations. We had to increase the size of the terminal's footprint to accommodate a larger space. Currently, our challenge is determining how we might speed the completion of Concourse B to meet the demand for more space. In each instance, the CMAR has brought more brainpower and ingenuity to the table. Under design-build delivery, the scope can be more challenging to manage because it is not necessarily the owner's



ABOUT THE AUTHOR

Bill Wyatt is the Executive Director of the Salt Lake City Department of Airports, which operates Salt Lake City International Airport and two reliever airports, South Valley Regional Airport and Tooele Valley Airport. Previously, Wyatt spent 16 years as the Executive Director of the Port of Portland, where he oversaw four marine terminals, two general aviation airports and Portland International Airport. Contact him at bill.wyatt@slcgov.com.



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Love at First Flight: The Power of First Impressions in Airports

HOK

Whether we're sizing up a new acquaintance or arriving in a new city, first impressions matter. A lot.

By [Alan Bright](#), FAIA

Now that we're all starting to fly again, I've been thinking about how an airport impacts a person's first impressions. As architects, how we design a terminal and choreograph the passenger experience can stir up strong feelings.

We want these feelings to include a powerful sense of place. The airport is the front door to a region. Whether passengers have touched down in Salt Lake City or Shanghai, they should immediately know exactly where in the world they are and what makes it special. After all, that's why many travel: to be inspired by a new place.

Welcome to Salt Lake City



On a recent walk I encountered a neighbor who works at San Francisco International Airport and who, coincidentally, had just returned from a trip to Salt Lake City. Unsolicited—and without knowing our team had worked on the design—she announced it was one of the few airports in the world she had been to where she knew exactly where she was from the moment the plane touched down.

I had to smile, because at the heart of our design of the new Salt Lake City International Terminal Redevelopment Program was a desire to express the qualities of this incredible place.

From the beginning of the design process, the airport leaders forged a partnership with Delta Air Lines, their main carrier. When we asked about their aspirations for the new terminal, they both said the design should convey what makes Salt Lake City and the state of Utah so special in addition to the basic programmatic goals of a clear, intuitive flow, easy maintenance and a sustainable design.





In our early visioning exercises we quizzed them about why they loved Salt Lake City. They spoke about the warm people and explosive growth. They described the brilliant hues of the sun and sky, the snow and skiing, the birds singing, the changing colors of the mountains from the darker greens and grays in the north to the fiery reds and oranges in the south. We listened intently as they told us what was in their hearts.

Our team translated feedback from these visioning sessions into design principles for the airport. The shapes, materials, colors and use of light emerged directly from Utah's culture and natural beauty.





The main terminal supports the idea of passengers embarking on a transformative journey through “the Canyon,” a soaring interior atrium that runs the length of a football field and houses retail, food and beverage outlets, and security screening. Artist Gordon Huether created the wavy sculpture from hundreds of tensile membrane ‘fins’ that define the walls and mimic Utah’s dramatic red-rock canyons, alpine peaks, cottony white clouds and moving water.

As travelers wander through the Canyon, they enjoy views out 45-foot-high glass walls toward taxiing aircraft and Wasatch Mountains. Earth-toned, naturally derived finishes connect them to the western locale. Local restaurants and shops further emphasize that this is Utah.

A large clerestory atop the Canyon filters in daylight that changes the colors of the walls throughout the day. At night, a colored lighting system adds the same effect. Colors can be adjusted to reflect Utah’s changing seasons, holidays and special events.

Sustainable design was a priority for the airport’s leaders—and supports Utah’s image as a healthy place with a high quality of life. Sustainable design strategies include high-performance glazing, daylighting, energy-efficient mechanical and lighting systems, and an efficient configuration of terminal and gate locations that reduces fuel use and aircraft emissions.





The entire Salt Lake City International Airport Terminal Redevelopment Program and the North Concourse West building—nearly two million square feet of space in total—both have been designed for LEED Gold certification.

Evoking the Pacific Northwest at Seattle-Tacoma International Airport (SEA)

The principles of designing for a definitive sense of place can be seen in terminals across the country. At Seattle-Tacoma International Airport (SEA), the natural splendor of the Pacific Northwest is on full display.

Earlier this year HOK's team completed a visioning project to help the Port of Seattle set the stage for updating the main passenger terminal. In addition to informing the upcoming terminal renovation, the Port will incorporate the guiding principles from this effort into future new building projects.





Urban Land > Planning & Design > UL10: Aviation Facilities

UL10: Aviation Facilities

By [Ron Nyren](#)
August 23, 2021

Text Size: **A A A**

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Ten airport designs enhance the travel experience and highlight their local and regional contexts.

Although air travel—particularly international air travel—dropped significantly in response to the COVID-19 pandemic, people are starting to fly again as vaccines roll out. The return dovetails with recent trends in airport renovation and design that emphasize sustainability, air quality, more spacious terminals and concourses, and more efficient passenger flow. Also, passenger facilities are increasingly reflecting aspects of the cities and landscapes they occupy, resulting in distinctive places that may entice travelers who are only passing through to consider visiting in the future.

The following 10 projects—all completed during the past five years—include a terminal with an undulating timber roof that resembles ocean waves, an airport entertainment and retail complex with subtropical gardens and a 130-foot-high (40 m) indoor waterfall, a desert airport protected from the sun's heat by a patchwork of colorful patterned metal panels, and a terminal with a pleated roof that both references nearby mountains and facilitates natural ventilation.

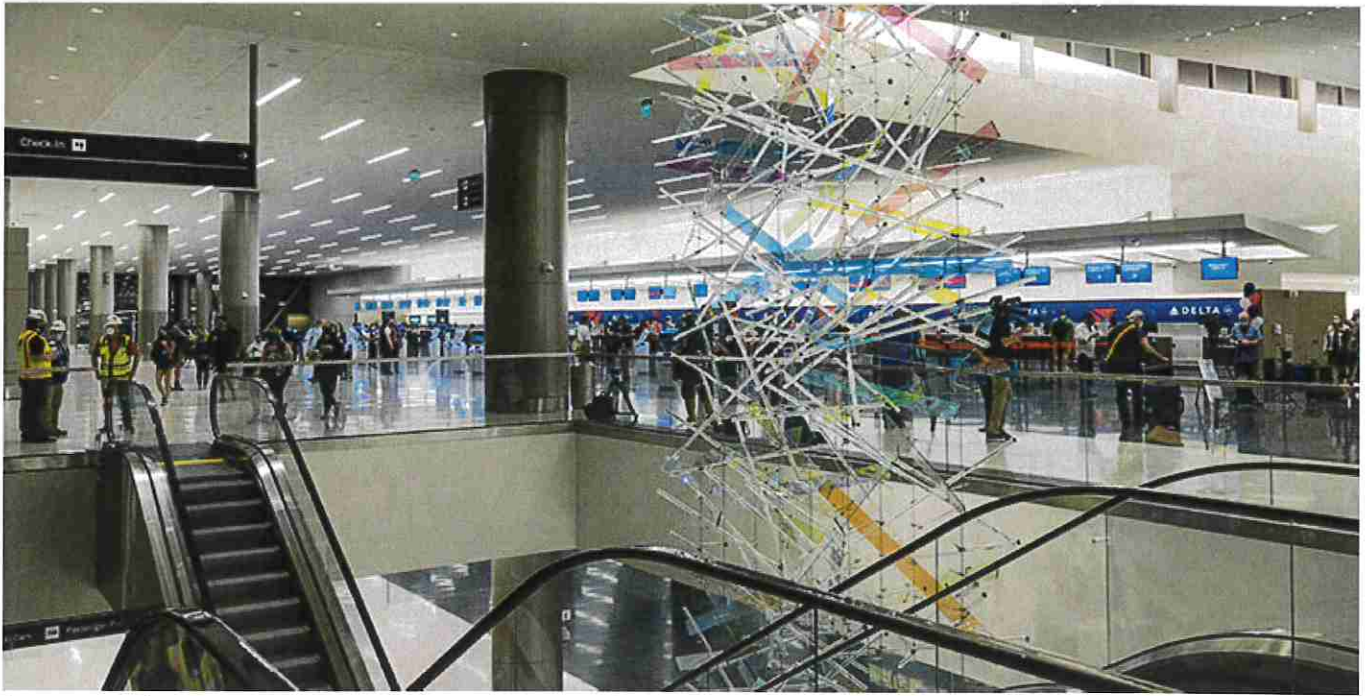
RON NYREN is a freelance architecture and urban design writer based in the San Francisco Bay area.



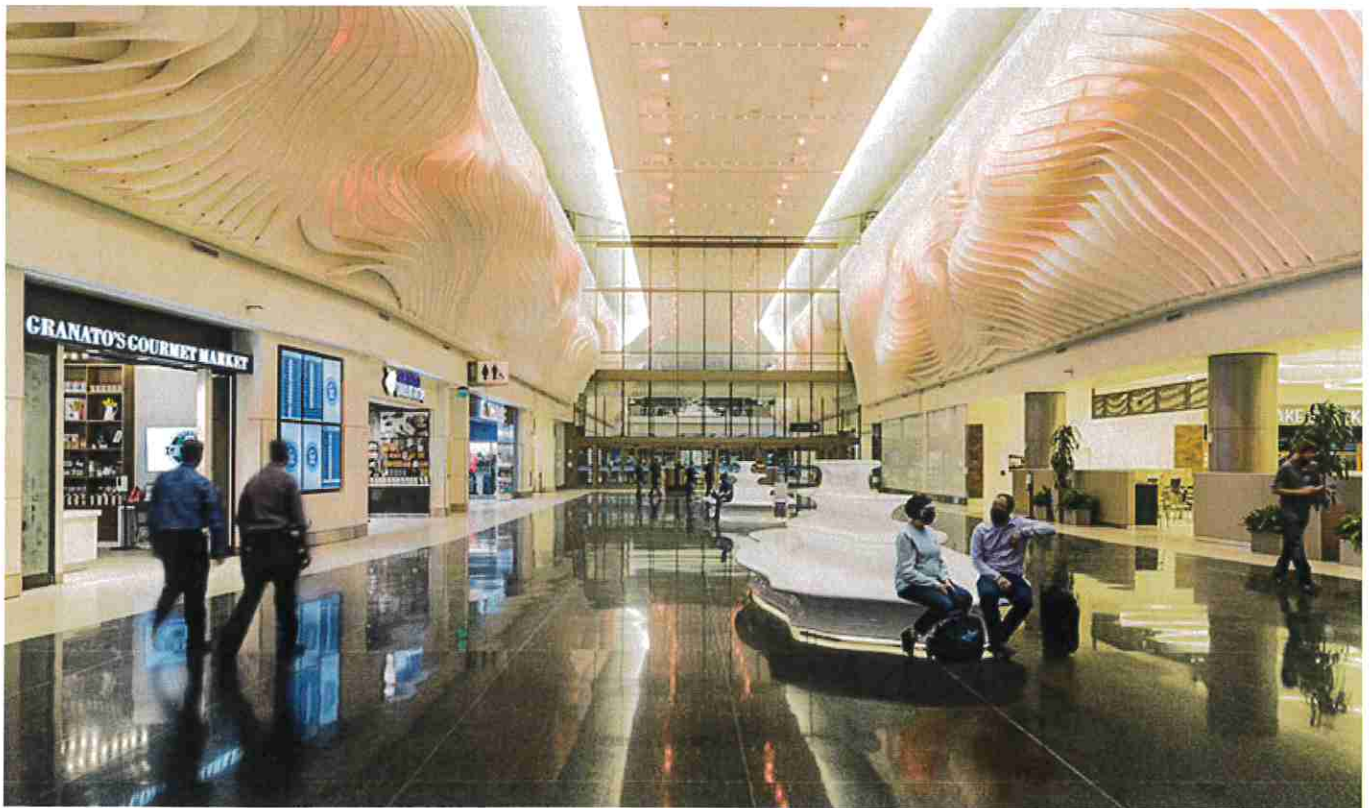
(©Dror Baldinger, FAIA)

1. Austin-Bergstrom International Airport Terminal Expansion Austin, Texas

URBANLAND



(SLC International Airport; Gordon Huether, "The Falls," Salt Lake City, 2020.)



(SLC International Airport; Gordon Huether, "The Canyon," Salt Lake City, 2020.)

10. Salt Lake City International Airport Passenger Terminal Salt Lake City, Utah

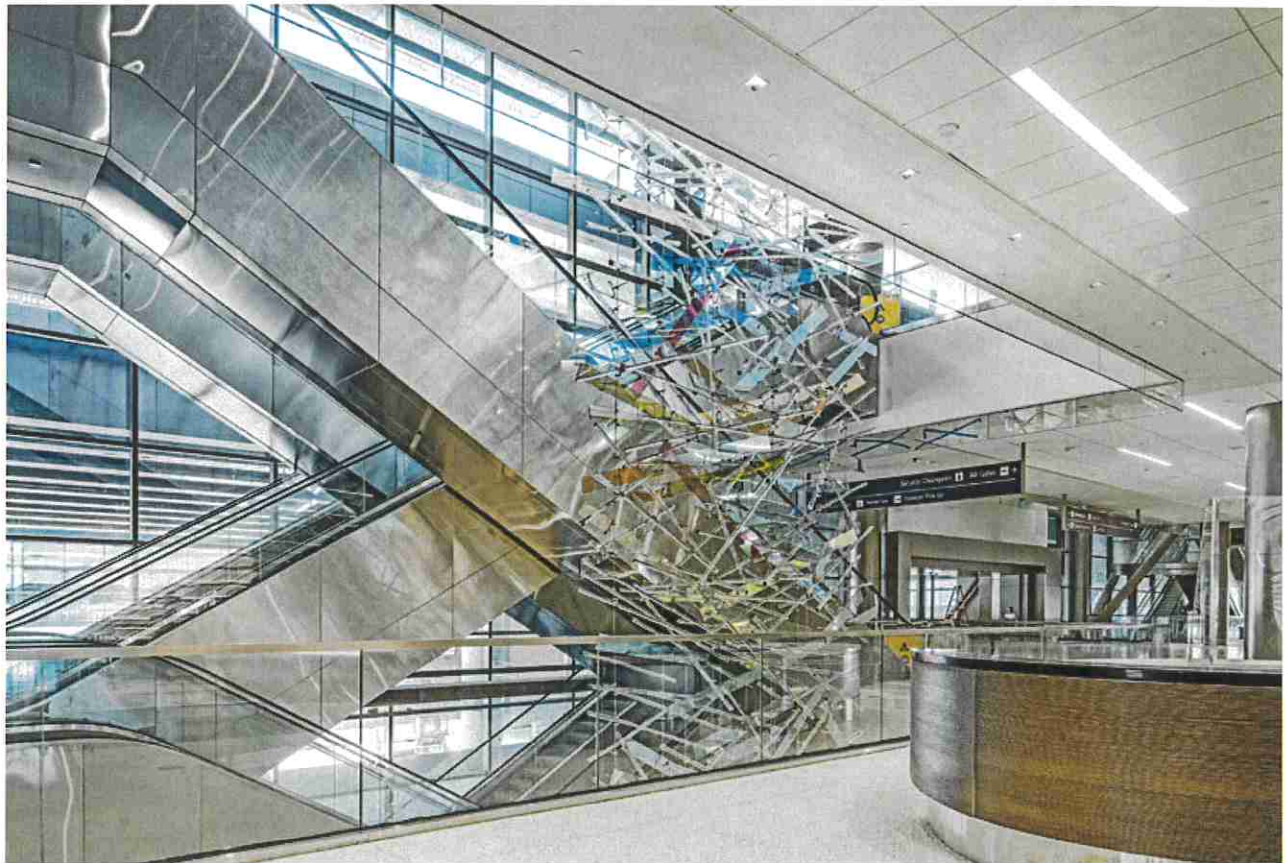
Art evoking the Utah landscape plays an integral role in Salt Lake City International Airport's new passenger terminal, which replaces outdated midcentury terminals and concourses. The airport brought in artist Gordon Huether, based in Napa, California, to work closely with the architecture firm, the San Francisco office of HOK, to incorporate his art into the design of a new central terminal building and

ENR Mountain States

Firms of the Year

Big-D Construction Selected as 2021 Intermountain Contractor of the Year

Teamwork, training and a solidly loyal customer base keep Big-D Construction moving full steam ahead through the pandemic and beyond



Big-D partnered with Holder on the 4-million-sqft SLC Airport Redevelopment. It includes a new terminal, two linear concourses, a rental car facility, a parking garage and economy lot, and an elevated roadway.

Photo by Alan Blakely, courtesy of Big-D Construction

August 17, 2021

Jennifer Seward

While 2020 saw many industries shuttered for months and others forced to limp along, the pandemic's effect on production was but a blip on the radar of Utah-based Big-D Construction. The contractor

never shut down its offices and kept all its projects moving forward. Work in some of Big-D's sectors even accelerated due to increased demand, including food and beverage, deemed an essential business.

"Food and beverage is our wheelhouse," says Forrest McNabb, president of Big-D's Mountain West Group and the firm's National Food and Beverage Group. The groups' projects in 2020 included Tyson Foods' new beef and pork processing facility, the ENR award-winning United States Cold Storage addition in Syracuse and the Oatly alternative milk production plant in Ogden.

"2020 was a record year for us because of the niche markets we're in," McNabb says.

Founded by carpenter (Big) Dee Livingood in 1967, Big-D has grown to 1,500 employees (1,700-1,800 pre-pandemic) across eight regional offices, generating more than \$1 billion in annual revenue. The contractor was recently named one of ENR's Top 100 Contractors in the nation and has been an ENR Top 400 Contractor for 27 consecutive years.

"Big-D did an incredible job jumping on the [COVID] protocols immediately, and this helped us weather it really well," says Mike Kerby, president, Big-D Signature, the firm's mountain resorts group. "Our people are our number one priority."



Work on Tyson Foods' Eagle Mountain beef and pork processing plant was completed during the pandemic.

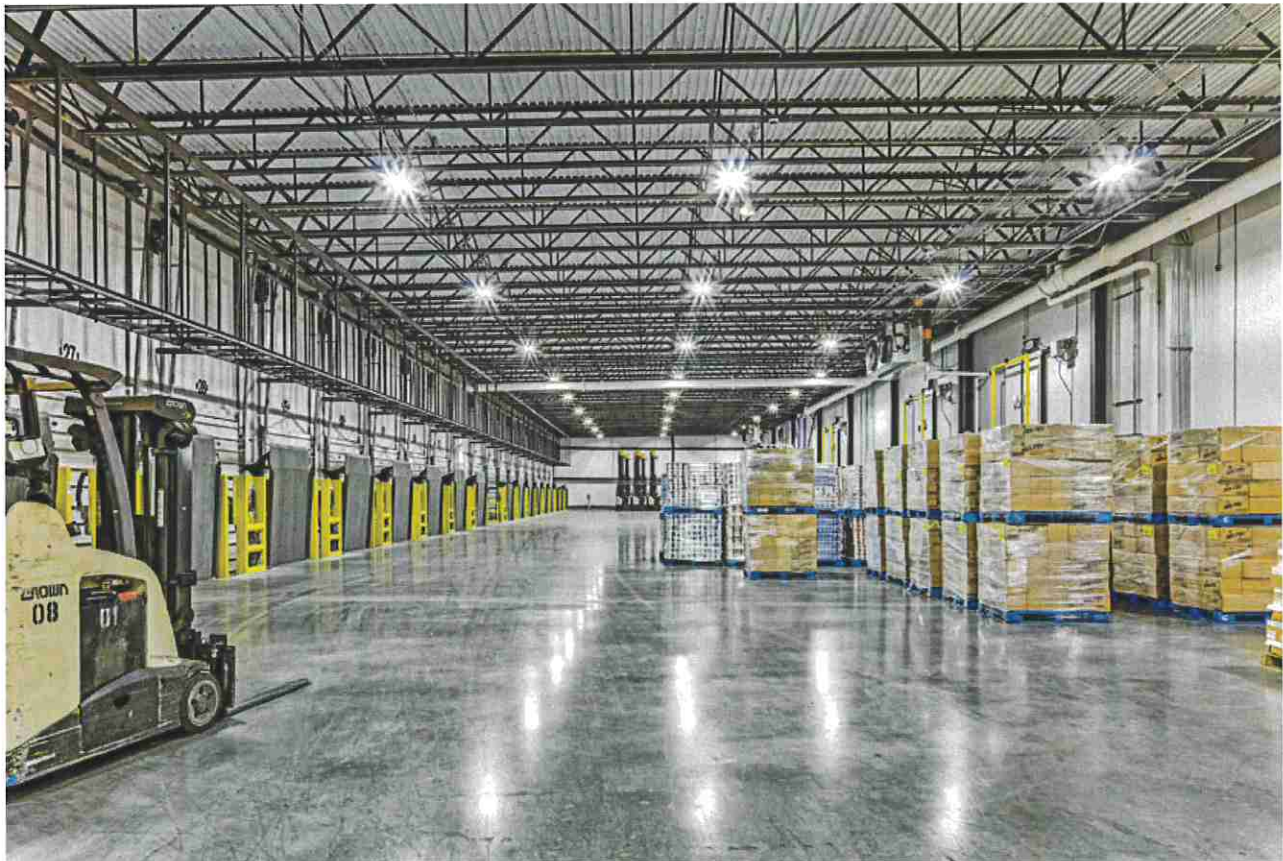
Photos by Alan Blakely

Planning and Protocols

During the pandemic, Big-D leadership created a campaign called “Respect & Protect,” which enacted additional safety protocols supported by signage at its jobsites and offices. The company held monthly virtual town hall meetings, presented by President Cory Moore, to address questions, challenges and goals for working remotely and on evolving jobsites.

“We went from monthly board meetings to weekly leadership meetings with every office on a call regarding what we were doing across the country to ensure the safety of our people and subs,” says McNabb. “We didn’t miss a beat. Our offices stayed at full capacity other than a few people who chose to work from home. We trusted our people to make the best decisions; we’re about results, not micromanagement.”

And while the contractor isn’t bulletproof, “we came through relatively unscathed,” McNabb says. “Now that the dust has settled, it is amazing to see what everyone was able to accomplish [with] constant coaching, training, education.”



The United States Cold Storage facility addition in Syracuse, Utah, has earned Big-D a 2021 ENR Regional Best Projects award. The addition added approximately 150,000 sq ft of freezer space and 24,000 sq ft of cold dock.

Photos by Alan Blakely

High-Profile Work

“The interesting thing about the pandemic is that while our initial concern was how to keep people safe and still working, no one [predicted] the aftershocks of supply chain issues and labor shortages we’re seeing now,” says Trevor Hunsaker, who leads the firm’s Utah County office.

“There is no one that isn’t being hit by that in the entire sector. In fact, it’s probably rougher today with the fallout than it was in the midst of the pandemic; we could control keeping people safe, but we can’t control lead times on materials,” he says.

Ninety percent of Big-D’s projects are repeat relationships, and McNabb says the firm’s approach to growth is “to not lose any existing customers and to pick up a few new ones each year.”

The contractor was a joint-venture partner with Holder Construction in the recently completed Salt Lake City International Airport Redevelopment. Other recent notable projects include the Lodge at Blue Sky in Park City and the Park Avenue Development in Salt Lake City.

Big-D is also involved in several large multifamily projects around the state, including the \$149-million Post House Apartments, the residential component of the high-profile Post District, a 13-acre site spanning one-and-a-half city blocks in downtown Salt Lake City.

“Multifamily projects in Utah had always been 140-160 units with a little parking, but now we’re seeing these very sophisticated and complex projects,” says Rich Hazel, Big-D’s Salt Lake regional president.

In addition to the Lodge at Blue Sky, Big-D’s mountain resorts group also recently completed the \$65-million Kings Crown luxury ski-in, ski-out development in Park City and the residences at the Tower Club at Empire Pass, Park City, a \$45-million, four-story condo project.

“Park City has exploded over the past 10 years,” Hazel says. “While it was kind of quiet before, we are now building world-class, high-level facilities in size and complexity. We’re a very sophisticated builder and Mike [Kerby] is at the right place at the right time to deliver that. A small job today is \$50 million; it is no longer quiet.”

“2020 was a record year for us because of the niche markets we’re in.”

**—Forrest McNabb,
President, Mountain
West Group, Big-D
Construction**



The 386,000-sq-ft Blue Sky Lodge luxury retreat is situated on a 35-acre private ranch in Park City. The resort sits on the side of a mountain and incorporates a color palette and materials that complement the area's setting and historic legacy.

Image by Alan Blakely

Team Training

Hazel says that while the model for landing projects used to entail the construction owner procuring the job, shaking hands and then divvying the work up between the team, those decisions today are made based on the project owner's comfort level with the project team.

"The customers no longer want to meet the boss; they want to meet the team and to do repeat work with that team," says Hazel. "The projects are more sophisticated, and the owners are too. Everything today is of a higher level."

As a result, Hazel says he spends much of his time recruiting and training teams. "If we have the right teams and the right people and the culture is set, the work comes. It's a very different business model that any of us have ever had in our careers."

"We work as a team and back each other up," Kerby adds. "It doesn't make sense for one project team to succeed and another to fail. This [culture of teamwork] creates a unique bond, and employees of Big-D feel they're part of something different."

Big-D is also training its own labor force through a series of courses called Big-D University, which includes a required three-day course for all new employees that teaches essential skills for their jobs.

Additionally, Big-D added an apprenticeship course, which became accredited with the NCCER in early 2020. It includes classes in plan reading, vertical and horizontal forms, flatwork and more. The course is a mix of classroom instruction, online learning with written assignments and practical field sessions.

Big-D Construction has also stayed at the industry forefront when it comes to the use of cutting-edge technology. The firm's in-house virtual design and construction department is involved for the entire life cycle of a project, and this technology has helped the firm complete more than 170 projects utilizing VDC and BIM in the past few years.

“They are fantastic working as a team with us to solve problems, and we really appreciate each other and how we operate,” says George Arnold, a partner at Hamilton Partners. Big-D recently constructed two large industrial projects for Hamilton: the I-215 Commerce Center in Salt Lake City and Lake Park Commerce Center in the West Valley.



Big-D led work on the National Ability Center's Equestrian Center expansion in Park City.

Photo courtesy of Big-D Construction

Early into the pandemic, as everyone was scrambling to develop safety protocols and address the unknowns, an earthquake hit five miles from the Lake Park Commerce Center. “Nothing fell, but we had a lot of heartburn over the status of the panels and the integrity of the structure,” Arnold says. “It was scary, and Big-D solved a lot of problems to ensure the integrity of the building and was able to keep the job going. We worked through these issues together, remotely. We trust them implicitly that the decisions they make are for the good of the greater project.”

“We have enough processes and systems that we try not to make any mistake twice,” Hazel says. “We try to be an evolving organization, and we’re very much a corporate business now where cash flow, finance and contracts have taken us to another level. We’re no longer ‘get some work, get some guys, get this done.’”

“Moving forward, we’re just going to sharpen the saw every day and get a little better at what we do,” McNabb says. “And we’ll continue to be honest and transparent with our customers.”

Recent Articles By Jennifer Seward

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Mark Shaw is the editor-in-chief of ENR Mountain States, co-editor of ENR Southwest, and the senior editor in charge of ENR's Contractor Business Strategy. He serves as ENR's Rocky Mountain bureau chief in Denver.

ENR Mountain States Announces 2021 Best Projects Award Winners

August 2, 2021

Mark Shaw

ENR Mountain States is pleased to announce the winners of the 2021 Best Projects competition across a seven-state region that includes Utah, Idaho, Montana, Colorado, Wyoming, North Dakota and South Dakota.

A panel of 10 judges from all areas of the industry selected winners and merit awards from the 108 total entries this year.

In addition to the awards listed below, we will be presenting safety awards and sustainability awards to deserving projects, and one project in each area (Intermountain and Colorado/Wyoming/Dakotas) will win top honors as the Project of the Year.

We will announce the special award winners and Best Overall Project of the Year finalists at a later date.

The awards are split into the two areas, as noted above, to correspond with their respective awards events (one in Denver and one in Salt Lake City). They are listed by those areas below.

Winning projects will be covered in more detail in the October issue of ENR Mountain States, and the winners will be honored at awards events for each area during the last week of October.

If you have questions, please call (303-526-0620) or e-mail me (Mark Shaw, Editor-in-Chief, ENR Mountain States) at shawm@enr.com.

Congratulations to the winners!

2021 Intermountain Best Projects Winners (for projects located in Utah, Idaho and Montana)

Airport/Transit

Winner: Salt Lake City International Airport Terminal Redevelopment Program, Salt Lake City
Submitted by Big-D Construction

Transcript

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Include In Report

KSL-SLC (NBC) - Salt Lake City, UT
Olympic 4:30pm News

+ Local Market Viewership: 4,643
Local Publicity Value: \$384.00 per
30s

KSL 7/28/2021 4:41:46 PM: ...the hov lane. they warn driving like this dangerous and will result in a reckless driving citation. from the ground to the air. chopper five giving us a fresh look at the progress being made at the salt Lake Airport as you can see...phase 2 of construction is moving along. the Airport posting this picture to social media...saying 26 truckloads of steel are being delivered this week. the focus of this phase is building out concourse a to the east of the area. the steel beams will start being put in place next week now that the foundation work is finished.. phase two is expected to be complete in 2024. and some good news for flyers...delta air lines is easing restrictions on basic economy tickets. the move comes as some customers have faced hours-long waits on customer service phone lines. basic economy normally doesn't allow you to alter your itinerary, but starting today, delta will allow changes through the end of the year, to help address call wait times as it hires more staff. jess, "you can see a broken bone, you can't see a brain not working." coming up - the impact simone biles' choice to step out of competition - could have on the mental health of utah teens. then - just how soon we could learn whether Salt lake city will once again play host to the olympic games - when k-s-l returns. ...



07/28/2021 04:42:03 PM

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Transcript

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KSTU-SLC (FOX) - Salt Lake City, UT FOX 13's Good Day Utah

+ Local Market Viewership: 22,287
Local Publicity Value: \$976.38 per
30s

KSTU 7/29/2021 8:37:14 AM: ...add an additional year to the project and could potentially impact more surrounding areas and other public open house will be held at elkridge middle school that's tonight at 6:00. we >> have an update now the ongoing construction in salt Lake City international airport. airport officials say they're extending concourse a to the east now that the foundation complete twenty six truckloads of steel will be will be delivered this week in preparation or steal rejection work starting next week. the entire >> state of utah is now under two of the highest statuses for drought. the department natural resources says all of the state is either extreme or exceptional drought this time last year only one percent of utah was in the extreme category and there wasn't any place listed exceptional almost three fourths of utah's largest reservoirs are below fifty five percent of available capacity and >> utahns drought and lower water levels this year it's possible we could see many fish die now the division of wildlife resources is coming up with new ways to motivate utahns to get out and go fishing for one thing, they're increasing limits for anglers around the state and with lower water levels and warmer temps that could mean reduced oxygen levels so wildlife agents are concerned bodies of water won't be able to sustain the normal number fish so the more anglers take anglers take home the fewer fish will die off in the reservoirs >> we're concerned about losing so what we're trying to do is to liberalize to our harvest limits and give anglers the opportunity to take home some additional this case we lose them so we'd rather have our anglers have a chance to take them home rather than just have them die in the hot other >> for the list of lakes and rivers where the fishing limit increasing go. go to fox13now dotcom >> or eat >> more fish is not going. not going to happen. >> all rich is here is here with something super adorable adorable kerry i left the therapy there for you to say something awesome about say something about rich oh we're, we're talking about >> rich wow okay. ok that next time. all right next time i write you to stay and >> so sweet incue ok i guess maybe you can find all the adorableness you need online in one place on mtv >> in a world this case would be nice for especially after the year a year and a year and a half that we've had i personally have never needed this show more and i think speak for a lot of people who have had a tough time >> we. we need to get together watch puppies with hiccups with our best friends and lowell you ...



07/29/2021 08:37:18 AM

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Include In Report

KTVX-SLC (ABC) - Salt Lake City, UT
Good Morning Utah

+ Local Market Viewership: 1,215
Local Publicity Value: \$81.86 per
30s

KTVX 8/3/2021 6:53:10 AM: ...according to the salt lake tribune. jacob kyle wide rick was arrested thursday that friday janet west buehler taken into custody, both are from salt lake city. but the 7th and 8 people respectively from utah arrested on charges related to the ryan. >> thanks trucks moving along in the next phase of the salt lake airport steel beams went up yesterday for the east extension of concourse a the new portion will have 22 gates and is expected to be complete by 2023. the airport says when it's all said and done the changes will make traveling more efficient and convenient expected will make utah

even more attractive to passengers. on delta's for. >> major hubs like city has been outperforming all of the others. so like it's just a great place for people to come visit. and we have a lot of outdoor activities and they want to be here. >> now he says when the entire airport is complete. they will be 78 days with the potential to add 15 more. >> our airport is so beautiful lost some of their walk to the entire mile to get to looking forward to asian of the and getting that shuttled back and forth between those concrete the road he great yet, but hey if you have to walk today at least it's good you're not going to be stuck in the rain. it's a lot clear so as we take a look right now satellite and radar showing that we just have plenty of clear conditions hanging around and that's something that we expect to really see throughout the day and looking out the door for the next few hours we're expecting also temperatures to range around the mid 60's for us so not a bad over all morning as we continue to see very light cloud cover. >> and looking at today's forecast for salt lake city we're going to see mostly sunny skies and if not downright sunny at times 91 degrees will be our high we expect to also see 104 in saint george with plenty of sunshine once again we start to slowly rebound with temperatures back towards the 90's in triple digits again thanks to that high pressure system sitting over time overtop some parts of southern california looking at the wasatch front traffic we do have an accident right now of course that is not really slowing us down too much in davis county. but we do have another of course this is right outside of heroin. >> and it is a 2, 2, 8, 18 wheeler that someone had just sent in a picture mike foreman. fortunately if you are driving through the area you may expect to see some slowdowns because of that accident right around summit impero and so please keep that in mind for your tuesday morning. and if you want to make sure that you're ahead of all of the weather happenings download the pinpoint weather app on your ...



08/03/2021 06:53:08 AM

[Clip Editor](#)

Transcript

KSTU-SLC (FOX) - Salt Lake City, UT FOX 13's Good Day Utah

+ Local Market Viewership: 12,065
Local Publicity Value: \$632.91 per 30s

KSTU 8/10/2021 7:08:50 AM: ...focuses on what is called human infrastructure and romney also breaks down how the bill is paid for even the congressional budget office says it is not fully covered check this out salt lake salt lake city airport in phase two of its airport construction they tweeted out tweeted out this time lapse video the continuation of concourse a the airport says it'll be adding more restaurant shops and gates to new destinations by the end of twenty twenty four so we've got a ways to go >> hello danny >> hello. hello >>, dan. good morning everyone. let's have some fun and connect after the break living in utah ,we all know how quickly a giant bull moose can charge and just a split second but some folks got a little too close for comfort just wait until you see this crazy video that's taking the internet by storm. let's check in with mr. richard bonaduce play with women how >> quickly >> can a bull moose charge i don't know that i think i need think i need you just in case just case i wind up being there one anyway. hey, we're to quit cold one here with craft subway has so much new i ran out of time in the last ad... so i'll take it from here. sorry steph. spokesperson refresh! refresh wait, what? subway@ just upped their bread game with the help of some world-class bakers. lookin' at you nance. gotta refresh to be fresh. how many people are in this ad? that means freshly baked new artisan italian and hearty multigrain. hmm, that would go good with... seriously? i didn't even get to finish. ugh, see you next commerc... ..



08/10/2021 07:08:56 AM

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Salt Lake City Airport Takes Off

Sep 1, 2021 | [Project Spotlight](#) | [Lindsay Fletcher](#)



Schindler provided 31 of its model 9300 escalators for this airport project.

Schindler tells your author about the importance of pitless moving walks and connection to the company's IoT in providing VT solutions across the large facility.

photos courtesy of Salt Lake City International Airport

In August 2020, Schindler completed the installation of 126 units, including 65 elevators, 30 moving walks (four of which are shallow-pit [or pitless] moving walks) and 31 escalators, at the new Salt Lake City (SLC) International Airport. The contract also includes an additional 43 units that will be installed close to completion of the project's next phase.

The installation is part of the airport's US\$4.1-billion redevelopment program. SLC is the 23rd-busiest airport in North America and the 85th-busiest in the world. More than 370 nonstop flights depart daily to 99 destinations. The new SLC International Airport is designed to accommodate 34 million passengers per year, replacing the five existing concourses with two new linear ones connected by a passenger tunnel.

There were three contracts for this job, and all were awarded to Schindler. The first was put out for bid in 2016 and awarded that September. The second was awarded in January of 2017 and the third in early 2018. Installation began in the first quarter of 2018 with the first set of moving walks and elevators. The elevators are Schindler 5500s, the escalators are Schindler 9300s, and the moving walks are Schindler 9500s, and are installed in the east and west bridges, gateway, parking garage and terminals.

This project is unique compared to other airport projects because SLC built a brand-new airport as opposed to renovating one. Mike Azzaro, vice president – Large Projects Division at Schindler, said the company was a top competitor for the project due to its extensive experience in airport projects

while keeping pace with construction. Azzaro said Schindler asks a lot of questions about the needs of others, such as contractors, on their projects to discover their “pain points” and determine how they can help.

Like many complicated projects, the plans had to be changed a few times due to factors beyond anyone’s control, such as supply-chain challenges and a global pandemic, to name a few. “This was a long job with so many unique external factors at play. We were having to constantly overcome new challenges and reconfigure the recipe we were using for the project to be successful,” Azzaro said.

When the pandemic hit, the Schindler team was past the heavy lifting and mobilizing of materials and down to the last 10% of the project, which Azzaro said is the most challenging because it is the “finesse of the job” and when all the pieces (across a huge geography in this case) get connected. But they were able to make necessary adjustments and complete the project on schedule.

Pitless Moving Walks

Early communications showed that being able to provide a pitless moving walk was key to being considered for the project. Azzaro said that while it is becoming more of a trend to have a pitless moving walk, in the case of SLC, space limitations forced the need for this type of solution.

The installation at the airport included four Schindler 9500-20 Pitless Moving Walks located in the passenger boarding bridges, carrying passengers over the road that exits the airport from the parking garage. These shallow-pit moving walks can provide a more-than- 50% reduction in pit depth, or no pit at all.

Schindler Ahead

Given the volume of the project, another challenge was ensuring that when Schindler handed everything over to the client, all the units were connected appropriately to the Schindler Ahead system. Schindler Ahead consists of an Internet of Things (IoT) platform and digital products portfolio, which the OEM states is the world’s first fully digital, closed-loop maintenance, monitoring and information system for connected elevators, escalators and moving walks that connects customers, passengers, equipment and service technicians. The system gives the client access to visibility of all the equipment, how it’s performing, the health of the units, how the equipment is functioning, uptime and downtime and when the units are down.

This was a long job with so many unique external factors at play. We were having to constantly overcome new challenges and reconfigure the recipe we were using for the project to be successful.

Mike Azzaro, vice president – Large Projects Division at Schindler

Azzaro said of the system:

“Salt Lake City [airport] has a big footprint. When the moving walks don’t operate, it’s a huge inconvenience. Schindler Ahead allows us to reduce that impact by giving us greater visibility and getting things back up and running faster. That, ultimately, is a value proposition for the airport and their clients. This is the next generation of how airports operate and how equipment functions.”

Azzaro said he had never been to SLC before working on this project, but the city has seen tremendous growth over the last few years, especially now as people are leaving larger metropolitan areas, and he’s humbled by the thought of being involved in it:

“I’m not sure that we appreciated the development and the growth and what was going on in Salt Lake City. There’s a lot of good energy going into Salt Lake right now. I don’t think that was by coincidence. I think it’s a very intentional plan that maybe started with the airport to make it what it

Airline News

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SLC flight from LAX ends with 'unruly passenger' removed, cited, hospitalized

BY MARK JACKSON

SEPTEMBER 6, 2021 AT 8:15 PM



An 'unruly passenger' was met by law enforcement Monday night, cited for public intoxication, then taken to the hospital. Photo courtesy of KSL TV.

was met by law enforcement Monday night upon arrival at Salt Lake Airport. The airline released a statement Monday confirming the incident.

“American Airlines flight 1802 with service from Los Angeles (LAX) to Salt Lake City (SLC) was met by law enforcement upon arrival at SLC due to an unruly passenger. The flight landed safely at SLC where local law enforcement removed the disruptive passenger from the aircraft. We thank our crew for their professionalism and our customers for their understanding.”

Salt Lake Airport Spokesperson Nancy Volmer, speaking to KSL TV's Andrew Adams, says the man was cited for public intoxication and taken to the hospital.

American Airlines says the flight was operated on an Airbus 321 with 162 passengers, including 6 crew members.

Share 

Nevada passenger arrested, cited after flight lands at Salt Lake City Airport

The man repeatedly got out of his seat and yelled at two passengers that they 'didn't belong here,' while on the flight, another passenger said.



(Screengrab from video provided by Dennis Busch) A 61-year-old Nevada man (right) was arrested and issued a citation after yelling and growling at the flight crew on an American Airlines flight out of Los Angeles International Airport on



Busch started filming after that. Video shows the man was growling and snarling at the flight crew.

“He was yelling, he was swearing, he was flipping them off, all sorts of stuff,” Busch said. “Then he was getting out of his seat, despite them, you know, repeatedly asking him to remain seated.” The flight crew continued to reassure other passengers and asked them not to engage with the man, which Busch said he thinks made the incident as “uneventful as possible.”

Busch said as the flight was preparing to land, the man got out of his seat again.

“Each time he stood up, people were on the edge of their seat,” Busch said.

The flight ultimately landed safely at its destination in Salt Lake City. Busch said he thought the flight crew handled the “awful situation” the best way they could and that he never felt in danger, just anxious for what the man may do next.

Last August, a man was fined \$9,000 for refusing to wear a mask on a flight out of Salt Lake City, and another man was arrested in November after refusing to wear a face mask on a flight leaving the airport.



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'Sit down now!' Unruly passenger detained on flight into Salt Lake City

by Jeremy Harris
Monday, September 6th 2021

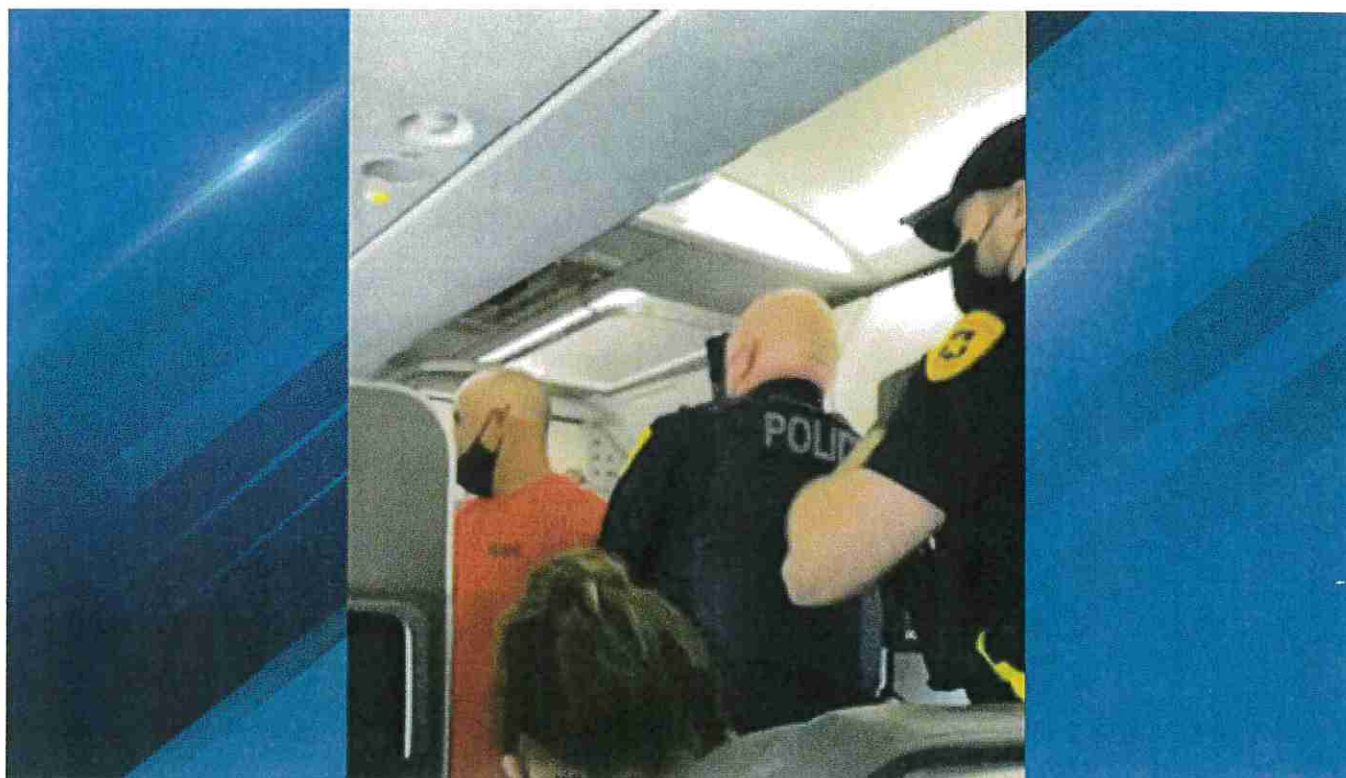


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(KUTV) –Police detained a passenger who caused a disruption on a flight into Salt Lake City International Airport Monday.

Video shared with 2News shows the passenger yelling at a flight crew member as the flight is preparing to land.



Video of disruptive passenger on American Airlines flight to Salt Lake City (Image: Dennis Busch)

Salt Lake City Police identified the man as Timothy Armstrong, 61, of Las Vegas. Armstrong was cited for public intoxication and disorderly conduct, according to police.

The incident happened on board American Airlines flight 1802 from Los Angeles to Salt Lake City.

Passenger Dennis Busch shared videos he took from his phone during the incident.

"I just was watching the guy because we were unsure what was happening and I just thought in case something does happen here, I want to record this. He would get up out of his seat, that really put people on edge, we didn't know what he was doing," Busch told 2News.

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Man cited at Salt Lake airport after angry outburst on flight

SALT LAKE CITY — An American Airlines passenger was cited and taken to a hospital after an alleged vulgar outburst during his flight Monday.

The man was one of 162 passengers, including six crew members on the plane coming from Los Angeles to Salt Lake International Airport and allegedly berated the flight's crew and passengers, as well as making sexist remarks, according to witnesses.

American Airlines said in a statement that police assistance was required to handle the "unruly passenger."

"The flight landed safely at (Salt Lake City) where local law enforcement removed the disruptive passenger from the aircraft. We thank our crew for their professionalism and our customers for their understanding."

Salt Lake police detained the man after the flight landed at around 1:30 p.m. on Monday.

In footage provided by Dennis Busch, a witness and passenger on the flight who captured video of the outburst, the man can be seen clearly agitated, yelling at flight attendants and passengers and frequently getting up and down from his seat. Employees are seen trying to get the man to calm down, repeatedly asking him to remain seated until the flight had landed. In the video, the man was slurring his words and stumbling to and from his seat.

An airport spokeswoman said the man was cited for alleged public intoxication and was taken to a hospital for unknown reasons.

As of Monday the man's identity had not been released, and it is not known what caused or triggered the outburst.

×

Transcript

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KTVX-SLC (ABC) - Salt Lake City, UT
ABC 4 Utah News at 10:00pm

+ Local Market Viewership: 27,618
Local Publicity Value:
\$4,134.26 per 30s

KTVX 9/6/2021 10:05:16 PM: ...flight attendants one of the male flight attendant says quote sit down now and then the man yells back you can't hold us. another video shows the man growing and even moving his mask around one ce the flight lands police arrive and detain them and salt lake city airport officials say the man was cited for public intoxication. and utah is hitting. a big covid-19 milestone tonight 70% of utahns ages, 12 and older have received at least one dose of the covid-19 vaccine of that group 61% are fully vaccinated according to the cdc nationwide nearly 75% of adults got at least one dose of the coronavirus vaccines. and president joe biden's plan is moving for tonight for covid-19 booster shots doctor anthony fauci says pfizer boosters will be ready to go by the president's original rollout date of september 20th but not all vaccines are on track. top health officials say moderna's booster shot may have to wait a week because of the delays submitting data. zion national park is experiencing a busy labor day weekend with visitors say they're experiencing some long waits look at this overflow parking lot right through springdale that springdale utah right there and one group from california tells us that they got to the park at 6 o'clock in the morning just to beat all that traffic. they got a parking spot but ended up waiting another 2 hours once they got to angels landing they tell us it was worth it. >> i've never done anything like that and i won't do it again, but i'm really glad i did it. >> now park officials want to remind visitors make sure that they plan ahead if you're headed to one of the big 5 parks that includes having the proper gear and supplies because there is changing weather patterns ahead and talking about those changing weather patterns is our meteorologists cesar cornejo caesar when some of the smoke going to move out of the state. well jason it does not seem like we are going to get any relief just yet. >> taking a look outside the abc 4 news studio still seeing very calm winds, but also a little bit of haze. that's why we still have pretty poor air quality we're expecting to see quite a few of us still around that moderate if not unhealthy for sensitive groups area. but that also continues into ...



09/06/2021 10:05:03 PM

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KUTV-SLC (CBS) - Salt Lake City, UT
2 News at 530am

+ Local Market Viewership: 4,213
Local Publicity Value: \$266.97 per
30s

KUTV 8/26/2021 5:54:16 AM: ...won't drive the car again. b-m-w did not comment on this story by deadline. lisa montanaros says the x-5 had been a great car until this incident. new this morning.. the salt lake airport is welcoming back daily flights to mexico's 2nd largest city. the airport just announced that they will resume daily flights to guadalajara on aero mexico. the flights will be on aero mexico and will start back up on september 8th. as school starts back up.. it's a good time to talk to your kids about the dangers of underage drinking. kutv and parents empowered have a brand new podcast episode you can download right now. in the latest episode... hear from two moms that talk about why setting clear expectations early and often is crucial... also you can get some great ideas of how to connect with your kids as they start the new school year. the time is now . coming up in our six o'clock hour.... coronavirus cases in our neighboring state are going down.. but it's not all good news. coming up at 6.. which counties ...



08/26/2021 05:54:15 AM

[Clip Editor](#)

Miscellaneous

U.S. & WORLD WORLD & NATION TRAVEL

Passports in a pandemic

The pandemic changed international travel — and our passports. Have we thought enough about that little booklet that makes travel (im)possible?

By Aspen Pflughoeft | @AspenPflughoeft | Sep 1, 2021, 10:00pm MDT



Kazuhide Aikoh plays with his son, Lino, 2, before their flight to San Jose, Calif., at Salt Lake City International Airport in Salt Lake City on Wednesday, Aug. 18, 2021. | Spenser Heaps, Deseret News | [Purchase Photo](#)

Airport closures. National lockdowns. Travel restrictions. As COVID-19 spread worldwide, countries quickly began to restrict their borders.

Some, like [Morocco](#), shut out everyone, including their own citizens. Others, like [Australia](#), enacted strict entry restrictions. Virtually every country had some way to

control the movement of people in and out of its borders.

And overnight, the landscape of international travel changed. In most places, traveling abroad went from being an assumed freedom to being an earned privilege. Show any and every document you wanted, but your movement may still be constrained.

Now, the way we move around the world may never be the same.

The whiplash of pandemic travel has raised questions about the fundamental nature of people moving around the world: What should international travel be like? How should we control travel? How should we allow freedom of movement? Do we have the right to travel? Or do we have the privilege to travel?

These questions — and possible answers — are tucked inside the pages of a small booklet we tend not to think enough about: our passports.

“Passports,” said Tom Topol, an expert on passport history, “give us a view into several aspects of humankind.”



Travelers move through Salt Lake City International Airport in Salt Lake City on Wednesday, Aug. 18, 2021. | Spenser Heaps, Deseret News | [Purchase Photo](#)

The controversial past of passports

Through passports, “we learn about geography, defunct countries, colonialism, racism, borders, immigration (or) emigration, political circumstances, travel, (and) mobility,” Topol explained to Deseret News.

But we may not always like what we learn.

The earliest record of a passport-like document comes from the Bible where King Artaxerxes gave Nehemiah a letter to ensure his safe passage to the Kingdom of Judah, the Smithsonian Magazine reported. Letters of safe passage — essentially, early visas — continued to be used around the world for centuries. Typically, these letters allowed people to safely leave a country, explained Topol. Many of these early passports had nothing to identify their intended carrier.

Who was allowed safe passage with an early passport? Well, whoever happened to possess the passport. You carried the letter, you traveled safely — because early passports were not considered a form of identification, reported Conde Nast Traveler.

Modern passports — as we know them today — originated quite recently.

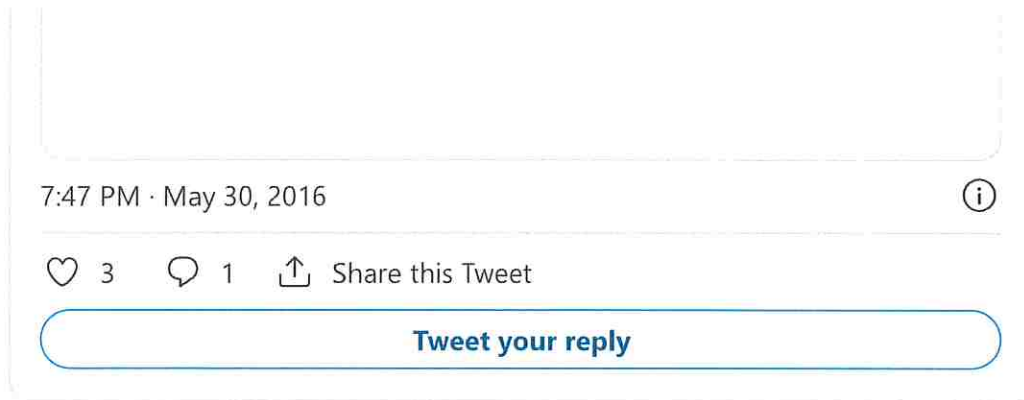
The League of Nations held two passport conferences in 1920, explained Topol, author of the book “Let Pass Or Die.” These conferences laid the groundwork for passports to become a standardized global document in the mid-1900s. In the U.S., passports became a requirement under a WWI emergency measure, reported the Smithsonian Magazine.

Christopher Moraff

@cmoraff



Rummaging through papers this weekend at the Westhampton house & found my grandfathers passport from 1920



And that requirement simply never went away.

Americans were not happy. The new passports were seen as a “symbol of eroding trust between citizens and their government,” writes [Craig Robertson](#), an associate professor of media and communication studies at Northeastern University, in the *Smithsonian Magazine*.

“The passport was strange when it first arrived,” Robertson told the *Deseret News*.

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Why some employers actually value international travel experience



The purpose of passports

More than a century later, passports may still be strange.

“There does not appear to be general agreement on the actual function of the passport,” writes Darren O’Byrne in his [paper](#) on passports and border controls in the journal [Annals of Tourism Research](#).

Today’s passports typically give a legal answer to the often philosophical question of “who are you?” reported [National Geographic](#). This legal answer includes your full name, gender, nationality, birthdate, picture and other biometric data, like fingerprints, Topol explained.

“The document is shaping how we come to think about what it means to be a citizen and who we are as a person,” Robertson said.

“When you present a passport, you have to prove that you are the document and not the other way around,” Robertson said. “The assumed authority and reliability — initially — is the document and not you. We have to prove we’re a document.”

But passports do more than just identify travelers and shape our ideas of identity.

“Travel documents serve as a control mechanism of movement,” Topol said.

“No passport, no movement.”



Travelers move through Salt Lake City International Airport in Salt Lake City on Wednesday, Aug. 18, 2021. | Spenser Heaps, Deseret News | [Purchase Photo](#)

The controversial provision of (and provisions in) passports

Freedom of movement is a human right, according to Article 13 of the Universal Declaration of Human Rights. “Everyone has the right to freedom of movement and residence within the borders of each state. Everyone has the right to leave any country, including his own, and to return to his country,” the declaration states.

“Hence to own a passport is a right,” Topol said.

But the U.S. government — like most other governments — can deny a passport application. According to the U.S. government’s website, there are seven different reasons applicants may be denied a passport. These reasons include rejection for owing child support, for having overdue taxes or for receiving certain court orders, among others.

“If you live in a country where you don’t like the laws, regulations or environment. ... If you want to emigrate, you need a passport first. If a country doesn’t give you a passport, for whatever reason, then your freedom of movement is at least limited,” Topol said.

But your freedom of movement may still be limited *even if* you have a passport.

“Many privileged people don’t even think about passports, but other populations cannot access their passports,” Robertson said.

And that brings up another essential element of passports: visas. A visa is a travel authorization given by a foreign government that allows an individual to enter for a particular reason and a particular time period.

For those who hold a weaker passport, visas are a complicated but unavoidable extension of their passport. And with visas come visa inequality, another controversial component about passports and their lack of travel provisions for people from many nationalities, according to Global Voices.

The same questions around passports extend to visas and the same controversy around visas extends to passports. The two documents are intricately connected.

And in just one century, these slips of paper have become vitally important to international travel and the movement of people worldwide — much more so than intended, reported the Smithsonian Magazine.

RELATED

Will you need a vaccine passport? We search for answers



The controversial possibilities of passports

In the 101 years since the formulation of modern passports, these documents have changed a lot. Still, passports remain just as controversial for how they control movement and for how they define identity. So where will passports go in the next 100 years?

Predicting the next century remains quite unrealistic, but experts have some ideas about where passports are headed in the next few decades.

“In 10 to 20 years, travel documents will become more and more biometric,” Topol predicted. “Surveillance is becoming an increasing controversy in our society and wherever you go you will leave traces of your movement. ... Authorities know exactly where you have been, where you come from, and where you are going.”

Beyond the technological aspect, the identification information included in a passport may also change. “To me, that’s an important part of what’s happened with the passport throughout history,” said Robertson, the associate professor of media and communication studies, via Conde Nast.

Passports are “always evidence of dominant social ideas around identity,” Robertson said.

In the much closer future, passports may also be evidence of the dominant social consensus around public health, such as with vaccine passports.

And during a global pandemic with shifting regulations, having a strong passport, appropriate visa and all necessary documentation still may not guarantee you entrance into a country — or entrance back into yours — if COVID-19 regulations change suddenly. Travelers have been stuck at airports for weeks or months for exactly this reason.

The future of passports — as identification documents, security controls and possibly health measures — remains increasingly uncertain.

CULTURE INDEPTH MAGAZINE

For the sake of a Cinnabon

Our personal indulgences at the airport aren't a secret. They're a design

By Fendi Wang | Aug 11, 2021, 10:00pm MDT



GettyImages/studiostockart

With the pandemic waning, airline travel is back in full swing. That's good news for Salt Lake City International Airport, which opened a new expansion in September. Once the full expansion is complete, the airport will be large enough to accommodate 32 million passengers annually as they fly around the globe.

Of all the places that coerce us into a state of designated idling, few offer the anonymity and transience to behave in ways we would not otherwise if we were not soon launching 30,000 feet into the air.

Being inside an airport terminal is to experience a blip in human ambition. On the other side of a security check used to detect metal and our ability to follow instructions, we become nonessential, tasked to find a restroom, browse, eat, shop and sit. Our surroundings, short of an anthropological “place,” prompt us to act accordingly — arbitrary, hedonistic and apt to do things a little differently than our “normal” selves.

I call this “Secret Airport Behavior.”

If you’ve paged through a magazine that you’d never subscribe to while eating a snack you’d normally turn your nose up at, that’s Secret Airport Behavior. If you’ve tested out varied seating configurations from gate to gate before settling on one near a window that seems optimal for productivity or paid to get into an airline lounge, that’s Secret Airport Behavior. If you’ve sauntered down halls debating whether to pick up geographically enthusiastic merchandise — “I Heart Dallas!” — or grab a Starbucks beverage worth half your daily caloric intake, that’s Secret Airport Behavior.

It feels secretive because we think no one is watching us. But no one has to. The architects and designers who built airport terminals knew how we’d act inside of them when the blueprints were being drawn, long before passengers walked into the terminal.

RELATED

Meet the man who ‘introduced America to Americans’

Working remotely ... wherever you park

Matt Needham, director of aviation and transportation at HOK — an architecture, engineering and urban planning firm that oversaw the design for the new, \$4.1 billion Salt Lake airport — knows not every passenger on a flight will sit at a gate at the same time. “Some percent of customers are going to be dining or shopping until 15 minutes before the flight,” he says. That shouldn’t make sense considering no one goes to the airport to eat or shop or have their nails painted, and yet, many of us do all those things before rushing to our gate at the last minute.

It's all by design. According to InterVISTAS, an aviation consulting company founded in Vancouver, British Columbia, modern concourses (meaning concourses built since the '90s) are wider for comfort, as well as curvy and directionless to pique curiosity. They are also optimized to attract right-handed customers (that's 90% of us) by placing concessions to the right, where we tend to look first. Shops are clustered to create a "marketplace" ambiance and encourage "pinballing" between vendors.

"If you're walking to your gate and see one store, you might just pass by, but if all of a sudden you're flanked on either side by a series of storefronts, you feel like you're in a shopping district and subconsciously are more willing to shop," Needham says. He admits that his Secret Airport Behavior is finding an out-of-the-way spot to people-watch, "both fellow travelers and the operations folks on the ramp below."

In almost every airport in the United States, we're inundated with familiar boutiques, logos, restaurants and even duty-free shopping centers we must pass through to find our gate. Maximizing "dwell time" (as it's known in airport lingo) is critical to airport designers, specifically the first 60 minutes post-security when they know we feel most spendy. That "golden hour" is meant to convert us from stalled, frantic passengers into valued, relaxed customers.

"Flying is stressful," environmental psychologist Dak Kopec says. "And unfortunately, every step has an unknown variable that adds to that level of stress." There's the risk your shuttle breaks down. That your overweight luggage forces you to rearrange piles of laundry, hunched over, exposing impatient bystanders to your underwear. All the while, your personal space is compromised, civilian virtue is put to the test and your bladder is yielding to the remaining liquids you chugged while power walking to the check-in. For most of us, travel-related stress is well-tolerated, but Secret Airport Behavior proves it's not inconsequential.

you've paged through a magazine that you'd never subscribe to while eating a snack you'd normally turn your nose up at, that's Secret Airport Behavior."

“I have never bought a Cinnabon outside of the airport,” Kopec, a person who values health and fitness, says with a laugh. He divulges that his other Secret Airport Behavior is walking laps, preferably in Chicago O’Hare’s underground tunnel between the B and C concourses in Terminal 1, where moving walkways churn beneath mirrors and rainbow-colored neon lights give off a “nightclub-y feel.” His Cinnabon, gooey and searingly sweet, may present as a reward, but Kopec knows it’s not an indulgence as much as it is an act of autonomy.

“There are so many things out of my control, so many restrictions put on me now,” he says. “I’m going to have that Cinnabon, and I’m going to make sure it’s loaded with butter, because I would never eat that in my normal life.”

Sally Augustin, an environmental psychologist and principal at consultation firm Design with Science, says our purchases — uncharacteristic or not — could be our way of distinguishing ourselves from the herd. “A Cinnabon can even be used to claim territory,” she says. Its pungent scent creates an olfactory zone around its carrier, an overlooked but common technique used to stake ground.

“We also manipulate visuals by putting our sweater on the seat next to us so no one else can sit,” she says. This behavior is called “nesting.” Associated with birds collecting sticks and mud, nesting is our instinct to create protected space — and it kicks in while we wait to board our flights. Nesting gives us a sense of control, which we lose the moment we step inside an airport. Whether we try to regain that control by buying something frivolous or acquiesce by paying for something necessary — \$5 for a bottle of water hurts our conscience more than our wallets — airports are designed to make us shell out.



Passengers wait at their gates for flights at the Salt Lake City International Airport on Monday, May 24, 2021. | Scott G Winterton, Deseret News

Last year, Airports Council International found the average revenue per passenger was \$17.94, with \$7.03 of that being nonaeronautical revenue — meaning it's not related to your ticket. The total cost per passenger, however, was \$13.76, “illustrating the importance of developing sources of nonaeronautical revenue to bolster the revenue collected from aeronautical activities.”

In other words, airports need more ways to take our money. Concession and retail space in Salt Lake City's new airport will be 120,475 square feet after phase three of construction is completed — more than five times the concessions space of the previous airport.

“It used to be coffee shops and a place to grab a book, but the idea of a concession is becoming more like an amenity,” Salt Lake Airport designer Needham says. Inside San Francisco International Airport, which has the highest per-passenger spend in the country, you can buy a Montblanc pen for \$285, he says. In Singapore Changi Airport, there are two movie theaters and a butterfly garden. Airports like Dallas/Fort Worth International and Vancouver International boast high-end day spas where you can hydrate your skin before climbing into a cabin with less than 20% humidity.

“It’s not stuff you need anymore — it’s stuff you may be interested in,” Needham says. “The quality of our time is more important now than ever.”

Designers and environmental psychologists know how quality can give us both the experience we want, and also subtly make us better travelers and customers. According to reciprocal determinism theory, our actions are influenced by where we are — and vice versa. If you’ve ever splurged in London Heathrow Airport or studied a 19th-century Dutch masterpiece at Rijksmuseum in Amsterdam Schiphol Airport, your Secret Airport Behavior is designed to be elite and proper, thanks to help from your surroundings.

“If you’re in an international terminal seeing luxury brands and nice things, you’re likely to behave with greater civility and think, ‘How do I fit into this?’” Kopec says. “In a lesser environment, you start to see poorer behavior.”

Adult tantrums evidence another theory: the frustration-aggression hypothesis. People are more likely to act up if there are frustrations in attaining their goals. What’s worse — when the source of frustration cannot be challenged, the aggression is displaced onto an innocent target. Ticket agents, flight attendants and survivors of any customer-facing job knows this better than anyone.

RELATED

Will we ever retire from social media show-and-tell?

Asian Americans are Hollywood’s new leading men. It’s not as progressive as you think

Today, concessions and retail dominate airport terminals. But it didn’t used to be this way.

Until the 1990s, holding areas were small and bare, optimized for aircraft efficiency and ambivalent to passenger joy. Many U.S. airports are owned by state and local governments, which contract out numerous services, such as retail, to private firms. Part of the business model requires airlines to pay rent to lease space. It wasn’t until airports, which act as landlords, realized concessions could help offset operating costs that an emphasis on customer experience drove airport design.

In Europe and Asia, where some airports operate as for-profit businesses and are often publicly traded, owners have even larger incentives to make money. In 1951, Shannon Airport in Ireland became the first airport to offer duty-free shopping — an invention by its own catering comptroller, Brendan O'Regan, after international travel bounced back from World War II. By the '60s, duty-free had hit the States, first in Hawaii.

Today, global travelers spend \$77.87 billion in duty-free and travel sales annually (\$155 billion is projected for 2027), and 40% of all airport funding comes from nonaeronautical revenue like retail, concessions, rental car operations and in-airport advertising.

Pat Askew, director of aviation at international design firm HKS, who's collaborated with planners at most major airports in cities including Los Angeles, Chicago, New York, London, Tel Aviv, Doha and Dubai and is currently updating Terminal I at San Francisco's airport, says his basic philosophy in leading a design team is to minimize choice. Remember, we want the illusion of variety, but having too much of it stresses us out — fickle, aren't we?

“You shouldn't come to a fork in the road and have three similar options,” he says. “My ideal terminal is one where I know where I'm going without having to look for a sign.”

Surprisingly, signs in airports are not meant to stand out, leaving you to intuitively weave your way to shops and — eventually — to your gate. Signage typefaces are in one of three sans-serif fonts in 75% of airports worldwide: Helvetica, Frutiger or Clearview. Look them up and be stunned at their plainness. As it turns out, in a transitory environment where a captive audience needs to feel in control of themselves, simplicity is king. That's why Askew's design mantra is such: It's all about the passenger.

In the future, he wants to see more areas for children to play, for busy people to work and more functions of convenience so you can have a burger delivered to your gate. Or in his case, a McDonald's breakfast sandwich. It's on brand, considering that a “bacon, egg and cheese on a bagel” is his Secret Airport Behavior, he says. “Nothing scandalous!”

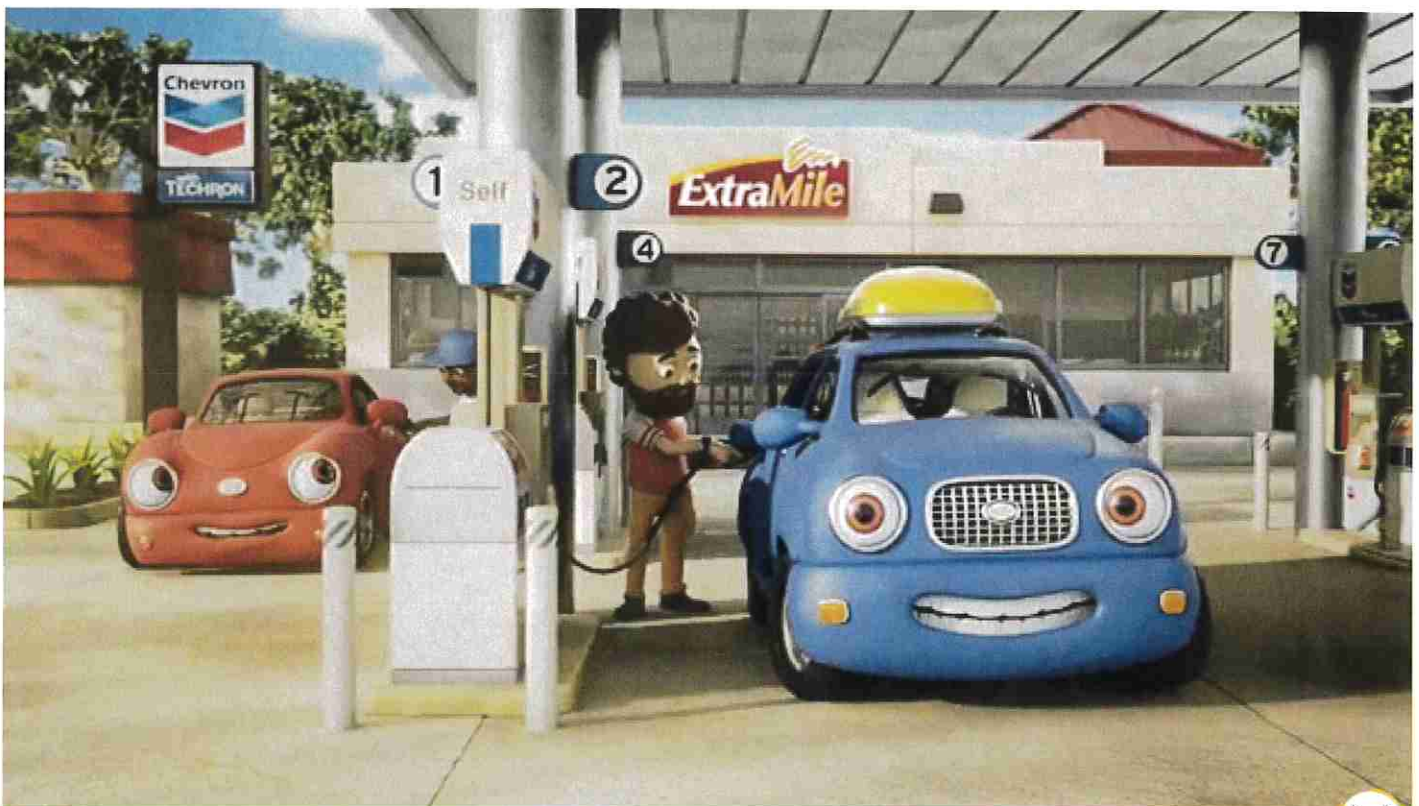
Steven Spielberg's 2004 film “The Terminal” stars Tom Hanks as Viktor Navorski, a stranded Eastern European traveler forced to live inside John F. Kennedy International

Airport after a revolution back home renders him stateless and unable to enter the U.S. Navorski walks around panicked and confused, he scarfs down junk food, he falls asleep where he isn't meant to, and he catches the eye of an attractive stranger.

The plot — dire as it may be — is balanced by his wit, charm and creative resourcefulness. “How will he not only survive but entertain himself inside an airport terminal for so long?” becomes the question scene after scene. Viktor prevails in a unheroic, yet relatable way. It's Secret Airport Behavior at its finest.

This story appears in the July/August issue of [Deseret Magazine](#). [Learn more about how to subscribe.](#)



AD





FEATURED

The strangest tech to come out of Utah: August Edition

by Zara Stone / August 19, 2021 /  268 /  0 comments

The unspoken but acknowledged rule of technology reporting is that the more mind-blowing the innovation, the more likely it is to be a hoax. Doesn't it feel like you've been hearing about drone [taxi](#) services for yearsssss? Case closed.

Despite this uncomfortable truth, the flashiness of said tech products—toilets that analyze your [poo](#) (guilty as charged) but have about as much likelihood of getting into your hands in the next decade as I am to

However, the next generation is far less jaded. No surprise that most of the awesome-but-can-it-scale stuff is being developed in Utah. Would a robot [cougar](#) be practical? Yes, *COUGAR*, because OBV, a robo-dog would be SO GOOGLE, and if you even bother?

Said robo-cougar is the brainchild (and mascot) of engineering and art students from Brigham Young University. Yay?

Next up, the brainiacs at Weber State University showcased a [fully-electric](#) house for the Solar Decathlon challenge. A complicated build and managed to make it look as exciting as Governor Scott's RBF, so...success?

Finally, we have the startup [TwoFerry](#), an absolute cracker of a ridesharing company, courtesy of Tiff Polmateer. TwoFerry delivers TWO drivers per call: one to transport the caller, and another to drive their car back home. An end to

Now we've admired what the TikTok generation can do, let's take a look at what Utah's so-called adults are st

Airport concessions struggle to keep up with bigger crowds

By Robert Silk | Aug 14, 2021



Prospect Airport Services had a table at a recent job fair in Denver. The company has raised wages to attract applicants. Photo Credit: Robert Silk

DENVER -- On a recent Monday morning, Necole Lowe, the recruitment head for Prospect Airport Services here, sat behind a table at Denver Airport's outdoor plaza, where a job fair was underway.

Prospect, which contracts with Southwest, Delta and Frontier to provide wheelchair attendants and baggage handlers in Denver, has a bit more than 200 workers on the payroll. Full staffing in Denver would be at least 250 employees, Lowe said.

In its effort to close that gap, the company has raised its lowest entry-level wage to \$15.50 per hour from \$14.50 per hour. Managerial pay has also been bumped up a dollar, to \$19 per hour.

Approximately midway through this fair, Lowe is encouraged. "I have at least 10 resumes here," she said. "I'm happy. Very happy."

Job fairs such as this one have become commonplace at airports around the country in the past three or four months as airports and the myriad businesses that operate within them attempt to raise staffing levels to match the sudden ramp-up that occurred in U.S. air travel over the late spring and summer. But in this current tight job market, filling positions has been a challenge, especially on the lower end of the pay scale.

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"Translating an interview or somebody who shows up with interest into them actually being employed is also difficult," said Matt Cornelius, executive vice president for the trade group Airports Council International -- North America.

On this day in Denver, approximately 30 employers, including the airport itself, United Airlines, the TSA, the Westin airport hotel, various airport shops and restaurants and others were looking to fill more than 700 positions.

"We're pretty much back to pre-pandemic levels [of demand], with not as much staffing," airport spokeswoman Alex Renteria reported.

Southwest recently said that challenges hiring groundworkers in six to eight key stations, including Denver, burdened its operation and played a role in its subpar on-time performance and cancellation rate through the first half of the summer.

Allegiant is another carrier that has attributed operational difficulties to staffing shortfalls at the contracting companies it uses for groundworkers.

Renteria said the various staff shortages in Denver are having only a moderate impact on flyers.

"You might need to wait in line a little bit longer at one of our restaurants because of the staffing. Just bring your patience with you," she said.

But elsewhere, airport officials are describing more urgent impacts.



SAS Services Group Denver general manager Jorge Gonzalez at a recent job fair. The company provides wheelchair attendants for several airlines. Photo Credit: Robert Silk

In Salt Lake City, for example, the airport says that employers – including the TSA, shops, restaurants and car rental companies – are struggling to find staff.

As a result, Salt Lake City is encouraging flyers to get to the airport extra early.

"The issue has also delayed the opening of some of the airport's concessions," spokeswoman Nancy Volmer said.

Rob Wigington, executive director of the Airport Restaurant and Retail Association (ARRA) trade group, said that he's heard many tales of recent airport job fairs that yielded few results for concessionaires. One Florida-based airport concessionaire company told him that out of a pool of 400 applicants, they can expect to hire only four.

The ARRA doesn't formally track the percentage of airport shops and restaurants that either remain closed or have limited hours or a limited menu, but he estimates the number to be about 30%. In some cases, hours are still shortened due to limited demand, but often staff shortages are the cause.

While hiring is a challenge for lots of service sector employers right now, airport-based companies face extra hurdles, both Wigington and Cornelius said. One problem is that many airports have remote locations. Another challenge is that any potential airport

worker must clear federal background checks, a process that can take days or even weeks, said Cornelius. By the time those checks are complete, the applicant has often taken a similar type of position, perhaps closer to his or her home.

With restaurant and retail opening hours down at airports, hungry air passengers are often feeling the brunt – an issue being amplified by the especially difficult time airlines have had with operational reliability over the summer.

During the first week of August, for example, Spirit Airlines canceled more than 60% of its flights systemwide on consecutive days. Episodes like that leave thousands of flyers spending extra hours in airports, many gravitating toward whatever shops and restaurants are open.

"It certainly does impact the experience of the customer, and not in a good way," Cornelius said.

Back in Denver, Prospect Airport Services is far from the only employer that has raised wages or begun offering hiring incentives in an effort to fill its openings. The management company that runs the airport Dunkin' Donuts, for example, was offering \$500 sign-on bonuses for cashiers.

Mission Yogurt, which manages nine restaurants in the airport, has upped starting wages for line cooks from a minimum of \$15 to a minimum of \$18.

Operations manager Paul Flores said the company made that move earlier than other concessionaires, and it paid off. All of the restaurants and quick-serve outlets under Mission management are operating full opening schedules.

Still, the company needed approximately 20 more employees at that airport.

For the job fair, Flores' goals were modest.

"We'd be happy to find two or three," he said.

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