

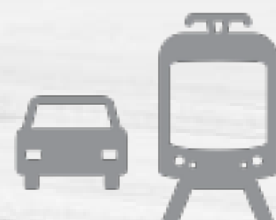


WRAPm 2023



HOW TO BUILD A NEW AIRPORT OR ANYTHING ELSE

10/16/23





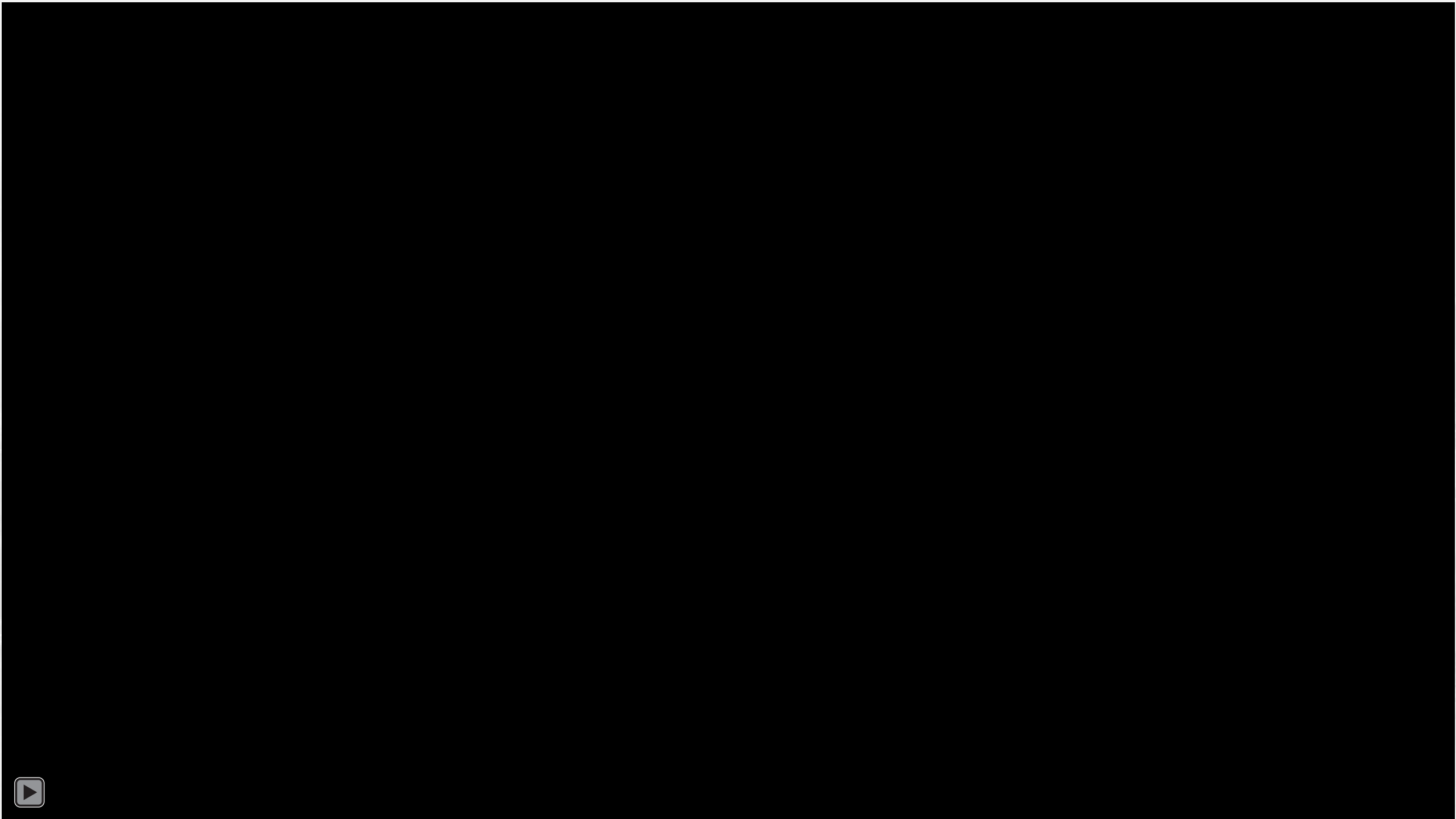
Salt Lake City International Airport

Salt Lake City International Airport Highlights



- The first new hub Airport built in the U.S. in the 21st Century
- 4th largest hub for Delta Air Lines
- Ranked #1 in North America for on-time performance; 3rd worldwide
- Ranked #3 in the large-hub airport category by J.D. Power
- Building The New SLC – Phase 2 opens on October 31, 2023; Phase 3 opens in 2024; Phase 4 opens in 2025; Project complete in November 2026

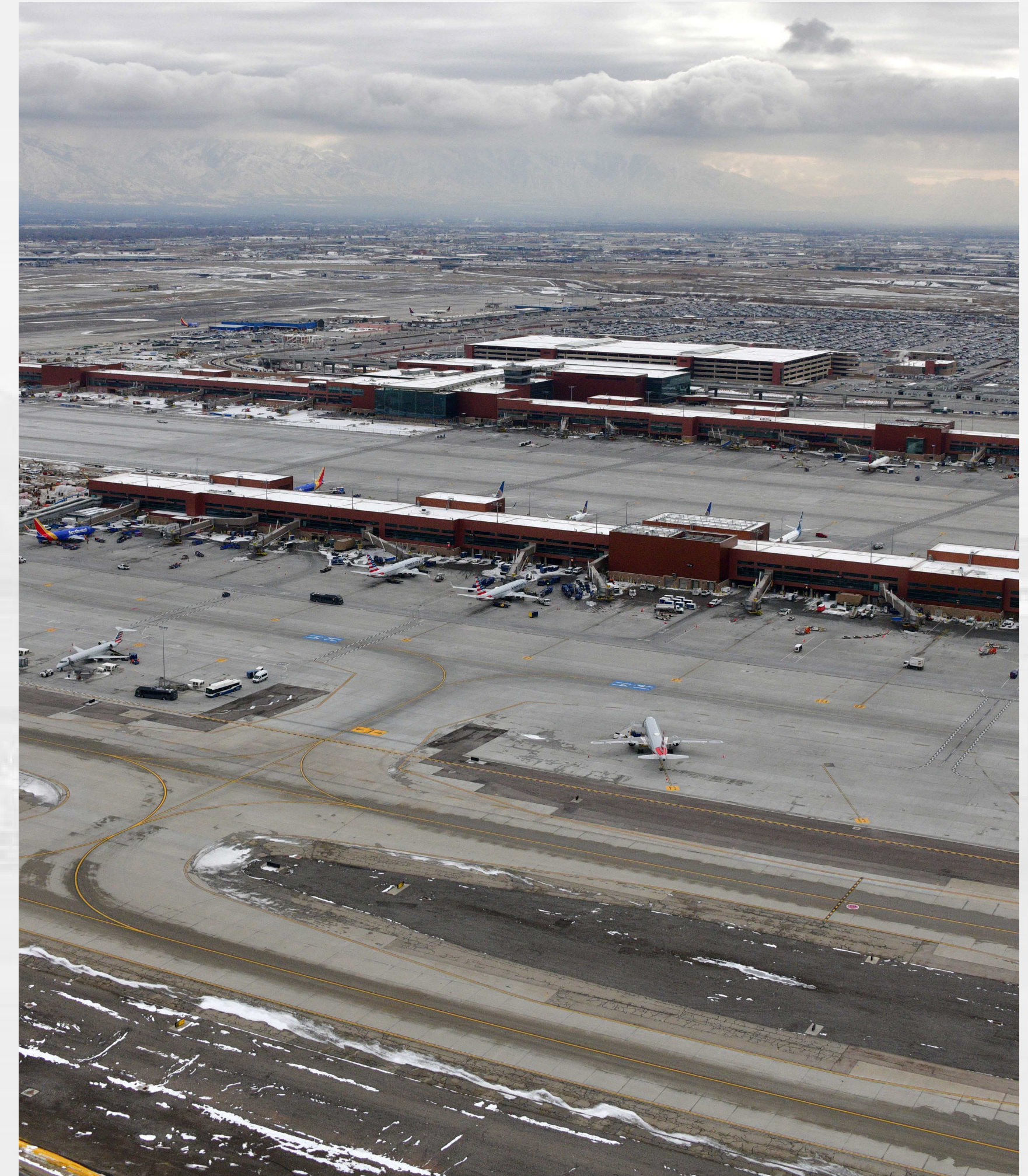
Salt Lake City International Airport Highlights



The New SLC Highlights



- 128.65 Miles of Piles (23 x Mount Everest)
- 1,638.2 Miles of Electrical Wiring (1.3 x Distance from SLC to Nauvoo, IL)
- 877.8 Miles of Telecom Cables (5.7 x Park City Ski Slopes)
- 45,005 Tons of Steel (205 x Blue Whales)
- 4,097,781 Total Square Feet (5.5 x Delta Center Arena)
- 238 Miles of Piping (1.6 x Uinta Mountain Range)
- 658,775 Cubic Yards of Concrete (1,109 x 767 Airplanes)



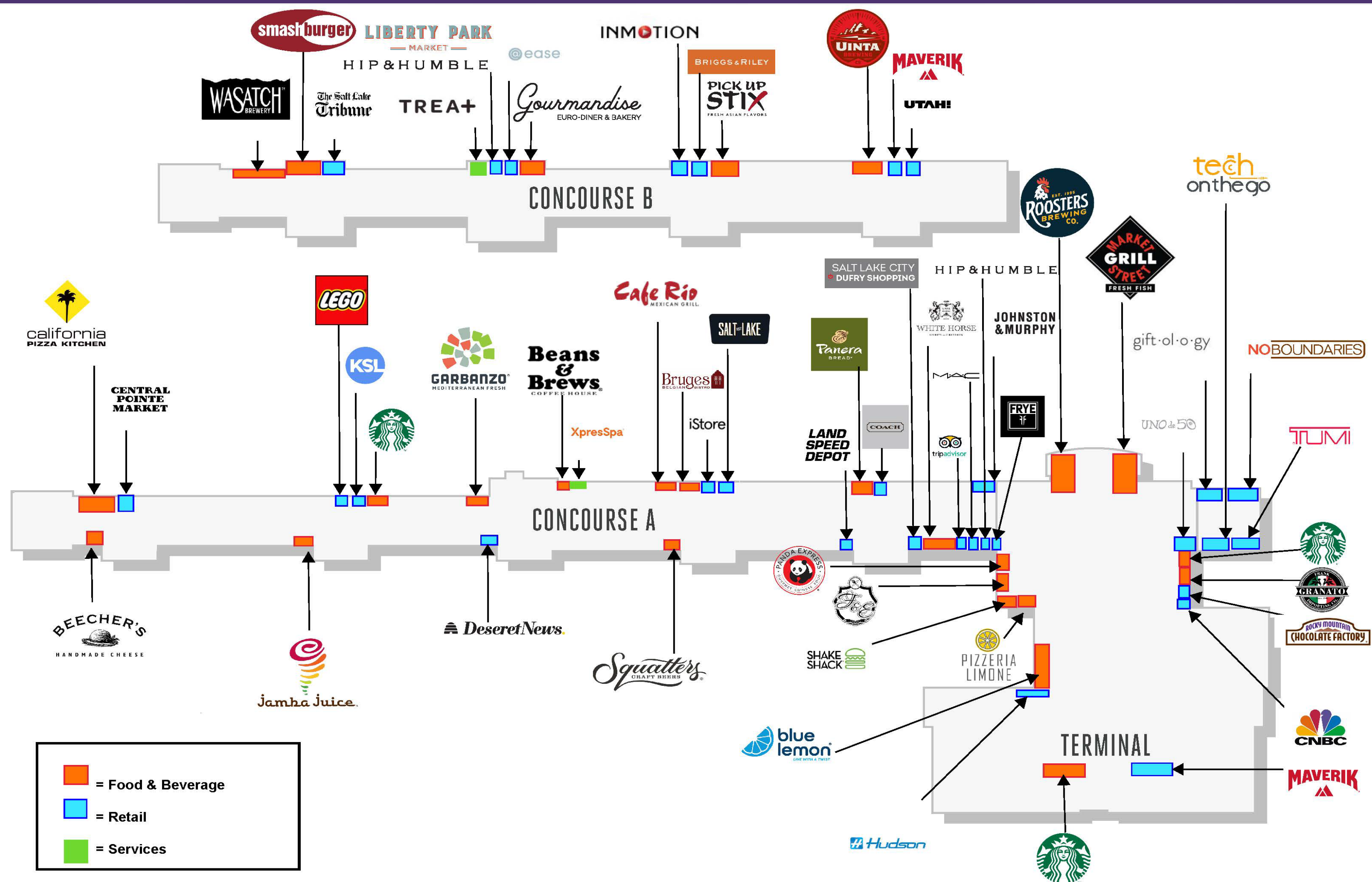
Concession Program



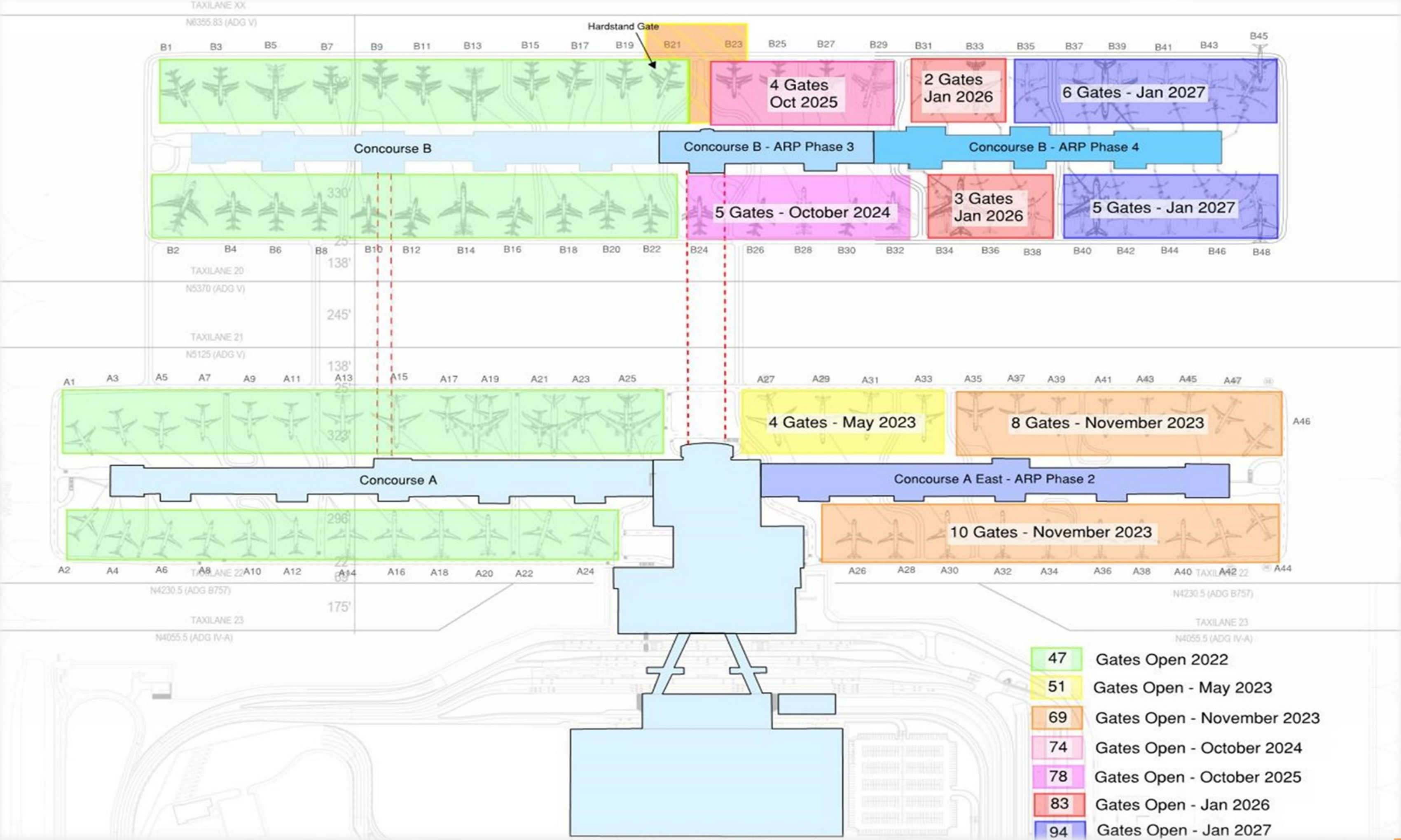
- Phase I – 58 Units (September 2020)
- Phase II – 19 Units (October 2023)
- Phase III – 13 Units (October 2024)
- Phase IV - 15 Units plus a Common Use Lounge (January 2026)



Concessions Program - Phase One



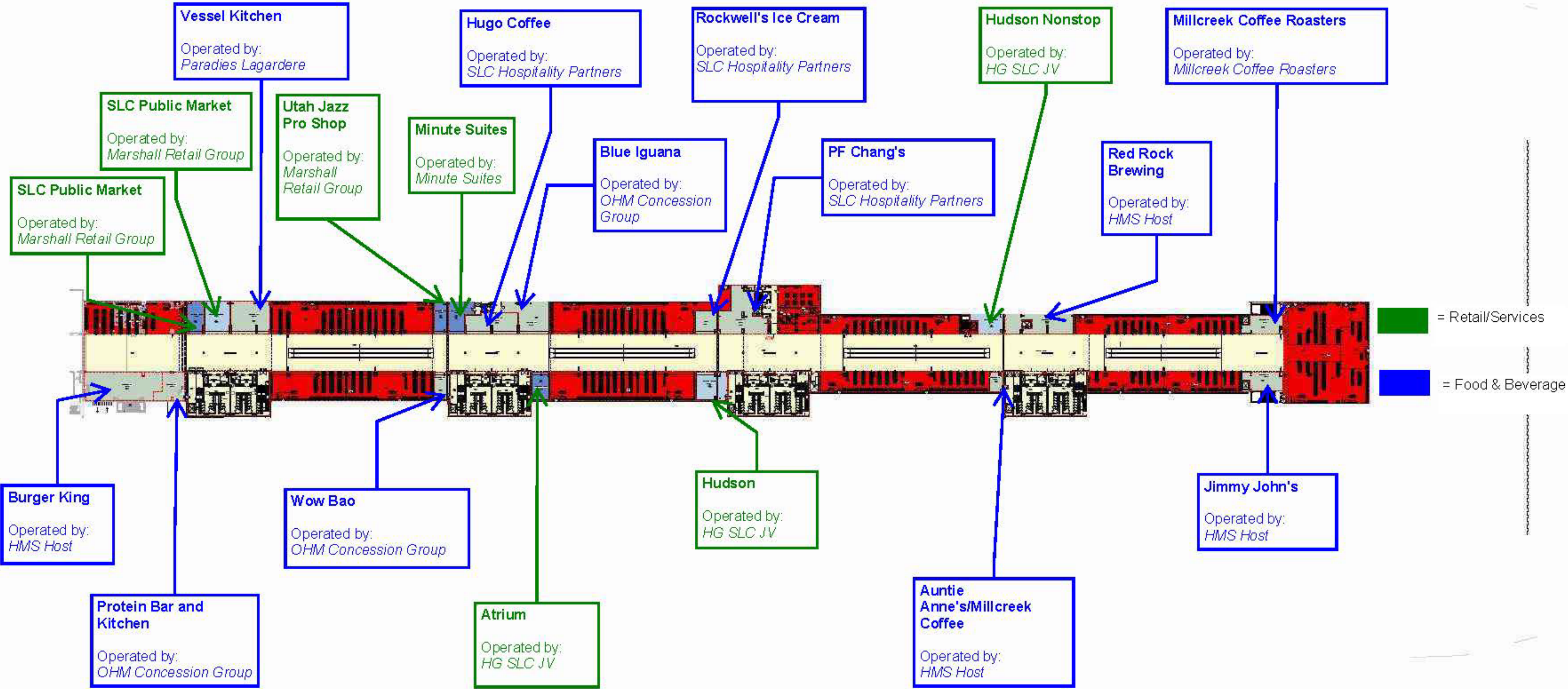
Phase One Passenger Flow



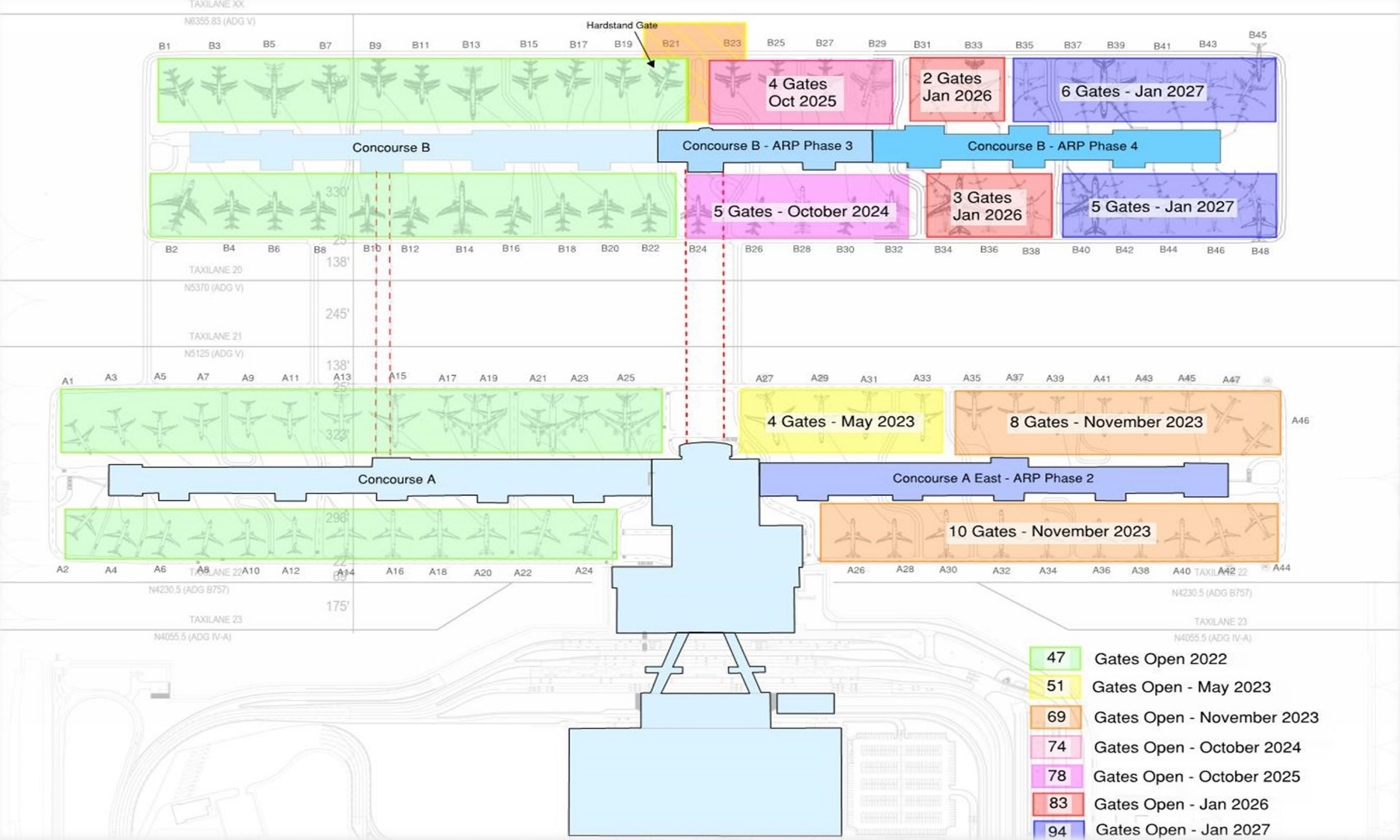
Concessions Program - Phase Two



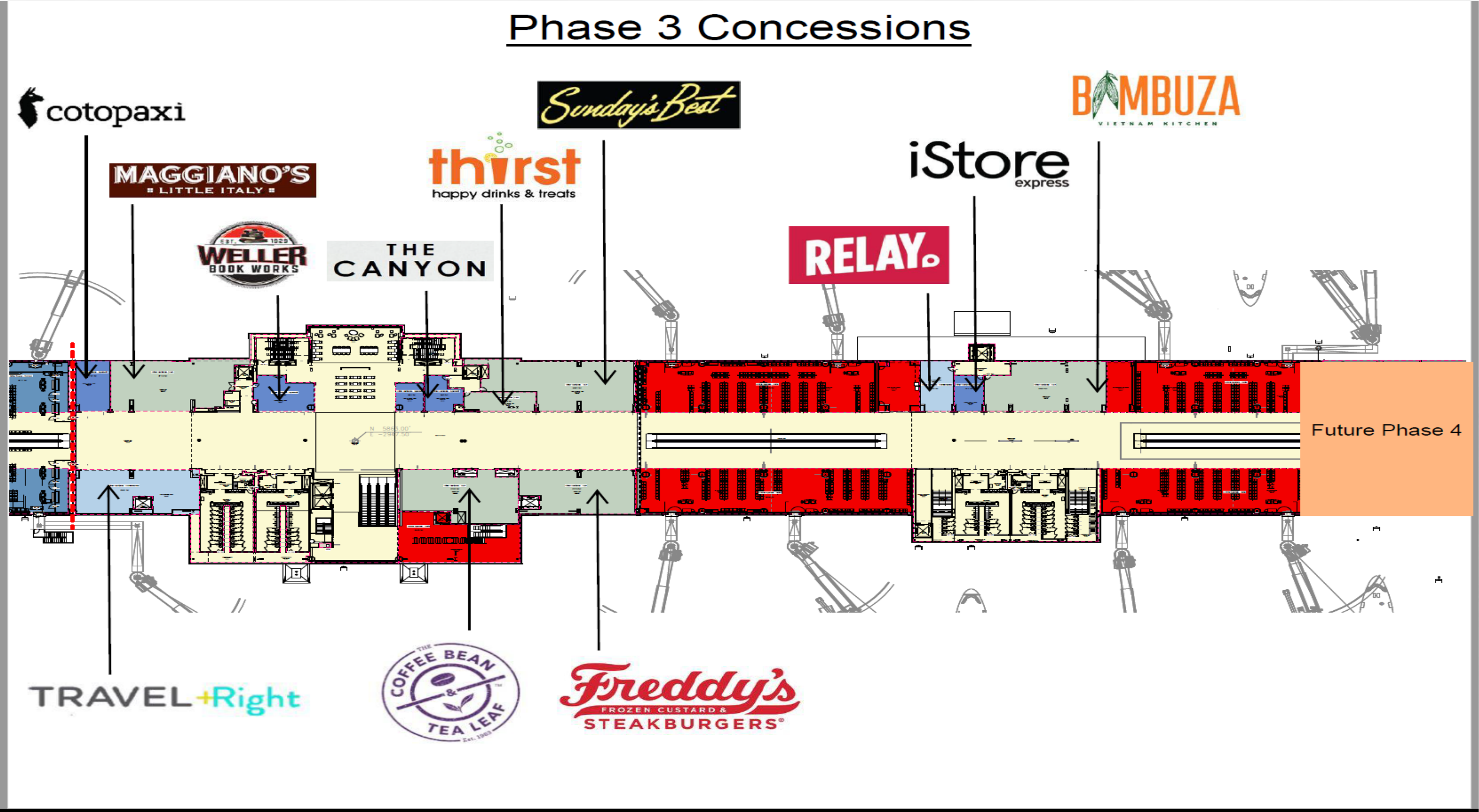
The New SLC Phase 2 Concessions



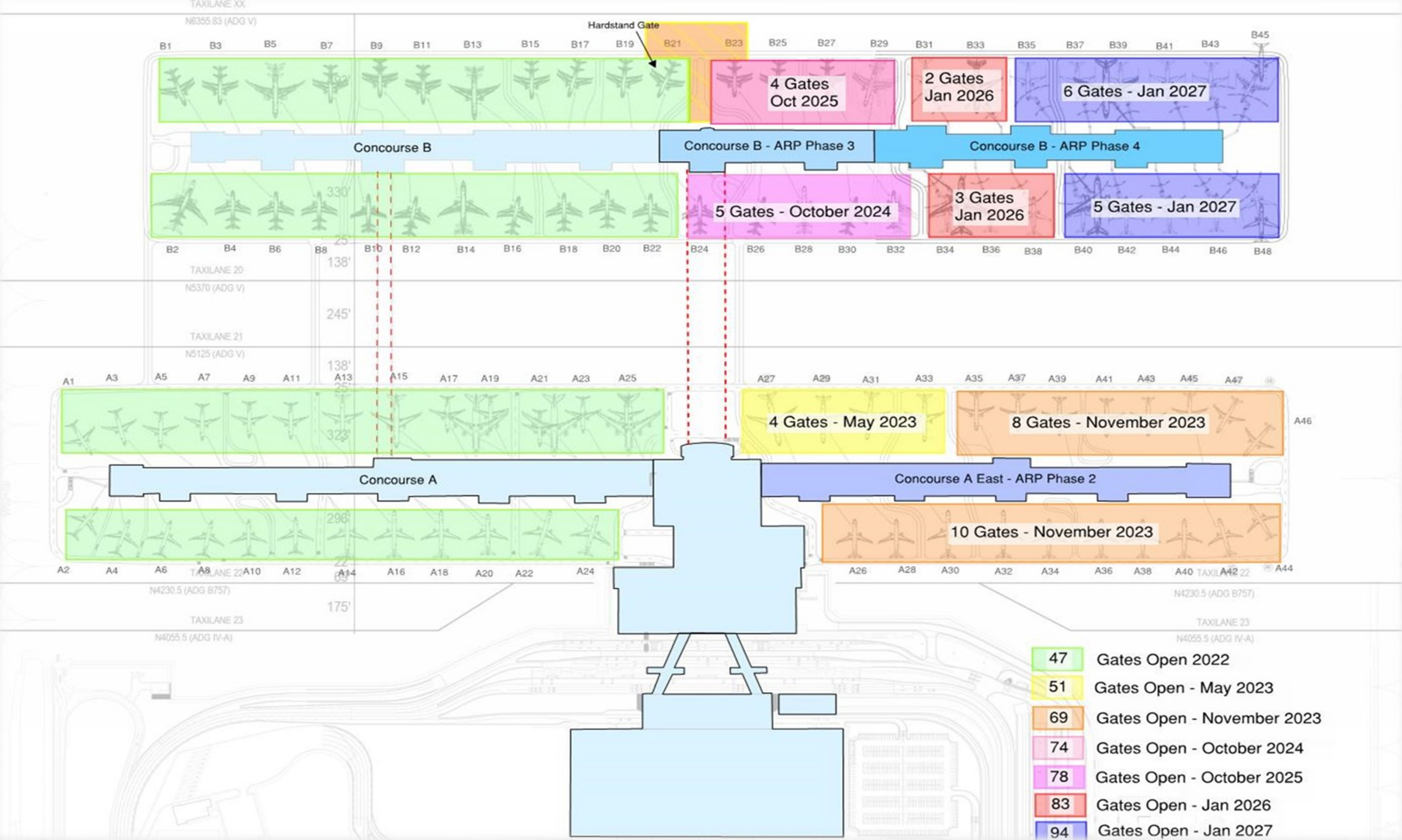
Phase Two Passenger Flow



Concessions Program – Phase III



Phase Three Passenger Flow



Concessions Program - Planning and Layout



- Dedication of adequate square footage to meet passenger demand (store and storage considerations)
- Ensure that the planned square footage was all in the correct locations
- Created synergies through adjacencies (grand hall dedicated to concessions with nodes next to restroom and FIDS with 3-4 concession spaces per node)
- Ensure all concession locations did not have moving walkway in front of them. Everywhere a moving walkway ends, you will find stores, restaurants, restrooms FIDS and/or directories.

Concessions Program - Key Infrastructure



- Back of house access and corridors in most locations for deliveries and trash removal
- Proximate storage, trash and recycling compactors
- Implementation of a Central Receiving and Distribution Center (CRDC)
- Airport constructed and paid for the CRDC and screening equipment
- Bradford Airport Logistics (BAL) is the CRDC Operator
- Centralized underground grease waste interceptors maintained by the Airport for Food & Beverage locations
- Centralized used cooking oil retrieval and piping system in each Food & Beverage location
- All utility pathways brought to the lease lines by the Airport
- Illuminated blade signs provided by the Airport

Concessions Program - Partnership



- Reasonable rent opportunities to offset street pricing policy
- MAG delayed and set by sales and experience rather than established by the Airport
- Mid-Term refurbishment optional – not required if spaces are satisfactorily maintained
- A measured and collaborative approach during the pandemic balanced to reduce hardship to concessionaires but also to ensure passengers had access to food, merchandise and services
- Loans provided to assist with buildout expenses during difficult times
- Collaboration on hours of operation to make sure passenger need/demand is met while being flexible
- Took a streamlined and comprehensive approach in the planning, design and construction of tenant spaces to increase efficiency while reducing cost
- Modifications to the RFP process were incorporated to reduce cost and waste (electronic submittals, virtual interview, financial validation, etc.)

Concessions Program - Results



- Award-winning program
- Concepts continue to open on time
- Concessionaires realizing efficiencies – able to do more with less staff (staff can focus on production and customer service)
- Passengers/customer satisfaction – complaints are exceptionally rare
- Sales continue to improve
- Airline partners are happy
- Better overall traveler experience

Best Practices/Lessons Learned



- Tenant Design Guidelines
- Streamlined Processes
- Collaboration and Communication
- Stay Flexible – Continue to look for ways to improve
- Partnership



THANK YOU

Download the SLC International Airport App for News & Updates