

November 2013

elevations

Salt Lake City Department of Airports

Airport Selects *Construction Manager* at Risk for Terminal Redevelopment Program



One of the first steps related to the Terminal Redevelopment Program is to take core samples of the earth in various impacted areas around the Airport for analysis. This core drilling process is one of the early milestones in the TRP.

The Salt Lake City Department of Airports has selected HD Construction as Construction Manager at Risk (CMAR) for the Terminal Redevelopment Program. HD is a joint venture between Holder Construction and Big-D Construction.

They were selected in a competitive request for qualifications process involving four qualified respondents. All four companies considered are joint ventures between a national and a local firm. The companies were evaluated by a five member panel on their experience in handling major construction projects, their proposed team, their approach to preconstruction services, their understanding of the scope of the \$1.8 billion project, and their fee.

"This selection is a major milestone in launching the program that will build a new terminal and associated facilities at Salt Lake City International Airport," comments Maureen Riley, Executive Director of the Salt Lake City Department of Airports, "HD Construction has the specialized experience required for this endeavor and the perfect combination of skill and expertise. We look forward to adding them to the project team."

HD Construction will now begin to closely work with HOK Architects and its sub-consultants along with the Program Director, Mike Williams, of Making Projects Work, Inc.

Ground breaking for the first element of the project, the car rental facilities, is anticipated in 2014.

Local veterans of the United States Armed Forces are welcomed home at Salt Lake City International Airport after travelling to Washington DC on a Southwest Airlines Honor Flight to visit war monuments.



Salt Lake City Department of Airports and Delta Air Lines Sponsor

"Taking Flight for Autism" Event

The Salt Lake City Department of Airports teamed up with Delta Air Lines and Families for Autism and Asperger's Standing Together (F.A.A.S.T.) to host an orientation to air travel for children with autism and their parents.

Airline and airport personnel demonstrated the process for flight check-in, security screening, boarding an aircraft, and simulated a flight with a full crew. The families were able to orient their children to the unfamiliar surroundings, noise, sensations of the airport and the flight experience. A clinical psychologist with autism expertise helped to guide the experience and reactions to it.

The program is designed to help children that often find new situations challenging, to acclimate to the airport environment and practice procedures to make them more comfortable when they actually travel by air.

"We are pleased to be able to extend our community outreach program to these families," comments Dave Korzep, Operations Superintendent for the Salt Lake City Department of Airports, "We regularly hold familiarization tours for visually impaired flyers and travelers with disabilities and access challenges. It is a great opportunity to be able to reach out and help this audience."



Airport Control Center Receives Distinction

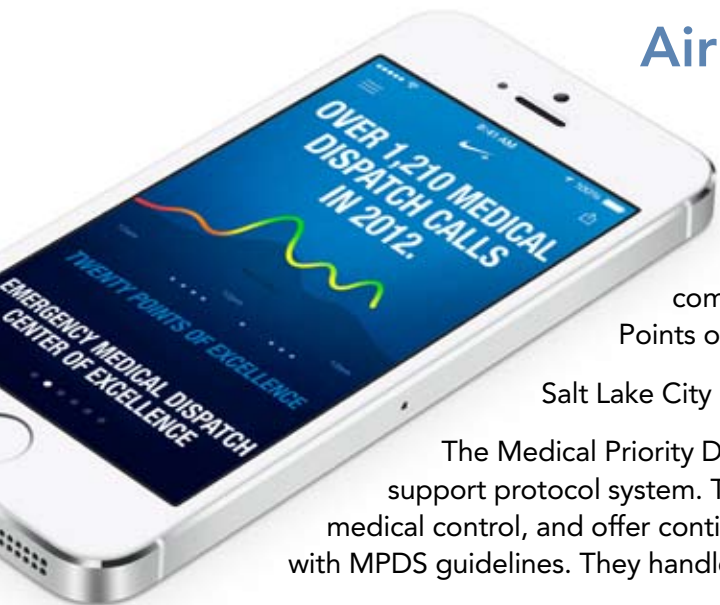
The Salt Lake City Department of Airports' Control Center was recently designated as an Emergency Medical Dispatch Center of Excellence by the International Academies of Emergency Dispatch. This is the second time that the Center has received this international accreditation which is based on the implementation of and compliance with the Medical Priority Dispatch System (MPDS) and its associated "Twenty Points of Excellence." Each accreditation lasts for three years.

Salt Lake City International Airport is the first and only airport to receive this distinction.

The Medical Priority Dispatch System is the world's most widely used pre-arrival instruction and dispatch life support protocol system. To achieve this accreditation, dispatch centers must practice system oversight, provide medical control, and offer continual quality improvement programs. Medical dispatchers must be certified and comply with MPDS guidelines. They handled over 1,210 medical dispatch calls in 2012.

"The Control Center took on the challenge of obtaining this accreditation to insure that customers needing medical assistance receive the highest level of service," comments Lisa Julio, Operations Manager of Communications for the Salt Lake City Department of Airports. "It signifies our commitment to our customers and the medical teams we work with."

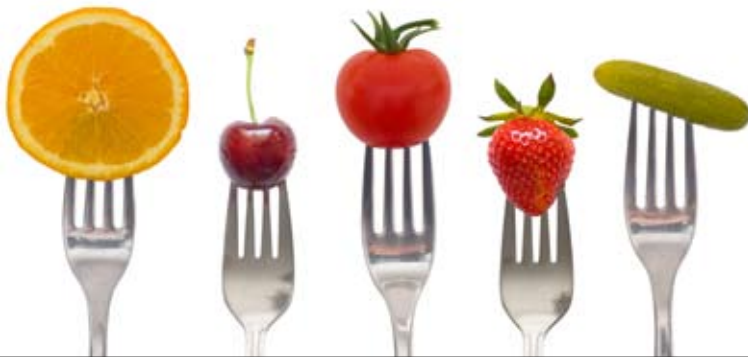
The twenty person staff, consisting of fourteen communications coordinators and 6 supervisors, operates the Control Center around the clock every day. In addition to emergency medical dispatch, they have a variety of duties associated with running the nation's 25th largest airport.



Special Dietary Needs?

Salt Lake City International Airport is pleased to offer a variety of menu options for those with special dietary needs.

For a list of gluten free, organic, vegetarian, or vegan options, visit <http://www.slcairport.com/food-options.asp>



CONCESSIONS WIN *Accolades* FROM ACI

The Salt Lake City Department of Airports concessions program was recognized with three awards by Airports Council International-North America (ACI-NA) in their recent Concessions Awards program. Thirty airport concessions awards were presented in the annual competition from over 200 nominations. The purpose is to inspire creativity in the industry and recognize innovative and outstanding airport concessions.

In the Best Innovative Consumer Experience Concept or Practice category, the Salt Lake City International Airport was given a first place award for its Special Dietary Directory Program. Food options are listed by type and advertised for consumers with special needs or desires.

The Airport also won a second place award for the Best Specialty Retail Program.

No Boundaries, a sport clothing and accessory store, was given an honorable mention in the Best New Retail Concept category. It is located in Terminal Two at the top of Concourse C.



CARLTON CHRISTENSEN ENDS TENURE ON AIRPORT BOARD

Carlton Christensen, former Salt Lake City Council Member and long time ex-officio member of the Salt Lake City Department of Airports' Advisory Board, has left his duties with Salt Lake City Corporation for a role in Salt Lake County Government. He will now serve as Director of Regional Development for County Mayor, Ben McAdams.

"While we wish Carlton well in his new endeavor," comments Maureen Riley, Executive Director of the Salt Lake City Department of Airports, "We will miss his insight, support, and valuable contributions. He has been a revered member of the Board."

"During his fifteen year tenure on the Board, the Airport weathered airline financial issues, dealt with the aftermath of 9/11, hosted the Winter Olympic Games and managed a myriad of situations and challenges," she noted, "His stable influence and guiding hand was integral to our success."



Poinsettias grown in the Airport's greenhouse are in full bloom and ready to move into the terminals for the holidays.