As a result of the evaluation, Option 3 was chosen as the preferred direction. This option was further developed into the Preferred Terminal Building Concept shown in Figure 2.17. Starting on the landside, curbside check-in is extended east to provide greater check-in capacity at the curb. A new curbside canopy along the length of the departures curb provides cover to both the sidewalk and the curbside drop-off lane. Additionally, a new porte cochère over the terminal’s central entrance extends over the roadway to the parking lot, providing additional cover to passengers entering and exiting the terminal.

Moving into the terminal, the TSA screening checkpoint is expanded and shifted north into the first floor of a new two story airside concourse hall. This new space allows for four (4) screening lanes, preserving the area to the east for future expansion. The space currently occupied by the checkpoint is remodeled and converted to dedicated checkpoint queue space, allowing the landside lobby to reclaim the area currently used for queuing. At the north end of this expansion is a large re-composure area with a view of the apron. This re-composure area is flanked by two elevators, and includes an open stair and pair of escalators at its center, which lead to the second floor central hall.

The second floor hall is the center core of the new airside concourse with elevated ceilings, a large fireplace, and expansive views of both the apron and mountains beyond. This space also contains the main concessions for the airside. Extending east and west of the hall are the departure lounge concourses, which provide space for passenger circulation, holdrooms, and smaller concessions opportunities. At each end of the concourse is a large set of restrooms. The concourse accommodates eight (8) gates with passenger boarding bridge capability. Moving back down to the first level, the baggage claim hall is expanded west and north, providing space for four (4) baggage carousels. When compared to the existing baggage claim hall, these carousels are pushed north and spaced further apart. This allows more area for passengers to circulate in and around these units, and provides space for an oversized bag shelf at each unit. Finally, a dedicated CV driver staging area is added along the south wall.
SECTION 3
PROJECT IMPLEMENTATION
3.1 CONCEPTUAL DESIGN

The conceptual design process begins by using stakeholder feedback to finalize the preferred development concept. Having an overall preferred concept for terminal and landside development allows for the creation of a cost and phased schedule as well as an implementation plan. Key to project implementation, discussion below will also consist of conceptual program elements which begin to define spaces in the terminal building, the incorporation of architectural themes for these spaces, and the programming of how passenger experiences will integrate into defined movements through the Airport environment.

3.1.1 LANDSIDE

The final preferred landside concept includes the core concepts embodied in Projects A, D, E, F, G, and H. Based on the input and feedback from airport staff and the TRL, and subsequent analyses by the RSH Team, the essential elements of these projects were developed into a holistic concept that can be phased to resolve identified deficiencies and meet the longer term needs of the airport, its passengers, and its tenants.

3.1.1.1 DESCRIPTION

The elements of the landside concept are based around changing the basic flow of traffic to, within, and from the airport. By doing so, three objectives are achieved:

Traffic that does not need to drive on the terminal curb roadway to serve passengers will follow other simpler routes to and from terminal area destinations. This will decrease traffic on the curb by 36 percent.

A large core area, the “infield” of the terminal’s landside area, will be defined by an expanded loop roadway. Most of the major public destinations on the airport will be located within this loop, including short-term parking and rental car return. The loop will continue to serve traffic to and from the terminal curbside, but only that traffic will need to pass by the terminal.

The creation of the large infield area will enable the expansion of the curb roadway capacity at Departures, with a widened sidewalk and an extra lane, for a total of four continuous lanes past the Departure end of the terminal curb. Due to the lack of curb expansion along Arrivals, five lanes are created thereby continuing the curbside roadway in a uniform manner and providing space for potential future widening of the arrival curbside. Additionally, the infield area will enable all rental car areas to be adjacent to each other, for shorter customer walking distances, lowered risk resulting from the removal of rental car shuttling on public roads, and greater operating efficiencies for the rental car companies.

The revamping of basic traffic patterns is achieved through the designation of the existing western portal of the airport as the public entrance and exit. All signing will lead passengers to this portal, either to enter from Cooley Mesa Road, or to exit the terminal area. Access control gates just east of the relocated intersection of the loop roadway and Eldon Wilson Road on the airport (near the western limits of the VVJC parking area) will permit private vehicles, especially rental cars, to exit the eastern portal, yet prohibit all except authorized vehicles from entering the terminal loop roadway there. This CV entrance is intended for CVs dropping off passengers. Through regulation, the Airport is encouraged to require empty CVs entering the airport headed to the pick-up lot to use the main public entrance (the western portal) and the CV-only lane that is to be constructed across the short-term parking lot.

The short-term lot receives some critical changes to eliminate the need for traffic to or from the lot to drive past the terminal on the curb roadway unless they are dropping off or picking up passengers. One entrance on the south side of the lot will be preserved, and the existing exit near the northwest corner of the lot will become the only exit. To enable this to work well from a customer perspective, new spaces will be created on the periphery of the lot where entrances/ exits used to be, and the peripheral two-way circulation aisle will be extended around the entire lot.

3.1.1.2 ASSESSMENT

The preferred landside concept scores well on all criteria. It resolves the existing deficiencies, and meets the long term needs for capacity and quality of service through the planning activity level of this study. The curb capacity and level of service will remain fully satisfactory for a significant increase in peak-hour passenger activity beyond that of the eight loaded gates, as it has the ability to handle an additional 30 percent growth before the critical link, the P0V arrivals curb, reaches the maximum preferred ratio of volume to capacity (V/C), a measure of level of service6.

The space allocated to rental cars will increase with the preferred concept, safety will be improved, risk will be lowered, and significant flexibility will be introduced to the arrangement of the infield area for smooth rental car operations. Without defining how this area should be revised for most efficient operations, it is not possible to define sustaining service levels and exit points for the rental car area. However, from a traffic operations and safety perspective, it is noted that the entrance is best located along the south side of the rental car area, and the exit is best located at the eastern end, as the fourth leg of the intersection of the loop road and Eldon Wilson Road.

The number of short-term parking spaces will slightly increase, however, it is premature to assess how long this short-term parking area will suffice given that paid parking has just recently been introduced and its impact, along with the effect of having an airport free parking provided, has not been fully studied. As demand increases for walkable parking, the principal management tool used to keep customers happy in peak times is pricing, as long as there are reasonable alternatives to the lot where higher prices are introduced. Both the long-term lot and the nearest free parking lot are just within the national norm of 1,000 feet walking distance to “walkable” parking. Thus the airport and its parking operator have the opportunity, within this preferred concept, to pro-actively manage price and amenities to keep parking patrons happy.

The commercial vehicle pick-up lot under the preferred concept would lose a handful of spaces to terminal baggage claim expansion. Its internal circulation would be revised to be served by an entrance and exit essentially where the current exit is. To keep the lot available for the needs of drivers and to serve passengers well, the Airport and the ground transportation providers can consider several options to reduce waiting times within the lot:

- Minimally, the Airport could define the purpose of the lot and the targeted maximum time that is allowed. This time should include the ability of drivers to park and go inside the bag claim area to greet their customers as they leave the secure area and enter bag claim. As well, it needs to include the time for bags to become available and for the entire party to gather to be led to the waiting vehicle.
- The Airport could charge additional fees for waiting beyond some defined target maximum time. This is common practice at many airports which also have constrained ground transportation pick-up facilities.
- The Airport could create a new CV hold or staging area very close to the CV pick-up lot. This could be located in a number of places:
  - Within the short-term parking lot along the direct CV access lane.
  - Within the employee lot that serves the Administration building and the Snow Equipment Building.
  - Within the Long-Term Lot.
  - As new construction over the ravine that separates the employee and Long-Term lots.

Such a relocated holding area would enable drivers to leave their vehicles and readily go to the terminal for information, food, and or relief. These locations would also enable quick movement into the pick-up lot when it was time to place the vehicle to serve passenger pick-up.

All of these ideas are compatible with the preferred landside concept, and will help reduce the long 48 minutes average time in the pick-up lot.

3.1.1.3 SUMMARY

The preferred landside concept remedies what is problematic today at EGE, and establishes landside facilities that can flexibly serve the airport well for many years to come. It is also fully compatible with the preferred terminal concept, and can be phased in with it so that sound functionality is maintained during construction, and in each interim period, until the total set of landside concepts are implemented.

6 The higher the V/C, the lower is the level of service. V/C > 0.70 is where service levels start to rapidly deteriorate.
7 Such detail is not within the scope of this planning study.
3.1.2 TERMINAL
The final preferred terminal concept builds off and refines Option 3 by incorporating stakeholder feedback and identifying the efficient and appropriate use of space. Additionally, a natural and seamless transition is created between the landside/roadway and the terminal entryways through intuitive design that will be immediately familiar to enplaning and deplaning passengers.

3.1.2.1 DESCRIPTION
The critical terminal elements addressed in the conceptual planning process are the curbside check-in, departure lounges, baggage claim, and TSA security screening checkpoint. All design elements for the critical areas studied also sought to optimize use of other ancillary and adjacent areas and incorporate stakeholder advice in balancing operational efficiencies and opportunities to achieve superior aesthetic design.

The transition from the landside/roadway system into the terminal begins at the curbside. Passengers walking in from the parking areas enter through a new mountain resort-style porte cochère that stretches from the main terminal entrance, across the roadway and over to the central north-south oriented walkway. This design element identifies the primary terminal access point and provides protection to passengers during inclement weather. It also serves as a physical expansion and visual representation of the terminal’s entrance, encouraging drivers to slow down and obey posted speed limits. The porte cochère acts as the beginning element for re-centering the inner terminal program areas. Another pedestrian oriented component implemented in the curbside design is an expanded curbside sidewalk on the departure side of the terminal which is covered by a new canopy. The widened and lengthened curbside acts to provide adequate queueing space for the high percentage of passengers using curbside check-in facilities. The curbside nature of the sidewalk provides equitable access for all users and is clearly delineated from the roadway with texture and markings that fit the architectural design themes discussed later. Additionally, bollards are strategically placed to further differentiate the roadway from the expanded pedestrian movement. Bollards also provide security from potential vehicular threats to the terminal/building.

The space for curbside check-in facilities at EGE are already available and only need minor adjustments to provide an improved passenger ticketing experience. By adding a leg to the outgoing baggage conveyors that reaches the existing curbside check-in bays, the bays can be leased to airlines thereby providing ticketing efficiencies, relieving curbside and lobby area congestion, and improving overall passenger level of service.

Entering the terminal lobby leads to a central TSA security screening checkpoint which has been pushed back toward the airdside into newly expanded areas creating improvements in the non-secure lobby circulation space. Space for potential future TSA lane expansions is preserved on the east wall behind the airline ticketing offices. Leaving security and moving into the TSA recompose area, passengers find themselves in a new central core below the grand hall. Newly created space and design elements allow for an open and well-lit area as passengers decompress once passing through security.

A central, open set of stairs and escalators transition passengers from the recompose area into a new upstairs secure-stand alone area where central security areas are located leading into properly sized concourse corridors. Adequate space for level of service “B” is provided in departure lounges. Additionally, small nook lounge spaces are located in two areas, one in each concourse wing, creating an area of enhanced comfort where passengers can find refuge from the busy concourse area. The new upstairs concourse also provides necessary restroom space at both the eastern and western wings as well as a flexible shell space in the western wing that can be programmed appropriately according to market demand. The new upstairs concourse design puts emphasis on harnessing ample natural light, creating visual corridors that provide sightlines to all gates from a distance, enhancing passenger experience through comfort and appropriately programmed amenities, and producing an intuitive wayfinding experience that guides passenger flow by way of signage and subtle architectural queues which fulfill the desired reflection of community and sense of place.

Deplaning passengers also pass through the new upstairs terminal and have opportunities to take advantage of the concessions, flexible shell space, and restrooms. Most passengers will go to the baggage claim area and many of these people will meet commercial vehicle operators. Bag claim belt reconfigurations are recommended to enhance existing and adjacent spatial needs. An additional bag claim belt will need to be added in a new west-end building expansion. Oversize bag drops are relocated from inside to the terminal building and are proposed to be placed between bag claim belts. This relocation offers an improved airline operational efficiency for inbound baggage tugs and increases the passenger level of service. Because commercial vehicle operators play an important role at EGE, an efficient operational flow is programmed into the new landside baggage claim area. Specifically defined commercial vehicle greater space is positioned near the bag claim belts in a clearly visible location to increase passenger arrival experiences and ease the transition from bag pickup to commercial vehicles. The commercial vehicle pick-up lot remains intact but will need to be reconfigured at the time of any bag claim area building expansions. The landside preferred concept accounts for this eventual expansions by creating a single point of access and egress for the commercial vehicle pickup lot.

3.1.2.2 ASSESSMENT
The proposed terminal building expansions and renovations target specific deficiencies, while maintaining a holistic vision. The porte cochère brings the resort level experience to travelers and the expanded departure side curb sidewalk eases the high level of congestion that is currently experienced at curbside check-in. Additional curbside check-in stations provide operational efficiencies for airlines as well as easing check-in congestion inside the terminal building. Moving TSA security screening checkpoint (SSCP) operations further into an expanded building area provides additional circulation space near the baggage claim area and enables passengers to reach existing landside restrooms more easily. The relocated TSA SSCP is also planned in a way to allow for potential future lane expansions.

Once passengers are clear of security screening, new escalators, elevators, and stairs lead them up into a centrally located grand hall concessions area. This new concession area allows the airport to capitalize on newly created space and provide passengers with goods and services at levels that are currently unattainable. Centralized areas will offer amenities, food and beverage, retail, gifts, and other concessions create opportunities for passengers to prolong the vacation experience in a setting that eases the anxiety of missing flights as departure areas and aircraft parking positions are visible from many areas within the central hall.

Departure lounge and concourse corridor improvements are another critical element in the plan that ease secure-stand congestion at EGE and improve the level of service from “D” to “B”. In addition to increasing the necessary space requirements in the new departure lounges, design elements will provide ample lighting, visibility to outside scenery, views of arriving and parked aircraft, and architecture that reinforces the unique sense of place that is offered throughout the Eagle-Vail Valley. Arriving passengers will experience all the same benefits of the new upstairs concourse level as they make their way to baggage claim and other landside facilities. Newly expanded baggage claim facilities provide an improved level of service for vacationers, business travelers, and community members alike as they arrive to meet greeters, commercial vehicle operators, or obtain rental cars.

Beyond passenger experiences, operational improvements have been incorporated into the terminal expansion plan. By moving secure side activities to an upstairs level, outbound baggage facility expansions are enabled and airline ground service equipment (GSE) is able to operate and be stored underneath areas programmed for passengers. Keeping GSE out of inclement weather also prolongs service life while reducing maintenance costs. Relocation of deicing operations from positions slotted for future aircraft parking is already a consideration in the 2014 Master Plan.

3.1.2.3 SUMMARY
Each element of the final refined terminal concept addresses a specific problem area outlined in the study. Critical improvements in the plan include curbside arrival enhancements, TSA SSCP renovations, new upstairs concourses, a central concussions hall, and an expanded baggage claim area. These recommended improvements all provide a passenger level of service “B” and align with the primarily resort-oriented market served at this unique Rocky Mountain airport. Figure 3.1, Figure 3.2, and Figure 3.3 on the following pages show the final preferred terminal and landside/roadway concepts.
FIGURE 3.1
TERMINAL CONCEPT (FIRST FLOOR)

Source: RS&H, 2015
FIGURE 3.2
TERMINAL CONCEPT (SECOND FLOOR)

Source: RS&H, 2015
3.3 CONCEPTUAL PROGRAM ELEMENTS

As seen in the proposed phasing, the final concept involves both new construction and renovation projects that aim to resolve existing deficiencies of the terminal’s key program elements. In order to illustrate how the final concept (as seen in Figure 3.24) improves these elements, both individually and as a whole, the following section explores the improvements to each program area including curbside check-in, TSA SSCP, grand hall and concessions area, departure lounges and baggage claim.
FIGURE 3.24
FINAL CONCEPT

Source: RS&H, 2015
CURBSIDE CHECK-IN

On the terminal’s landside, passengers are greeted by a new mountain resort-style porte cochère that stretches from the main terminal entrance, across the roadway, to the central pedestrian walkway. This design element reinforces the primary terminal access point while providing protection to passengers during inclement weather.

East of this main entrance, the departure curbfront is expanded with a curbless sidewalk, covered by a new canopy. The widened and lengthened curbfront acts to provide both queuing and circulation space for the high percentage of passengers using curbside check-in. The curbless nature of the sidewalk provides continuous access for all users and is clearly delineated from the roadway with texture and markings that fit the architectural design themes discussed later. Additionally, bollards are strategically placed to further differentiate the roadway from sidewalk and provide security from potential vehicular threats to the terminal building.

Curbside check-in is expanded east, into the existing storage areas, doubling check-in capability at the curb.

ELEMENTS

- A. New porte cochère at main entrance
- B. Expanded curbless curbfront
- C. New curbside canopy
- D. Expanded curbside check-in

Source: RS&H, 2015
Moving inside to the terminal’s landside lobby leads to the new central TSA security screening checkpoint, which has been shifted north, toward the airside into a newly expanded space with the ability to accommodate four screening lanes. Today’s screening checkpoint area becomes dedicated queue space, moving it out of the landside lobby. Additionally, the space to the east of the new checkpoint is preserved for potential future screening lanes. The exit corridor remains to the west of the checkpoint, but is expanded to accommodate all arriving passengers. Just north of the checkpoint is a generous re-composure area with views to the apron and a central set of stairs and escalators providing an open, inviting connection to the second level grand hall.

**ELEMENTS**

A. New, expanded screening checkpoint  
B. Dedicated queue space  
C. Preserved space for future screening lanes  
D. Expanded exit corridor  
E. Re-composure area

Source: RS&H, 2015
The second floor grand hall is the core and center of activity for the new airside concourse. The hall serves as the entry and exit point for the airside, and is flanked by centralized concessions spaces to the east and west. The north end of the hall accommodates a large, open coffee bar and concessions seating area with expansive views of both the apron and mountains beyond. The elevated ceilings and exposed structure of the hall are anchored by a large, central fireplace and seating area, surrounded by ample circulation space. A V.I.P. lounge south of the hall provides a private lounge, workspace, kitchenette and restroom.

**ELEMENTS**

A. Open stair & escalators  
B. Centralized concessions spaces  
C. Open coffee bar and concessions seating  
D. Central fireplace and seating  
E. V.I.P. lounge
FIGURE 3.22
NEW CONCESSIONS PROGRAM LOCATIONS AND SPACE ALLOCATIONS

Source: RS&H with Unison Consulting, 2015
3.3.4 DEPARTURE LOUNGES

Extending east and west of the grand hall are the departure lounge concourses. A passenger circulation zone along the south of the concourse provides ample space for both arriving and departing passengers. Elevated ceilings, exposed structure, and a north facing clerestory bring in natural light, while providing clear sightlines to all of the gates. At the heart of the concourses, this circulation zone turns, pushing into a seating lounge that extends out over the apron. This lounge serves as a space for additional, comfortable seating and smaller concessions opportunities. Similar to the grand hall, the elevated ceilings and glazing provide expansive views of the terminal, apron and mountains beyond. Along the north side of the concourse are the departure lounges. Lower ceilings and full height glazing along the apron provide for a more intimate seating space while maintaining a clear view of the aircraft. At each end of the concourse is a large set of restrooms to accommodate both arriving and departing passengers. The concourse accommodates eight (8) gates (four to the east of the grand hall, and four to the west) with passenger boarding bridge capability.

ELEMENTS

A. Passenger circulation
B. Seating lounge
C. Departure lounge
D. Restrooms

Source: RS&H, 2015
The baggage claim hall is expanded west and north, providing space for four (4) baggage carousels. When compared to the existing baggage claim hall, these carousels are pushed north and spaced further apart. Pushing the carousels north moves them out of the landside lobby and provides a more generous circulation space between the baggage claim area and rental car queueing to the south. Spacing the carousels further apart provides space for an oversized bag shelf at each carousel. This allows arriving passengers to pick up both their oversized and standard luggage in one, interior location, while spreading out the oversized baggage queuing over four locations, rather than a single drop. From an operational standpoint, this aligns both oversized and standard baggage drops in the inbound baggage area, simplifying the baggage tug route. The expansion also allows for an open, flexible space along the south wall of the bag claim hall, which can be used for CV driver staging.

**ELEMENTS**

- A. Expanded bag claim area
- B. Increased landside lobby circulation space
- C. Oversized bag shelf
- D. CV driver staging area
- E. Additional entry/exit vestibule

Source: RS&H, 2015