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COMMERCE HUB **NEWS**

March 2016



Denver Duty Free Targets International, Domestic Travelers with Luxury Brands and Diverse Selection

International and domestic travelers at Denver International Airport now have access to exciting new tax- and duty-free/duty-paid stores with the opening of two Denver Duty Free retail locations.

Domestic travelers can purchase perfume, cosmetics, watches, jewelry, and other products from the two duty-free locations, subject to tax. By law, domestic travelers are not permitted to purchase tobacco or alcohol products in the stores.

“Denver is a growing hub for international travel, with about 2.2 million international passengers in 2015,” said Bhavesh Patel, DEN’s chief revenue officer. “We specifically set out to reimagine the duty-free experience in Denver, to help elevate the travel experience for our international passengers who are increasingly seeking this type of retail opportunity.”

“As a partner with DEN since 2003, we are pleased to now offer all passengers a wide range of luxury brands such as Estee Lauder, Michael Kors, Dior and Chanel,” said Joseph DiDomizio, president and CEO of Hudson Group, which has developed the duty-free stores. “We will also feature local Denver favorites such as Stranahan’s Colorado Whiskey and Hammond’s Chocolates,” he added.

The new stores greatly expand the amount of square footage dedicated to duty-free shopping on the concourses, from a previous total of about 1,056 square feet to a new total of about 6,000 square feet (including the future C Gates duty-free conversion). The stores are expected to generate a combined \$7.6 million in annual gross revenues and create 37 full-time and part-time jobs.



Denver Duty Free is now open at both A and B gates. Domestic and international passengers can purchase perfume, cosmetics, watches, jewelry, and other products, subject to tax. By law, domestic travelers are not permitted to purchase tobacco or alcohol products in the stores.

DEN Again Named a Passenger Favorite in Skytrax World Airport Awards

Travelers from around the world have voted Denver International Airport No. 9 on the list of the world's best large airports – making DEN the only U.S. airport to make the top-10 list in that prestigious category, according to the 2016 Skytrax World Airport Awards.

DEN received several distinctions:

- No. 1 Best Regional Airport in North America
- No. 2 Best Domestic Airport (highest among U.S. airports)
- No. 2 Best Airport in North America (highest among U.S. airports)
- No. 3 World's Best Regional Airports (highest among U.S. airports)

- No. 3 Best Airport Staff in North America
- No. 9 Best Airports Serving More Than 50 Million Passengers a Year (highest among U.S. airports)



“We have dedicated ourselves to putting our passengers first and creating an elevated airport experience that delivers excellent service, outstanding facilities and desirable customer amenities,” airport CEO Kim Day said. “The new Westin Denver International Airport, and the commuter rail line that will begin service from DEN to downtown on April 22, are completing a vision for this airport that began more than two decades ago.”

The Skytrax World Airport Awards are voted on by customers in the largest, annual global airport customer satisfaction survey, compiled from 13.25 million airport questionnaires completed by travelers from more than 160 countries. Skytrax conducted the survey from June 2015 to February 2016. It covered 550 airports worldwide and evaluated traveler experiences across different airport services and products—from check-in to departure. The World Airport Awards are a global benchmark of airport excellence.

The entire list of Skytrax winners can be viewed [online](#).

Denver International Airport Encourages Spring-Break Travelers to Arrive Early and Relax

DEN encourages passengers to arrive early this spring-break travel season to enjoy the airport’s growing list of amenities before their flight and to reduce the stress of traveling.

“With so many people taking to the skies this spring-break travel season, passengers should plan to arrive at the airport at least two hours prior to their flight,” said Ken Greene, DEN’s chief operating officer. “Passenger preparedness can have a significant

impact on creating a smooth travel experience, and it also gives travelers sufficient time to relax, grab a bite to eat and just enjoy their time in the airport before takeoff.”



The airport is projected to have above-average – and possibly record-setting – passenger traffic because of spring-break travelers. On an average day, about 148,000 passengers travel through DEN. Preliminary forecasts show that passenger traffic March 13 through April 4 will generally be 10 to 15 percent above average.

DEN Restaurants, Dining Program Named Passenger Favorites in Nationwide Vote



Travelers across the country have voted Denver International Airport as having some of the best dining options among U.S. airports in the USA Today “10Best Readers’ Choice 2016” travel awards.

Readers voted DEN as the No. 2 overall “Best Airport for Dining” among 20 airports nominated by an expert panel. The award recognizes DEN’s overall quality and selection of dining options.

The publication highlighted Root Down, Tapas Sky Bar, Elway’s, Etai’s Bakery and Modmarket as “a few of the latest additions to an already diverse food program at Denver International Airport.”

“We continue to hear from travelers who are discovering new favorite restaurants with creative and healthy selections while at the airport – and that’s something we are extremely proud of,” airport CEO Kim Day said.

Readers also selected Elway’s steakhouse, located at B Gates, as the No. 1 restaurant for “Best Airport Local/Regional Dining.” Elway’s, named for the Denver Broncos’ hall of fame quarterback, John Elway, opened at DEN in 2013 and reflects the design and ambience of its Cherry Creek location, bringing a taste of local fare to the airport.

DEN Sets Record with Busiest January Ever

Denver International Airport set a record for the busiest January in the airport's history, with nearly 4.3 million passengers, marking the fifth consecutive record-setting month for the airport.

A total of 4.29 million passengers traveled through DEN in January 2016, an increase of 7.6 percent over the nearly 4 million passengers in January 2014. A record-setting 54 million passengers traveled through the airport in 2015.

"Denver International Airport continues to see record-setting growth in passenger traffic, driven by additional airline capacity in Denver and the continued strength of the city's economy," airport CEO Kim Day said. "Additionally, U.S. News & World Report earlier this week named Denver the best place to live in the United States. Given the strength of Denver's origin and destination traffic, we expect that news could bolster even more interest in travel to and from the Mile High City."

International flights that use the airport's customs facility increased nearly 13 percent in January, with overall international passenger traffic up 2 percent over the same time last year. Lufthansa Airlines will add to the airport's international offerings this spring with the launch of nonstop service between Denver and Munich, Germany, on May 11.

On the domestic side, Virgin America launched nonstop service to San Francisco on March 15. Approximately 860,000 passengers travel between the two cities annually, and Denver is the largest market from San Francisco that Virgin America does not currently serve. Denver is also the No. 1 destination requested by the airline's high-tech corporate accounts. The Mile High City represents the 24th destination served by Virgin America, and the carrier will be the 19th airline operating regularly scheduled commercial flights at DEN.



'bundled' agency service model for the strategy, creative and placement. Firm must have offices in both the United States and Germany; firm must also demonstrate deep experience in Europe and other international markets; must be able to generate creative in English, German and other languages.

Anticipated

Advertisement Date March 2016

Estimated Project Value \$1,000,000

Date posted December 8, 2015

Project: On-Call Electrical Construction

Description: On-Call Electrical construction services

Anticipated

Advertisement Date May 2016

Estimated Project Value \$4,000,000

Date posted March 2016

Project: Parking Management Services

Description: The Contractor shall be RESPONSIBLE for all phases of Parking Management Services at Denver International Airport. The services provided by the Contractor under this Contract include, but are not limited to, collecting all Gross Revenues, revenue reporting, credit card processing services, traffic control in the Parking Facilities, license plate inventory, and courtesy emergency vehicle service to parking patrons. The Contractor shall furnish all necessary labor, tools, equipment and supplies to perform the required services at the Public Parking Facilities, except for the equipment and facilities to be provided by the City under the provisions of this Contract.

Anticipated

Advertisement Date June 2016

Estimated Project Value To be determined

Date posted May 18, 2015

Project: Purchase of CNG; Lease Agreement for Fueling Stations

Description: Seeking a firm to provide Compressed Natural Gas (CNG) and the installation of compression and distribution CNG fueling equipment, its maintenance and operation of six fueling locations.

Anticipated

Advertisement Date March 2016

Estimated Project Value \$15,000,000

Date posted May 18, 2015

Project: Runway 8/26 Complex Pavement Rehabilitation

Description: The consultant will provide airfield engineering services for this runway complex rehabilitation project only. The scope of work will include studies, designs, contract documents, bidding services, construction administration, testing and reporting, scheduling and cost estimating, surveying, or other airfield engineering services as needed.

Anticipated

Advertisement Date April 18, 2016

Estimated Project Value \$1,300,000

Date posted March 17, 2016

Project: Shuttle Bus Management Services

Description: To provide shuttle bus management services for the transportation of the public and employees from the DEN parking facilities to the Terminal and Concourses, including but not limited to the management, operation, maintenance, the provision of buses and other related services.

Anticipated

Advertisement Date June 2016

Estimated Project Value To be determined

Date posted March 7, 2016

Project: Towing Services

Description: Provide immediate on-site towing services and DEN. Contractor is

responsible for 24-hour on site, standby, and contingency towing services.

Anticipated

Advertisement Date June 2016

Estimated Project Value To be determined

Date posted March 7, 2016

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