

# Commerce Hub Newsletter Nov. 2015

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November 2015

## Westin Denver International Airport Opens!



### Hotel, Plaza and Transit Center Put DIA on the Global Stage

More than 20 years after visionary planners conceived a modern, globally connected airport with an on-site hotel and rail service to downtown

Denver, the Westin Denver International Airport, which opened on November 19, completed that decades-old vision. The grand, modern hotel and conference center offers 519 guest rooms, 35 spacious suites and a 37,500-square-foot conference center.

Offering all of the world-class luxury that the Westin brand has to offer, the Westin Denver International Airport will revitalize weary travelers with first-class comfort and modern, sleek and calming design, along with innovative technology.

Within the hotel you will find the following highlights:

#### Level 1 – Westin Entrance and Transit Center

This area has two purposes: serving as a guest drop-off and valet parking for those staying at the Westin and a transit center, where you can access the new commuter rail line once it starts operating on April 22, 2016, as well as all RTD buses and the east and west economy parking lot shuttles. As guests enter the hotel at this level, they will be greeted by original artwork from local artist Mindy Bray.

#### Level 2 – Conference Center and Grand Foyer

This level is home to the hotel's conference center, which has two large ballrooms and 15 meeting/board rooms, and can accommodate a mid-size conference. You will notice the stunning natural light, glass chandeliers and art installations by local Colorado artists Heather Patterson and Wopo Holup. You also have spectacular views of the highly anticipated commuter rail station and one of the hotel and transit center's largest public art pieces: "Shadow Array," by Patrick Marold.

#### Level 5 – Plaza

The plaza is home to the Grill and Vine Restaurant as well as a future brew pub. You will also be able to enjoy events, entertainment, art and relaxation year-round in this amazing outdoor space. You can view Ned Kahn's public artwork, which was inspired by the effects of the wind on prairie grasses.

#### Level 6 – Sky Lobby and Check-In

The Sky Lobby is the first level of the hotel that has rooms, and it serves as the hotel lobby where arriving guests check-in. Here, guests will experience a new, welcoming and innovative space complete with the lobby bar.

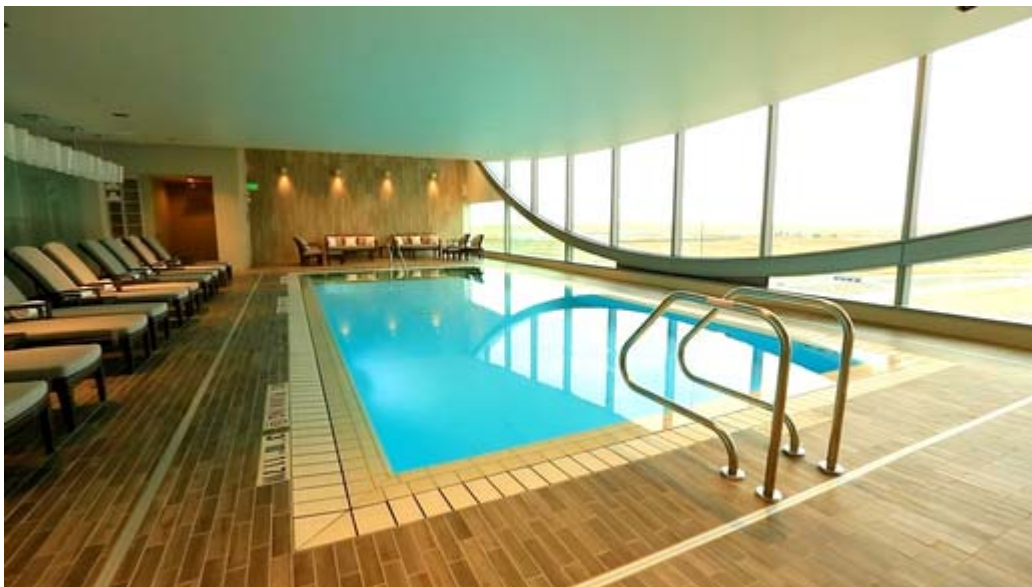
#### Level 11 – Pool and Fitness Center

Enjoy the sights from up high and work out at the same time. Head up to the "saddle" of the building—home to the Westin pool and fitness center, as well as a location for some incredible views. Click the [link](#) to watch a video that recaps the creation of the Westin Denver International Airport.



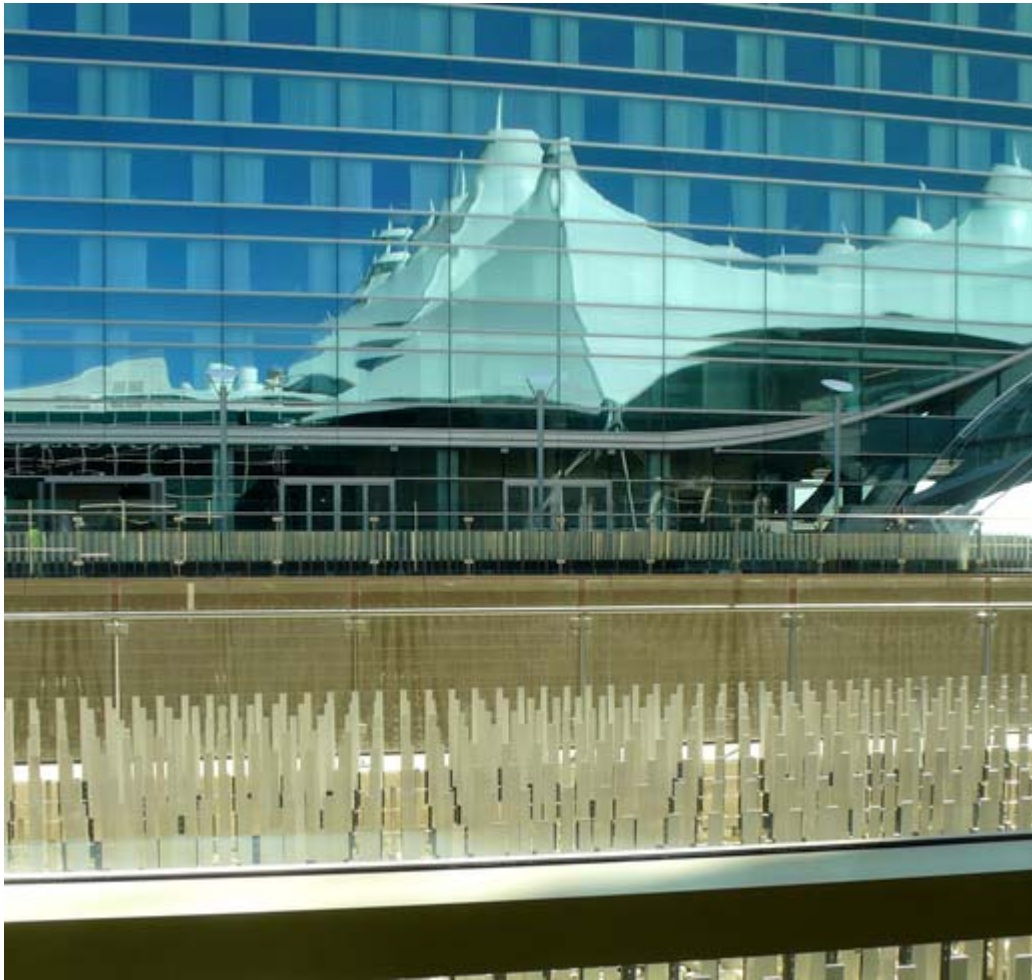
*The Westin Denver International Airport has an elite conference center that includes an area for functions, such as "meet-and-greet" soirees and other events.*

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*Westin guests can use the hotel swimming pool -- located on the 11th floor next to a fitness center.*

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*The white roof of DEN's Jeppesen Terminal is reflected on the glass walls of the new Westin Denver International Airport. In the foreground is the art installation "Field of Air" by Ned Kahn, which uses thin metal strips to resemble prairie grasses that undulate in the wind.*



## Holiday Travel

Denver International Airport is projecting record-setting passenger traffic during the holiday season, and passengers are asked to plan ahead to help make the traveling experience as smooth as possible.

The airport will have an increased customer service presence, and will be hosting live music during select peak travel times to entertain passengers in the terminal.

Our top travel tips for passengers traveling during the upcoming holiday season are:

- The Transportation Security Administration's (TSA's) restrictions on taking liquids and gels through security remain in place. For more information on security screening and smart packing tips, visit [www.TSA.gov](http://www.TSA.gov).
- Before you leave the house, check with your airline to confirm that your flight is on time, and check-in online if possible. If you didn't check in online before leaving home, save time with self-service check-in kiosks near airline ticket counters.
- Get flight status information, road conditions, parking lot availability, security wait times, airport maps, ground transportation information and more at [www.flydenver.com](http://www.flydenver.com).
- If you are picking up someone, please wait at the Final Approach cell phone waiting lot until your traveler arrives. Final Approach is located at 7684 N. Wenatchee St., and can be easily accessed by exiting Peña Boulevard at 75th Avenue and turning left. Signs are posted along all access routes.

Simply ask for help:

- We offer free vehicle services for our customers including jump starts, tire inflations, and car key retrieval from locked vehicles. For any of these services, call (303) 342-4645, 24 hours a day, seven days a week.
- Use DIA's volunteer Ambassadors, who are easy to spot in their cowboy hats and suede vests. Customer Service staff are available throughout the terminal and concourses to provide directions and information.
- Passengers without Internet access can use these helpful airport telephone numbers:

**(303) DIA-PARK (342-7275)** – Select “option one” for information on parking availability in DIA lots

**(303) 342-4059** – Information on DIA ground transportation

**TEXT (720) 370-9002** – General airport questions

**(303)-342-2000** – DIA Customer Service

**1 (800) AIR-2-DEN** – DIA Customer Services for out-of-town travelers

## Canine Airport Therapy Squad (CATS)

On Oct. 29, Denver International Airport introduced 28 certified and trained experts who stroll through airport concourses and help passengers deal with the anxiety and stress of modern air travel. The Canine Airport Therapy Squad, or CATS, is made up of certified therapy dogs who roam the airport to help relax and delight passengers.

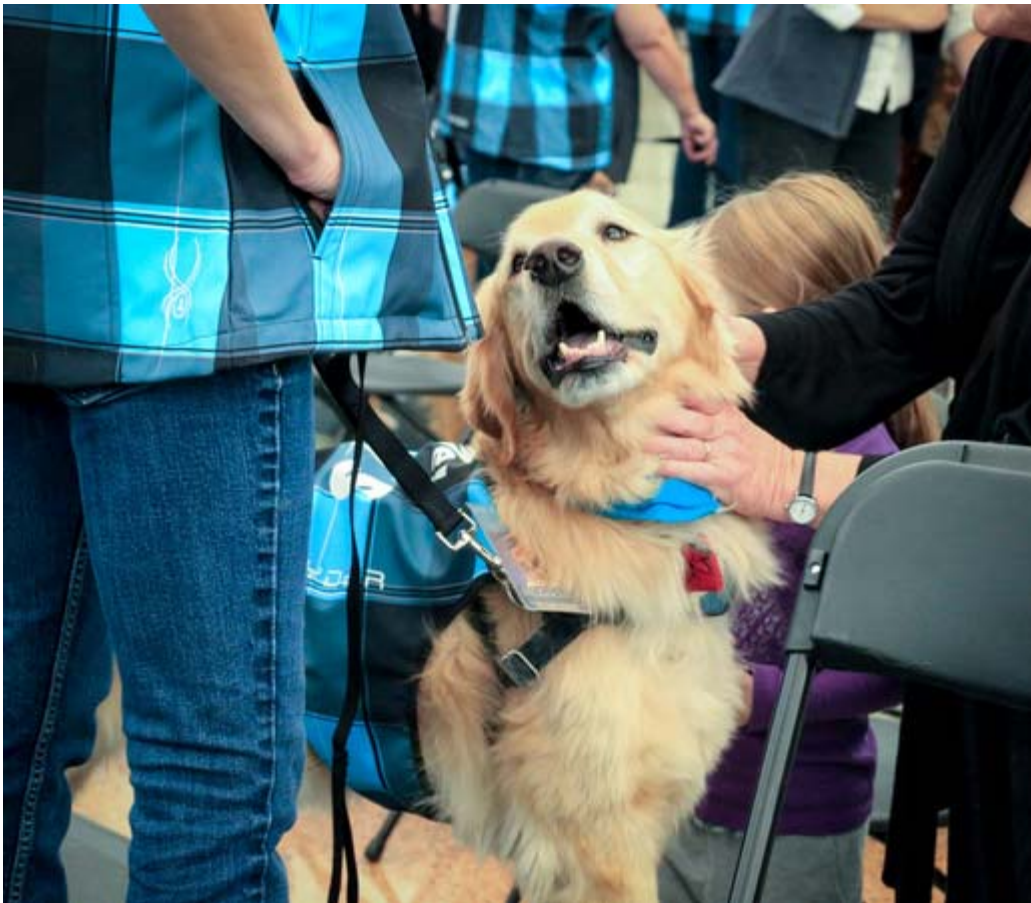


The initial team of volunteer dogs and their handlers is made up of 14 breeds that include Newfoundlands, golden retrievers, German shepherds, terriers, a Belgian Malinois, a German shorthaired pointer, a Great Pyrenees, a hound mix, a husky/shepherd mix, a Labrador retriever, an Old English sheepdog, a puggle, and a St. Bernard. The largest CATS member is Moose, a 160-pound Newfoundland from Denver; and the smallest is Ripley, an 11-pound Jack Russell terrier from Arvada. Uno, a golden retriever from Frisco, Colo., commutes the farthest (95.4 miles) to volunteer.

The CATS and their handlers will each put in a minimum of 18 hours per quarter at the airport, with an average of three visits each month. Passengers are encouraged to hug, pet and take photos with the canine ambassadors. Each of the CATS has his or her own trading card that includes interesting facts about the dogs. Both the dogs and their handlers will be recognizable by custom blue plaid apparel designed specifically for the CATS program by Spyder Active Sports Inc., a Colorado company that has become one of the largest ski-specialty brands in the world.

Members of the CATS teams are chosen after lengthy interview and testing processes. Each dog is a family pet and must be shown to have a calm, friendly demeanor in public. Dogs and their owners are trained, certified and insured by the Alliance of Therapy Dogs, and an annual recertification is required for both the dogs and their owners. Each CATS team must have at least one year of therapy dog experience at another facility before service at DIA.

In addition, all CATS volunteers complete airport customer service training and field evaluations to ensure the airport's busy environment is a good fit for the volunteers. Handlers also must pass airport security background checks, fingerprinting and security testing prior to receiving an airport ID badge.



*Samson, a golden retriever, makes his debut as part of the CATS program.*

## New Air Service Announcements



### Virgin America

Virgin America and Denver International Airport announced that the Silicon Valley-based airline will begin daily nonstop service from Denver to San Francisco (SFO) beginning March 15, 2016. Virgin America will operate the flight with three classes of service using an Airbus A320 aircraft with 149 seats. All Virgin America flights include Wi-Fi, power outlets, touch-screen seatback entertainment, custom cabin “mood lighting,” and ergonomically-designed leather seating.

With more than 860,000 passengers traveling between the two cities annually, Denver is the largest market from San Francisco that Virgin America does not currently serve and is the No. 1 destination requested by the airline’s high-tech corporate accounts. Denver represents the 24th destination served by Virgin

America, and the carrier will be the 18th airline operating regularly scheduled commercial flights at DEN.

### **Air Canada**

Air Canada announced that it will begin daily nonstop service between Denver International Airport and Montreal, Quebec, Canada (YUL), beginning June 4, 2016. With nearly 35,000 annual passengers traveling between the two cities, Montreal ranked as Denver's largest Canadian market without nonstop service, and Denver's second-largest international market without nonstop service, behind only Paris, France. Air Canada is Denver's longest tenured foreign-flag carrier and celebrated 20 years of service in the market in October 2015. Air Canada currently provides twice-daily flights between Toronto and Denver.

### **Sun Country**

Sun Country Airlines announced new daily, year-round nonstop service from its hometown market of Minneapolis/St. Paul (MSP) to Denver. This new destination offers Sun Country travelers access to the culture and entertainment of downtown Denver and beautiful mountains, parks, and winter skiing resorts that surround the city. Daily, nonstop flights to Denver International Airport are now available for booking with service to begin May 2, 2016, out of Minneapolis/St. Paul Terminal 2. Connecting flights will also be available to/from Boston (BOS), Washington D.C. (DCA), and New York City (JFK). With the addition of this new destination, Sun Country Airlines will serve 35 destinations throughout the year.

### **Key Lime Air**

Key Lime Air, dba Denver Air Connection, began nonstop service between Denver and Sheridan, Wyo. on Nov. 19, 2015, representing the return of commercial airline service to Sheridan. The flights are being launched in conjunction with CAST, the Critical Air Service Team, which includes senior members of the local community whose primary goal has been supporting air service in the region. Service on Denver Air Connection will operate twice-daily with a Dornier 328jet. The Dornier 328jet is comfortably configured for 30 seats and operates with two pilots and a flight attendant. The service will operate from Sheridan into Denver International Airport, facilitating connections to points worldwide.

## **Denver International Airport Supports Education Programs in Denver and Adams County**

For the sixth year in a row, DIA, through the Commerce Hub's education partnerships program, participated in the Denver Public Schools 8th Grade Career Fair, held in October each year. Over 4,000 8th graders participate by visiting the tables and displays related to the careers that they may be interested in. As part of the transportation career group, airport staff shares information about the many



diverse careers in aviation and encourages students to pursue courses that would provide them with the necessary education and training.

This fall DEN Commerce Hub staff also participated in two education programs through the Adams County Education Consortium. Adams County E9to5 provided high school students an opportunity to visit DIA on any one of five Wednesday afternoons to experience the airport and learn about careers at the airport. In addition, Commerce Hub staff is participating in the Career Expo for 8th graders in Adams County.

Middle school is a critical time to engage students in an interest or passion. We find that many students have never thought about the airport as a place to work unless they are interested in being a pilot or flight attendant. Denver International wants them to know that there are jobs in many other fields, such as security, engineering, accounting, environmental management, art, law enforcement, and fire protection, among others. With more than 35,000 badged employees and an airport that can double in size over the next 50 years, DIA will need today's students as future workers.

## Upcoming Procurements

Join Airport Infrastructure Management (AIM) and the DEN Commerce Hub on Tuesday, December 8, at the WorldPort Conference Room H for an opportunity to learn about the three construction related proposals to be released in December 2015.

The schedule is as follows:

8:30 a.m. to 9:30 a.m.	SBE Defined Pool On-call Construction
9:45 a.m. to 10:45 a.m.	Prime On-call Construction
11 a.m. to Noon	Lift Station #1

Location: WorldPort  
 Conference Room H  
 24735 E. 75th Ave. (Parking available in the back)  
 Denver, CO 80249

## 2016 Prime On-Call Construction Services

The request for proposals will solicit for general contractors to provide on-call construction services for a three-year period between 2016 and 2018. Three contracts, \$25 million each, will be awarded to three qualified general contractors. This is an opportunity for general contractors, subcontractors and certified Minority,

Women Business Enterprise (MWBE) firms to meet the AIM Project Team and network with other firms. Topics will include:

- Overview of the contract value and scope of work
- Overview of the AIM and DSBO requirements
- MWBE goals (30 percent)
- Questions and answers



### **On-Call SBE-Defined Pool Construction Services**

The request for proposals will solicit for general contractors to provide on-call construction services for a three-year period between 2016 and 2018. Two contracts, \$3 million each, will be awarded to two qualified SBE general contractors. This is an opportunity for general contractors, subcontractors and certified Minority, Women Business Enterprise (MWBE) firms to meet the AIM project team and network with other firms. Topics will include:

- Overview of the contract value and scope of work
- Overview of AIM and DSBO requirements

- SBE goals (27 percent) and SBE self-performance (30 percent)
- Questions and answers

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## **Lift Station No. 1 Improvement Construction Bid**

### **Project No. 201524853**

The request for bids will solicit for contractors to provide construction services for the Lift Station No. 1 Improvements project for a six month period during 2016. This is an opportunity for general contractors, subcontractors and certified Minority, Women Business Enterprise (MWBE) firms to meet the AIM project team and network with other firms. Topics will include:

- Overview of the contract value and scope of work
- Overview of the AIM and DSBO requirements
- MWBE goals (22 percent)
- Contractor qualifications
- Expected schedule and durations
- Questions and answers

## **Request for Qualifications**

### **Oil and Gas Field Management**

#### **CONTRACT NO. 201524898**

Denver's Department of Aviation is requesting statements of qualifications (SOQs) for the purposes of managing and operating 75 oil and gas wells on DIA property. The operations include production, monitoring revenue, and environmental compliance, daily operations (to include supervising pumpers), and compiling environmental and production reports. The incumbent will manage operations and consult airport management to optimize revenue and control cost.

SOQs in response to the RFQ will be due no later than 2 p.m., LOCAL TIME, Dec. 28, 2015.

For additional information pertaining to these RFPs and RFQs, please go to <http://business.flydenver.com/bizops/contracts.asp>.



## DEN Commerce Hub

Jeppesen Terminal, Level 6, West  
Open Monday - Friday, 8 a.m. to 4 p.m.  
(303) 342-2351  
Email: [DIACommerceHub@flydenver.com](mailto:DIACommerceHub@flydenver.com)



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