

New Bradley International Airport Concourse on Schedule for 2003 Opening

Despite the most challenging year in American aviation history, Bradley International Airport remained on schedule with its \$200 million modernization program while reducing its flight schedule only half as much as other major airports nationwide.

A new 260,000-square-foot terminal and concourse building is scheduled to open in April 2003, according to W. David Gilbert, the Connecticut Department of Transportation's project manager for the airport modernization. Meanwhile, construction will continue on the airport's other concourse.

The multiple construction projects are part of a plan that will unify the airport's terminals into an expanded complex with 23 gates, a concessions mall and possibly an expansion of the Sheraton Hotel.

With completion of the construction projects, scheduled for spring 2005, Bradley Airport will be outfitted with much-needed modernized facilities large enough to accommodate current passenger and cargo volume as well as future increases.

When those increases will occur is difficult to estimate, said Andre Libert, director of marketing and air service development at Bradley. With the airline industry strapped by fears of terrorism since Sept. 11, 2001, and a volatile economy, "there are just too many unknowns," he says. "We anticipate that traffic here will eventually increase. Prior to 9/11, we were expecting growth would double over 10 or 15 years. But the airline industry will be hard-pressed to recover in 2003 and it could take another year or two."



During the past year, Bradley has reduced its flights by about 10 percent, from 280 in August 2001 to 266 a year later. "It's hurt us on revenue," says Libert about the difficult flight economy. "We're not fully recovered. But we're doing better than many larger airports," some of which have cut flight schedules by as much as 20 percent.

Several long-haul destinations were deleted from Bradley's route list during the past year, but, Libert said, "We do expect long-haul nonstop flights to be back by 2004."

"It's likely that Bradley has gained some passenger volume because of its reputation as a safe airport, especially in comparison to those in more urban settings," said Libert. "More people are coming up from the southwestern part of Connecticut."

In fact, Bradley is now fully staffed with security personnel from the federal Transportation Security Administration (TSA), and the airport's screening equipment has been upgraded to comply with federal security mandates.

Even as it has increased its security through equipment and machine upgrades, Bradley has reduced the waiting time for passengers from nearly two hours down to a half-hour, mostly by deploying TSA staff, standardizing the screening processes and conducting extensive training for security personnel.

Given all the unknowns of the year ahead, airports are maintaining realistic expectations. But the hallmark of 2003 for Bradley will be the grand opening of its new terminal and concourse.

Bradley International Airport: 2002 and Beyond

By L. Scott Frantz

Far and away, the most exciting set of developments at Bradley International Airport has to do with the imminent opening of the new terminal and concourse, scheduled to be completed in April 2003.

Completion of the new terminal signals a turning point in the evolution of the airport and represents a new way of managing the complex. We can all look forward to a modern, efficient and convenient facility that has character and makes a statement about the region and the ways in which we do business. Behind the outwardly visible progress, much has occurred to empower the current Bradley management team to operate the airport much more like a business, in addition to meeting, or at least initiating, nearly all of our legislatively mandated goals.

The new terminal complex will be not only visually impressive, but also enticing for travelers. People will enjoy spending time within its glass walls shopping, dining and relaxing while waiting to board flights. The terminal and concourse will reflect the very best that New England and Connecticut have to offer.

Having been in existence for a year, the Bradley International Airport Board of Directors is working to improve traveling, shipping and doing business at the airport—despite the onerous, yet necessary, changes in security procedures and the dramatic downturn in the commercial air travel business nationwide.

On the management side, the Bradley board and the Department of Transportation have worked well together to make the decision-making process more efficient by streamlining communication



L. Scott Frantz

among different departments, commissioners, personnel at the airport and board members.

Managers at the airport are more focused on their respective tasks with a new sense of teamwork and optimism—despite the devastating slowdown in the airline and airport industry during the past year.

On the financial front, there are newly implemented performance-assessment and project-payback analysis systems in place. Marketing efforts have been refined and will be targeting the most lucrative potential markets in the region. A community relations policy will soon be completed to improve the dialogue between surrounding neighborhoods and the airport. Ongoing strategic planning is occurring monthly during this dynamic period of change in the airline industry and there has been a keen focus on keeping the cost to the airlines, our business partners, of doing business at Bradley at the lowest possible level to assure the best value and convenience to our valued customers.

Speaking on behalf of the Bradley board and the DOT, we are looking forward to the year 2003 bringing solid results and progress on many more fronts. In the meantime, the airport is in very good financial shape with a consistent “A” bond rating, a projected surplus and an excellent financial management team in place.

At a time when the air travel and air freight industries are experiencing the most turmoil in their histories, the ability to survive is paramount and will lead to a foundation for future growth and improved services for all of us. We are proud to be a part of this process.

L. Scott Frantz, chairman of the Bradley International Airport Board of Directors, is chief executive officer of Haebler Capital in Greenwich.

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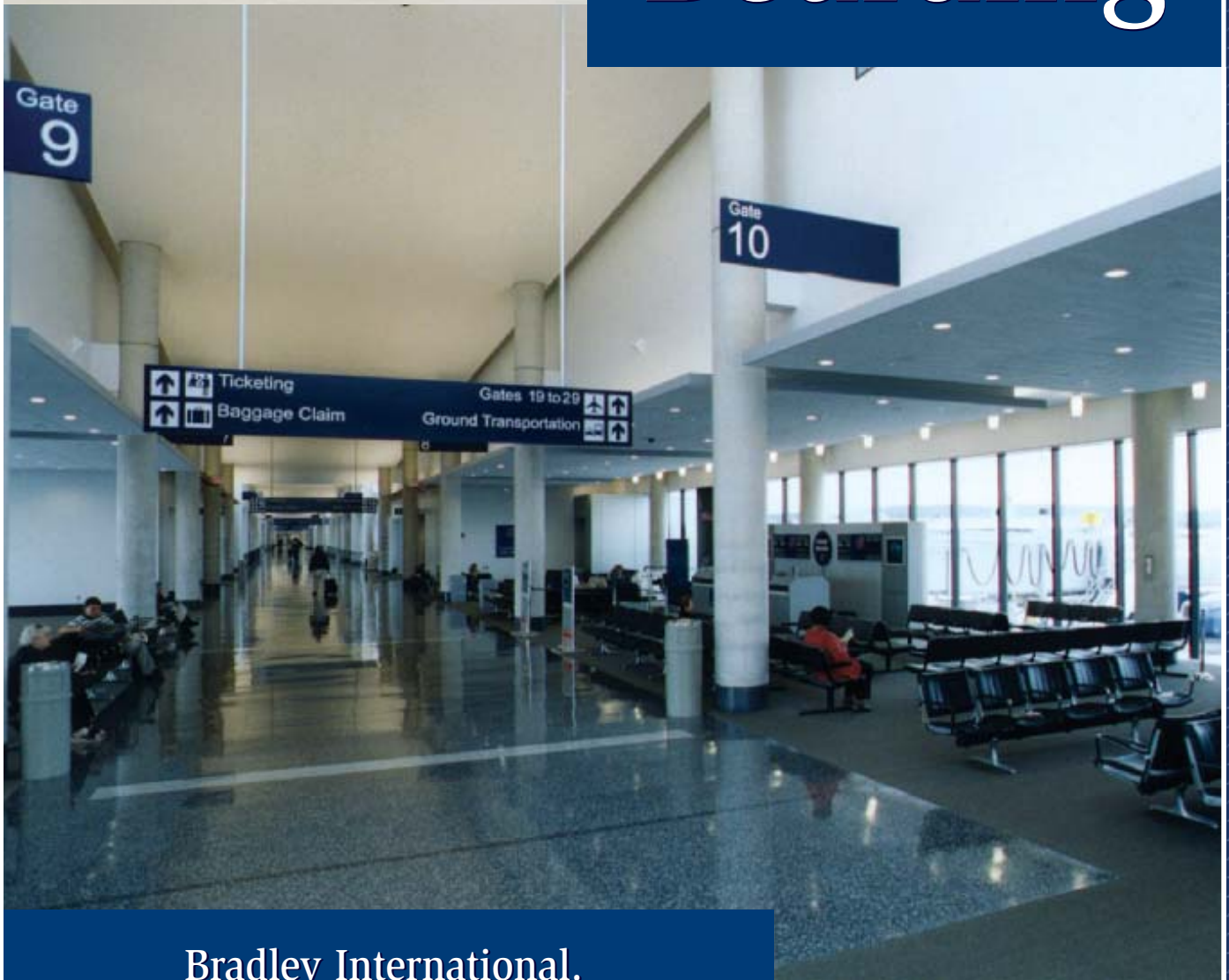
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Bradley International Airport Modernization Nearly Complete

By W. David Gilbert

Bradley International Airport is quickly approaching its goal of completing major projects that are part of the \$200 million modernization program that began in April 2000.

The airport soon will provide a modern facility sized to handle current and future scheduled passenger service. Reconstruction of the terminal access roadways on the land side and the concrete aircraft apron on the air side for the new terminal and concourse is complete. In addition, two new East Concourse gates opened on Sept. 20, 2002, to temporarily service United Airlines passengers. Renovations for the upper-level passenger seating area of Concourse C began late last year with work on United Airlines space. Once the seating area is refurbished, near the end of February 2003, United will return to its previous gates at Concourse C. The project also includes a new seating area at the end of the concourse, and the addition of two new gates.

When complete, the new terminal and concourse buildings will encompass 260,000 square feet located immediately adjacent to the southeast side of the existing Terminal A. The new terminal will be connected to Terminal A to create a single, unified terminal complex east of the Sheraton Hotel. All passengers will be processed through a single security checkpoint located in the center of the unified terminal. All concessions, with the possible exception of some kiosks, will be located beyond the security checkpoint.

The new concourse includes 12 aircraft gate positions with passenger jet bridges. It also includes passenger seating areas, concessions, restroom facilities and a central circulation corridor on the main floor. Airline operations and maintenance areas will be located on the lower level. A glycol drainage and collection system has been installed around the new concourse to collect the deicing fluid for processing at the airport recycling facility. Airlines planning to relocate to the new gates are Southwest, Delta, Continental and Northwest.

The main floor, or departure level, will include airline ticket counters and waiting areas, an extensive concession area facing the aircraft parking apron, restroom facilities and other passenger amenities.



The spacious ticketing and concession lobbies will feature high ceilings and glass facades, offering dramatic views of the aircraft parking areas and the airfield beyond. The lower level, or arrival area, will include a passenger baggage claim area with four baggage carousels, a ground transportation area, various aviation-related kiosks and the airline baggage pick-up areas. The new terminal and concourse will

The improvements will not affect travelers entering the airport from the eastbound lane of Schoephoester Road or from the Route 20 Bradley Connector, and will not affect access to businesses east of the airport on Schoephoester Road and Route 75.

The existing bridge in front of Terminal A that supports the departures level has been extended to the southeast along the front of the new terminal building. The lower roadway has been modified to provide two through-lanes along the front of the combined terminal complex, as well as a drop-off lane and an inner road for shuttles, vans, buses and taxis. The improvements include updating the signals at the inbound entrance to the airport and installing a new signal at the exit adjacent to Terminal B. New signage will be provided to direct traffic to the new terminals, the new airport parking garage and the various surface parking lots. The project also includes drainage improvements, landscaping and utility relocations.

The new Federal Inspection Station (FIS) opened in December 2002. Four government agencies provide crucial support to the FIS facility; The U.S. Department of Health and Human Services, The U.S. Immigration and Naturalization Service, The U.S. Customs Service and The U.S. Department of Agriculture. The facility is a two-story, 28,000-square-foot building adjacent to Terminal B and the recently constructed Remote Deicing Collection Facility. Construction consisted of the FIS facility and associated land side and air side improvements, including entrance roadway, sidewalks and concrete hardstand for parking of arriving aircraft. The FIS facility will be capable of processing 300 passengers an hour from

(Please turn to page 33)



The new Federal Inspection Station is the white building on the left.

include a state-of-the-art security and communications system, featuring a unified flight and baggage information display system.

Along with terminal improvements, a new terminal roadway system has been built to improve traffic flow. In addition, Schoephoester Road has become one-way heading eastbound in front of the airport and parking garage. Traffic heading west from Route 75 to Schoephoester Road toward the airport will be redirected to flow onto the roadway in front of the terminals.

• **Modernization** (Continued from page 32)

aircraft as large as a Boeing 747. International departures will still be handled from the existing terminal complex.

By the end of 2002, the airport's new maintenance facility will be complete. The project consists of a new 27,500-square-foot maintenance facility, a 25,600-square-foot cold-storage building and a 1,000-square-foot paint and hazardous-waste storage building. The three facilities stand on a 4-acre site off Light Lane Road and replace the building off Cargo Road that was demolished to make way for the new Airport Terminal.

The maintenance facility will be a single-story building composed of five vehicle storage bays, a vehicle wash bay, an office core, and plumbing, carpentry, electrical and painting specialty shops. The cold-storage building will be a single-story structure with 22 bays, and the paint and hazardous-waste storage building will be a single-story structure with two bays.

Projects yet to be completed besides the Concourse C renovations include the renovation to Terminal A. This will be a major project, as the airside roof will be raised to provide for a building architecturally similar to the new terminal with a high glass wall. The existing stairway will be filled in and ticket counters and airline offices will be constructed in its place. All remaining ticket counters will be replaced to match the new terminal, as will floors, walls and ceilings to the extent possible. A new concession area will include a sit-down restaurant, other food venues, merchandising, news materials and books. A CNBC headline news monitor will be part of each concession area. The project also requires that fireproofing be brought up to code. Airlines in this terminal will be United, American and US Airways. The project will be advertised next spring with a two-year construction period.

W. David Gilbert is the Connecticut Department of Transportation's project manager for the airport modernization project.

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