



# Recommendations *of the Aviation Committee*

KCI Terminal Task Force  
KC Chamber

## **BACKGROUND:**

The KC Chamber's Aviation Committee sees an opportunity to build upon our region's tradition of innovation in design to make the new terminal at KCI a world-class asset. As the KCI project team refines the design and construction of the new terminal, the Aviation Committee will track the needs and desires of the business community to create a project that is transformational to the region.

Collaboration between the project partners has been robust since Edgemoor was named the developer. Edgemoor and the KC Aviation Department have delivered upon many of the goals previously set forth by community-based, business, and civic partners in their preliminary design work.

Additionally, Edgemoor and the Kansas City Aviation Department continue to work with these stakeholder groups throughout the design process, which is reflected in Edgemoor's design drivers: Passenger Experience, Kansas City Identity, Efficient Operations, Flexibility and Adaptability, and Environmental Performance. As the project progresses, the KC Chamber seeks to continue to communicate its members' needs to the project partners.

The KCI Terminal Task Force was formed to further evaluate the needs of KC Chamber members and community partners for the new terminal. Feedback was curated and prioritized to reflect the highest impact elements necessary for a world-class terminal. This feedback relayed a desire for efficient, convenient, and inclusive operational elements, designed to be adaptive to the changing needs of users. The group also recommended user-centric amenities and regionally specific branding elements be prominent throughout the facility. Finally, the group urged that all steps be taken to optimize the user experience at the existing terminal during the construction period.

## **RECOMMENDATIONS:**

Based on the work of the KC Chamber's Aviation Committee and its KCI Terminal Task Force, the KC Chamber Board of Directors find that the following recommendations are essential to a world-class KCI:

### **TIMELINE AND BUDGET:**

The KCI Terminal Development Team, the KCAD, and the Kansas City, Missouri City Council should deliver great economic value and user experience to the Greater Kansas City region on a timeline that accommodates the needs in our community for a world-class air terminal and parking facility.

### **COMMUNITY COLLABORATION:**

We will urge continued collaboration between KCAD, the KCI Development team and the Greater Kansas City business community as the project moves forward by facilitating dialogue with community members (including the KC Chamber's Aviation Committee), offering opportunities for area stakeholders to receive updates and provide feedback on the progress of the project and changes to its vision and design elements. Particular attention should be paid to seeking and listening to feedback of frequent business travelers.

## COMMUNITY BENEFIT:

The KCI terminal project should be a transformative opportunity to expand Greater Kansas City's workforce by offering opportunities to historically disadvantaged groups, which can be achieved, in part, by accomplishing those goals set forth in the Terminal Workforce Enhancement Program.

## NEW TERMINAL DESIGN, OPERATIONS, AND USER EXPERIENCE:

### "Exceptional" -

- 1) **Common Spaces** in the new KCI terminal should include:
  - a) **celebrations of Greater Kansas City**—honoring our heritage, while highlighting the innovative and progressive elements of our region and of our future; and
  - b) **interactive, common experiences** through settings and spectacle that inspire people to document and record their time traveling through KCI.
  
- 2) **The "KC" Brand** should be prominent throughout all terminal design elements, allowing for a sensory experience for guests of the "touch, taste, sight, sound, and smell" of Kansas City including:
  - a) locally themed food & entertainment options;
  - b) music reflecting our region's cultural heritage;
  - c) a design that integrates our region's rich tradition for excellent visual and performing arts; and
  - d) amenities and design elements that draw upon other aspects of our regional identity.

### "Innovative" -

- 1) The new terminal at KCI should be a **global leader in environmental performance**, reducing operating costs, optimizing energy performance, and minimizing environmental impact through a variety of design strategies, keeping the human health benefit in mind.
- 1) **Back of House Operations**, such as baggage handling, should utilize state of the art systems, designed to meet user expectations of an efficient, convenient, and world-class travel experience.
- 2) **Modern wayfinding and traffic flow patterns for travel to, from, and through the airport** should be imbedded in the terminal design. These include:
  - a) clearly marked, understandable, and efficient signage;
  - b) convenient parking options for a variety of user types;
  - c) clearly marked and easily accessible rideshare options; and
  - d) design flexibility that contemplates and accommodates future transit needs.

### "Restorative" -

- 1) **Common Spaces** in the new KCI terminal should include:
  - a) gate waiting areas and concourses that are sufficiently sized to maximize traveler comfort, even during peak traffic periods;
  - b) plentiful charging stations in a variety of spaces throughout the concourse;
  - c) a variety of seating options and workspaces, including seating designed for differently abled users; and
  - d) strategically placed dining and food options that offer variety to suit the different tastes of travelers.
  
- 2) **The Built Environment** of the new KCI Terminal should:
  - a) include open areas, abundant natural light, options for people of different mobility, and different seating options;
  - b) be designed for efficient and task-oriented work for busy business travelers with varying uses of technology; and

- c) be accessible to all users, including those with disabilities, varying degrees of mobility, and those who require special accommodations while traveling.

**“Hospitable” -**

- 1) **Passenger Approval** should be maintained at a high level by implementing changes based on user input. Such feedback should be consistently monitored and regularly shared with the public.
- 2) **Security** at the new KCI Terminal should:
  - a) be convenient for all users, including those with disabilities, traveling families, leisure travelers, and frequent business users;
  - b) include efficient design while still prioritizing the safety of customers;
  - c) allow for modern travel amenities such as TSA precheck, Global Entry, or Clear updating such amenities as they evolve over time; and
  - d) continue to collaborate with law enforcement and disaster preparedness systems being used by other organizations within the Greater Kansas City region to maximize regional operational efficiency.
- 3) **Amenities** at the new KCI terminal should include:
  - a) bathrooms that have:
    - i. facilities that are large enough to accommodate users and their luggage, even during peak traffic times; and
    - ii. options designed for people with disabilities and other special needs (including adult-sized changing areas);
  - b) nursing mothers’ rooms;
  - c) inclusive play areas;
  - d) spaces for contemplation and reflection;
  - e) sensory rooms;
  - f) Military USO; and
  - g) service animal relief areas.

**EXISTING TERMINAL:**

- 1) **During Construction of the new KCI Terminal, the KCAD and City Council should:**
  - a) maintain the best possible passenger experience for travelers using the current terminals;
  - b) emphasize the temporary nature of the construction ongoing at KCI for visiting travelers to assure them that an improved air terminal experience is forthcoming;
  - c) notify passengers and community members of construction project status and potential user inconveniences through a variety of media channels;
  - d) keep other civic and business institutions (KC Chamber, VisitKC, KC Sports Commission etc.) alert to changes in traffic flows so they can alert their networks; and
  - e) provide updates on the progress of the construction to engage and excite both users and the Greater Kansas City community at-large.

## **PASSENGER EXPERIENCE:**

While the above recommendations were made based on the needs of the business community, we also considered several use-cases that involve diverse and distinct users. We explored how each of these travelers would experience the new air terminal design through our lenses of “innovative”, “restorative”, “hospitable”, and “exceptional”:

### **These passenger use-cases included:**

**CARLOS** (26-year-old Cerner associate, travels frequently for work):

- “Innovative”: Environmentally friendly design elements integrated throughout the terminal
- “Restorative”: Ample charging outlets and workstations for on-the-go time optimization
- “Hospitable”: Priority security clearance for efficient access to gates
- “Exceptional”: Signature design elements for posts to social media

**MARIAM** (70-year-old from Arizona, travels 2 times a year to Kansas City to see her grandchildren, has mobility impairments):

- “Innovative”: Clear signage directing arriving and departing passengers
- “Restorative”: Comfortable gate-area seating
- “Hospitable”: Restroom facilities that accommodate different mobilities
- “Exceptional”: Way stations that tell the history of the Kansas City region

**DAPHNE** (41-year-old job seeker being recruited for a manager role, first visit to Kansas City):

- “Innovative”: Clearly marked signage directing to ride sharing pick-ups
- “Restorative”: Waiting area seating variety with integrated technology options
- “Hospitable”: Efficient security experience
- “Exceptional”: Prominent placement of “KC” brand reinforces positive impression of our region

**ANDERSON FAMILY** (Family of 4 from Overland Park, one child with special needs)

- “Innovative”: Efficient baggage handling systems
- “Restorative”: Large gate waiting areas that accommodate extensive carry-on luggage
- “Hospitable”: Nursing mothers’ room and inclusive child play areas
- “Exceptional”: Signature design elements create a common experience for family