



**Pitkin County Airport Employee Focus Group  
10/7/13  
ASE Airport Operations Center**

**Works Well:**

- Quick time – entry to plane – scale – small town
- Lodge feel interior
- Plug-in seats/free wifi
- Info booth – central location
- Natural light (AOC & terminal)
- Large windows
  - secured hold to watch aircraft
  - secured & general waiting
- Social media/music – small town feel atmosphere – local culture
- Access to GA – park at aircraft
- Masonry/rock work
- Landscaping – trees/wildflowers
- Dog friendly
- Hwy 82/access road separation (landscaping)
- Proximity to bus station
- Centralized to airfield – passenger terminal
- Terminal blends in w/ land – many don't know it exists
- Terminal fits well as viewed from airfield
- Dorms – bike racks
- Perimeter road
- Circular traffic flow/AOC
- Guest services
- Lighting works well/AOC
- Maximize views
- Ample storage/AOC
- Cupola (unleased space - potential for revenue generation)
- 1/2 hr free parking in front of terminal

- Observation areas for public to watch aircraft activity
- Automatic lighting

### **Doesn't Work Well:**

- No loading area dock @ terminal
- Outside GSE storage – need covered area for equipment
- Lack of storage in terminal
- Terminal not co-located w/TSA
- Lack of snow storage for traffic flow
- Exit lane
- Passengers who are making connecting flights - terminal
- Lack of loading bridges – from operations and maintenance standpoint
- Poor lighting – sidewalks, parking lots – especially economy and employee lots
- Orientation of ticket machines at entry of economy parking lot
- Co-location of entry/exit for parking lots
- GA parking – dirt lot by ATC
- Not enough parking at FBO
- Rental cars parked on ramp
- TSA check point
- Landslide drainage – terminal area
- AOC garage doors not wide enough
- Not enough rental car storage lots
- Pipe music heard outside to ABC
- Sanitation plant odor
- Restaurant/concessions
  - Flow/not inviting
- Snow fall from roof at entrance to terminal
- Lack of solar power
- Lack of storage - terminal
- United Airlines external training facility
- TSA located at ABC
- Lack of business center – terminal
- Not enough room for airlines (tenant space)
- Roadway/sidewalk – no elevation change in curb
- Back entrance to restaurant – entrances need to be defined
- Lighting system control dispersed (not interlinked)

**Other airports to consider:**

- Charlotte – rocking chairs
- Columbia – grand piano
- Tulsa
- Dallas Fort Worth
  - pocket lounge areas
  - kid's play area
  - picnic areas
- Rapid City
- Bismark
- DIA – concourse A
- Duluth
- Art work
- History of aviation & Aspen
- Heated sidewalks
- Waterless urinals

**Top Priority for Change:**

- Underground parking
- Chaseway for maintenance
- Restrooms
- Baggage belt system
- AOC location
- Equipment storage
- GA ramp parking – outside fence
- Outdated terminal – new facility
- More concessions (options)
- More/better planned office spaces
- Inbound passengers into terminal
- PAX boarding