



# CAPITOL HILL UNITED NEIGHBORHOODS

JAN. 27, 2021

CRISTAL DEHERRERA, CHIEF OF STAFF  
DENVER INTERNATIONAL AIRPORT



# DEN BY THE NUMBERS (PRE-PANDEMIC)



2019



**BUSIEST  
AIRPORT  
IN THE U.S.**



**GENERATES  
\$33.5B  
ANNUALLY  
IN ECONOMIC  
IMPACT**



**AIRLINES  
SERVE DEN**



**NONSTOP  
DESTINATIONS**



**PASSENGERS  
TRAVELED  
THROUGH DEN**

%

## 2020/2021

APRIL 2020



NOVEMBER 2020



PROJECTED REVENUE DECLINE OF



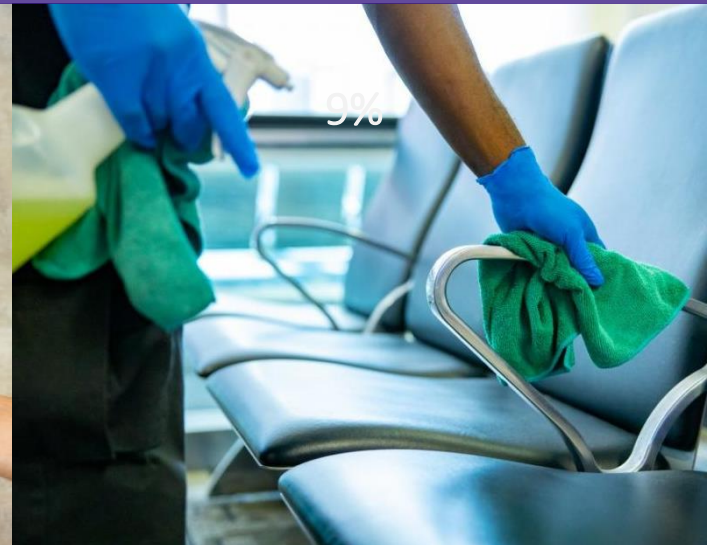
# PREPARING DEN FOR THE FUTURE



# PASSENGER SAFETY/COVID-19 RESPONSE



- Health and safety of passengers and employees is number one priority
- Increase capacity, frequency, and cleaning on trains simultaneously reducing number of employees utilizing TSA
- Adding additional signage and messaging to help traffic flow and support social distancing



# PAID COVID-19 TESTING FOR PASSENGERS



- Xpres Check paid COVID-19 testing for passengers
- Located in center of Concourse B
- Offers various types of COVID-19 testing including a rapid test



# VERIFLY PILOT PROGRAM

- App-based reservation system
- Geared towards health-conscious passenger
- Reservation to maximize social distancing and provide reliability through dedicated train and TSA lane



# EATS DELIVERED PILOT PROGRAM

- Partnering with AtYourGate on a 12-month food delivery pilot program
- Order for one of 7 participating concessions and have it delivered to you at your gate or at baggage claim
- Touchless experience – order and pay online using AtYourGate app
- Delivery person will follow COVID-19 safety protocols when delivering



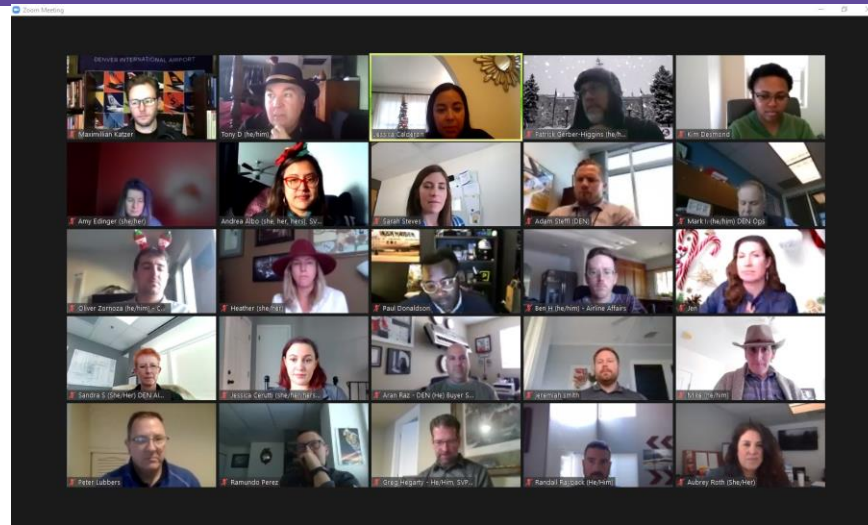
**GARBANZO**  
MEDITERRANEAN FRESH





# RACE AND SOCIAL JUSTICE

- DEN Equity Plan: People, operations and community
- Employee Townhall, DEN Days of Dialogue
- Race and social justice academy
  - Senior leadership and ~150 staff completed in 2020
- Focused engagement effort for MWBEs – almost 200 registrants in Q4 2020



# LOOKING FORWARD



- Remain flexible and nimble
- Continue to collaborate with our partners
- Support our community and keep each other safe



# DENVER INTERNATIONAL AIRPORT

