

# ELEVATE BUR

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**Hollywood  
Burbank**  
Airport

**Community Design Charrette Workshops:  
Supporting Documentation**

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# Community Design Charrette Workshops: Supporting Documentation

## Introduction

The Hollywood Burbank Airport Authority (Airport Authority) conducted nine Community Design Charrette Workshops and five online design charrette workshops to gather community and stakeholder input on the design and functionality of the 14-gate replacement passenger terminal (RPT). This collaborative and transparent process effectively recorded the community's vision and ideas for the RPT through a series of iterative discussions and exercises. All members of the public, regardless of background or profession, were invited to participate to ensure that the RPT is designed for all users. The Airport Authority successfully solicited meaningful input on safety improvements, design features, and amenities that the community and passengers would like to see in the RPT.

In order to comprehensively document the collection of visions and ideas from this extensive outreach process, the Support Documentation report compiles summaries, transcriptions, and workshop materials from each Community Design Charrette Workshop and outreach activity. All of the comments received through wall graphic recordings, comment books, and online surveys are succinctly summarized in Section II (Summary of Input) and comprehensively recorded in Section IV (Appendices). Additional outreach efforts through multimedia, door-to-door canvassing, and stakeholder interviews are summarized in Section III (Outreach).

# Design Charrette Workshop #1 Summary

# Design Charrette #1

## Design Charrette Workshops

### Workshop Synopsis

#### Executive Summary

On Wednesday, March 27, the Hollywood Burbank Airport Authority hosted the first of nine public charrette workshops to gather community and stakeholder input on the design and functionality of the 14-gate replacement passenger terminal (RPT). Approximately 100 community members attended the workshop inside Hangar 41 located at 2930 N. Clybourn Avenue, Burbank, CA 91505. Members of the Project Team included Hollywood Burbank Airport staff, City of Burbank representatives, technical experts and consultants, and the facilitation team.

The public charrette workshop began at 6:00 P.M. with refreshments and a display of historical images of the Hollywood Burbank Airport. The Project Team then introduced the objectives of the design charrette process and the project background behind the RPT through a PowerPoint presentation. Subsequently, participants joined nine small group discussions led by one or two facilitators from the Project Team. Before starting, the facilitators encouraged the participants to brainstorm and emphasized that the goal was to be visionary, not building consensus. During the small group discussions, facilitators asked participants to share their ideas for the design and functionality of the RPT in response to prompting questions. The facilitators then captured their responses through text and imagery on a large wall graphic organized by visions, stories and design features and amenities for the RPT. Additionally, some participants submitted comment booklets to further explain their ideas.

The workshop concluded around 8:30 P.M. with a summary and invitation to future public charrette workshops. Through interactive and iterative dialogues, the Project Team will continue to solicit meaningful input during the next five public charrette workshops in the City of Burbank and three workshops in the neighboring cities of Glendale, Los Angeles and Pasadena over the coming months.

The following information includes Emerging Themes followed by Main Ideas by Question derived from group discussions on the vision, stories, and design features and amenities that should be integrated into the Replacement Passenger Terminal's final design schematics.

## **Emerging Themes**

The nine vision posters and several comment cards provide valuable insight into the RPT design, functionality, and amenities preferred by community members. Upon reviewing these materials, several emerging themes appear across the nine small group discussions.

### **1.0 Simplicity, Convenience and Ease of Use**

- 1.1 Make ingress and egress as easy as possible
- 1.2 Create attractive and comfortable lounge areas
- 1.3 Maximize accessibility for all users
- 1.4 Make it easy to navigate in and around the terminal
- 1.5 Provide diverse and convenient food options
- 1.6 Make it family-friendly, child-friendly and pet-friendly

### **2.0 Openness and Transparency**

- 2.1 Maximize use of natural light to illuminate the terminal
- 2.2 Create an open air feeling

### **3.0 Human Scale**

- 3.1 Draw upon natural and native colors from the surrounding landscape
- 3.2 Create a comfortable, inviting and homey feel

### **4.0 Green Design**

- 4.1 Achieve LEED certification
- 4.2 Use sustainable building materials
- 4.3 Plant native vegetation

### **5.0 A Quality, Authentic, Iconic Structure**

- 5.1 Reflect the identity of Burbank and the surrounding region
- 5.2 Reflect some aspect of the architectural and cultural history of the area
- 5.3 Include public art installations

### **6.0 Aircraft Connection**

- 6.1 Embrace the aviation industry and its history
- 6.2 Provide observation areas

### **7.0 Reflections of Classic Hollywood Style**

- 7.1 Celebrate the entertainment industry
- 7.2 Consider use of themed gates



## Main Ideas by Question

The facilitators used three primary questions to gather community and stakeholder input on the design and functionality of the RPT. The key findings for each question are listed below.

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Reflect the historical architectural styles of the area including mission, art-deco, mid-century modern, and minimalism; include elements and materials such as arches, tiles, brass, gold
- Celebrate the entertainment industry
- Create an open air feeling using elements such as open air walkways, outdoor spaces and courtyards, high ceilings and skylights and spacious boarding areas with expansive mountain views and water features
- Provide observation areas
- Allow natural outdoor lighting to illuminate the terminal using transparent materials such as glass and open roofs
- Work toward a high level of LEED certification
- Use green building materials for inside and outside the terminal
- Create native landscapes in and around the terminal
- Draw upon natural and native colors from the surrounding landscape
- Create a comfortable, inviting and homey feel with a strong sense of arrival and sense of place

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Celebrate the Entertainment industry including but not limited to 1930's motion pictures, Bob Hope, Johnny Carson, the red carpet, Oscars, the Kodak and Dolby Theaters
- Consider use of themed gates drawing on classic moments in film history
- Embrace the aviation industry and its history including references to Amelia Earhart, World War II, JPL, Stealth Technology
- Reflect the identity of Burbank by incorporating local restaurants and businesses
- Reflect our regional identity by celebrating major destinations and events such as The Tournament of Roses and The Rose Parade, the film and television studios, Griffith Park, along with native and early history

**Question #3:** What are your highest priority **design features and amenities**?

- Create attractive and comfortable lounge areas

- Maximize accessibility for all users using features such as ramps, people movers and internal shuttles
- Create a terminal that is family-friendly, child-friendly and pet-friendly
- Design for easy access to and from the terminal including multi-modal connections, ride share areas and curbside check-in with close proximity to ticketing areas
- Ensure easy navigation within the terminal through the use of information kiosks, virtual assistants, pleasant intercom voices and clear attractive signage
- Provide diverse and convenient food options including but not limited to grab n' go, food trucks, local breweries and bars
- Provide access to technology including Wi-Fi, charging stations, airport specific mobile apps, workstations, smart parking
- Strive for energy independence through the use of renewable energy technology
- Incorporate public art installations including but not limited to galleries, murals and mosaics, sculptures and selfie backgrounds
- Provide opportunities to connect with airplanes from viewing platforms and observation decks

Design Charrette #1 Wednesday, March 27 6:00 P.M. – 9:00 P.M.

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## Design Charrette Workshop #2 Summary

# Design Charrette #2

Design Charrette Workshops (Burbank, Glendale, Pasadena, and Los Angeles)

## Workshop Synopsis

### Executive Summary

In May and June of 2019, the Hollywood Burbank Airport Authority hosted a series of four public Design Charrette #2 Workshops to gather community and stakeholder input on the design and functionality of the 14-gate replacement passenger terminal (RPT). To ensure local geographical coverage, Design Charrette Workshop #2 locations included Burbank, at the Holiday Inn Hotel; Glendale, at Glendale Community College; Pasadena, at the Pasadena Senior Center; and Los Angeles, at the Sheraton Universal Hotel. This series of four workshops had a combined total of approximately 200 community members in attendance. Members of the Project Team including Hollywood Burbank Airport staff, City of Burbank representatives, technical experts and consultants, and the facilitation team.

The purpose of this design charrette workshop was to gather community and stakeholder input on the design and functionality of the 14-gate replacement passenger terminal (RPT).

The workshops followed the same format by beginning with a descriptive visual presentation that provided an overview of the project and emerging themes from Charrette #1. This was followed by breakout groups where participants provided input into the Project Design Principles. The following are transcriptions of the Project Design Principles from individual group discussions.



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The following information includes modified Design Principles, with modifications indicated in blue underlined text. The modifications are based on input that the design team gathered from 13 total group discussions that occurred through the Design Charrette #2 workshops.

## **Design Principles**

### **1.0 Simplicity, Convenience and Ease of Use**

- 1.1 Make ingress and egress as easy as possible and incorporate multimodal options
- 1.2 Create attractive and comfortable lounge areas – strike a balance in the design to respond to all users
- 1.3 Maximize accessibility for all users
- 1.4 Make it easy to navigate in and around the terminal – ensure intuitive signage
- 1.5 Provide diverse and convenient food options
- 1.6 Make it family-friendly, child-friendly and pet-friendly

### **2.0 Openness and Transparency**

- 2.1 Maximize use of natural light to illuminate the terminal
- 2.2 Create an open air feeling

### **3.0 Human Scale**

- 3.1 Draw upon natural and native colors from the surrounding landscape
- 3.2 Create a comfortable, inviting and homey feel, user friendly, and scaled for function – strike a balance in the design to respond to all users

### **3.0 Green Design**

- 4.1 Achieve LEED certification
- 4.2 Use sustainable building materials
- 4.3 Plant native vegetation

### **5.0 A Quality, Authentic, Iconic Structure**

- 5.1 Reflect the identity of Burbank and the surrounding region
- 5.2 Reflect some aspect of the architectural and cultural history of the area
- 5.3 Include public art installations

### **6.0 Aircraft Connection**

- 6.1 Embrace the aviation industry and its history
- 6.2 Provide observation areas for passengers and the public

### **7.0 Reflections of Classic Hollywood Style**

- 7.1 Celebrate the entertainment industry
- 7.2 Consider tasteful use of themed gates including others that are not specific to Hollywood



The following attachments include transcriptions from the group discussions that occurred at the Burbank (05/01/19), Glendale (05/29/19), Pasadena (05/30/19), and Los Angeles (06/05/19) Design Charrette #2 workshops.

Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.



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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 Wednesday, May 1 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 (Glendale) Wednesday, May 29 6:00 P.M. – 9:00 P.M.

(kindly print)

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Design Charrette #2 (Glendale) Wednesday, May 29 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 (Pasadena) Thursday, May 30 6:00 P.M. – 9:00 P.M.

(kindly print)

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Design Charrette #2 (Pasadena) Thursday, May 30 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 (Los Angeles) Wednesday, June 5 6:00 P.M. – 9:00 P.M.

(kindly print)

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Design Charrette #2 (Los Angeles) Wednesday, June 5 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 (Los Angeles) Wednesday, June 5 6:00 P.M. – 9:00 P.M.

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Design Charrette #2 (Los Angeles) Wednesday, June 5 6:00 P.M. – 9:00 P.M.

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# Design Charrette Workshop #3 Summary

# Design Charrette #3

## Design Charrette Workshops

### Workshop Synopsis

#### Executive Summary

On Saturday, June 15, 2019, the Hollywood Burbank Airport Authority hosted the sixth of nine public charrette workshops to gather community and stakeholder input on the design and functionality of the 14-gate replacement passenger terminal (RPT). The workshop focused on getting feedback on Design Alternatives that emerged as a result of Design Charrette Workshops 1 and 2. Approximately 100 community members attended the workshop at the McCambridge Recreation Center at 1515 North Glenoaks Boulevard, Burbank, California (91504). Members of the Project Team including Hollywood Burbank Airport staff, City of Burbank representatives, technical experts and consultants, and the facilitation team.

The public workshop began at 9 A.M. with refreshments and sign-in. This was followed by a presentation showing a brief overview of the history of the Hollywood Burbank Airport, Emerging Themes, and Design Alternatives derived from Design Charrette Workshops 1 and 2. Following the presentation, workshop participants broke out into four groups to discuss the Design Alternatives. Each of the groups was led by a facilitator who graphically recorded notes reflective of individuals' comments. In addition to the graphically recorded notes participants were invited to write in and submit their comment booklet's at the conclusion of the group discussions.

The workshop concluded around 11:00 A.M. with a verbal summary of each group's discussion and an invitation to the following design charrette workshops. Following Design Charrette Workshop #3 to increase the accessibility of the workshop it was duplicated digitally with the same format, solicitation tools, and visual presentations.

The following information provides a synopsis of input gathered on Design Standards 1 through 5 during Design Charrette Workshop #3 discussion groups.

## **Design Standards**

### **Design Standard 1.: Building Exterior Finishes**

#### 1A. Concrete

- Consider the flexibility, durability and sustainability of concrete; incorporate local materials
- Be attentive to performance – utilize textures that capture carbon

#### 1B. Steel

- Utilize a flexible blend
- Consider integrating design elements to create architectural “flow” with the buildings design

#### 1C. Glass

- Consider properties of glass that make it susceptible to retaining heat and impacting energy consumption

#### 1D. Plaster

- Plaster is outdated, cracks may occur overtime

### **Design Standard 2.: Exterior Landscapes and Hardscapes**

#### 2A.1 Planting Areas, Formal

- Integrate more planting than hardscape elements
- Incorporate a drip system and utilize reclaimed water to lessen consumption

#### 2A.2 Planting Areas, Informal

- Utilize planting soft informal planting areas to create “place”, shade, and comfort

#### 2B.1 Hardscape Areas, Formal

- Integrate hardscaped areas with the architectural style in the airport, hardscaped elements should facilitate wayfinding and ease of access

#### 2B.2 Hardscape Areas, Informal

- Incorporate clear and direct paths with softscape elements that are capable of rainwater retention

### **Design Standard 3.: Signage and Wayfinding**

#### 3A. Simple

- Integrate dynamic, intuitive, and accessible signage

#### 3B. Iconic



- Integrate iconic signage into service-oriented areas
- Iconic imagery is consistent with the theme but can impact clarity and disorient visitors

#### **Design Standard 4.: Weather Protection**

##### 4A. Simple

- Incorporate covered ramps and shaded areas to and from parking areas
- Consider maintenance, cleanliness and functionality of weather protection structures, utilize them to capture solar energy and to retain rainwater

##### 4B. Iconic

- Balance an iconic design with dynamic technology and consider maintenance costs

#### **Design Standard 5.: Aircraft Boarding**

##### 5A. Jetways

- Creates a modern seamless experience while maximizing space and providing ADA accessibility
- May not be desirable as the gate is elevated and back boarding is not available

##### 5B. Ramps + Stairs

- Boarding and deplaning is a unique experience, though it creates ADA accessibility concerns

Design Charrette #3 Saturday, June 15 9:00 A.M. – 12:00 P.M.

(kindly print)

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Design Charrette #3 Saturday, June 15 9:00 A.M. – 12:00 P.M.

(kindly print)

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Design Charrette #3 Saturday, June 15 9:00 A.M. – 12:00 P.M.

(kindly print)

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Design Charrette #3 Saturday, June 15 9:00 A.M. – 12:00 P.M.

(kindly print)

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Design Charrette #3 Saturday, June 15 9:00 A.M. – 12:00 P.M.

(kindly print)

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# Design Charrette Workshop #4 Summary

# Design Charrette #4

## Design Charrette Workshops

### Workshop Synopsis

#### Executive Summary

On Wednesday, July 17, 2019, the Hollywood Burbank Airport Authority hosted the seventh of nine public charrette workshops to gather community and stakeholder input on the design and functionality of the 14-gate replacement passenger terminal (RPT). The workshop focused on getting feedback on Design Alternatives that emerged as a result of Design Charrette Workshops 1, 2, and 3. Approximately 75 community members attended the workshop at St. Leon Armenian Cathedral at 3325 Nork Glenoaks Blvd, Burbank, California (91504). Members of the Project Team included Hollywood Burbank Airport staff, City of Burbank representatives, technical experts and consultants, and the facilitation team.

The public workshop began at 6 P.M. with refreshments and sign-in. This was followed by a presentation showing a brief overview of the history of the Hollywood Burbank Airport, Emerging Themes, and Design Alternatives derived from Design Charrette Workshops 1, 2 and 3. Following the presentation, workshop participants broke out into four groups to discuss the Design Alternatives. Each of the groups was led by a facilitator who graphically recorded notes reflective of individuals' comments. In addition to the graphically recorded notes, participants were invited to write in and submit their comment booklet's at the conclusion of the group discussions.

The workshop concluded around 9:00 P.M. with a verbal summary of each group's discussion and an invitation to the following design charrette workshops. Following Design Charrette Workshop #4 to increase the accessibility of the workshop it was duplicated digitally with the same format, solicitation tools, and visual presentations.

The following information provides a synopsis of input gathered on Design Standards 6 through 10 during Design Charrette Workshop #4 discussion groups.

## **Design Standards**

### **Design Standard 6.: Building massing and scale, shape and articulation, and compatibility with adjacent structures**

#### General Comments

- Make a statement with an iconic design
- Avoid a kitschy design that may become dated

#### 6A. Rectilinear

##### Pros

- Blends with the surrounding area
- Provides easier access and more functionality
- Reduces construction costs

##### Cons

- Feels too simple and lacks creativity
- Does not create a strong identity

#### 6B. Curvilinear

##### Pros

- Provides more opportunities to bring character to building
- Makes the terminal more recognizable

##### Cons

- May look too modern for Burbank
- May increase costs and construction difficulties

#### 6C. "Wing" Like

##### Pros

- Embraces aviation history
- Adds to the character of the airport

##### Cons

- May date itself if not done right
- May not fit Burbank

### **Design Standard 7.: Exterior lighting, road and pathway markers and way finding elements**

#### 7A. Traditional

##### General Comments

- Remains timeless
- Maintains functionality

- Provides better wayfinding and directional signage

#### 7B. Bold and Artistic

##### General Comments

- Becomes dated and comes across as tacky
- Works well with Hollywood and the entertainment industry
- Provides accent lighting and adds an artistic element
- Responds to different times of the year (i.e. holiday lights) and provides dynamic wayfinding (i.e. color-coded terminals)

### **Design Standard 8.: Interior materials and finishes, color and lighting**

##### General Comments

- Make seating areas durable and easy to clean
- Consider blending muted and subtle with bold and artistic
- Differentiate areas based on their designs and accent colors

#### 8A. Muted and Subtle

##### Pros

- Creates a calm environment
- Remains timeless

##### Cons

- May be too sterile

#### 8B. Bold and Artistic

##### Pros

- Compliments concessionaires and social environments
- Bold and artistic may or may not be more suitable for children and play areas

##### Cons

- May obscure wayfinding

### **Design Standard 9.: Amenities including concessionaires, waiting areas, lounges, meeting spaces, work areas, etc.**

#### 9A. Centralized Location

##### General Comments

- Provides inherent and intuitive wayfinding
- Generates less traffic and allows easier queuing at gates
- Creates a conflict between the TSA checkpoint and concourse

#### 9B. Distributed Throughout the Terminal

##### General Comments

- Brings restaurants and shops closer to all gates
- Generates more traffic and queuing conflicts at gates
- Allows passengers to keep a closer eye on their flight

#### 9C. Located Before and After TSA

##### General Comments

- Provides convenient gathering areas for families and friends
- Allows business passengers to meet with non-passengers

#### 9D. Lounges

##### General Comments

- Provides a good place to work
- Lacks demand; passengers spend too little time in the terminal

### **Design Standard 10.: Place-making elements including art installations, exhibits and story telling**

#### 10A. Permanent Fixtures

##### General Comments

- Provide a combination of permanent historical fixtures and rotating contemporary fixtures
- Reflect the history of Burbank and the surrounding region
- Create an interactive experience

#### 10B. Temporary Installations

##### General Comments

- Showcase the work of local artists and schools
- Rotate installations to keep new and fresh

#### 10C. Performance Art

##### General Comments

- Creates too much distraction
- Takes up too much space; too small of an airport for this feature



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Airport

Design Charrette #4 Wednesday, July 17, 2019 6:00 P.M. – 9:00 P.M.

(kindly print)

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workshops



Hollywood  
Burbank  
Airport

Design Charrette #4 Wednesday, July 17, 2019 6:00 P.M. – 9:00 P.M.

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Design Charrette #4 Wednesday, July 17, 2019 6:00 P.M. – 9:00 P.M.

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Design Charrette #4 Wednesday, July 17, 2019 6:00 P.M. – 9:00 P.M.

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Design Charrette #4 Wednesday, July 17, 2019 6:00 P.M. – 9:00 P.M.

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Airport

Design Charrette #4 Wednesday, July 17, 2019 6:00 P.M. – 9:00 P.M.

(kindly print)

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# Design Charrette Workshop #5 Summary

# Design Charrette #5

## Design Charrette Workshops

### Workshop Synopsis

#### Executive Summary

On Wednesday, September 4<sup>th</sup>, 2019, the Hollywood Burbank Airport Authority hosted the eighth of nine public charrette workshops to gather community and stakeholder input on the design and functionality of the 14-gate replacement passenger terminal (RPT). The workshop focused on getting feedback on Design Alternatives that emerged as a result of Design Charrette Workshops 1 through 4. Approximately 75 community members attended the workshop at Castaway Burbank at 1250 E Harvard Rd, Burbank, California (91501). Members of the Project Team included Hollywood Burbank Airport staff, City of Burbank representatives, technical experts and consultants, and the facilitation team.

The public workshop began at 6 P.M. with refreshments and sign-in. This was followed by a presentation showing a brief overview of the history of the Hollywood Burbank Airport, Emerging Themes, and Design Alternatives derived from Design Charrette Workshops 1 through 4. Following the presentation, workshop participants broke out into five groups to discuss the Design Alternatives. Each of the groups was led by a facilitator who graphically recorded notes reflective of individuals' comments. In addition to the graphically recorded notes, participants were invited to write in and submit their comment booklet's at the conclusion of the group discussions.

The workshop concluded around 9:00 P.M. with a verbal summary of each group's discussion and an invitation to the final design charrette workshop, to be held Saturday, October 26<sup>th</sup>. To increase the accessibility of Design Charrette Workshop #5, the workshop was duplicated digitally with the same format, solicitation tools, and visual presentations.

The following information provides a synopsis of input gathered during Design Charrette Workshop #5's discussion groups.

## **Design Alternatives**

### **Vision**

Architectural Styles – Reflect the historical architectural styles of the area including mission, art deco, mid-century modern, and minimalism, include elements and materials such as arches, tiles, brass, gold . . .

- Be attentive to how building materials are implemented
- Integrate multiple local architectural styles

Local History and Culture – Convey the history and culture of the area and the local community's contributions to the aviation, film and television industries . . .

- Utilize looping projections to showcase historical and iconic images of Burbank and the surrounding region (i.e., Tongva tribe, Lockheed, Pasadena, Glendale, Los Angeles)

Open Air Feeling – Create an open air feeling using elements such as open air walkways, outdoor spaces and courtyards, high ceilings and skylights, and spacious boarding areas with expansive mountain views and water features . . .

- Take advantage of the weather while providing canopy coverage for protection from rain and sun

Airplane Connection – Provide observation areas . . .

- Integrate the history of Amelia Earhart and Rosie the Riveter
- Incorporate observation areas that are open to all as opposed to solely airport passengers

Natural Lighting – Allow natural outdoor lighting to illuminate the terminal using transparent materials such as glass and open roofs . . .

- Incorporate sunlight into built features to increase productivity throughout the terminal

Sustainability – Use green building materials for inside and outside the terminal

- Study the implications of the use of solar
- Be attentive to the sustainability of food waste

LEED Building Certification – Work toward a high level of LEED certification . . .

- Surpass LEED metrics and integrate other environmental standards – “Living Building Challenge”
- Set goals to achieve zero waste

Comfortable and Inviting - Create a comfortable, inviting feel . . .

- Create comfortable environments for all airport users (i.e., people with disabilities, children, seniors)
- Incorporate quiet areas with sound-absorbing materials between gates

Sense of Place - Create a strong sense of arrival and sense of place . . .

- Utilize local history to “tell the story”
- Create spaces for rest and respite

### **Story-Telling**

Major Visitor-Serving Destinations - Reflect our regional identity by celebrating major destinations and events such as The Tournament of Roses and The Rose Parade, the film and television studios, Griffith Park, along with native and early history. . .

- Include design elements from local landmarks like, the Rosebowl, Gene Autry Museum, and Griffith Park

Local Culture and Community Identity - Reflect the identity of Burbank by incorporating local restaurants and business, the work of local artists and musicians, and the history of Southern California . . .

- Add elements that are specific to Burbank (i.e., In-n-Out, Portos, other local restaurants)

### **Design Features and Amenities**

Comfort - Create a range of functional attractive and comfortable sitting areas, work spaces and places to relax . . .

- Incorporate places to charge devices
- Utilize comfortable seating

Universal Design – Maximize accessibility for all users and meet or exceed all ADA standards using features such as: ramps, people movers, and internal shuttles . . .

- Ensure that designs are inclusive to all users

Family-Friendly – Create a terminal that is family-friendly, child friendly, and pet-friendly

- Consider the implications of noise from P.A. systems
- Integrate accessible family restrooms throughout the terminal

Multi-modal Access – Design for easy access to and from the terminal including multi-modal connections, ride share areas, and curbside check-in with close proximity to ticketing areas . . .

- Provide clearly designated curb spaces and signage for all modes of transportation

Navigation – Ensure easy navigation within the terminal through the use of information kiosks, virtual assistants, pleasant intercom voices, and clear attractive signage . . .

- Utilize visual and auditory aids for airport announcements
- Maintain simplicity of signage



Food Options - Provide diverse and convenient food options including but not limited to grab n' go, food trucks, local breweries, and bars . . .

- Include healthy local food options
- Incorporate hydration stations

IT Infrastructure - Provide access to technology including Wi-Fi, charging stations, airport specific mobile apps, workstations, smart parking . . .

- Create an airport-specific mobile application for realtime information on food options, flight information, security alerts, and etc.
- Provide sufficient WiFi coverage

Renewable Energy – Strive for energy independence through the use of renewable energy technology . . .

- Integrate renewable sources of energy and utilize them as educational opportunities

Art and Music – Incorporate public art installations including but not limited to galleries, murals and mosaics, sculptures, and selfie backgrounds . . .

- Integrate rotating exhibitions from local art schools, firms, and entertainment groups

Airplane Observation Areas - Provide opportunities to connect with airplanes from viewing platforms and observation decks . . .

- Integrate observation areas that are open to everyone

## **Design Principles and Guidelines**

### **1.0: Simplicity, Convenience and Ease of Use**

#### 1.1 Make ingress and egress as easy as possible

- Ensure equidistance between lots and terminal
- Prioritize spaces for multiple forms of transportation
- Integrate visual wayfinding aids (i.e., floor led lights, painted floor signs, labeled pillars)

#### 1.2 Create attractive and comfortable sitting areas

- Balance comfort with utility and cleanliness
- Integrate a variety of variable seating options

#### 1.3 Maximize accessibility for all users (Universal Design)

- Integrate clear wayfinding at drop off and pick up locations

#### 1.4 Make it easy to navigate in and around the terminal

- Consider the sightlines for signage and utilize staggered signs

#### 1.5 Provide diverse, convenient and local food options

- Balance convenient food options with sustainability and waste
- Provide beverage amenities like a brewery and onsite winetasting

- 1.6 Make it family-friendly, child-friendly, and pet-friendly
- Consolidate pet- and child-friendly areas and Incorporate age-appropriate amenities

## **2.0: Openness and Transparency**

- 2.1 Maximize use of natural light to illuminate the terminal
- Minimize energy expenditures by integrating photosensitive and transitioning glass, and strategizing solar exposure on western and eastern portions of the terminal
- 2.2 Create an open-air feeling
- Include shaded areas

## **3.0: Human Scale**

- 3.1 Draw upon natural and native color from the surrounding landscape
- Minimize the use of orange tints and tones
- 3.2 Create comfortable and inviting feel
- Create an environment that is accessible and inviting to all users
  - Integrate noise-absorbent materials

## **4.0: Green Design**

- 4.1 Achieve LEED Certification
- Integrate innovative conservation techniques (i.e., sustainable food waste mechanisms, smart technology, greywater system installation)
- 4.2 Use sustainable building materials
- Integrate local habitat
- 4.3 Plant native vegetation
- Install mechanisms for rainwater catchment

## **5.0: A Quality, Authentic, Iconic Structure**

- 5.1 Reflect the identity of Burbank and the surrounding region
- Integrate a mixture of modern and historical architectural styles
- 5.2 Reflect some aspect of the architectural and cultural history of the area
- 
- 5.3 Include public art installations
- Utilize local artists and maintain Burbank as the primary focus

## **6.0: Aircraft Connection**

- 6.1 Embrace the aviation industry and its history
- Recreate the SR 71
- 6.2 Provide observation areas
- 

## **7.0: Reflections of Classic Hollywood Style**

- 7.1 Celebrate the entertainment industry
- Integrate experiential elements that expose people to Burbank/Hollywood and their surrounding major businesses

## **Design Concepts and Details**

### **1.0: Preferred Exterior Materials and Finishes**

#### Steel

- Cons
  - Implications of seismic activity
  - This architectural style is too modern

#### Glass

- Cons
  - Glass is more difficult to make efficient

### **2.0: Exterior Landscapes and Hardscapes**

#### Planting Areas: Formal or Informal?

- Implement a landscape plan with plants that minimize noise impacts

### **3.0: Signage and Wayfinding**

#### Simple or Iconic?

- Implement signage that is intuitive for all airport users

### **4.0: Weather Protection**

#### Simple or Iconic?

- Incorporate canopy coverage and built elements that offer protection

### **5.0: Aircraft Boarding**

#### Jetways

- Con
  - This can create safety risks for people with disabilities

### **6.0: Building Shape and Articulation**

#### Rectilinear

- Pro
  - Lends itself to simple and elegant designs

#### Curvilinear

- Pro
  - This design feature has the ability to enhance creativity

### **7.0: Exterior Lighting, Road and Pathway Markers and Wayfinding Elements**

#### Traditional

- Functionality is the most important element throughout the terminal

#### Bold and Artistic

- Incorporate bright signage similar to the “Melbourne” sign

### **8.0: Interior Materials and Finishes, Color and Lighting**

#### Muted and Subtle

- Consider color usage for emergency situations
- Make interior materials flexible

## **9.0: Amenities (Including Concessionaires, Waiting Areas, Lounges, Meeting Spaces, Work Areas, Etc.)**

Centralized Location

- Avoid “chokepoints”

Distributed Throughout the Terminal

- Locate amenities close to gates
- Reduce traffic and cueing conflicts through effective design

## **10.0: Place-Making Elements (Including Art Installations, Exhibits and Storytelling)**

Temporary Installations

- Incorporate exhibitions from local artists and institutions (i.e., Art Center, CalArts, NYSF)

Performance Art

This can be overwhelming in an airport



Design Charrette #5 Wednesday, September 4, 2019 6:00 P.M. – 9:00 P.M.

(kindly print)

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Design Charrette #5 Wednesday, September 4, 2019 6:00 P.M. – 9:00 P.M.

(kindly print)

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Design Charrette #5 Wednesday, September 4, 2019 6:00 P.M. – 9:00 P.M.

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Design Charrette #5 Wednesday, September 4, 2019 6:00 P.M. – 9:00 P.M.

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Design Charrette #5 Wednesday, September 4, 2019 6:00 P.M. – 9:00 P.M.

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Design Charrette #5 Wednesday, September 4, 2019 6:00 P.M. – 9:00 P.M.

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Design Charrette #5 Wednesday, September 4, 2019 6:00 P.M. – 9:00 P.M.

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# Design Charrette Workshop #6 Summary

# Design Charrette #6

## Design Charrette Workshops

### Workshop Synopsis

#### Executive Summary

On Saturday, October 26, 2019, the Hollywood Burbank Airport Authority hosted the last of nine public charrette workshops to gather community and stakeholder input on the design and functionality of the 14-gate replacement passenger terminal (RPT). The workshop focused on getting feedback on Design Alternatives that emerged as a result of the previous Design Charrette Workshops. Approximately 102 community members attended the workshop at 2930 N. Clybourn Avenue, Burbank, California (91505). Members of the Project Team included Hollywood Burbank Airport staff, City of Burbank representatives, technical experts and consultants, and the facilitation team.

The public workshop began at 1 P.M. with refreshments and sign-in. This was followed by an open house format where charrette participants viewed and gave feedback on the evolution of the Design Alternatives. The open house included six stations which encompassed the Project Rationale and Design Parameters, the Vision, Story-Telling, Design Features and Amenities, Design Principles and Guidelines, and Design Concepts and Details for the RPT. A dedicated facilitator at each station graphically recorded charrette participants' comments. In addition to the graphically recorded notes, participants were invited to write in and submit their comment booklet's at the conclusion of the charrette.

The workshop concluded around 3:00 P.M. with a verbal summary of input gathered at each stations and a brief overview of next steps for the terminal design.

Design Charrette #6 Saturday, October 26, 2019 10:00 A.M. – 1:00 P.M.

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design  
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design  
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Design Charrette #6 Saturday, October 26, 2019 10:00 A.M. – 1:00 P.M.

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# Online Design Charrettes Summary

# Online Design Charrette

## Workshops

### Executive Summary

A total of five online design charrette workshops were made available between March 2019 to November 2019. Following each in-person design charrette workshop, consultants from MIG duplicated all materials utilized to gather input into an online format. The Online Charrettes facilitated gathering information from those participants that could not attend each in-person design charrette workshop. A total of 41 people utilized the online charrette workshops to provide input into the design of the Replacement Passenger Terminal. Qualitative results from the online charrettes are summarized below.

### Online Design Charrette Workshop #1

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Integrate an updated Art Deco style
- Incorporate a design that is reminiscent of the film industry and the 1930s terminal
- Create a spacious-feeling building with modern amenities and conveniences
- Take advantage of the area's good climate by integrating outdoor spaces into the design (Palm Springs' airport as an example)
- Incorporate an area with chairs for people to view the planes
- Add quality food amenities (i.e., Porto's, Lemonade, Urth Caffe, conveniently located coffee shops)
- Design a space for children's play (ex.: JFK Airport, Glendale Galleria)
- Integrate local art
- Maintain the ease and simplicity of accessing the current airport
- Place outlets within all seating areas
- Include a pump/breastfeeding room or booth for mothers
- Design spacious family restrooms that contain changing tables
- Incorporate rentable booths for conference calls
- Include living plants inside for stress reduction and beautification

- Incorporate an open-air design with natural lighting
- Consider utilizing jet bridges for aircraft boarding to create ease of access ADA compliance, and to alleviate aircraft ground service congestion
- Adjust flight patterns to avoid overflights south of the 101 freeway
- Celebrate the region's aviation and entertainment history
- Avoid a monolithic and dense structure by using transparent building materials for walls

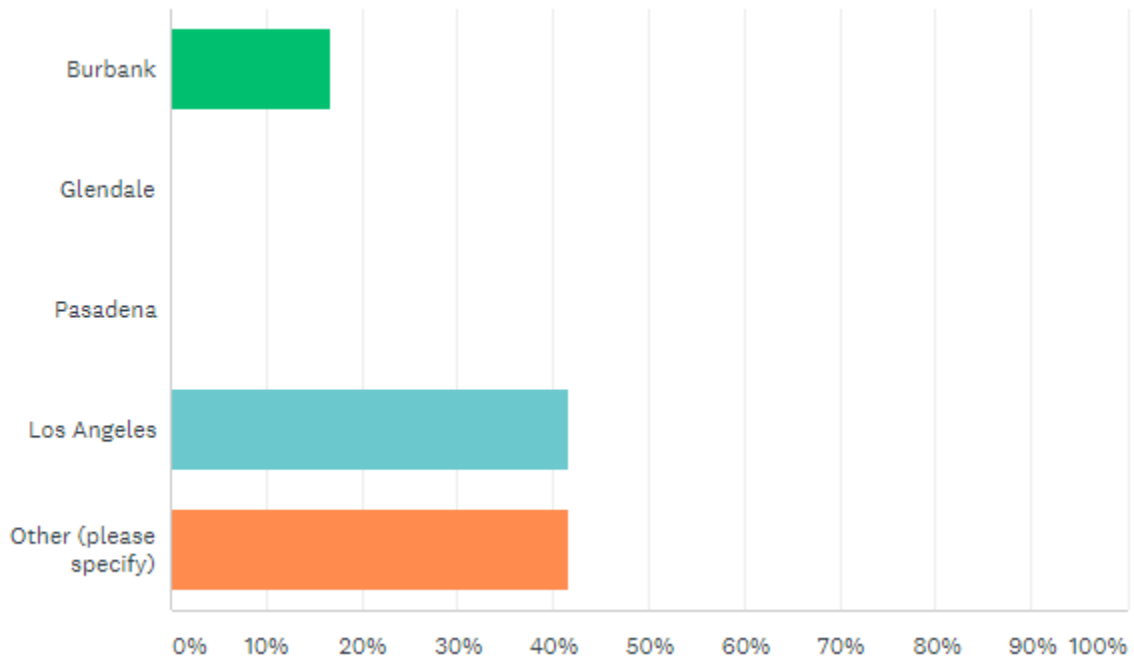
**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Incorporate the local film industry and Hollywood
- Tell stories about native people within the San Gabriel Valley region
- Allow artwork, vending options, and thoughtful amenities to tell the story
- Avoid a "Hollywood theme"
- Use stories to welcome travelers to California
- Create partnerships with Disney, WB, Nickelodeon, JPL and other leading global companies to have interactive displays
- Tell stories pertaining to the "golden age" of entertainment
- Celebrate the area's natural landscapes

**Question #3:** What are your highest priority **design features and amenities**?

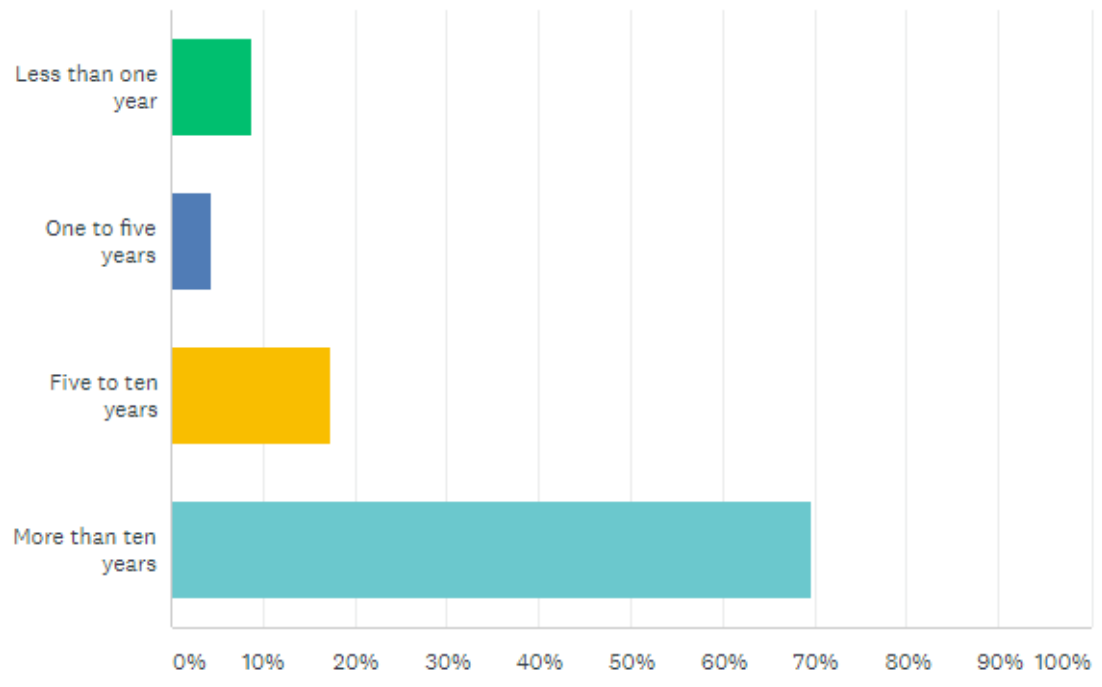
- Design restrooms equitably by adding stalls to minimize wait times for women's restrooms
- Maximize the availability of public transportation, people should be able to get to and from the Airport without driving
- Include a diverse mix of eateries containing iconic locals and healthy options
- Minimize heat island effect and strive for LEED's Gold standard
- Utilize light and bright design features to create a spacious feel
- Incorporate a centralized area for main dining
- Include filtered water refill stations
- Incorporate PSA signage that is accessible to deaf individuals
- Conveniently place outlets
- Strategically place high windows facing east to show the nearby mountains and low windows facing west to show the runways
- Design facilities for disabled individuals (i.e., wheelchairs, scooters, and walkers)
- Incorporate a large open concept design
- Enhance rail connectivity
- Add adequate pet relief areas
- Mitigate noise hazards and health risks for communities impacted by the Airport's flight patterns
- Create a relaxing preflight atmosphere with free WIFI, views of ramps, and an outside area

### What city do you live in?



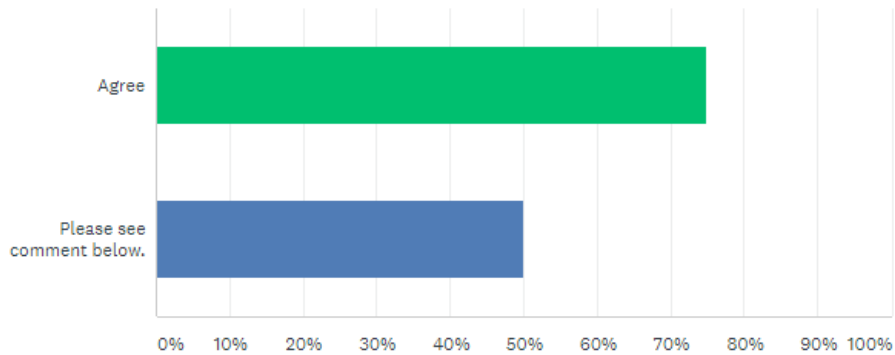
**Other:** Sun Valley under north south runway path, Van Nuys, Walnut Creek, Los Feliz, Sylmar, Ventura, Chicago, Westlake Village, Montrose, Valencia

### How long have you lived in the area?



# Online Design Charrette Workshop #2

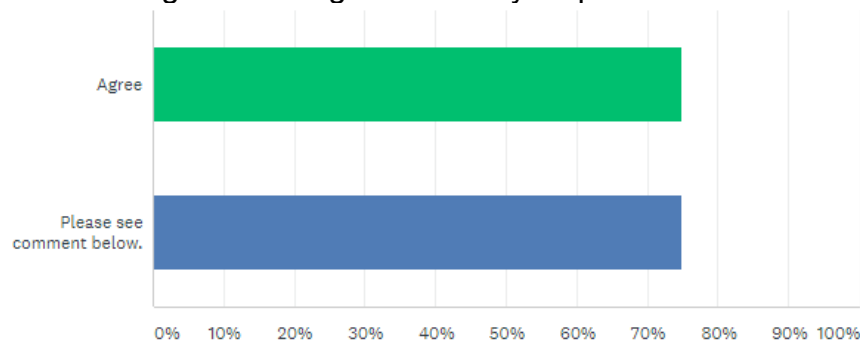
## 1.0 Simplicity, Convenience and Ease of Use



### “Please see comment below” responses

- Don't sacrifice sustainability for convenience
- Incorporate composting to divert biodegradable items from landfills
- Utilize sustainable food packaging
- Maintain the simplicity and ease of use, the main reason that the Airport was rated #1 on Fodor's

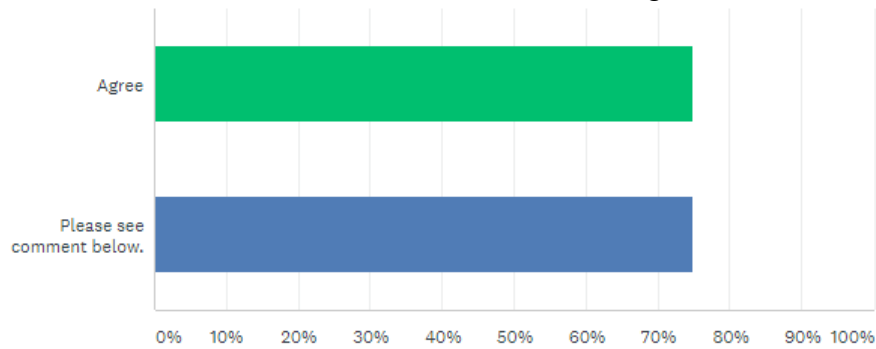
## 1.1 Make ingress and egress as easy as possible



### “Please see comment below” responses

- Prioritize using sustainable methods of multimodal transportation to ease ingress and egress
- Improve conditions for wheelchair users
- Enhance access to rental cars and trains
- Separate pickup zones for inbound and outbound travelers

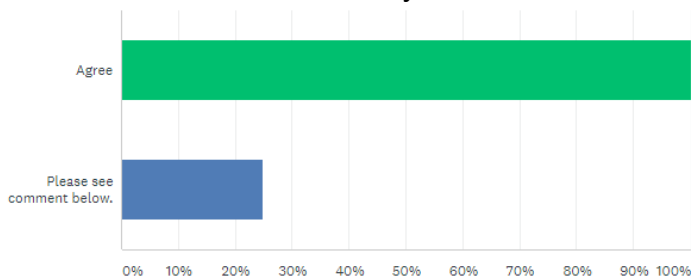
## 1.2 Create attractive and comfortable lounge areas



### “Please see comment below” responses

- Take into consideration the use of materials and furniture
- Incorporate spacious and comfortable seating
- Avoid fabric seating that requires constant cleaning or replacement
- Provide adequate space in the gate area for travelers to assemble without conflicting with those going to their gates

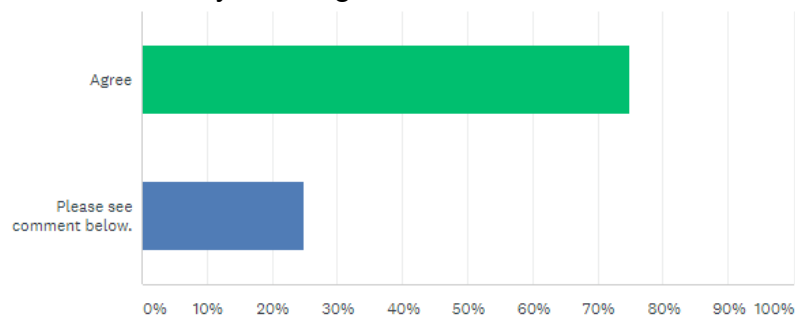
## 1.3 Maximize accessibility for all users



### “Please see comment below” response

- Include accessibility measures for children and people of larger size

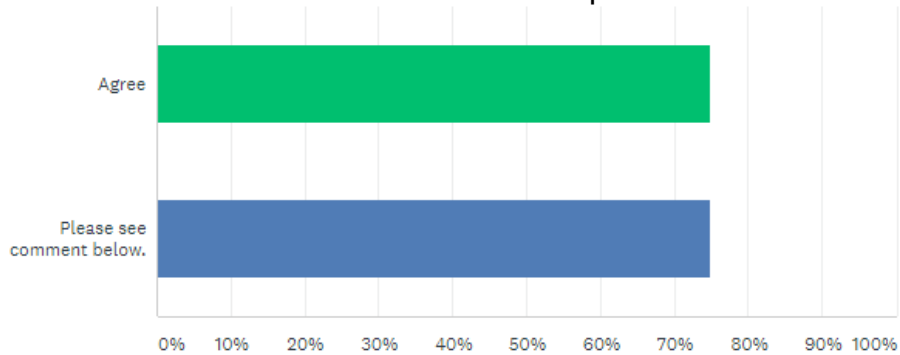
## 1.4 Make it easy to navigate in and around the terminal



### “Please see comment below” responses

- Avoid rotating LED signage as it creates confusion
- Wide moving sidewalks are desirable

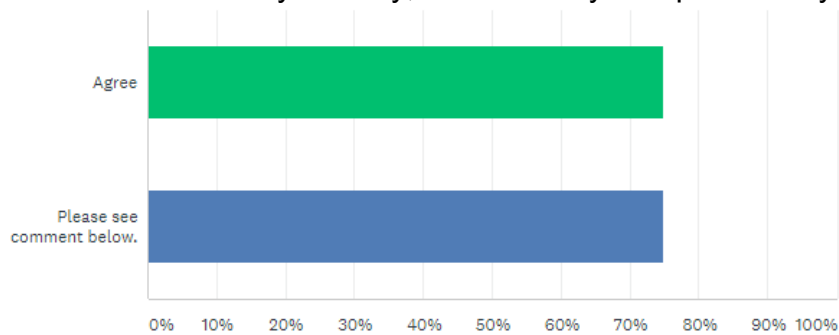
### 1.5 Provide diverse and convenient food options.



#### “Please see comment below” responses

- Avoid chain stores by using local Southern California brands and restaurants
- Include diverse ethnic cuisines
- Provide affordable and healthy food options

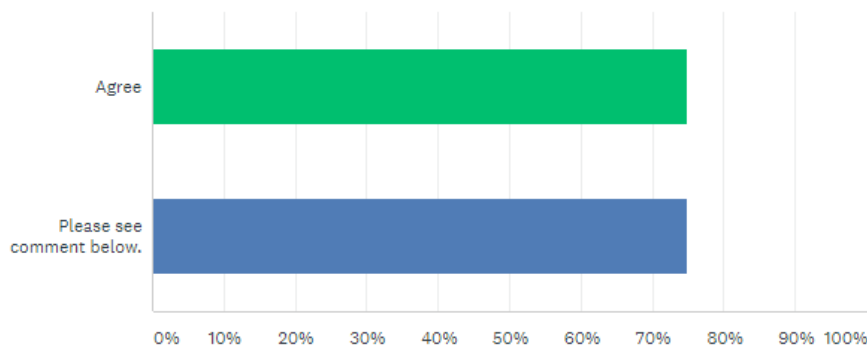
### 1.6 Make it family-friendly, child-friendly and pet-friendly



#### “Please see comment below” responses

- Make it child and pet-friendly but consider the primary travel demographic
- Centrally locate areas for pets and children

## 2.0 Openness and Transparency

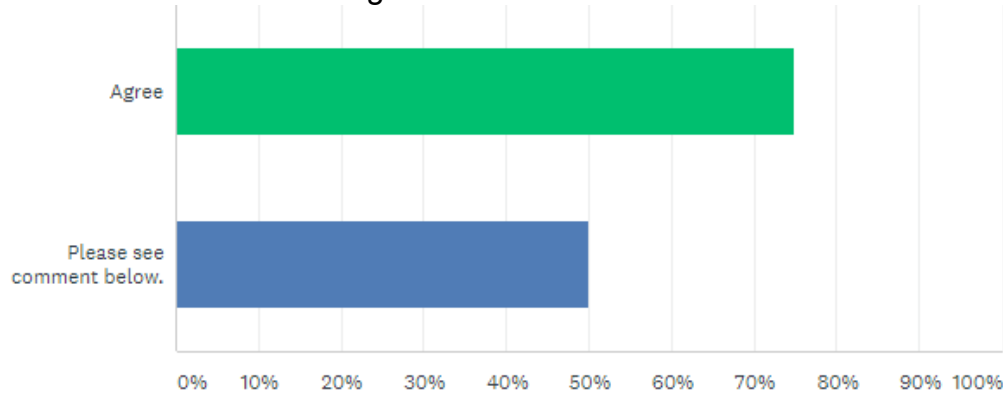


#### “Please see comment below” responses

- Though the use of large windows for natural lighting is desirable, consider the implications on climate control expenditures
- Provide access to viewing areas for non-passengers as well



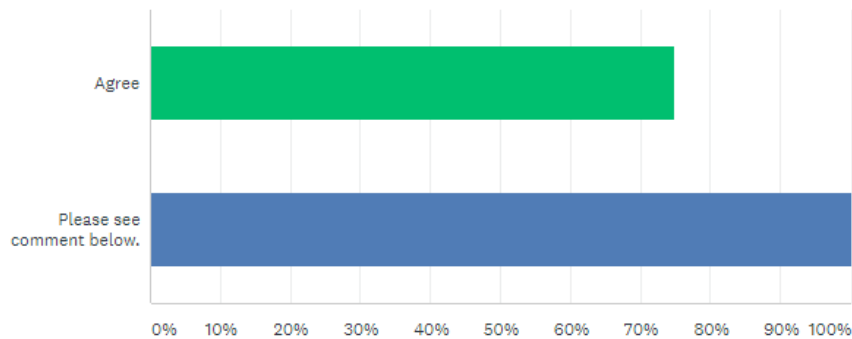
Maximize use of natural light to illuminate the terminal.



**“Please see comment below” responses**

- Consider measures to save on energy
- Does the benefit outweigh the cost?

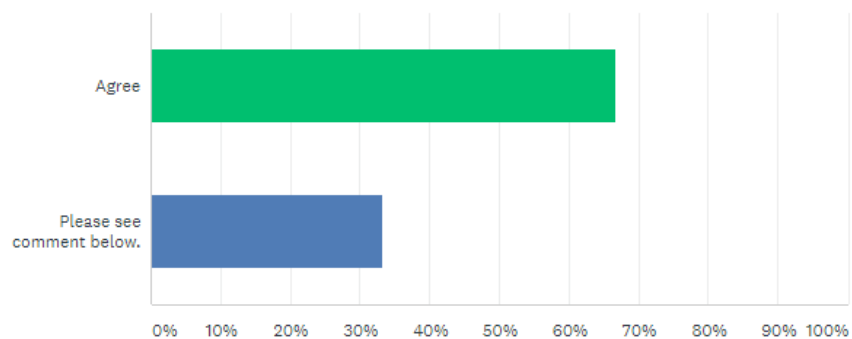
2.2 Create an open air feeling.



**“Please see comment below” responses**

- Design the gate areas to be light and airy
- Incorporate an observation deck for passengers and the public
- Ensure that jet fumes and noise are kept out
- Consider the 100+ degree temperatures in the summer months

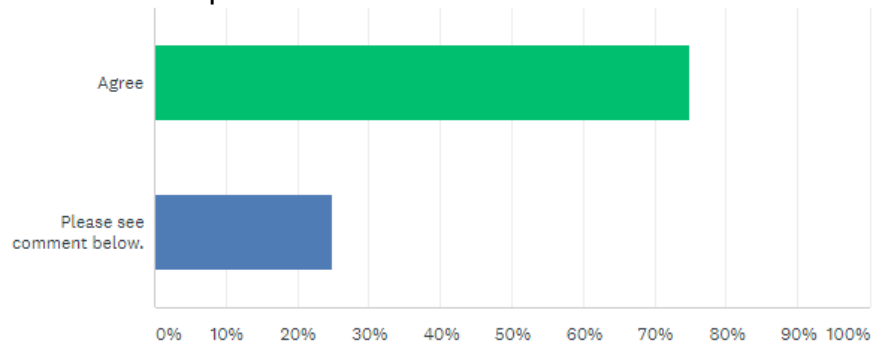
**3.0 Human Scale**



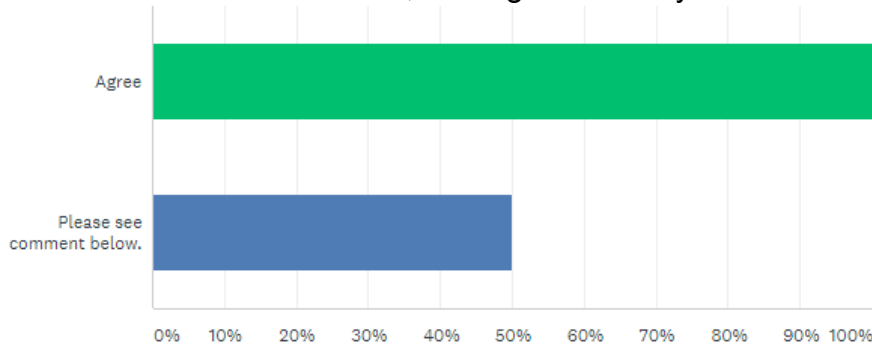
**“Please see comment below” response**

- Use classic colors or California sunset colors

### 3.1 Draw upon natural and native colors from the surrounding landscape.



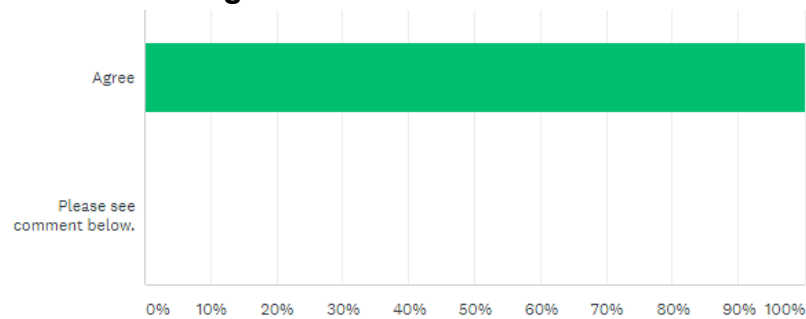
### 3.2 Create a comfortable, inviting and homey feel



#### “Please see comment below” responses

- Design for comfort but limit “homey”
- Utilize warm and non-threatening colors to soothe travelers

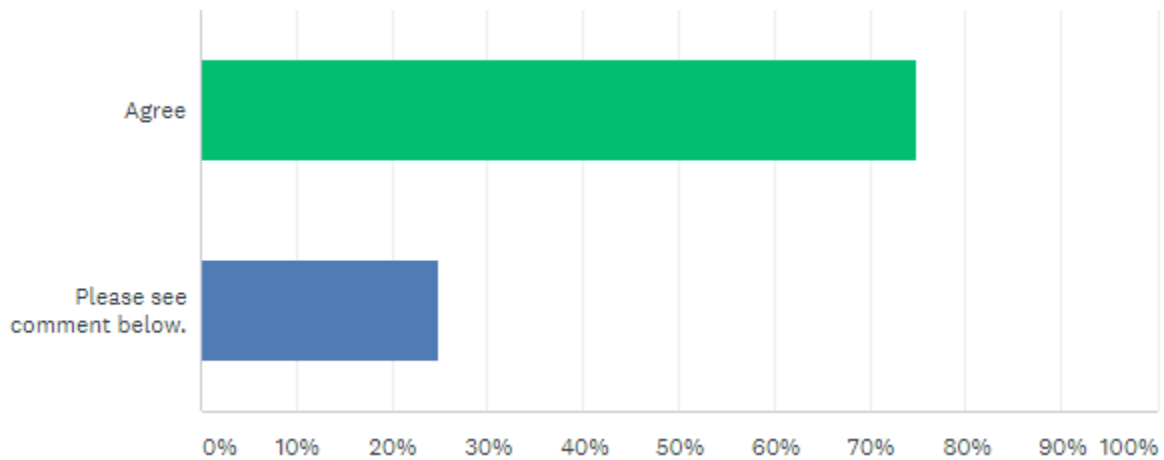
### 4.0 Green Design



#### “Please see comment below” response

- This should be one of the highest priorities

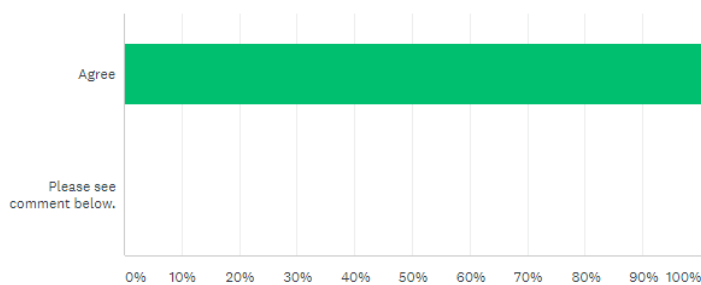
#### 4.1 Achieve LEED certification.



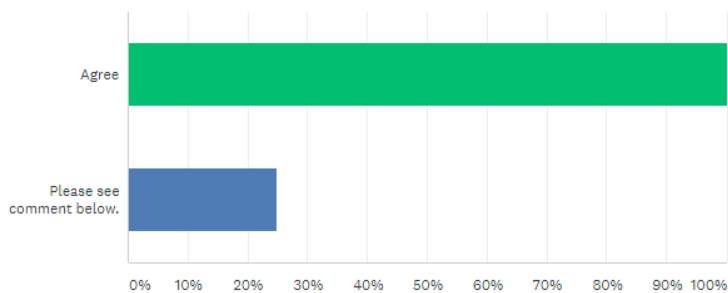
#### “Please see comment below” responses

- The airport should aim for the highest LEED standard
- The certification may not be a worthy investment as it won't impact property values or increase funding sources

#### 4.2 Use sustainable building materials.



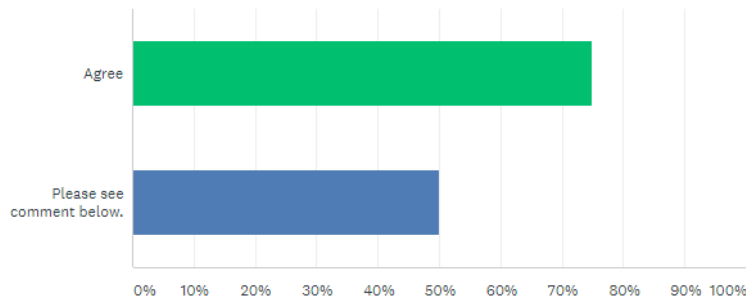
#### 4.3 Plant native vegetation.



#### “Please see comment below” responses

- Integrate drought tolerant planting and recycled water
- Use native vegetation but incorporate diverse plant species as desert landscaping reflects heat and does not absorb rainwater runoff well

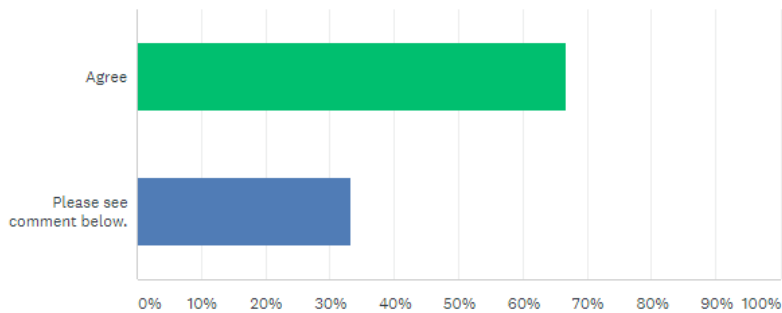
### 5.0A Quality, Authentic, Iconic Structure



**“Please see comment below” response**

- Keep the vintage look of a hometown airport with modern flairs to accent the look

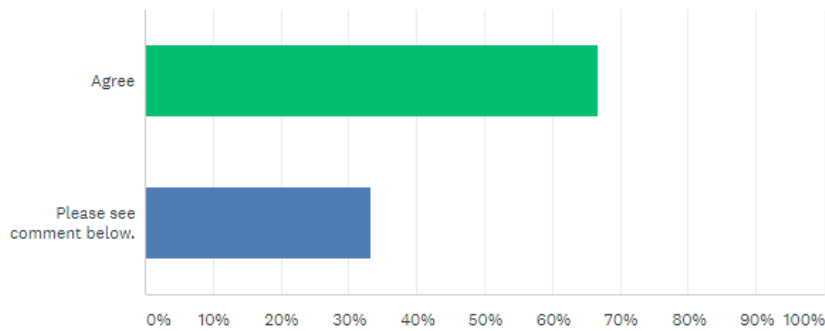
5.1 Reflect the identity of Burbank and the surrounding region.



**“Please see comment below” responses**

- The airport doesn’t necessitate a defined Hollywood or Burbank theme
- Focus on maintaining its beauty, convenience, and amenities

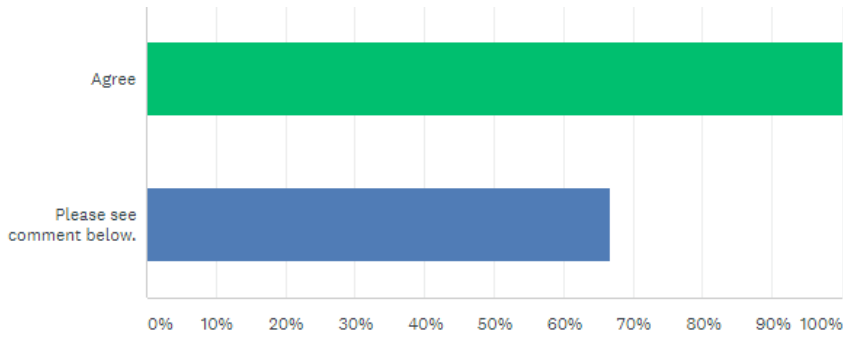
5.2 Reflect some aspect of the architectural and cultural history of the area.



**“Please see comment below” response**

- Maintain simplicity and modernity

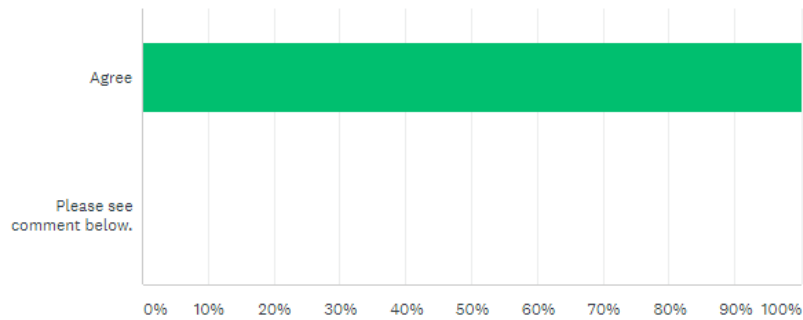
### 5.3 Include public art installations.



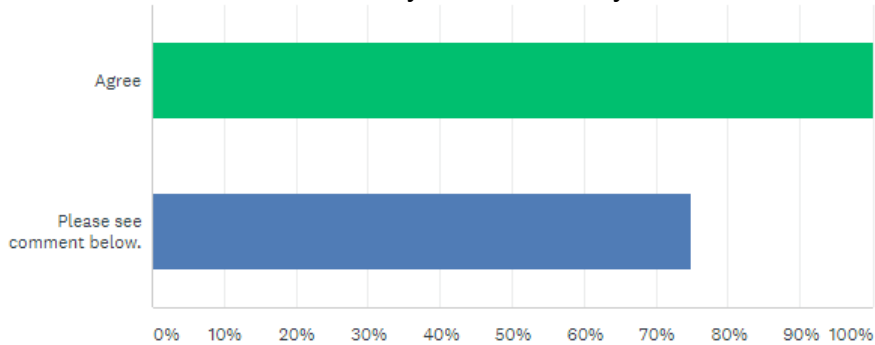
#### “Please see comment below” responses

- The art should be representative of the region
- Incorporate rotating art to pique interest

### 6.0 Aircraft Connection



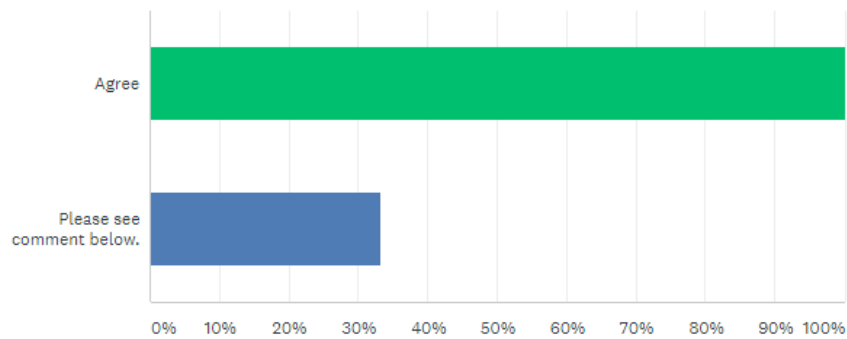
### 6.1 Embrace the aviation industry and its history.



#### “Please see comment below” responses

- Include information about Bob Hope, the area’s history, and photos
- Avoid creating overwhelming clutter with visual elements

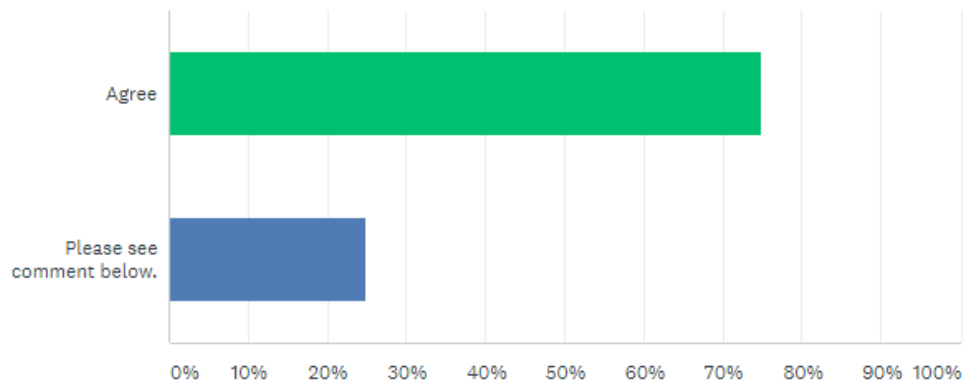
## 6.2 Provide observation areas



### “Please see comment below” response

- Access should be for both the terminal secure areas and for outside observation access

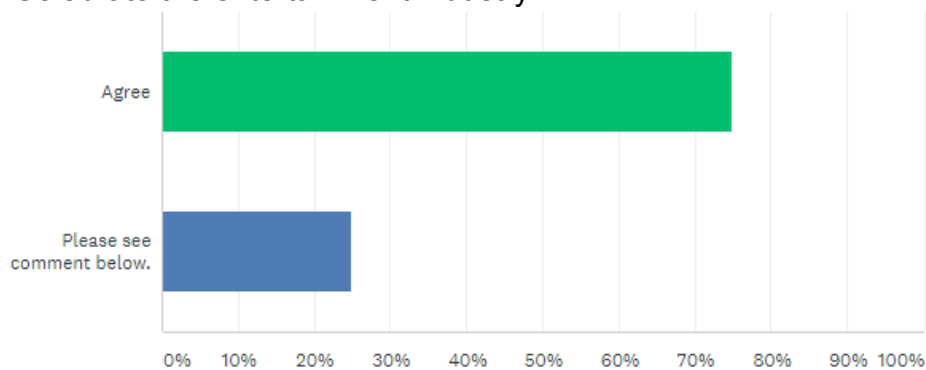
## 7.0 Reflections of Classic Hollywood Style



### “Please see comment below” response

- Honor the regions history but don't “overdo it”

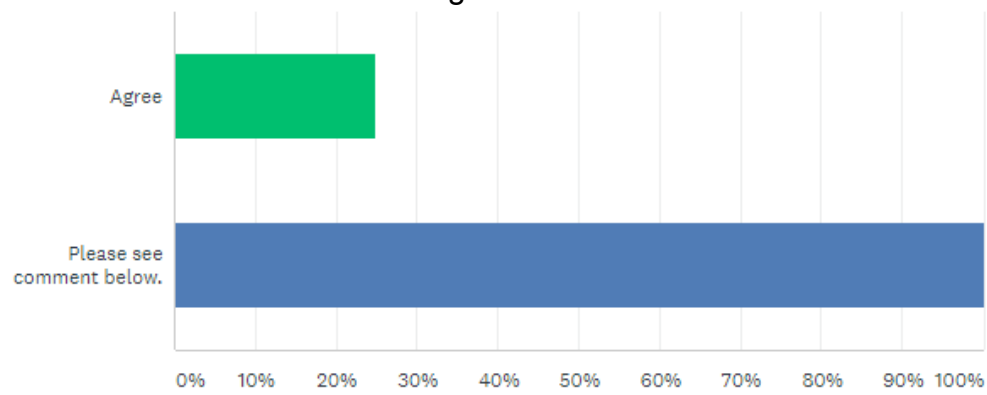
## 7.1 Celebrate the entertainment industry.



### “Please see comment below” response

- Value the entertainment industry and its contribution to the area, but don't make that the focus of the Airport

## 7.2 Consider use of themed gates



### **“Please see comment below” responses**

- Maintain simplicity
- This is unnecessary and adds visual clutter

# Online Design Charrette Workshop #3

## **Design Standard 1.: Building Exterior Finishes**

### 1A. Concrete

- This material is strong, durable, economical and allows creative design
- This material is high maintenance, retains heat and expenditures

### 1B. Steel

- This material is durable, modern, and more earthquake-resistant
- Steel isn't cost effective and can be "cold"

### 1C. Glass

- This creates an open and airy feeling, gives people the ability to view the airfield, and lets in natural light, therefore, decreasing daytime light expenditures
- Glass can cause heightened cooling costs, reflection problems, and maintenance issues (i.e, repairs, cleanliness)

### 1D. Plaster

- This material can achieve a desired aesthetic, it is lightweight and allows for a concrete look without the cost of concrete

## **Design Standard 2.: Exterior Landscapes and Hardscapes**

### 2A.1 Planting Areas, Formal

- This style is linear and provides clear paths
- It can be less imaginative

### 2A.2 Planting Areas, Informal

- This can complement a more linear or rectangular shaped building

### 2B.1 Hardscape Areas, Formal

- Minimizes the need for landscaping while providing abundant seating, and encouraging engagement and interaction
- Formal hardscaped areas can be unwelcoming with excess concrete and limited green space

### 2B.2 Hardscape Areas, Informal

- Design can be bright and airy
- Does not encourage interaction and offers less seating options

## **Design Standard 3.: Signage and Wayfinding**

### 3A. Simple

- Provides timelessness and simplicity
- Icons and symbols are internationally known, easy to navigate, and easy to integrate ADA accessibility into



### 3B. Iconic

- Aesthetically appealing, stylish, and eye-catching
- Can be difficult to read, confusing and unclear to passengers

## **Design Standard 4.: Weather Protection**

### 4A. Simple

- Effective and easily allows people to view signage
- Could evoke blandness and lack a spark

### 4B. Iconic

- Creates an impactful experience, style, and character
- Could increase building maintenance costs

## **Design Standard 5.: Aircraft Boarding**

### 5A. Jetways

- Provides weather protection, ADA accessibility, and connection to the Airport's electricity
- Could impact the quaint- and small-airport feel

### 5B. Ramps + Stairs

- Boarding through the rear is a unique and nostalgic experience
- Allows for faster embarking and disembarking, sitting in the rear becomes an advantage

# Online Design Charrette Workshop #4

## **Design Standard 6.: Building massing and scale, shape and articulation, and compatibility with adjacent structures**

### General Comments

#### 6A. Rectilinear

##### Cons

- Boring and basic

#### 6B. Curvilinear

##### Pros

- Iconic but common

#### 6C. “Wing” Like

##### Pros

- Creates distinct and iconic look, as well as timelessness

## **Design Standard 7.: Exterior lighting, road and pathway markers and way finding elements**

#### 7A. Traditional

##### General Comments

- Classic and harkens back to the golden age of travel

#### 7B. Bold and Artistic

##### General Comments

- Could become outdated in the near future

## **Design Standard 9.: Amenities including concessionaires, waiting areas, lounges, meeting spaces, work areas, etc.**

#### 9A. Centralized Location

##### General Comments

- This creates simplified access to shops and restaurants

#### 9B. Distributed Throughout the Terminal

##### General Comments

- This requires people to walk to several locations to see what’s available

#### 9C. Located Before and After TSA

##### General Comments

- This design allows people to partake in refreshments while waiting
- Drinks are not allowed through security

#### 9D. Lounges

##### General Comments

- Quiet lounge areas for business passengers should be available through a paid annual service

**Design Standard 10.: Place-making elements including art installations, exhibits and story telling**

10A. Permanent Fixtures

General Comments

- Tell stories about the USO during WW2 and short snorter tradition

**Additional Comments on design alternatives**

- Prioritize people over businesses
- Integrate spaces for people to work, congregate, and relax
- Participant has an exhibit available for permanent display that ties together Lockheed P-38 Lightning, Bob Hope and the USO, and the short snorter tradition during WW2

## Summary of Outreach Activities

## **OUTREACH ACTIVITIES**

### **DOOR-TO-DOOR CANVASSING**

To kick-off the notification of the charrette workshop process, we completed two rounds of door-to-door canvassing leaving door hangers at residential and business address in the immediate airport area. This included approximately 4,900 residential and 1,100 business addresses within a quarter mile radius of the airport's perimeter.

### **STAKEHOLDER INTERVIEWS**

We engaged a range of interest groups and civic/community leaders to educate them on the replacement passenger terminal (RPT) design charrette process, and to hear their issues, opportunities and priorities as it relates to the potential design. In total, 30 groups or leaders were engaged and 19 provided feedback.

Stakeholders were also asked to share their perspective on additional stakeholders and communication channels and networks that they recommend engaging in the design charrette process.

### **NEWSLETTERS**

To utilize an already existing base of Airport followers, we prepared a newsletter to provide subscribers information including date, time, location and the topic being discussed for each workshop. This included "thank you" follow up emails to express the Airport's appreciation of their feedback and participation. Readers were encouraged to spread the word and direct their friends, family and co-workers to an online version of each charrette should they not be able to attend in-person.

### **WEBSITE**

To announce the charrette workshop series, informational material was drafted and placed on a new charrette workshop webpage on [www.burreplacementterminal.com](http://www.burreplacementterminal.com). This page served, and continues to serve, as a repository of all charrette workshop information including previous event activities and handouts and provides all users a convenient opportunity to submit their feedback and vision for the replacement passenger terminal through an interactive online survey. The content on this page was refreshed after each charrette.

### **GENERAL MEDIA NOTICING**

A media advisory was prepared to notice the date, time and location for each of the nine workshops. This included all tiers of media outlets throughout the Los Angeles County region.

### **PAID MEDIA**

For each of the nine charrette workshops, we placed print and digital ads promoting the event. This includes print advertisements in the *Burbank Leader*, *Glendale News-Press* and the *Pasadena Star-News* as well as digital ads of various sizes on the website of these three publications and [www.latimes.com](http://www.latimes.com). Where appropriate, digital ads were targeted to devices/users within the zip codes near each workshop 30 days leading up to each charrette. For example, digital ads for workshops in Burbank targeted devices

operating in the zip codes 91501, 91502, 91504, 91505, 91506. Clicking on each ad would take the user to the charrette workshop webpage on [www.burreplacementterminal.com](http://www.burreplacementterminal.com). Impressions on ads totaled upwards of 250,000 for each charrette.

### **SOCIAL MEDIA**

As needed, social media posts were drafted to announce upcoming charrette workshops and directed social media users to the website to learn more and options to submit their input for design features and amenities that they would like to see in the RPT.

### **FLYER**

A graphical two-sided flyer was created for each charrette workshop and distributed to our stakeholders and throughout community service and information desks in the region. The flyer described the event details as well as what aspects of the design process attendees could expect to participate in.

# Media Advisory

**FOR IMMEDIATE RELEASE**  
MONTH XX, 2019

**Contact:** Name  
XXX-XXX-XXXX  
[email@email.com](mailto:email@email.com)

**HOLLYWOOD BURBANK AIRPORT ANNOUNCES DESIGN CHARRETTE WORKSHOPS FOR REPLACEMENT PASSENGER TERMINAL**

*Design workshops will invite community feedback on safety improvements, design features and amenities*

**WHAT:** Hollywood Burbank Airport invites the community and stakeholders to participate in an interactive and iterative dialogue with representatives from the Airport and members of the replacement passenger terminal design team, also known as a charrette process. The Airport is committed to holding six public charrette workshops in Burbank as well as one in each of the Airport's neighboring cities – Los Angeles, Glendale and Pasadena.

The collaborative and transparent charrette process will provide the community with opportunities to share feedback on safety improvements, design features and amenities that they would like to see in the replacement passenger terminal. The open conversations that take place at the charrette workshops will ultimately help shape the design and functionality of the terminal.

Hollywood Burbank Airport has always put community relations as a high priority, and looks forward to offering the community several opportunities to participate and share feedback, both in person and online. Additional information, including the full schedule and locations of the other charrette workshops, will be announced soon.

**WHO:** All members of the community and passengers with an interest in the design of the replacement passenger terminal are encouraged to attend

**WHEN:** [Day of Week], March XX  
X:XX – X:XX PM  
Dates for additional workshops to be announced in near future

**WHERE:** Name of Venue  
[Address], [City], CA [Zip Code]

###

**About the Hollywood Burbank Airport Replacement Passenger Terminal Project**  
With the passage of Measure B by Burbank voters on November 8, 2016, Hollywood Burbank Airport is working with the community and neighboring cities to build a safer, 14-gate replacement passenger terminal that is farther from the runways and meets current earthquake design standards. The replacement passenger terminal will provide the same convenience and easy access that air travelers now enjoy while



providing greater user amenities. It is an investment in Burbank at no cost to local taxpayers. For more information, visit <https://burreplacementterminal.com/>.

# Door Hanger Copy

Hollywood Burbank Airport  
Design Charrettes: **Draft Door Hanger #1 Copy**  
Updated: 02/14/19

**FRONT**

*Airport logo across top, center justified. Branding, colors and images consistent with style guide.*

Heading: Help design the 14-gate replacement passenger terminal

Subheading: Join us for an interactive series of design charrette workshops

**Graphically design and list the dates and locations of charrettes 1 and 2.**

Footer: Stayed tuned for information on additional design charrette workshops in Burbank, Glendale, Pasadena and Los Angeles throughout the year. Turn over to learn more about the charrette process.

**BACK**

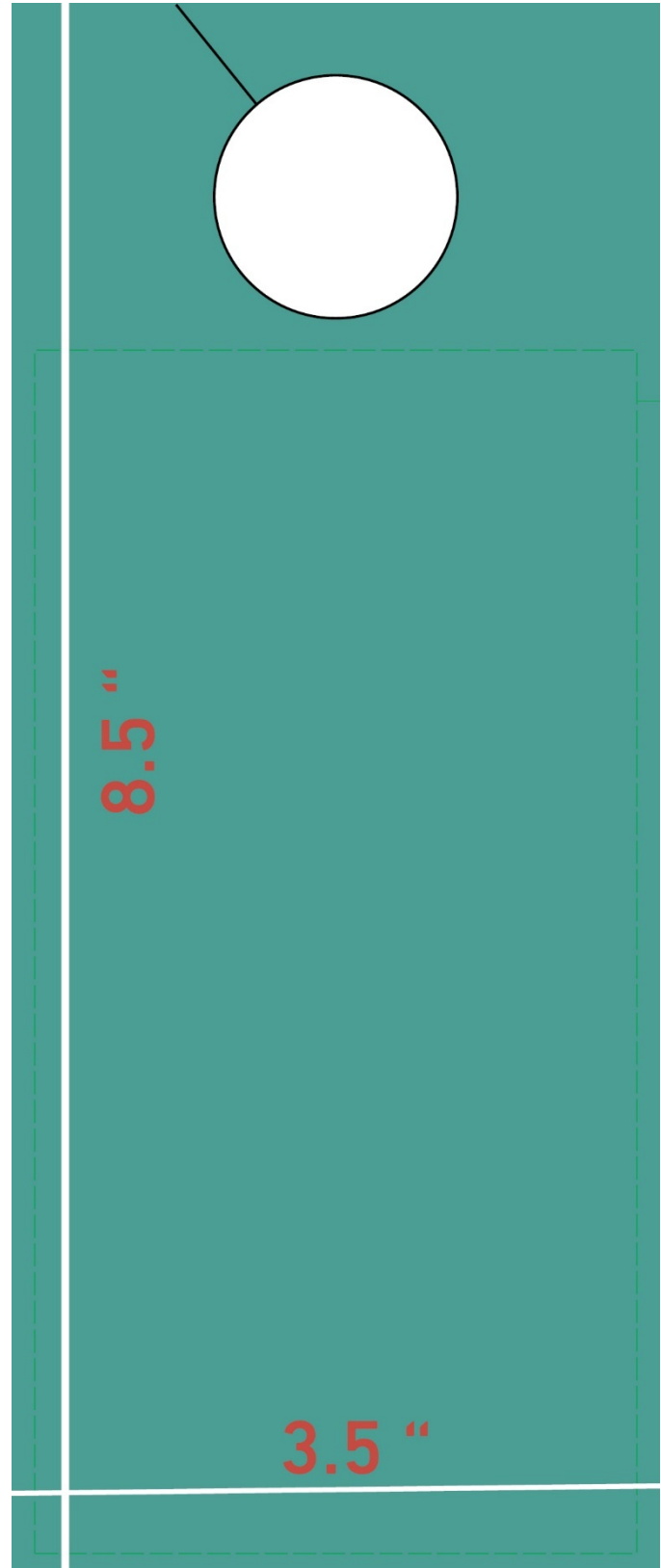
Heading: The Airport has a storied history in Burbank. It's essential that our community helps write the next chapter of the Hollywood Burbank Airport.

As we embark on planning and constructing a 14-gate replacement passenger terminal (RPT), we invite the community and stakeholders to join us for an interactive and iterative dialogue, also known as a charrette process, to help shape the design and functionality of the replacement passenger terminal.

Learn about the planned safety improvements and work with our team to design features and amenities that you would like to see in the replacement passenger terminal.

**Can't make it?**

Visit [burreplacementterminal.com](http://burreplacementterminal.com) to learn more about the project, the charrette process and how you can participate online.



# Website Copy

**Hollywood Burbank Airport**  
**Design Charrettes: Draft Website Copy**  
Updated: 02/14/19

***Website Copy – Charettes Tab***

The Hollywood Burbank Airport invites the community and stakeholders to join us for an interactive and iterative dialogue, also known as a charrette process. As we embark on planning and constructing the 14-gate replacement passenger terminal, this process, which will consist of six public charette workshops in Burbank and one in each of the airport's neighboring cities – Los Angeles, Glendale and Pasadena – will gather community feedback and help shape the design and functionality of the replacement passenger terminal.

The charrette workshops are a collaborative and transparent process that will engage the community in an authentic conversation to solicit meaningful input. The workshops will focus primarily on safety improvements, design features and amenities that the community and passengers would like to see in the replacement passenger terminal. All members of the community who have an interest in the design of the replacement passenger terminal are encouraged to attend one or more of the six charrette workshops.

**[Sub-Header] Schedule and Workshop Information**

The first charrette workshop will take place on XX [date] at XX [time] at XX [location]. Additional information will be posted here in the near future with details on the timing and locations of the other workshops. Please continue to check back often.

**Can't make the charrettes in-person?**

We know how hard it can be to attend public workshops in-person. We created an online version of the design charrette workshop so you can participate at your own convenience. Visit <NEEDURL.COM> to share your feedback.

# Responses to Stakeholder Interviews

## **Hollywood Burbank Airport Design Charrettes: Stakeholder Interview Questions**

*Purpose: The purpose of the outreach will be to engage the range of interest groups and civic/community leaders to educate them on the RPT process, and to hear their issues, opportunities and priorities as it relates to the potential design.*

*Stakeholders will also share their perspective on additional stakeholders and communication channels and networks that they recommend engaging in the design charrettes process.*

*At the end of each interview, the interviewer should ask the stakeholder to please spread the word, and encourage others in their network to participate in the charrettes process.*

### **Questions asked to non-governmental stakeholders in region**

1. How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?
2. What features do you like most about the current terminal?
3. What is your favorite airport in terms of design, amenities and function?
4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.
5. Are you interested in receiving additional information as we continue the design charrettes process?
6. Are there any additional stakeholders or networks that you recommend we engage with?

### **Questions asked to governmental stakeholders in region**

1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?
2. What features do you like most about the current terminal?
3. What is your favorite airport in terms of design, amenities and function?
4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.
5. What is the best way to communicate updates as we continue the design charrettes process?
6. Are there any additional stakeholders or networks that you recommend we engage with?

The beginning of this document provides a high-level summary/general overview of the findings of the stakeholder interviews. Below, we have also detailed the complete answers provided in each individual interview, should you need them as a reference point.

## **OVERVIEW OF FINDINGS**

### Frequency of use

- Our stakeholders differed in terms of how often they use the airport, ranging from “occasionally,” to 3-4 or 8-10 times per year, to “every time I fly”

### Features of the current terminal that stakeholder’s value:

- Convenience
- Location
- Ease of access
- Size of airport
- Ability to move quickly through security and to gate

### Favorite airports

- Denver, Tampa, Seattle, Long Beach, Seattle, Vancouver, Sacramento, Reno, Dallas Love Field, San Jose, Oakland
- Stakeholders appreciated the accessibility of these airports and their proximity to public transit
- Appreciate good food choices, good seating
- Enjoy open feeling – high ceilings, glass, etc.

### Desired amenities

- Children’s play areas
- WiFi access
- Access to plentiful outlets
- Water bottle filling stations
- More upscale/enhanced food and hospitality selections/more food options (including local eateries)
- Starbucks/more coffee
- Thematic/design elements that give a nod to Burbank’s unique qualities, including its entertainment industry
- Pet areas
- Clean, large lactation areas
- Better designed luggage area (and oversized baggage collection area)
- Safety improvements to bring the terminal into compliance with FAA distance regulations
- Designed with thought for the potential to become an international airport in the future
- Many stakeholders expressed that though they liked the size/convenience of the current terminal, it is a bit dated



### Recommended communication tactics

- Social media (Instagram page)
- Most of our stakeholders indicated that they had received the e-blast/newsletter. They said they would like to continue receiving these updates, and many said they would plan to share these updates with their own member/constituent base.

### Recommended additional stakeholders for outreach

- A full/running list of the additional stakeholders who our interviewees recommend we reach out to will be kept in the Stakeholder Outreach Tracking excel spreadsheet, in the “Addt’l *Recommended Stakeholders*” tab. Types of stakeholders we heard include:
  - o Neighborhood Councils
  - o Nearby cities (i.e. Santa Clarita)
  - o Departments of transportation/LADOT
  - o Churches/religious congregations
  - o LAUSD schools impacted by the airport
  - o Entertainment Partners/Cast & Crew (large entertainment payroll processing companies)
  - o Travel coordinators for large businesses (i.e. the travel coordinating department at Warner Bros., etc.)
  - o Spanish-speaking community organizations, as Spanish-speaking outreach is important in the area
  - o Business groups/chambers

**INDIVIDUAL RESPONSES**  
**COMPLETE ANSWERS**

(respondents identity removed for anonymity)

**Respondent One**

**Date Interviewed:** 3/12/19

- 1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?**
  - a. Occasionally
- 2. What features do you like most about the current terminal?**
  - a. Small, easy to get in and out of, easy to drive into/pick up people
  - b. Small, accessible, not as much traffic as surrounding nearby airports
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Tampa, FL
  - b. Denver, CO
  - c. Both provide quick access to affordably priced public transit to get you to your next location
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Children's play areas
  - b. WiFi, outlets to charge your phone/charging outlets
  - c. Water bottle filling stations
- 5. What is the best way to communicate updates as we continue the design charrettes process?**
  - a. Are you talking to customers in terminal as they pass through?
  - b. Would be good to see updates on the Burbank airport Instagram page/social media
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. Neighborhood Councils – North Hollywood, Sun Valley, Glencrest Hills Neighborhood Watch, All Saints Church (wide distribution list), Wings of Hope Ministry (Spanish speaking branch of All Saints), Church of Latter-Day Saints Sun Valley (English and Spanish speaking), need to do a lot of Spanish-speaking outreach for this area
  - b. LAUSD – four schools (Sun Valley Middle, Fair Ave, Bellingham, Roscoe, Glenwood) that are impacted by the airport
- 7. Anything you've heard from constituents?**
  - a. Afraid that there will be added flights, gates; we've had to reassure people that it's going to be almost the same size/number of gates

## Respondent Two

Date Interviewed: 3/12/19

- 1. How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?**
  - a. Some coworkers use it 3-4 times a year, others a couple times a year
  - b. Preference is to go in and out of Burbank, challenge is the flights/airlines that go out of there
  - c. Probably use it a dozen times a year between the 5 of them
- 2. What features do you like most about the current terminal?**
  - a. Easy to navigate, not bright and shiny but easy to navigate, easy to get through security, there's convenience beyond the location
  - b. Small and comfortable
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Burbank, Long Beach because they're easy, small, comfortable
  - b. About convenience as much as anything else
  - c. Smaller, more convenient without the craziness that you'd get from LAX is my preference
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Area for kids and pets would be nice (see that in a lot of airports)
  - b. A little higher end on the hospitality part – better food and drink/nicer places, more comfort in the waiting areas, a little more space
  - c. Would like to see some reflection on what the old terminal looked like, to see some of the old stuff around
  - d. Main priority: get me in and through as fast as I possibly can
  - e. You want it to be clean, comfortable, look nice – but you don't have to spend a lot of time there
- 5. Are you interested in receiving additional information as we continue the design charrettes process?**
  - a. Yes – especially as the meeting is scheduled in Pasadena (I can help find a venue once the date is confirmed)
  - b. I will send updates to members; the airport is important to a lot of members (fly people in and out a lot), as info is available would be happy to send it along
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. Pasadena – JPL; Educational Institutions – Cal Tech, ArtsCenter (have people come in and out quite a bit), Forest Lawn (people flying in for funerals), Mike Ross (Pasadena Convention & Visitors Bureau) + LA Convention and any other counterparts, hotel folks in Pasadena

## Respondent Three

Date Interviewed: 3/13/19

- 1. How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?**
  - a. It's the only airport I use in the LA metro area; 8-10 times a year
- 2. What features do you like most about the current terminal?**
  - a. The convenience factor, it's close, easy to get in and out of, keeps me out of the LAX mess
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Denver airport
    - i. In the 90's, it was the only new metropolitan airport that had been built in the last 30-40 years
    - ii. The planning that went into it – Denver bought 55 square miles outside the city, the economic base grew up around it
    - iii. They put fiber optic infrastructure in, used it in first 15-20 years for airport related uses but voters passed a measure allowing it to develop with other uses too
    - iv. There was nothing out there to begin with, but probably the biggest economic center in the Denver metro area now
    - v. From an economic impact standpoint, very important
    - vi. Don't have noise issues because they're able to control it, don't let housing develop up next to it
  - b. Seattle airport
    - i. Bringing light rail into it now, provides another transportation/multimodal option
  - c. Would like to see that happen in Burbank (close proximity with Metrolink stations)
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Current terminal has been there since 1930, so it's time for an upgrade on all fronts
  - b. Food service, pet things are good
  - c. Most important thing is safety factor, moving terminal at least 750 feet away from center of runway; we're lucky we haven't had a serious accident out there
- 5. Are you interested in receiving additional information as we continue the design charrettes process?**
  - a. Yes – curious about City of Los Angeles (part of airport is within city limits of LA), since I saw LA City fight hard to shut the airport down in the 70's
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. Let me give it some more thought

**Respondent Four**

**Date Interviewed:** 3/14/19

- 1. How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?**
  - a. At least once every other month, but someone at our agency probably uses it monthly
- 2. What features do you like most about the current terminal?**
  - a. Metrolink connection (“Train to plane”)
  - b. Ease of getting through security
  - c. User-friendly terminal in terms of getting to curb to gate, etc.
  - d. Everyone considers it their backyard airport, think of it as a neighboring airport
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Sacramento
    - i. Open
    - ii. Easy to use
    - iii. Natural lighting
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Better design features in current terminal
  - b. Better designed luggage area
  - c. More food options
  - d. Starbucks/more coffee
  - e. Design standards that help encourage mobility/connectivity/close to metro routes
  - f. Market train to plane connection
- 5. Are you interested in receiving additional information as we continue the design charrettes process?**
  - a. Email – web database
  - b. Landing page on airports website
  - c. Local community advisory group for design stuff - group that involves the chamber, local biz - biannual design updates; possibly a survey
  - d. Newsletter (through email)
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. City transportation commission has an ad hoc citizens commission
  - b. Maybe people in Santa Clarita
  - c. Other mobility-minded groups? LADOT/mobility-minded orgs? There might be a Dash route over there

**Respondent Five**

**Date Interviewed:** 3/20/19

- 1. How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?**
  - a. 2,575 flights for all employees of company
  - b. Personally, use the airport around once a month/8-10 times a year
  - c. Use for business and personal travel
- 2. What features do you like most about the current terminal?**
  - a. Ease of getting in and out
  - b. Parking options, including valet
  - c. Relatively quick / quicker than most airports TSA lines, even pre-check lines are much quicker
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Vancouver airport
  - b. Reno airport
    - i. Has done a nice job of designing the airport – architecture and interior design – woodsy, good feel, outdoor elements have been carried into airport
  - c. Sacramento airport
    - i. Relatively easy in and out
    - ii. Very open, high ceilings, lots of glass, feels more open even when it's crowded
    - iii. Pretty good food choices (Burgers and Brew, Dos Coyotes – restaurants in town that are also in the airport)
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Food choices tend to not be very good food – would look forward to having better food choices, bringing Burbank area restaurants in (Olive and Tyme, etc.)/local eateries that people are familiar with, know they're good quality
  - b. More open – like Sacramento, higher ceilings, open air feel
  - c. Better seating – seems like at Burbank, I'm more often trying to sit on the floor; I don't have that problem in Sacramento and most other airports (more seating/more adjoining seating/can walk to gate across/etc.) – not as easy in Burbank (maybe because there's only gates on one side in the Southwest terminal, so you can't go to a gate across the way to sit – if you leave the gate area you have to go next to it, where you might not be able to see what's going on, versus being right across)
  - d. Would be nice to have sufficient seating with appropriate charging stations
  - e. Concierge service at an airport waiting area? – so you wouldn't have to carry food back to the gate with all your bags, maybe you could order on an app and it would come to your gate
  - f. Company would like it to be, if possible, an international airport – designed with that in mind as an eventual option even if it's not one right away (after New York, Vancouver is probably the most frequent flight our employees take) – if Burbank wants to be a world-class media hub, need to think about designing that for the future
- 5. Are you interested in receiving additional information as we continue the design charrettes process?**
  - a. Wants to attend a charrette in person

- b. Company is generally supportive of the airport, obviously; because of controversy in last 20 years, didn't come out publicly to support; but behind the scenes, we've always been supportive; would like to see it be able to service more areas that would be helpful for our business

**6. Are there any additional stakeholders or networks that you recommend we engage with?**

a. Both Entertainment Partners and Cast & Crew are based in Burbank – largest employers in the area



**Respondent Six**

**Date Interviewed:** 3/21/19

- 1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?**
  - a. Frequently; probably weekly because there tends to be lots of training, etc.
- 2. What features do you like most about the current terminal?**
  - a. Convenience (having parking passes to the structure is convenient to park near terminal)
  - b. Easy security, easy in and out, no major lines
  - c. The convenience of getting on plane front and back
  - d. When leaving airport, it's a short walk, location is great
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Dallas Love Field
    - i. Small, regional airport, probably similar in terms of who flies out of there; noticeable difference in terms of number of stores, restaurants, how it's laid out (where you can sit and watch the planes), restrooms, modern conveniences of battery chargers are right there
  - b. San Jose, Oakland airports
    - i. In terms of local comparisons, both are nice and easy
  - c. Denver airport
    - i. Even though it's bigger and you have to navigate more, if you get stuck there there's priority lounges, etc. that are nice to hang out in
    - ii. Even when you're in the airport waiting you can look at artwork, if you have a dog there's a place for them to be, you can go to a store/restaurant to hang out, etc.
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Not enough things in terminal – restaurants, restrooms, seats (when it's time to board, you have to walk over people sitting in the aisles, etc.)
  - b. Old, small terminal, hasn't been modernized/not contemporary
  - c. Love to see priority lounge/some space like that
  - d. Baggage claim – it's going to need to be improved, not outside (I'm a golfer, and the oversized collection area is right by the 5-foot radius to smoke); kind of old school, baggage claim needs improvement
  - e. Chargers, restaurants, stores – just having more space to hang out like some of these modern airports have
  - f. Media stuff – so you can easily see where your plane is, along with other stuff happening in the world (CNN on, etc.)
  - g. Would love to see the airport make an impression as far as Burbank as a city, because it's an outgoing/incoming impression for travelers
    - i. Some sort of tie to who we are in Burbank; entertainment, media capital of the world
    - ii. An impression that this is where movies are made, where gaming is done
    - iii. Totally missing a display of what Burbank has to offer – they have Amelia

Earhart, Lockheed – but the current city is about entertainment, video gaming,

that needs to be a big thing that's integrated into design/aesthetics; give that impression somehow (especially since it's the Hollywood Burbank Airport)

- h. Not directly terminal related; rental car facility – because that is weird with lights, it's kind of a concrete nothing, etc. – putting artwork/stuff
  - i. It might be good to have some things like the movie posters outside of WB, because that's one of the first things people see; stuff like that that signifies entertainment, that lets people see what Burbank is all about
- 5. What is the best way to communicate updates as we continue the design charrettes process?**
  - a. Have all the dates, planning to post to their site (and will post any info they're given) – will retweet/repost social media
  - b. Get email updates from the airport
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. City Manager Ron Davis
  - b. Patrick Prescott – City of Burbank

**Respondent Seven**

**Date Interviewed:** 3/25/19

- 1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?**
  - a. Monthly, staff flies up through Burbank a couple times a week
  - b. Staff uses airport less frequently but every now and then
- 2. What features do you like most about the current terminal?**
  - a. Parking is easy
  - b. Small, easy to get through, can get through it quickly
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Burbank is preferred airport because of where we live
  - b. Dread going through LAX because of the traffic, but they've done a nice job of upgrades (Tom Bradley is a nice terminal)
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Lactation room in Sacramento is conveniently located and small, would like to see something clean like that that's available
  - b. Character of San Fernando Valley, telling story of our community – history of the Valley, history of the Burbank community should be included/reflected
  - c. More food options
  - d. Lots of bathrooms
- 5. What is the best way to communicate updates as we continue the design charrettes process?**
  - a. Email communication
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. Engaging community not just immediately surrounding airport; Studio City, Sherman Oaks, Encino, Valley Village, North Hollywood
  - b. Reaching out to chambers as good intermediaries, help connect with businesses, allow us to get more in touch with these groups – Sherman Oaks Chamber, Studio City BID (person who runs BID used to run Sherman Oaks Chamber), Encino Chamber (pretty active), Universal City Chamber (less active)

## Respondent Eight

Date Interviewed: 3/26/19

1. **How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?**
  - a. Two to four times a year.
2. **What features do you like most about the current terminal?**
  - a. Rear-boarding – it's what makes Burbank unique
  - b. Convenience is a huge factor; I generally park off site at the A or C lots, but affordable one day parking is available right near the terminal
  - c. Parking proximity
3. **What is your favorite airport in terms of design, amenities and function?**
  - a. San Francisco Virgin Terminal – Bright, airy, reduced travel stress with a lot of personal space; food options feel like San Francisco
  - b. Sacramento – Fairly convenient, easy to get there before flight and be on time, ton of concession; functional, but nothing exciting.
4. **What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Design aspects that make it feel bigger than it is – light and airy
  - b. Eating options that are more fit with local offerings to showcase the region; e.g. BBQ in Austin airport.
  - c. Electricity outlets
  - d. Restaurant
  - e. Not important to theme airport off Hollywood; most people who fly in/out of BUR are already familiar and understand the region and the important of entertainment/Hollywood.
  - f. People enjoy BUR for what it is; have modern facility but maintain the accessibility and “small town” feel.
  - g. Appropriate levels of seating (a lot of sitting on carpet along wall)
5. **Are you interested in receiving additional information as we continue the design charrettes process?**
  - a. Yes, newsletter or email communication would be best.
6. **Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. We will let the Airport know if we have any members that should be engaged throughout the charrette process.

**Respondent Nine**

**Date Interviewed:** 3/29/19

- 1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?**
  - a. Well over one hundred trips per year.
- 2. What features do you like most about the current terminal?**
  - a. Pretty straight forward and easy, you know where you're going when you get there.
  - b. Valet parking – just used for the first time and was quite impressed
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Denver has nice amenities; restaurants just about everywhere
  - b. Vegas – reflects Vegas itself
  - c. Reagan International – underrated from an aesthetics point of view; represents D.C.
  - d. However, predominately utilitarian by nature – just want to get in and out.
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. From the perspective of our business – we need to get in and out as soon as possible.
  - b. Charging stations by seats in case we need to do work during a delay, etc.
  - c. Restaurant with a bar
- 5. What is the best way to communicate updates as we continue the design charrettes process?**
  - a. No response
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. No response

## Respondents Ten and Eleven

Date Interviewed: 4/1/19

- 1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?**
  - a. At least 3 to 5 times per year for personal use; in terms of overall staff, another 30 plus times per year.
- 2. What features do you like most about the current terminal?**
  - a. Respondent Ten:
    - i. Accessibility, ease of parking with no need for shuttle.
    - ii. In and out without any hassle.
    - iii. Shuttles have been very accessible when I have used them with family.
    - iv. Your own “private” airport feeling
  - b. Respondent Eleven:
    - i. No traffic jams like LAX, drop off right outside terminal.
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Respondent Ten:
    - i. Dallas: Bright with great signage. Accessibility of restaurant was great.
    - ii. Phoenix: Bright, easy access
    - iii. LAX: As painful as it is to get there and despite the bad signage, the restaurants in the international terminal is very good.
  - b. Respondent Eleven:
    - i. Heathrow: Took 10-15 minutes to get out of plane, on train and out of the airport.
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Respondent Ten:
    - i. Food and bars; better food selection, maybe some international/varied choices and more sit-down choices for people that have time to kill.
    - ii. Charging stations especially since it is a commuter airport.
    - iii. Evaluate shopping needs if passengers have the time to shop considering most people want to be in and out ASAP.
    - iv. Importance of entertainment industry is huge: Bob Hope Airport was iconic. No matter where you’re from and what you do, entertainment is something that draws people. Would be great to have the Disney and Warner Brother’s of the world a part of it.
    - v. So much to do on the walls and empty space: Murals, color and bring this region into focus as it related to the entertainment industry.

- vi. Ability to purchase tickets or pick-up pre-purchased tickets to local entertainment options: Pantages, Alex Theater, Pasadena Playhouse/Performing Arts Center, Disneyland, etc. Some sort of concierge service.
  - b. Respondent Eleven:
    - i. Charging stations
    - ii. Bars
- 5. What is the best way to communicate updates as we continue the design charrettes process?**
- a. Continue emails with updates.
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
- a. Suggest you speak with the hospitals (USC Verdugo Hills, Memorial Adventist, Dignity) as they have a lot of travel and are large employers.
  - b. New Nestle building operator: Service Titan



## Respondents Twelve and Thirteen

Date Interviewed: 4/1/19

1. **How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?**
  - a. Respondent Twelve: Use it four times a month. Around 60+ times per year for all staff.
  - b. Respondent Thirteen: Use it about once a month for personal and business
2. **What features do you like most about the current terminal?**
  - a. Respondent Twelve:
    - i. Ease of access
    - ii. Valet: If you're running late, you're probably still going to make your flight
    - iii. Fly-by lane; TSA pre-check lane
    - iv. Even if you're all the way in A9, and you're late, you can probably make flight
  - b. Respondent Thirteen:
    - i. Can get onto airport property 30 minutes before departure and still make your flight.
3. **What is your favorite airport in terms of design, amenities and function?**
  - a. Respondent Twelve:
    - i. Sacramento: Food court, good seating
    - ii. Dallas Love Field: Plenty of seating and good food court.
    - iii. Sacramento: Don't love that you need to take a shuttle to terminal.
    - iv. Dallas Fort Worth: Kids play area.
  - b. Respondent Thirteen:
    - i. Calm and quiet; sound absorbent material
    - ii. High quality PA system for announcements
    - iii. A lot of spaces to work and relax
    - iv. Terminal 2 at Heathrow: Quiet, plenty of places to eat and relax, bright and open.
4. **What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Respondent Twelve:
    - i. Sections for kids; playgrounds
    - ii. Valet NEEDS to be near terminal; no shuttle required
    - iii. Opportunity to buy a parking space: Enough companies would buy a parking space
    - iv. No enough seating currently, when flights are stacked, delayed and cancelled
    - v. More food options; try to class-up the airport. Cheaper priced food (\$18 breakfast burrito!)
    - vi. Charging stations, work stations
    - vii. Lounges: American Express, etc.
    - viii. Baggage claim accessibility
    - ix. Pre-security waiting/sitting area
  - b. Respondent Thirteen:
    - i. A lot of space for check-in area and space for TSA lines

5. **Are you interested in receiving additional information as we continue the design charrettes process?**
  - a. Communication through email is best
6. **Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. None at the moment.

## Respondent Fourteen

Date Interviewed: 4/10/19

1. How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?
  - a. Varies; twice a month or maybe more depending on what routes I take (non-stops to Santa Rosa/Eureka only fly out of LAX, winter travel season there aren't those direct flights into smaller airports)
2. What features do you like most about the current terminal?
  - a. Most people love Burbank airport; only hear positive things, especially in contrast to LAX (more difficult to navigate, more traffic); huge amenity to have local airport that's accessible, not overly complicated, can get in and out seamlessly
  - b. Legislators love it, makes it super easy to go to the airport on a weekly basis
  - c. Predictability about the airport, the timing is consistent to get through security, parking, etc.
3. What is your favorite airport in terms of design, amenities and function?
  - a. Tokyo Narita airport – clean, great comfort amenities there
  - b. Denver airport – nice design, has more modern features; took family through there and there were lots of family friendly food options (good to have balance of options between fancier amenities/more creative food options and easier kid-friendly food options)
4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.
  - a. United doesn't have a real pre-check line
  - b. People don't want to lose the ease of travel that Burbank allows
  - c. Ease of travel is the number one thing; amenities would be nice but it's all about the ease
  - d. Terminal is dark, seems like it would be nicer if it was bigger/brighter
  - e. Child amenities would be good
  - f. Work stations – on United side, have bar stools with plugs, nice to have (always pretty busy)
  - g. Making sure it's connected to mass transportation; what is status of metro connectivity?
5. Are you interested in receiving additional information as we continue the design charrettes process?
  - a. Sure – probably won't be able to attend, so any information would be good.
6. Are there any additional stakeholders or networks that you recommend we engage with?
  - a. Pacoima Beautiful – might have good perspective (balanced environmental organization)

- b. Wendy Mitchell - Attending Physician, Division of Neurology for CHLA. Works on developmental health problems with children and could have good insight on ADA/accessibility.
- c. Marcella Ayala (works for construction company Bernards but prior did a lot of infrastructure work, worked on the Denver project)
- d. The Valley Economic Alliance

## Respondents Fifteen and Sixteen

Date Interviewed: 4/11/19

- 1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?**
  - a. Respondent Fifteen: Quarterly for conferences.
- 2. What features do you like most about the current terminal?**
  - a. Respondent Fifteen:
    - i. Ease of access
    - ii. Getting to airport is easier than most; off main boulevard.
    - iii. Not afraid to use long-term parking, it's clear and easy to understand.
  - b. Respondent Sixteen:
    - i. Convenience of the security; through security and to gate in less than 20 minutes.
    - ii. Long-term parking is easy and close.
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Respondent Fifteen:
    - i. Dallas Love Field: Felt like what Burbank could be, ease of access to Downtown Dallas; size was easy to navigate; plenty of restaurants and amenities, bright and high windows that face tarmac. Connected to transit.
    - ii. Canton Ohio Airport: Most convenient car rental area.
  - b. Respondent Sixteen:
    - i. Huntsville, Alabama: Less busy than Burbank; waiting area for cars picking up passengers; single concourse. Similar size with 12 gates.
    - ii. Sacramento: Newer terminal; convenience of ticketing, baggage and security in one area; spacious when waiting at gates; multiple places to sit, eat and relax before flight. Bright and open. Consolidated rental car area. Can access ground transportation from two sides of the building.
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Respondent Fifteen:
    - i. Comforts: Place to sit, coffee, place to buy snacks, restrooms.
    - ii. Nowhere to sit at current terminal that wasn't a dining area or an area waiting to board a plane.
    - iii. Lounge area with plenty of outlets.
    - iv. "Do Less." Clean, simple, beautiful. Not being afraid of simplicity and beauty. Don't make too big of a statement because it can quickly become dated. Architecture that lasts decades.
    - v. Public art component visible inside and out that you can see day or night.
    - vi. Architectural lightning.

- vii. Integrating the parking structure design with Airport.
  - viii. Do something about the RITC to incorporate it with the design of RPT.
  - ix. No red tile roofs, we're not Santa Barbara.
  - x. If we choose walls of glass; how do we provide shade?
  - xi. Materials that last (Terrazzo floors), colors that aren't easily dated.
  - xii. Nothing tacky, garish.
- b. Respondent Sixteen:
- i. Work space for business travelers using the Airport; plugs and amenities. Space for business travelers to make phone calls. More isolated from terminal noise.
  - ii. Family-friendly areas for people with children.
  - iii. Not a hub airport; people aren't really hanging around for several hour layovers. Journey starts or ends in Burbank usually.
  - iv. Ample restrooms with privacy; spaces for nursing; unisex restrooms especially for people with kids.
  - v. The views from the airfield, mountains and valley. Windows and open sight lines to capitalize natural landscape.
  - vi. Public art should focus on aviation history and Hollywood connection.
    - 1. Although, have to be careful with future generations who might not understand the history connection (Bob Hope, Lockheed, etc.)
  - vii. California native, drought-tolerant landscaping.
  - viii. Make sure other structures from public right of way such the RITC can pick-up on designs cue from RPT.
- 5. What is the best way to communicate updates as we continue the design charrettes process?**
- a. Email and calls.
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
- a. City of Burbank Economic Development Department.

**Respondent Seventeen**

**Date Interviewed:** 4/11/19

- 1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?**
  - a. Once a month. Mostly use LAX because of direct D.C. flights.
- 2. What features do you like most about the current terminal?**
  - a. Speed through security.
  - b. Ease of drop off/pick up.
  - c. Convenient location, connectivity to Metrolink (train-to-plane).
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Heathrow Airport – Mall area with lots amenities
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Glass and natural light
  - b. Open space.
  - c. Don't like those oppressive cement box airports like Paris-CDG.
  - d. Charging stations near seats
  - e. Don't like people sitting on the floor
  - f. Lounges for frequent fliers
  - g. Better food
  - h. Navigation screens/signage are helpful
  - i. Spa/massage chairs
  - j. Honor those that work at the airport ... TSA, airline workers. They are invisible for the most part, but the men and women of the workforce should be honored.
  - k. Amenities/eateries before security so people have a space to relax with friends and family before going through security.
  - l. Kiosk and bag-drop off instead of lines for gate agents
- 5. What is the best way to communicate updates as we continue the design charrettes process?**
  - a. Email is the best.
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. Hollywood Chamber of Commerce

## Respondent Eighteen

Date Interviewed: 4/15/19

1. How frequently do you or your coworkers use Hollywood Burbank Airport for business or personal travel?
  - a. Significant number of daily travel by the entire company. Will use BUR or LAX depending on destination but use BUR more.
2. What features do you like most about the current terminal?
  - a. Ease of use. You won't have crazy long security lines or stuck in car traffic. Simplicity. Quickness of in-and-out of travel.
3. What is your favorite airport in terms of design, amenities and function?
  - a. New Terminal 1 (Southwest) at LAX. It feels open, lots of light, good variety of food and shopping options.
  - b. Have heard great things about the new Tom Bradley Terminal as well.
4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.
  - a. Variety of food options and where they're located throughout the terminal
  - b. Access to parking and ground transportation must be retained, as well as make it easier to use ride-share services
  - c. More charging stations and variety of seating stations
  - d. Family-friendly is a great idea
  - e. Baggage claim is currently slow and cramped, so an update to this would be good
  - f. Wants to keep rear entry for boarding/disembark for timeliness
  - g. Loves the idea of connecting the terminal to the area's diverse entertainment sector
    - i. Could be permanent or rotating displays/installations
  - h. Suggests light and open, and doesn't feel like the ceiling keeps getting lower and lower like current terminal.
    - i. Provide a warm environment and the 300-plus days of sunshine we're lucky to have
5. Are you interested in receiving additional information as we continue the design charrettes process?
  - a. Yes, please do
6. Are there any additional stakeholders or networks that you recommend we engage with?
  - a. We have them all covered.



**Respondent Nineteen**

**Date Interviewed:** 5/8/19

- 1. How frequently do you or your staff use Hollywood Burbank Airport for business or personal travel?**
  - a. At least once monthly for business travel; only use LAX out of necessity to travel east.
  - b. Flight out of Burbank every 6 weeks to travel to Seattle
- 2. What features do you like most about the current terminal?**
  - a. Double loading for the nostalgia.
- 3. What is your favorite airport in terms of design, amenities and function?**
  - a. Don't make it drag on; keep you in the building.
  - b. Can't hardly think of an airport that I like.
  - c. Burbank for how old it is; it's one of my favorites. It's ugly, but it's quick and functional.
  - d. Airports are not convenience for travelers, but for airlines.
  - e. Reagan Airport – Small and next to downtown; get in and get out
  - f. Urban airports because they're convenient; do job and go home.
- 4. What design features and amenities would you like to see in the replacement passenger terminal at Hollywood Burbank Airport? Just to give you some ideas this could include: pet friendly stations, children areas, nursing stations, food services, work stations, landscape, art, etc.**
  - a. Nice despite noise complaints, convenient because of location.
  - b. Nice gate areas with adequate seating with connectivity in seat
  - c. Nice security with enough area for passengers to avoid long queues
  - d. Doesn't need to be amenity rich
  - e. Focus on convenience; flow and ease of access
  - f. Double loading
  - g. Buildings of Avion project with overshadow the terminal
  - h. Entrance off Hollywood way should be architecturally an integral part of RPT. And leaving terminal going into City. Go look at studios entrance.
  - i. RTSC should be as well; latest movies; advertisements similar to Warner Bros.; what does Burbank do? We make movies.
  - j. How does somebody experience Burbank? We are media.
  - k. Art Deco please! Executed well; tall big ceilings; tuck bagging or security administration to basement will open ability to create big open areas.
  - l. Need people mover to get people to rental car facility.
  - m. Think of commercial aspect; this Airport is part of the engine that makes
- 5. What is the best way to communicate updates as we continue the design charrettes process?**
  - a. Email would be best.
- 6. Are there any additional stakeholders or networks that you recommend we engage with?**
  - a. Nickelodeon and Cartoon Network

# Design Charrette Workshop #1 Transcription

# Design Charrette #1

## Design Charrette Workshops

### Transcription

#### Individual Discussion Group Summaries

The following attachments include transcriptions from the group discussions that occurred at Design Charrette Workshop #1. Participants discussed their vision, potential stories and design features and amenities that they would like to see integrated into the RPT's designs.

#### Group 1

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Incorporate iconic features - San Francisco Mission, arches
- Designs should be calming
- Integrate natural spaces indoors and outdoors
- Reflect an identity that is unique to Burbank
- Bring in natural outdoor lighting
- Design should reflect functionality
- Simple and easy, yet enduring
- Simplify mobility by integrating areas to drive-up and park with ease
- Efficient and family friendly
- Preserve historic architectural styles
  - Spanish
  - Mission (i.e., Burbank's main post office)
  - Art-Deco
  - Central entries
  - Integrate Universal Design elements
- Design for accessibility for everyone (i.e., children, families, disabled individuals)
- Create a local gateway to the U.S.A.
- Reflect innovation by showcasing aviation history and its influence on jobs and the economy

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Integrate water sights and sounds
- Reflect local culture (i.e., immigrants, multicultural communities, Pasadena and the Rose Parade, and familial atmosphere)
  - Integrate features that reflect LA/Hollywood (i.e., local recreational amenities, glamour, the L.A. Zoo, Griffith Park, trains)
- Represent the connection to Glendale locals and neighborhoods

**Question #3:** What are your highest priority **design features and amenities**?

- Create a sense of flare for all ages through the use of local art
- Balance design with local and unique attributes
- Make the airport friendly for families and kids, make amenities accessible for both parents (i.e., family bathrooms, stall types, changing tables)
  - Elements that cater to families with children should also be respectful of others without kids
- Integrate features that enhance mobility and accessibility through the use of (ramps, moving walkways, small carts)
- Minimize people congestion and make deplaning and baggage claim efficient
- Provide alternatives to stairs
- Create comfortable environments that relieve stress
- Integrate smart parking systems
- Accommodate electrical vehicles in parking areas
- Include a variety of local and authentic food and beverage options
- Implement an airport app that does not require a download
- Utilize auditory and visual displays to announce gate information
- Incorporate interactive displays for people waiting in lines

**Group 2**

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Integrate areas/zones for work
- Design for convenience – use stairs for rear plane boarding
- Integrate accessible features and an open design
- Reflect design character of the 1930s and 40s
- Implement Lockheed & Hope legacy
- Create flexible environments with movable roofs and walls
- Reflect motion pictures of the 1930s
- Use the highest quality design standards
- Aim for LEED Certification and the WELL Building Standard
- Use sustainable landscaping

- Integrate public art into the RPT
- Reflect Arrow in the OKC industry
- Integrate local influences to create a sense of place
- Include native elements
- Integrate natural lighting through the use of glass
- Incorporate a mountain view
- Cultivate a sense of comfort through the use of warm and inviting colors
- Integrate modern amenities throughout the terminal

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Utilize local iconography (i.e., entertainment industry, Rose Bowl and Parade, Pasadena, Burbank City Hall, local businesses)
- Forward-thinking and honoring the Lockheed history
- Art Deco architectural style
- Small town – “Convenience since the 1930s”

**Question #3:** What are your highest priority **design features and amenities**?

- Include children’s play areas
- Utilize high-quality textures and construction materials
- Integrate business areas throughout the airport
- Provide a variety of food options (i.e., grab ‘n’ go, sit-down restaurants, bars, food trucks, Magnolia Park inspired)
- Incorporate family-friendly features
- Connect to a Disney theme
- Create transit accessibility by integrating rideshare areas and pedestrian connectivity
- Utilize an open and accessible design
- Add water refill stations
- Include public art galleries
- Create opportunities for interaction

### **Group 3**

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Use cost effective and durable materials to create a timeless and earthquake proof design
- Integrate advanced technology
- Include more spaces for TSA for faster lines

- Widen airplane seats
- Incorporate an environmental tarmac
- Integrate observation areas like SeaTac
- Create functionality for airlines & passengers
- Incorporate environmental sustainability in design features (i.e., white concrete, large tinted windows)
- Include Hollywood-influenced sculptures
- Integrate smart technology to increase accessibility, ease of use, and convenience (i.e., “Kiss & Ride” area)
- Include food & beverage options (i.e., convenient concessions and local contextual restaurants like Porto’s and In-N-Out)
- Incorporate additional arrival and departure screens
- Create spacious areas for comfort
- Connectivity to multi-modal transit options
- Add an area for kids
- Reflect Spanish-style architecture
- 1930s modern Hollywood Regency
- Integrate modern architectural style and amenities inside the terminal (i.e., Ontario Airport)
- Reflect a historic design on the exterior

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Showcase the evolution of media
- Include local entertainment assets (i.e., Nickelodeon, Warner Brothers, Disney movie industry)
- Tell stories of people (i.e., Amelia Earhart, Marilyn Monroe, Johnny Carson)
- Include local amenities (i.e., mountains, scenery, diverse climate, weather, beauty of Burbank)
- Lockheed Martin
- Tournament of Roses/Rose Parade
- Iconic traffic
- Include local iconic eateries like Porto’s and In-N-Out

**Question #3:** What are your highest priority **design features and amenities**?

- Multi-modal transit connectivity
- Observation tower
- Ease of use, comfort, and convenience
- Create a destination and experience
- Integration of technology (i.e., Wi-Fi, charging stations)

- Provide spaces for local art
- Incorporate workstations in lounge areas
- Widen bathrooms
- Enhance accessibility by adding ADA Ramps
- Include pet “potty” areas
- Make the terminal non-smoking
- Consider cleanliness of the airport
- Integrate lactation stations for mothers
- Begin traffic control at freeway exits
- Include technology wayfinding
- People movers
- Enhance parking
- Integrate drought-resistant landscape
- Add off-site and curbside check-in

## Group 4

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Reflect the aviation & entertainment Industries
- Pay homage to the 1930s in structure and design (i.e., art deco with modern elements)
- Utilize entertainment industry imagery (i.e., Disney, Warner Brothers)
- Integrate open and airy courtyards indoors and outdoors
- Utilize glass in the terminals design
- Provide a place to watch flights
- Juxtapose the old with the new
- Integrate “smart” plantings
- Provide transportation connections to local trains (i.e., Amtrak, Metrorail)
- Create an inviting “wow” factor

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Aviation History (i.e., Amelia Earhart, WWII, Skunkworks, stealth plane technology)
- Entertainment industry (i.e., tv, movies, celebrities)
- Agricultural History

**Question #3:** What are your highest priority **design features and amenities**?

- Include drop off zones and rideshare/cab facilities

- Priority lounges for business travelers
- Quality shopping (i.e., souvenirs, sundries, snacks)
- Integrate quality dining areas (i.e., cocktail lounge - in a fuselage)
- High ceilings
- Pleasant walking areas
- Cool refuge from heat
- Incorporate water features into the terminal's design
- Add an abundance of restrooms
- Wi-Fi
- Include workstations
- Incorporate adaptive and responsive designs with feedback mechanisms
- Electrify ground vehicles
- Enhance luggage facilities

## Group 5

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Include creative sign boards
- Integrate a wine bar into the terminal
- All visual elements should be “short and sweet”
  - Consider that people don't spend much time wandering and they want to be able to get to their gates in a quick and orderly way
- Integrate interactive artwork – SAC as example
- Mosaic tile art
- Include a dynamic section that details the history of the City
- Incorporate high ceilings to create an airy feel
- Provide views of surrounding hills and mountains
- Maintain covered feature outside of the terminal
- Integrate a flower petal design for departure and arrival board (i.e., California poppy flower in design)
- Reflect Burbank/Craftsman character through the use of brass & gold
- Do not use primarily stainless-steel
- Use a “homey” design inspired by California artisanal style
- Avoid designs that are reflective of an over-grown bus stop
- Talk to historical society for true history of Burbank and what to add
- Consider the demographics of regular users of airport
- Make flights affordable to compete with LAX



**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Tell stories of Hollywood (i.e., studios, old Hollywood stars, glamour of travel)
- Reference to old name “Hollywood/Burbank”
- Include a Bob Hope screen with “Thanks for the memories”
- Incorporate agriculture and farmland information to present what was grown here (i.e., Cantaloupe was in old seal of city)
- Acknowledge former ranchers
- Represent history in decades
- Include aerospace history such as, McDonald Douglas and Skunkworks
- Highlight Native American history, not just Hollywood
- Incorporate a video skylight where you can see historic planes
- Include the Rose Bowl/Parade

**Question #3:** What are your highest priority **design features and amenities**?

- Create efficient usage of space through design
- Include a candy store like See’s Candies
- Provide an observation deck
- Integrate a dog/pet area with a dog run into the terminal’s design
- Provide practical and comfortable seating options
- Include a play area for kids (i.e., free character library or reading nooks)
- Under seat plugs at every seat to avoid leaving phones at isolated stations
- Provide quiet meditation rooms with outside gardens to calm nervous flyers
- Add food amenities (i.e., quality pizza, breakfast, toasted bagels, Starbucks, juice bar, local wine bar, craft beer bar)
- Incorporate movement and flow
- Add intermittent spots for food and other amenities
- Incorporate access to all 14 gates through a centralized TSA entrance
- Include outdoor courtyards
- Integrate moving sidewalks or monorail to minimize walking far distances
- Always provide ramp access for plane boarding
- Connect terminals to public transit
- Incorporate seating that allows bags to be stored and out of the way
- Provide a restroom every three gates
- Interactive exhibits with mini tour and history
- Integrate bar-height seating with plugs for grab and go food areas
- Include nursing pods
- Include an updated luggage carousel

## Group 6

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Avoid designs that may create overcrowding
- Include visual of air-traffic control - “How sausage is made”
- Incorporate modern entertainment that shows the future and evolution of technology
- Showcase Entertainment history by including Disney-sponsored elements and various studio partnerships
- Create an open air feeling
- Incorporate iconic design elements (i.e., water features, Disney-inspired elements, bent metal design, seamless glass, security features)
- Include the airport’s history
- Include models of Lockheed aviation
- Emphasize the guest experience through various themes (i.e., “Airport of the Future”, technology integration, memorable elements)
- Create undulation in the terminal (i.e., LAX Terminal 1)
- Incorporate joyful instructional and welcoming
- Create calming and soothing areas, “like a spa”, through the use of smell and sound
- Decompression with volume, especially at checkpoint
- Consider all airport users by incorporating Universal Design features

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Tell a positive narrative
- Include museums with relics
- Reflect the history of surrounding areas (i.e., the San Fernando Valley, Pasadena)
- Incorporate photos and Stories of celebrities that passed through the airport
- Include a replica of studios
- Show local commercial history (i.e., Trader Joe’s)
- Include the Rose Bowl (i.e., parade, concerts, Tournament of Roses organization)
- Partner with studio artists for input
- Include a playground designed by Disney

**Question #3:** What are your highest priority **design features and amenities**?

- Widen seats

- Include charging stations for various devices
- Add Meet & Greeters
- Prioritize food and beverage options
- Enhance mobility within the airport through the use of shuttles
- Incorporate intuitive wayfinding for ticketing
- Utilize ground signage and label the exterior with gate information
- Include media walls within airport
- Add family and pet amenities
- Include smoking areas
- Concierge for tickets
- Enhance ground transportation access

## Group 7

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Make an architectural statement
- Provide an open, light, and fresh design
- Pay homage to the fast and futuristic aerospace industry
- Create convenience and simplicity (i.e., access to restrooms, proximity to gates and lounge areas)
- Aim for LEED certification
- Make the design green and sustainable to offset jets
  - Provide multi-modal access to combat traffic issues
- Small airport experience (No jetways)
- Include advanced technology
- Incorporate art opportunities
- Celebrate the history of studios and aerospace within the area
- Local foods (i.e., Armenian, local breweries, spacious restaurants, Porto's)
- Add indigenous plants
- Provide an observation deck
- Use glass and metal
- Utilize design to emphasize materials
- Create a family-friendly environment
- Make the airport entertainment centered

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Autrey Museum Research Center (Burbank)
- Parson's School of Design

- Norton Simon Museum
- Rose Parade
- Aerospace and technology hubs
- TV Studios (i.e., DreamWorks)
- Jet Propulsion Laboratory
- Include the stories of local celebrities (i.e., Debbie Reynolds, Bob Hope, Jay Leno, Ron Howard, Tim Burton, Johnny Carson, Clark Gable, Nat King Cole)
- Showcase the agriculture history

**Question #3:** What are your highest priority **design features and amenities**?

- Include lockers and showers
- Showcase “sense of place”
- Create a visual and informational pathway from the past through the present and leading into the future
- Include Wi-Fi
- Provide a pet area
- Include a craft beer area
- Incorporate mom pods and areas for kids

## **Group 8**

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Long Beach Airport’s design
  - Outdoor areas
  - Light absorbent materials
  - Adequate planting
  - Central walkways
- Depict the golden age of travel
- Mid-century modern Art Deco
- Use design influences from Heathrow’s terminal #5
- Create quiet areas
- Integrate windows to allow the view of planes
- SeaTac inspired (i.e., grand hall)
- Incorporate an accessible observation deck
- Include an outdoor bar garden and wine bar
- Preserve history
- Incorporate a historic timeline through the usage of memorabilia, and historical artifacts
- Design a contemporary terminal

- Incorporate design features for Sustainability both internally and externally (i.e., natural light, efficient water stations)
- Include virtual assistance to help with distributing gate information
- Add translucent canopies
- Old Glendale Airport - Flower Street
- Design front and rear passenger loading
- Utilize earthquake-proof glass
- Integrate Hollywood relics
- Include complimentary amenities
- Enhance airport technology by integrating wireless charging stations and 5G Wi-Fi
- Ensure adequate seating in loading areas
- Create an interactive and educational terminal
- Utilize earth tones by integrating natural colors and water features
- Create a historic plane playground for visitors

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Skunkworks and Burbank's role
- Include palm trees
- Depict the courtyard-style apartment era
- Incorporate the Rose Bowl and the green sceneries of Pasadena
- Include an Amex. Centurion Lounge that is not limited to high-mileage passengers
- Showcase Hollywood (i.e., Disney, famous airport patrons, Warner Brothers)
- Depict the local aviation history
- Include local food and beverage icons (i.e., Porto's, Bob's Big Boy, Roscoe's Chicken and Waffles, Trejo's Tacos)
  - Rotate food vendors and accommodate space for food trucks
- Incorporate story elements that make the airport "magical", "different", and fun
- Add a rain exhibit
- Create themed gates that depict famous people, aviation heroes, movies, and the Red Carpet
- Design Selfie Backgrounds
- Integrate experiential design by adding memorable and magical features
- Design buildings with mountains and views that show the Local mountain landscape
- Use Jan Jose Floating Arch as inspiration
- Integrate recent talk shows (Ryan Seacrest), radio and podcast stories
- Create a VIP experience

**Question #3:** What are your highest priority **design features and amenities**?

- Integrate exposure to daylight in restrooms by adding floor-to-ceiling windows
- Design for flow, functionality, and efficiency
- Make navigation quick and efficient
- Enhance security features
- Create equity between taxis and rideshare
- Include local products and stores for all price points
- Include power outlets for tech devices
- Use a pleasant intercom – minimize noise pollution
- Utilize auditory and visual cues for wayfinding
- Don't underestimate the power of good lighting – avoid fluorescent lighting
- Incorporate open windows at gates
- Include treadmills, bikes, and showers
- Integrate bike amenities for passengers and employees
- Create a healthy lifestyle environment
- Add pet-relief facilities
- Accommodate different boarding styles
- Add an indoor walking track
- Prioritize square footage for experiential passenger amenities
- Airport operations should be centralized
- Incorporate a variety of seating (i.e., armchairs, bean bags, high tables, massage chairs, couches)

**Group 9**

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Spacious areas with room to move about
- Incorporate Glass to let in natural light and surrounding views
- Integrate natural green design features and native landscaping – “bring the outside in”
- Avoid LAX's style
- Be able to walk outside to the plane
- Make ingress and egress simple
- Create a sense of futurism with natural walkways leading to a modern terminal
- Integrate a film and movie theme into the design
- Create a “sense of arrival” that is inspiring and welcoming for all abilities

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- Incorporate a performance area with a stage outside of TSA
- Update stories every six months
- Reflect the history of LA and Burbank like the PDT airport
- Create a museum and tell local stories (i.e., Lockheed, Forest Lawn, Hollywood Hill's hiking amenities, Griffith Park and the Observatory, the Hollywood Bowl, Disney, Nickelodeon, Warner Brothers, NBC, Universal Studios)
- Pasadena Rose Parade and Rose Bowl
- Tell Hollywood stories (i.e., Oscars, Kodak, Dolby Theater)
- Host events with monthly themes (i.e., Pride Month, Chinese New Year)
- Integrate stories about film history through the use of relics (i.e., three-legged cameras, film reels)
- Showcase the area's Spanish, Mexican, and Native American history

**Question #3:** What are your highest priority **design features and amenities**?

- Provide quick access to rental cars and parking areas
- Build a people mover or moving sidewalk
- Enhance technology accessibility by adding adequate Wi-Fi coverage and outlets
- Add support staff for self-check
- Include aesthetic elements like a flower screen
- Provide captioning for auditory announcements for hearing impaired individuals
- Create greater Language accessibility for Spanish and Armenian speakers
- Design areas with private stalls - like in Europe
- More and larger restrooms
- Luggage pick-up
- Dog Area
- Integrate rideshare pick-up
- Bottle refill fountains
- Local food and coffee
- Airline clubs

## Comment Card Input

**Question #1:** What is your **vision** for the Replacement Passenger Terminal Project? Architecturally, what would you like it to look like?

- Light, playful, relaxing, with indoor and outdoor areas
- Incorporate Art Deco
- Design for simplicity and minimalism
- Avoid an overly modernized design
- Create access to planes via a ramp for persons with canes
- Incorporate War-period pictures of the airport and community
- Showcase famous pilots and aircrafts (i.e., Amelia Earhart, bombers, P38, stealth)
- Add features and amenities for the public
- Design an open concept with greenery, historic attributes, landscaping, transportation efficiency, and lighting
- Make the airport green and sustainable by integrating natural light and sustainable materials
- Incorporate an Art Deco style to honor the 1930 opening
- “I would like the architectural elements to celebrate the natural beauty of the nearby hills, as well as allowing for as much natural light, sustainable energy, absorbent/landscaped surfaces and an overall green philosophy.”
- “The culture of Burbank is one of sustainability. The new airport must reflect our environmental values. Solar, water recycling, electric plane readiness.”
- “I would like to see energy independence at the new terminal. Lots of solar panels. I’d love to see LEED status like Long Beach.”
- Indoor/outdoor experience
- View of the plane
- Golden age of travel/mid-century modern
- Indoor/outdoor. Small, efficient footprint
- Mid-century design

**Question #2:** What **stories** do we want to tell about the airport, the adjacent Burbank community and the surrounding communities?

- How Hollywood Burbank Airport can get you there quicker
- Convenience rules
- Diversity
- Historic relevance
- Bob Hope, Lockheed, forward thinking and honoring history
- Entertainment
- Movie studios



- Lockheed and aviation history
- The story of a community that honors its history while looking toward the future, with progressive ideas and forward thinking.”
- Love to see community events at terminal
- History of Burbank in aviation
- Hollywood/Entertainment industry history
- Selfie backdrops

**Question #3: What are your highest priority design features and amenities?**

- Efficiency in design, functionality and energy
- Open air concept for working space
- Rode share accessibility
- Live music
- Children’s play area
- Convenience
- Family restrooms
- Work stations
- Food trucks
- Design features: spotlight on local business, restaurants, and artists”
- Amenities: water refill stations, all the most efficient appliances (toilets, etc.)
- “Lowest environmental impact possible. Lots of solar. Water reuse and recycling. In all restaurants sustainable practices – environmentally. Friendly disposables and food sourcing.”
- Salon
- Lounge/bar

**Additional Comments**

- Longer runway for pilots
- No reason not to go for LEED Platinum
- Should set an example as the greenest regional airport in America
- “This is a chance to lead the country with the most environmentally responsible airport in the US. Let’s take it.”
- “What will be at the site of old terminal? A solar field”

# Design Charrette Workshop #2 Transcription

# Design Charrette #2

Design Charrette Workshops (Burbank, Glendale, Pasadena, and Los Angeles)

## Burbank

### Individual Discussion Group Summaries

#### Group 1

##### Theme 1.0: Simplicity, Convenience and Ease of Use

##### 1.1 Make ingress and egress as easy as possible

- Current drop-off works
- Integrate rideshare areas
- Increase access to public transportation
- Incorporate spaces for shuttles
- Create a covered and ADA accessible pedestrian overcross

##### 1.2 Create attractive and comfortable lounge areas

- Add airline lounge areas

##### 1.3 Maximize accessibility for all users

- Add sidewalk space for pedestrians
- Include more restrooms
- Incorporate massage areas

##### 1.4 Make it easy to navigate in and around the terminal

- Add large and prominent visual display boards

##### 1.5 Provide diverse and convenient food options

- Consider health through green design features
- Prioritize local businesses for kiosks - like LAX T4

##### 1.6 Make it family-friendly, child-friendly and pet-friendly

- 

##### Additional Comments

- Retain elements of history and parts of the old terminal

## **Theme 2.0: Openness and Transparency**

### 2.1 Maximize use of natural light to illuminate the terminal

- Incorporate high ceilings
- Maximize daylight

### 2.2 Create an open air feeling

- Keep it comfortable
- Maximize mountain views

## **Theme 3.0: Human Scale**

### 3.1 Draw upon natural and native colors from the surrounding landscape

- Bring in colors (Rose Parade)
- Make space warm vs. industrial, this can be achieved through indoor landscaping opportunities

### 3.2 Create a comfortable, inviting and homey feel

- Improve restroom stall size

## **Additional Comments**

- Create a presence on Hollywood Way

## **Theme 4.0: Green Design**

### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Coat windows for added shading and energy efficiency
- Establish EVI targets
- Be aspirational
- Go beyond normal
- Terrazzo

### 4.3 Plant native vegetation

- 

## **Additional Comments**

- LED lighting

## **Theme 5.0: A Quality, Authentic, Iconic Structure**

### 5.1 Reflect the identity of Burbank and the surrounding region

- Use cars and auto themes
- Airplane Experience
- Art Deco
- Arches
- Classic façade
- Public views

### 5.2 Reflect some aspect of the architectural and cultural history of the area

- Create an experience
  - Element of surprise inside
  - Exterior curves deco, celebrate the 1930s

### 5.3 Include public art installations

- Prioritize local artists

## **Theme 6.0: Aircraft Connection**

### 6.1 Embrace the aviation industry and its history

- Include imagery with photos
- Incorporate aviation museum
  - Suspended aircraft
- Celebrate old terminal through building façade

### 6.2 Provide observation areas

- 

#### **Additional Comments**

- Connect to aircraft
- Incorporate East-oriented patterns

## **Theme 7.0: Reflections of Classic Hollywood Style**

### 7.1 Celebrate the entertainment industry

- Celebrate music
- Photo opportunities
- Themed parking areas
- Utilize holograms for storytelling
- Add live music

### 7.2 Consider use of themed gates

- Like Gene Autry Museum
- “Rediscover Burbank Airport”
- Promote for the Olympics

#### **Additional Comments**

- Make it a theme park-like destination

## **Group 2**

### **Theme 1.0: Simplicity, convenience and Ease of Use**

#### 1.1 Make ingress and egress as easy as possible

- Accommodate all modes of transportation
- Clear for gates
- Single terminal
- 15-minute curb to gate
- Consider proximity of rental lot
- Include big security lanes/area
- Consider employee vs. passenger access

#### 1.2 Create attractive and comfortable lounge areas

- Make areas large with room to stretch and enough lighting
- Add power chargers
- Differentiate quiet places to work from spaces with other users
- Add phone booth-like spaces

#### 1.3 Maximize accessibility for all users

- Carts

- Wide walkways
  - Properly laid out parking structures
  - Minimize grade changes
  - Better accommodate for ride share
  - Improve pick up and drop off
  - Cell phone lot/flight information
- 1.4 Make it easy to navigate in and around the terminal
- Delineate between advertising and way-finding
  - Intuitive wayfinding, especially at curb
  - Integrate art as landmarks (yellow brick road)
  - Pair themed gates with P.A. announcements
- 1.5 Provide diverse and convenient food options
- Use local businesses
  - Have food trucks
- 1.6 Make it family-friendly, child-friendly and pet-friendly
- Make it pet friendly only if it is controlled
  - Add nursing stations
  - Make gender neutral
  - Kids area is a great idea
  - Add bathrooms

### **Theme 2.0: Openness and Transparency**

- 2.1 Maximize use of natural light to illuminate the terminal
- Incorporate a lot of windows and high ceilings
  - Consider sound absorption
  - Avoid carpet
    - Terrazo
    - Concrete
- 2.2 Create an open air feeling
- Add refreshments
  - Make the space patio-like and weather resistant
  - Add themed areas
  - Incorporate space to view planes
  - Flight boarding areas
  - Integrate green space

### **Theme 3.0: Human Scale**

- 3.1 Draw upon natural and native colors from the surrounding landscape
- Add video boards with changing images
  - Integrate performance spaces
  - Promote the arts with rotating displays
- 3.2 Create a comfortable, inviting and homey feel
- Add services like a gym, barber, and showers
  - Use Virgin Atlantic at Heathrow Airport as an example

- Have concessions nearby gates
- Integrate “blending” areas
- Add a kids area near gates
- Include diverse concessions

#### **Theme 4.0: Green Design**

##### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Do the right thing, don’t focus on certification
- Utilize the most economical and viable solutions
- Focus on energy efficiency above other sustainability items
- Consider electric vehicles and the future
- Be creative, consider turbines on jet blast deflectors

##### 4.3 Plant native vegetation

- Use water-wise landscaping

#### **Theme 5.0: A Quality, Authentic, Iconic Structure**

##### 5.1 Reflect the identity of Burbank and the surrounding region

- Ideas
  - Art deco evokes Hollywood
  - High ceilings and glass are modern
- Relate front to way-finding

##### 5.2 Reflect some aspect of the architectural and cultural history of the area

- How will the terminal relate to the parking structure?
- Focus on “inside out” perspective
- Consider how the front and back of the airport have different functions when considering architectural treatments

##### 5.3 Include public art installations

- See note on education
- Have opportunities to bring in school tours
- Plant seeds for future careers for kids

#### **Additional Comments**

- Incorporate educational cutaways with descriptions and history
- Integrate relationship to aviation

#### **Theme 6.0: Aircraft Connection**

##### 6.1 Embrace the aviation industry and its history

- Use as education and inspiration

##### 6.2 Provide observation areas

- Yes!
- Roof level without a roof
- Make this a multi-purpose space

#### **Theme 7.0: Reflections of Classic Hollywood Style**

##### 7.1 Celebrate the entertainment industry

- Consider that this is entertainment of the world

## 7.2 Consider use of themed gates

- This can promote revenue generation
- Integrate the history of aviation and Lockheed II
- Use movie industry themes
- Possible themes: Star Wars, Classic movies, Mickey Mouse, Back to the Future, or Bob Hope

## Group 3

### Theme 1.0: Simplicity, convenience and Ease of Use

#### 1.1 Make ingress and egress as easy as possible

- Enable boarding and deplaning from the front and back
- Add access from the north and east
- Think of the traveler
- Don't let architecture get in the way of ease of use
- Make access to rail easy (north station)
- Make it easy for all means of drop-off and arrival

#### 1.2 Create attractive and comfortable lounge areas

- Increase internal space with lounge seating, to limit sitting on the floor

#### 1.3 Maximize accessibility for all users

- Accommodate preboard population
- Avoid electric carts
- Be efficient in the security layout

#### 1.4 Make it easy to navigate in and around the terminal

- Make signage intuitive
- Bathrooms clearly marked
- Use accessible font sizes
- Utilize a linear design

#### 1.5 Provide diverse and convenient food options

- Locate closer to hold rooms
- Meld into boarding areas
- Incorporate a local brand experience
  - Have a food truck/neighborhood feel

#### 1.6 Make it family-friendly, child-friendly and pet-friendly

- A play area is important
  - Use good signage and make it close to concessions
  - Theme for local flavor
- Integrate more pet relief areas
  - Smaller areas but larger quantity

### Additional Comments

- This is what makes Burbank airport
- What about entertainment uses after hours? There could be a security concern

### Theme 2.0: Openness and Transparency



- 2.1 Maximize use of natural light to illuminate the terminal
  - Add Full wall windows
  - Incorporate open air view of airplanes
  - Consider an open atrium
  - Observation deck with dining opportunities/events
  - Open air baggage claim
- 2.2 Create an open air feeling
  - Keep the sense of intimacy – don't be too expansive with regard to ceiling height
  - Incorporate an open air entry way

### **Theme 3.0: Human Scale**

- 3.1 Draw upon natural and native colors from the surrounding landscape
  - New local theme: Human Scale and Wellness
  - Burbank is mountains and citrus as opposed to beach
  - Cows and California antelope, Ranching, Airplanes, Lockheed, Johnny Carson, Laugh-in
  - Reflect the local Burbank history
  - Consider noise impacts in design – be a good neighbor
- 3.2 Create a comfortable, inviting and homey feel
  - Keep it cool – consider roller bags/carpet/surfaces
    - Make it user friendly
  - Scale to fit function of areas and spaces

### **Additional Comments**

- Include wellness

### **Theme 4.0: Green Design**

- 4.1 Achieve LEED certification | 4.2 Use sustainable building materials
  - Aim for platinum
  - Utilize recycled water systems, including gray and rain water
  - Harness solar energy
- 4.3 Plant native vegetation
  - Plant orange trees
  - Include a “nod” to the Tournament of Roses
  - Airport needs greenery

### **Theme 5.0: A Quality, Authentic, Iconic Structure**

- 5.1 Reflect the identity of Burbank and the surrounding region
  - Keep it Burbank – keep it local
  - Connect to local schools through technology and art
  - Movie makers call this home
- 5.2 Reflect some aspect of the architectural and cultural history of the area
  - Use Burbank city hall architectural style
  - Memorialize existing terminal somehow
  - Add an archway

### 5.3 Include public art installations

- Use Burbank unified schools, arts commission, and related groups
- Incorporate performance space (Nashville/Seattle examples)
- Make the building itself art in a public place

#### **Additional Comments**

- Make it relate to the area it is in

### **Theme 6.0: Aircraft Connection**

#### 6.1 Embrace the aviation industry and its history

- Add an Amelia Earhart statue
- Consider JPL, Lockheed, and Skunk Works

#### 6.2 Provide observation areas

- Make the area open to the public for pre-register send off as opposed to solely passengers
- Provide context information
- Add places to sit outside
- Allow people to listen to air traffic control
- Include an open air lounge with amenities

### **Theme 7.0: Reflections of Classic Hollywood Style**

#### 7.1 Celebrate the entertainment industry

- Make it about the studios as opposed to Hollywood's culture of working in "the industry"
- Incorporate grips, lighting, and movie/film

#### 7.2 Consider use of themed gates

- Don't overdo this theme
- Don't be too literal remember this is a professional airport

#### **Additional Comments**

- Burbank (Disney, Warner Bros, NBC)
- The Burbank movie industry
- Stories of aviation
  - Inspire the youth to the industry
    - Pilot
    - Airport engineer
    - Designer
    - Student internships
  - See into the tower
  - Recall the Lockheed history/educational aspects
  - Play area: be a pilot
- Emerging theme
  - Local - Burbank
    - Movie industry, not Hollywood
  - Add wellness
  - Alternative/additional uses/special events/open to public
- Engage youth

- Design
- Art
- Performance
- Volunteer opportunities
- Recall/activate the joy of the arrival gate

## **Group 4**

### **Theme 1.0: Simplicity, convenience and Ease of Use**

#### 1.1 Make ingress and egress as easy as possible

- Maintain circulation approach
- Make rail connection convenient
- Integrate multiple entrances
- Consider safety and adding multiple exits
- Make Uber/Lyft convenient
- Incorporate a lane for autonomous vehicles

#### 1.2 Create attractive and comfortable lounge areas

- Add charging hookups
- Incorporate themed areas with scenic views
- Create areas that are specific to families with sleepers for resting

#### 1.3 Maximize accessibility for all users

- Incorporate ramps
- Minimize vertical circulation
- Make ticketing and baggage be on the same level
- Consider a people mover
- Add moving walkways
- Improve rental car access

#### 1.4 Make it easy to navigate in and around the terminal

- Incorporate signage
- Clearly split the concourse with midpoint access
- Centralized security checkpoint

#### 1.5 Provide diverse and convenient food options

- Utilize local restaurants
- Have quick pick up options
- Include healthy and affordable options
- Integrate business friendly rest areas
- Include nap areas

#### 1.6 Make it family-friendly, child-friendly and pet-friendly

- Play areas
- Pet relief stations
- Nursing stations
- Include kids restroom and multifamily restrooms

### **Additional Comments**

- More stalls

- Ladies restrooms
- Tall ceilings
- Curb to gate
- Don't sacrifice

### **Theme 2.0: Openness and Transparency**

#### 2.1 Maximize use of natural light to illuminate the terminal

- Incorporate views of the mountains
- Solar power the whole airport
- Integrate skylights
- Include water features and a grand entrance
- Sense of Hollywood

#### 2.2 Create an open air feeling

- Embrace mountain view

### **Additional Comments**

- Pedestrian connection between Marriot over tracks to airport (covered to make comfortable during bad weather)

### **Theme 3.0: Human Scale**

#### 3.1 Draw upon natural and native colors from the surrounding landscape

- Plant on the terminal (orange, citrus, and palm trees)
- Plant California poppies
- Include ocean water feature
- California aqueduct
- Avoid white, plain modern airport and use color and murals

#### 3.2 Create a comfortable, inviting and homey feel

- Include classic film star images
- Mission-style bungalow elements
- Don't tear down historic tower
- Include comfortable lounge chairs

### **Theme 4.0: Green Design**

#### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Do not be too extreme with LEED signage
- Use local and recycled materials
- Save water
- The airport should be totally sustainable and green

#### 4.3 Plant native vegetation

- Edible or ornamental options
- Integrate drought resistant plants

### **Theme 5.0: A Quality, Authentic, Iconic Structure**

#### 5.1 Reflect the identity of Burbank and the surrounding region

- Possibly add a Bob Hope statue, Amelia Earhart, and Disney, JPL, Hollywood, and Jimmy Stewart (WWII Pilot)

## 5.2 Reflect some aspect of the architectural and cultural history of the area

- Reflect the capitol records building
- Include a Disney shop on the terminal
- City hall homage
- Skunk Works
- Diverse architectural look to concessions
- Reflect some of the missions
- Reflect a mosaic of Los Angeles and the Observatory

## 5.3 Include public art installations

- Incorporate classic film clips on walls
- Consider the Rose Parade
- Include local artists

### **Theme 6.0: Aircraft Connection**

#### 6.1 Embrace the aviation industry and its history

- Statues and displays
- Skunk Works and Lockheed
- Aviation themed area
- Consider the future of aviation
- This is a business/regional airport

#### 6.2 Provide observation areas

- Take advantage of the California climate
- Include dining/picnic areas
- Affordable breakfast

### **Theme 7.0: Reflections of Classic Hollywood Style**

#### 7.1 Celebrate the entertainment industry

- Theme areas
- Celebrate Universal
- Gift shops that reflect the Hollywood industry
- DVDs
- Kiosks
- Team memorabilia

#### 7.2 Consider use of themed gates

- 

### **Additional Comments**

- Connect parking to terminal

## Group 5

### Theme 1.0: Simplicity, convenience and Ease of Use

#### 1.1 Make ingress and egress as easy as possible

- Place entrance and exit next to each other
- Airport choice – ease of exit
- Ease – 45 minutes early
- TSA should prepare for future security technology that will lead to ease of use
- No less than the level of improvement at LAX
- Where are the amenities?
- Attach airport to public transit
- Connect to the Metrolink
  - With minimal extra time – seamless at grade
  - Connect to existing parking and valet

#### 1.2 Create attractive and comfortable lounge areas

- Use more absorbent material to reduce noise
- Speakers announcements should be low if there are high and open ceilings
- Lounge areas should be intimate and comfortable with plugs for business
- Consider multiple spaces with different uses
- Reflect intimate scale of airport
- Integrate nature and art together
- Integrate outdoor spaces with a patio and deck
- Connect to landscape
- Relaxed, connection beyond airfield – iconic

#### 1.3 Maximize accessibility for all users

- Consider deaf passengers and those who use braille
- Include multilingual information and signage
- Incorporate generous space to accommodate all user needs
- Make bathroom stalls that accommodate strollers and luggage
- Need different lanes for various speeds of travel
- Address congestion jams between passengers waiting
- Leave some space open and don't place kiosks everywhere

#### 1.4 Make it easy to navigate in and around the terminal

- Consider traffic on street below terminal/runways
- Amenities for travelers that are flying out quickly
- Color code wayfinding
- Understating flow – mobile apps
- It should be simple enough for kids
- Separate streams for traffic, certain sites, and shopping
- Kiosks check-ins apps – map to gate

#### 1.5 Provide diverse and convenient food options

- Art form – airport retail
- Regionally appropriate options
- Use local breweries that are nowhere else but Burbank

- Stay away from chains like McDonalds
- Include specialty which reflects region
  - Dodger stadium and other classic LA restaurants

#### 1.6 Make it family-friendly, child-friendly and pet-friendly

- Create a corral for kids with a plane flying area
- Reflecting in and out airport, not everywhere
- Who uses the airport?
- The airport is not a place that connects to other flights but it's a final destination

### **Theme 2.0: Openness and Transparency**

#### 2.1 Maximize use of natural light to illuminate the terminal

- Great
- Incorporate transparency to see across both sides
- Small scale
- Never leave outside if transparent
- Windows are good for kids' entertainment

#### 2.2 Create an open air feeling

- Seating
- How would this be done for a small airport?
- Hot in summer, miserable when it's raining
- Observation deck
- Is this the airport for an observation deck – for delayed flights – how would it be used?
- Incorporate meeting rooms with panoramic views and community access as opposed to just passengers
- Deck to watch planes

### **Theme 3.0: Human Scale**

#### 3.1 Draw upon natural and native colors from the surrounding landscape

- Light and open
- Comes with Theme 2.0
- Consider accessways
- Exaggerate this in outdoor spaces – an approach or drive to airport canvas
- Denver airport approach has a grand entrance
- SAC and Portland contain greenery

#### 3.2 Create a comfortable, inviting and homey feel

- Hominess can be an issue for tenants
- Other passengers want efficiency
- Casablanca – an experience
- SW at LAX – are a puzzle

### **Theme 4.0: Green Design**

#### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Aim for LEED platinum

- Incorporate into airport recycling
- Incorporate resource management signs to let people know what's been saved
- Share data with passengers

#### 4.3 Plant native vegetation

- Utilize entry way

### **Theme 5.0: A Quality, Authentic, Iconic Structure**

#### 5.1 Reflect the identity of Burbank and the surrounding region

- Not these images (referring to the theme poster images)
- Make it authentic to Burbank
- This is hard to define, what is Burbank?
- Burbank-Glendale-Pasadena: Broader identification (used to be Bob Hope)
- Changing styles – what will it be in 20 years?
- Part of sky but not a structure

#### 5.2 Reflect some aspect of the architectural and cultural history of the area

- Lost in time a nod to what it's been
- Use quieter material patterns
- Long Beach winks and hints over time
- Use a neutral voice for the airport with mementos to fit with current times and it's history

#### 5.3 Include public art installations

- Important – “worthy” artists for everyone
- How does relate to space design team on authority (El Monte art and design)
- Include rotating art
- Use natural art

### **Theme 6.0: Aircraft Connection**

#### 6.1 Embrace the aviation industry and its history

- Amelia Earhart – this belongs here
- Incorporate into it but not a part of design
- ISA – history kiosks
- SFO exhibits
- A perm exhibit: pilot, back stories, partnership with natural history museum

#### 6.2 Provide observation areas

- Integrate with history/story of aviation history access for local schools

### **Theme 7.0: Reflections of Classic Hollywood Style**

#### 7.1 Celebrate the entertainment industry

- Include cars in kids area
- Make it entertainment itself
- Partnerships with studios – cartoons for kids – black and white films
- Video footage of airport, public art – walking down corridor
- Nickelodeon – semi perm drawing from local animators, space for kids to draw
- Temporary drawing area for kids



## 7.2 Consider use of themed gates

- Do themes become dated?

## Group 6

### Theme 1.0: Simplicity, convenience and Ease of Use

#### 1.1 Make ingress and egress as easy as possible

- Add secure bike racks
- Consider the walking distances for the aging population
- Include cell phone lot
- Consider parking location in future

#### 1.2 Create attractive and comfortable lounge areas

- Cellphone usage
- Work spaces
  - Places to plugin laptops like SFO, LAX, and Dallas
  - Airline lounge
    - Common use
    - Priority pass
- Make acoustics quiet
- Durability does not equal comfort

#### 1.3 Maximize accessibility for all users

- Kiosks to beat the lines
- Specific areas for wheelchairs/strollers
- Queuing at gates to maximize space

#### 1.4 Make it easy to navigate in and around the terminal

- Proximity to gate and check-in/security
- Security at centralized locations, or multiple security locations
- Plan for future use and growth
- Incorporate multiple spaces with charging stations
- Create areas for passengers with long wait times to prevent lingering near gate
- Flight information displays – to spread crowds

#### 1.5 Provide diverse and convenient food options

- Opposite of LAX
- Local restaurants
  - Sacramento and Seattle have examples
  - Juice bar
  - Include healthy options
  - At least 1 sit-down
  - Match bid for food options to what people want
  - Spread out food throughout terminal
  - Grab and go and sit-down
  - Local options: Sees, Lemonade, Tender Greens, Better Fresh Burger, KBBQ

#### 1.6 Make it family-friendly, child-friendly and pet-friendly

- incorporate outdoor spaces for dogs

- Add Go and Stop lights in restrooms
- Include adequate space in restrooms for strollers
- Incorporate a corner at each gate with toys
- Kid furniture
- Interactive kids stations will keep them still
- Square foot minimum
- Not hub airport business travelers
- Encourage airlines to offer kid treats and entertainment
- How long do travelers stay?
- Include stalls that open outward

### **Theme 2.0: Openness and Transparency**

#### 2.1 Maximize use of natural light to illuminate the terminal

- Use glass that is durable enough to withstand an earthquake
- Natural light but manage shade
- Consider light transitions

#### 2.2 Create an open air feeling

- Include green space inside
- Add succulents
- Make outside space and restaurant open to the public
- Maintain a sky room
- Gates should include a public non flyer area
- Outdoor view of the airport

### **Theme 3.0: Human Scale**

#### 3.1 Draw upon natural and native colors from the surrounding landscape

- Citrus trees outside
  - Can't pick fruit on public trees
- A lot of seasonal color
- Incorporate windows facing the mountains

#### 3.2 Create a comfortable, inviting and homey feel

- Multiple flooring options/colors
- No sterile feel
- Add texture within the terminal
  - Plants
  - Trees

### **Theme 4.0: Green Design**

#### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Solar panels
- Efficient water toilets
  - Need multiple options-traditional?
- Hand dryers
- Water recapture

- Reclaim
- Drinking water dispensers
- No doors to get into restrooms
- LED lighting
- 4.3 Plant native vegetation
  - Herb garden
  - Desert plants
    - Agave
    - Succulents
  - Drought tolerant plants/trees

### **Theme 5.0: A Quality, Authentic, Iconic Structure**

#### 5.1 Reflect the identity of Burbank and the surrounding region

- Update but retain the feel of current entrance
- Display a parade float
- Give people take home items (tokens, postcards, images)
- Iconic display from movie that changes
  - Back to the future
- Something to identify Hollywood
  - Oscars
  - Ticket booths to entertainment

#### 5.2 Reflect some aspect of the architectural and cultural history of the area

- Spanish museum
- Art Deco
- Movie marquee signage for flight information

#### 5.3 Include public art installations

- Include art from local schools
- Keep historical displays and photos

### **Theme 6.0: Aircraft Connection**

#### 6.1 Embrace the aviation industry and its history

- Display SR-71 model size from ceiling
- An Amelia Earhart display should be prominent
- Incorporate history at each gate
- Partition traffic with displays, and ensure that they do not obstruct flow

#### 6.2 Provide observation areas

- Add concessions, souvenirs, and binoculars on an observation deck
- Need to consider sounds and smells
- Take advantage and provide shaded outdoor lounge and work spaces
- Integrate alert flight information outdoors with monitors
- Include a view master

### **Theme 7.0: Reflections of Classic Hollywood Style**

#### 7.1 Celebrate the entertainment industry

- Possibly studio-sponsored gates
- 7.2 Consider use of themed gates
- WB Gate and Disney
  - Monetize the gates
  - Add a variety of representative themes at each gate
  - Add movie trailers and promotions

## **Group 7**

### **Theme 1.0: Simplicity, convenience and Ease of Use**

#### 1.1 Make ingress and egress as easy as possible

- Close garage
- Organize curbside well
- Spaces
- Signage
- Wayfinding
- Check-in
- Ped access and safety
- Include rideshare spaces and signage
- Space to curb/load/circulate
- Be creative with check-in

#### 1.2 Create attractive and comfortable lounge areas

- Cleanliness – use appropriate materials
- Lighting
- Large/Comfortable
- Flexible seating
- Table spare
- Technology

#### 1.3 Maximize accessibility for all users

- Useful space allocated
- Assistance carts availability
- Luggage collection
- Restroom size – consider luggage, strollers, etc.
- Door-to-door access and ease
- Include meeting spaces and rooms
- Business / Conference

#### 1.4 Make it easy to navigate in and around the terminal

- Pathways and flow – arrivals/departures
- Innovate security process
- Lines and locations
- Consider signage quality
  - Should be easy to understand with color lettering
- Consider when to use print vs. audio
- Security
  - Space

- Flexible
- Movable
- Vendor/concessions – flexible
- No clutter signs/ads
- 1.5 Provide diverse and convenient food options
  - Ask current vendors
  - Service truck/deliveries
  - Combination of small and large plate options
    - Local and national restaurants
  - Pre-security amenities
  - Include a public area for “non flyers”
- 1.6 Make it family-friendly, child-friendly and pet-friendly
  - Include kids play activities
  - Include Disney and Universal themes
  - Near parents’ interests
  - Consider accessibility
  - Shane’s inspiration
  - Incorporate lactation for mothers
  - Single restroom
  - Consider kids and the elderly

**Theme 2.0: Openness and Transparency**

- 2.1 Maximize use of natural light to illuminate the terminal
  - Utilize high ceilings
  - Go above and beyond
  - Include shade controls
  - Balance with climate control
  - North/south orientation
- 2.2 Create an open air feeling
  - Pay attention to jet noise
  - Integrate concessions
  - Transitional

**Theme 3.0: Human Scale**

- 3.1 Draw upon natural and native colors from the surrounding landscape
  - ABQ: N. Americans
  - Mosaics
  - Authentic
  - Quality
  - Avoid literalism
  - Local historic artifacts
  - Movie props
- 3.2 Create a comfortable, inviting and homey feel
  - Wood

- Metal
- Smaller scale spaces
- Acoustics

#### **Theme 4.0: Green Design**

##### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Achieve high standard
- Invest in high sustainability
- Source of pride
- Durable
- Air and water quality

##### 4.3 Plant native vegetation

- The Gene Autry has experts as well as the Getty

#### **Theme 5.0: A Quality, Authentic, Iconic Structure**

##### 5.1 Reflect the identity of Burbank and the surrounding region

- Terrain maps
- Artifacts/museums
- Spanish
- Distinctive design
- Quality

##### 5.2 Reflect some aspect of the architectural and cultural history of the area

- Frank Lloyd Wright
- Gamble house
- Buildings

##### 5.3 Include public art installations

- Studios
- Museums
- Attraction
- Flexible
- Mixed media

#### **Theme 6.0: Aircraft Connection**

##### 6.1 Embrace the aviation industry and its history

- Connect past and present
- Walkway
- Lockheed
- Through out
- Historic spots and views
- J.P.L.
- Space
- Displays

##### 6.2 Provide observation areas

- Pre & post security

- Use old terminal site

## **Theme 7.0: Reflections of Classic Hollywood Style**

### 7.1 Celebrate the entertainment industry

- 

### 7.2 Consider use of themed gates

- Interchanged/flexible
  - Digital
  - Holographic
- Caution: wayfinding/signages
- Distinctive & memorable
- Revenues/sponsorships

### **Additional Comments**

- Stories
  - It's easy, comfortable & enjoyable!
    - Flow
    - Space
  - Multi-experience:
    - Eat
    - Relax

### **Comment Book Input**

#### **Question #1: Comments on the design principles...**

- Open air food truck food court
- Live music
- Terrazzo flooring for LEED certification
- Hollywood walk of fame, Hollywood stars
- Terminal construction should be both aspirational and future focused in terms of sustainability principles. We should aim to beat future California sustainable goals instead of meeting today's minimums.
- Design should allow for ease of green operating models/procedures to be put in place.
- Hollywood elements should reflect both history and evolution/modern day technology too.
- As someone who attended the first charrette, I do feel like our ideas were accurately represented and broken down into categories.
- My primary concerns remain the environmental impact of this project, as a defining new project in our community that will effect Burbankers for generations to come. We have a huge opportunity here, and anything less than the highest possible environmental standards will be a long-lasting stain on our community!
- Architectural presence on Hollywood Way. Consider/design pedestrian experience beginning at public R.O.W. Have a gatehouse & covered walks to the terminal.
- Design principles 1-6 are objective. The[y] provide maximum latitude for architects to design state-of-the-art facilities that can achieve all expectations.

However, design principle #7 is subjective – reflecting a particular design bias, constructed by sentiment. There are many more industries in Hollywood, Burbank, Glendale and Los Angeles that also deserve recognition. The best way to accommodate this is through the art and environmental graphic design programs.

- Reinforce intimacy in the \*
- Procession and sequence to be [legible] w/o assistance
- Move transportation center closer to terminal – big train station easy to use

**Question #2:** Additional **stories to tell** about our local communities...

- Modern Hollywood technology
- Special effects to help with engagement from passengers and the terminal
- Women in aviation
- Today, many people relish seeing face to face the airplane they will fly in. My son first flew from BUR and it was a truly special experience for him to have that connection before flight.
- Innovation
  - Aviation – united airport – Lockheed -?
  - Entertainment – film – cinema -?



# Glendale

## Design Charrette Workshop

### Individual Discussion Group Summaries

#### Group 1

##### **Theme 1.0: Simplicity, convenience and Ease of Use**

###### 1.1 Make ingress and egress as easy as possible

- Do not make detrimental changes
- Consider the speed
- Make multimodal connections direct and exact (e.g. train to train)
- Facilitate passenger pickup and drop-off areas

###### 1.2 Create attractive and comfortable lounge areas

- Make the terminal feel more homelike
- Be deliberate, simple, and minimal
- Allow for personal space
- Make the space family-friendly
- Child-friendly (more inclusive for all users)
- Make space for quiet work

###### 1.3 Maximize accessibility for all users

- Incorporate clear and intuitive design
- Design restaurants to be ADA accessible

###### 1.4 Make it easy to navigate in and around the terminal

- Consider points of congestion
- Create flexibility with kiosk space and restaurants

###### 1.5 Provide diverse and convenient food options

- Restaurants should be local (e.g. Portos, legitimate Mom and Pops)

###### 1.6 Make it family-friendly, child-friendly and pet-friendly

- Accessibility to children should be integrated throughout the airport
- Comfortable and clean nursing space for mothers
- Add more family restrooms

##### **Theme 2.0: Openness and Transparency**

###### 2.1 Maximize use of natural light to illuminate the terminal

- Make it feel bigger than it is
- Enhance access to daylight (health considerations)
- Utilize circadian lighting

###### 2.2 Create an open air feeling

- Counteract feelings of confinement

- Create access to tarmac
- Have loading to tarmac
- Airport should be faster and more experiential
- Create an observation deck/rooftop
- Connect the space to the outdoors
- Create a beach-like vibe

### **Theme 3.0: Human Scale**

3.1 Draw upon natural and native colors from the surrounding landscape

- Create a sense of place
- Utilize classy welcoming materials and warm colors
- Incorporate movable furniture

3.2 Create a comfortable, inviting and homey feel

- Improve restroom stall size

### **Theme 4.0: Green Design**

4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Consider other certifications
- Avoid red-listed materials

4.3 Plant native vegetation

- 

### **Theme 5.0: A Quality, Authentic, Iconic Structure**

5.1 Reflect the identity of Burbank and the surrounding region

- Identity=Personality
- Represent local establishments for food and drinks
- Incorporate themed areas (e.g. movies, beaches, red carpet)

5.2 Reflect some aspect of the architectural and cultural history of the area

- Architecture should nod to the past and recognize moving forward

5.3 Include public art installations

- Highlight schools that rotate their art in airport installations
- Prioritize local artists
- Make art a part of the experience
- Make the art interactive

### **Theme 6.0: Aircraft Connection**

6.1 Embrace the aviation industry and its history

- Incorporate a Walk of Fame

6.2 Provide observation areas

- 

### **Theme 7.0: Reflections of Classic Hollywood Style**

## 7.1 Celebrate the entertainment industry

- Celebrate the Walk of Fame
- Aviation inspired
- Celebrate Burbank entrepreneurs and the entertainment industry

## 7.2 Consider use of themed gates

- Highlight Burbank in context of the larger region
- Utilize a photo booth and movie set theme
- Incorporate an appropriate amount of theming

## Group 2

### **Theme 1.0: Simplicity, convenience and Ease of Use**

#### 1.1 Make ingress and egress as easy as possible

- Keep it simple, not like LAX
- Enhance access to rideshare and all transit options
- Integrate additional technology at security for screening

#### 1.2 Create attractive and comfortable lounge areas

- Maintain cleanliness
- Incorporate resting areas with soft chairs
- Design with technology in mind

#### 1.3 Maximize accessibility for all users

- 

#### 1.4 Make it easy to navigate in and around the terminal

- Incorporate clear internal wayfinding for deplaning
- Change bag checking options

#### 1.5 Provide diverse and convenient food options

- Provide multiple food/drink/coffee options
- Integrate retail and coffee before TSA
- Provide space for food trucks

#### 1.6 Make it family-friendly, child-friendly and pet-friendly

- Integrate pet areas that are respectful of other travelers and that don't contain smells

### **Theme 2.0: Openness and Transparency**

#### 2.1 Maximize use of natural light to illuminate the terminal

- Utilize open security areas
- Incorporate history in TSA Lines
- Open a pre-security section

#### 2.2 Create an open-air feeling

- Keep the airport's temperature comfortable
- Integrate an open patio restaurant

### **Theme 3.0: Human Scale**

#### 3.1 Draw upon natural and native colors from the surrounding landscape

- Orient building towards views (mountains, sky, etc.)

- Consider creating a hub with observation areas, seating, and food
- Add additional open areas

### 3.2 Create a comfortable, inviting and homey feel

- Integrate lighting that adjusts based on seasons
- Alternate seating configurations by making it nonlinear
- Integrate interactive modular spaces
- Utilize visual communication as opposed to SPA
- Create flow between all spaces within the airport (e.g. food to gates)

## **Theme 4.0: Green Design**

### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Include solar panels and consider utilizing local materials
- Achieve high LEED standard

### 4.3 Plant native vegetation

- Include drought tolerant green maintenance
- Feature local gardens (e.g. Descanso Gardens, Arboretum)
- Integrate history into garden areas
- Include a themed garden (e.g. Rose Parade's winning float)

## **Theme 5.0: A Quality, Authentic, Iconic Structure**

### 5.1 Reflect the identity of Burbank and the surrounding region

- This should be inspired by history but forward-looking
- Create a grand VIP red carpet experience

### 5.2 Reflect some aspect of the architectural and cultural history of the area

- Integrate light treatment for the night-time experience

### 5.3 Include public art installations

- This will enhance the experience
- The art should be themed with the gates

## **Theme 6.0: Aircraft Connection**

### 6.1 Embrace the aviation industry and its history

- Hanging aircrafts
- Gallery – mockups/technology
- History of aviation themed gates

### 6.2 Provide observation areas

- Areas for non-travelers
- Incorporate garden
- Consider location accessibility

## **Theme 7.0: Reflections of Classic Hollywood Style**

### 7.1 Celebrate the entertainment industry

- Incorporate into food areas (e.g. sets and signage)

### 7.2 Consider use of themed gates

- Monetize Disney, Nickelodeon, Warner Brothers, and Universal Studios

# Pasadena

## Design Charrette Workshop

### Individual Discussion Group Summaries

#### Group 1

##### **Theme 1.0: Simplicity, convenience and Ease of Use**

###### 1.1 Make ingress and egress as easy as possible

- Incorporate rideshare areas
- Increase multimodal options (scooters)

###### 1.2 Create attractive and comfortable lounge areas

- Incorporate gathering areas for teams and groups (USD/Military)
- Include quiet spaces
- Add separate uses for business and families

###### 1.3 Maximize accessibility for all users

- 

###### 1.4 Make it easy to navigate in and around the terminal

- Ensure that wayfinding is intuitive
- There should be ability to change signs easily

###### 1.5 Provide diverse and convenient food options

- Incorporate nonstandard food choices (e.g. vegan, gluten, etc.)

###### 1.6 Make it family-friendly, child-friendly and pet-friendly

- Interactive wall separation

##### **Additional Comments**

- Leverage link to Metrolink

##### **Theme 2.0: Openness and Transparency**

###### 2.1 Maximize use of natural light to illuminate the terminal

- Utilize natural and artificial circadian lighting
- Identify opportunities for views

###### 2.2 Create an open air feeling

- Consider the security
- Incorporate indoor and outdoor areas for eating

##### **Theme 3.0: Human Scale**

###### 3.1 Draw upon natural and native colors from the surrounding landscape

- Mountains are important

###### 3.2 Create a comfortable, inviting and homey feel

- Ensure durability and cleanliness

- Consider materials that feel warm
- Floors and carpets should absorb sound

#### **Theme 4.0: Green Design**

##### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Incorporate solar-generative on power
- Utilize biofuel for restaurants, HVAC filtering
- Off set carbon emissions
- Water stations
- Contribute to health of airport users
  - Access to views/avoid material

##### 4.3 Plant native vegetation

- Use water reduction strategies
- Celebrate Burbank and local area

#### **Theme 5.0: A Quality, Authentic, Iconic Structure**

##### 5.2 Reflect the identity of Burbank and the surrounding region

- Respect small area and quantity
- Residential is important
  - Universal City
- Reflect Diverse local areas

##### 5.2 Reflect some aspect of the architectural and cultural history of the area

- Harmonize like Pasadena City College Library
- Maintain current scale
- Use building orientation to inform deign view
- Incorporate adaptable buildings that age gracefully

##### 5.3 Include public art installations

- Consult with artists
- Involve schools and young people
- Build off banner program
- Incorporate rotating landscape installation (Rose Parade)
- Design to adapt to evolving transportation

#### **Additional Comments**

- Incorporate art deco style
- Have arts and crafts activities

#### **Theme 6.0: Aircraft Connection**

##### 6.1 Embrace the aviation industry and its history

- Lockheed
- Use classic photos
- Involve model makers (display cases)

##### 6.2 Provide observation areas

- Integrate history

- Possibly a rooftop bar
- Split pre/post TSA areas
- Consider offsite cellphone areas

### **Theme 7.0: Reflections of Classic Hollywood Style**

#### 7.1 Celebrate the entertainment industry

- Celebrate historic and contemporary
- Incorporate standing displays and rotating flexible major events

#### 7.2 Consider use of themed gates

•

### **Additional Comments**

- Design in consideration of ease

## **Group 2**

### **Theme 1.0: Simplicity, convenience and Ease of Use**

#### 1.1 Make ingress and egress as easy as possible

- This is a priority from the focus group
- Close in the parking
- Designate easy Uber and Lyft areas
- Make pick-up and drop-off areas better
- Enable walking on tarmac to the plane
- Make rail access easy
- Create good car through put
- Utilize pedestrian wayfinding

#### 1.2 Create attractive and comfortable lounge areas

- Need sense of arrival
- Incorporate semi-private booths for working and places to plugin
- Include nursing areas
- Ensure easy stroller access at TSA

#### 1.3 Maximize accessibility for all users

•

#### 1.4 Make it easy to navigate in and around the terminal

- Keep it simple
- Incorporate directions to all facilities
- Add kiosks at entrances
- Incorporate real-time information about wait times at TSA (Waze-like app)

#### 1.5 Provide diverse and convenient food options

- Include local restaurants, retail options, a range of choices
- Incorporate concessions near gates (serve the “gate huggers”)
- Include outside of TSA entrance, this can draw in nonairport patrons

#### 1.6 Make it family-friendly, child-friendly and pet-friendly

- Yes!!
- Give forethought

### **Additional Comments**



- Recognize that Burbank may evolve from a primarily business airport

### **Theme 2.0: Openness and Transparency**

#### 2.1 Maximize use of natural light to illuminate the terminal

- Make it easy to see everything
- Make it spacious
- Include darker areas for napping

#### 2.2 Create an open air feeling

- Include outdoor seating areas
- Add viewing space
- Incorporate an outdoor space for kids
- “Airport as a park”
- Add aesthetic areas to walk; make visually interesting

### **Additional Comments**

- Minimize use of carpet in the airport

### **Theme 3.0: Human Scale**

#### 3.1 Draw upon natural and native colors from the surrounding landscape

- Yes; this is absolutely human
- Use the mountains as inspiration

#### 3.2 Create a comfortable, inviting and homey feel

- Keep it intimate
- Don't be too industrial
- Utilize warm flooring as opposed to tile (LVP)
- Vary the furniture types
- Make areas clean and comfortable
- Integrate places to work
- Choose fabrics carefully
- Include greenery inside

### **Theme 4.0: Green Design**

#### 4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- Resilience
- We expect LEED certification or an equivalent
- Build it correctly, the airport will be here a long time
- Incorporate solar in parking structures
- Use high quality materials to reduce maintenance costs

#### 4.3 Plant native vegetation

- Use native plants throughout
- Integrate vertical gardens on parking structure
- Use biophilic design inside

### **Theme 5.0: A Quality, Authentic, Iconic Structure**

5.1 Reflect the identity of Burbank and the surrounding region

- Scale is most important
- Pay great attention to the parking structures, make a great impression

5.2 Reflect some aspect of the architectural and cultural history of the area

- Reflect some aspect of the architectural and cultural history of the area and sports
- Lean to modern style
- Art deco could work as well

5.3 Include public art installations

- 

**Theme 6.0: Aircraft Connection**

6.1 Embrace the aviation industry and its history

- 

6.2 Provide observation areas

- 

**Theme 7.0: Reflections of Classic Hollywood Style**

7.1 Celebrate the entertainment industry

- Have a connection to the industry, but not as a dominate feature

7.2 Consider use of themed gates

- Have team themes
- Possible themes to incorporate: Amelia Earhart, Jurassic Park, Tournament of Roses, Disney and Universal, Marilyn Monroe, beach themes, or superheroes

# Los Angeles

## Design Charrette Workshop

### Individual Discussion Group Summaries

#### Group 1

##### **Theme 1.0: Simplicity, convenience and Ease of Use**

###### 1.1 Make ingress and egress as easy as possible

- Maintain simplicity and leave as is
- One TSA area
- Possibly incorporate multilevel arrival and departure
- Improve transit on Hollywood Way

###### 1.2 Create attractive and comfortable lounge areas

- Combined concession options in holding areas
- Theatre style seating with screens

###### 1.3 Maximize accessibility for all users

- Boarding visuals at each gate
- Utilize captioned PSA
- Build in air drying at bathroom sinks to prevent slipping hazards due to water on floors

###### 1.4 Make it easy to navigate in and around the terminal

- Utilize clear wayfinding and architecture to direct passengers
- Prevent “clogged” walkways and kiosks

###### 1.5 Provide diverse and convenient food options

- Utilize local businesses and natural products
- Incorporate 5-star gourmet food options, something to be proud of
- Provide local options with National recognition

###### 1.6 Make it family-friendly, child-friendly and pet-friendly

- Distribute areas for children throughout gates
- Integrate into design to activate gates

##### **Theme 2.0: Openness and Transparency**

###### 2.1 Maximize use of natural light to illuminate the terminal

- Create a destressing environment
- Incorporate an open view to concourse to see operations and baggage get off of the plane
- Control the inside climate
- Incorporate shades into the design – consider the time of day

###### 2.2 Create an open air feeling

- Potential for trees indoors
- Smells greeting you on arrival

### **Theme 3.0: Human Scale**

3.1 Draw upon natural and native colors from the surrounding landscape

- Do not utilize brown colors
- Use the Metro Orange Line’s vegetation as an example for colors and design

3.2 Create a comfortable, inviting and homey feel

- Incorporate space to navigate and space for luggage
- “Tiny Home Living” maximize space (cubbies, etc.)
- No charging stations; locate at seat
- Bathrooms should incorporate hooks, luggage space, vanities, and possibly private stalls

### **Theme 4.0: Green Design**

4.1 Achieve LEED certification | 4.2 Use sustainable building materials

- 

4.3 Plant native vegetation

- Incorporate a green roof as outdoor space
- Add vertical green walls

### **Theme 5.0: A Quality, Authentic, Iconic Structure**

5.3 Reflect the identity of Burbank and the surrounding region

- Disney concert hall metal siding
- Create a sense of place that defines Burbank
- Create history by making it memorable
- Incorporate statement art pieces (Burbank a la Hwood sign)

5.2 Reflect some aspect of the architectural and cultural history of the area

- Need timeless quality for future generations

5.3 Include public art installations

- Integrate into building during planning phase
- Use art to make it feel like users are not at an airport
- Utilize local artists (student competitions)
- Incorporate experiential [performance] art

### **Theme 6.0: Aircraft Connection**

6.1 Embrace the aviation industry and its history

- Display historic aircraft
- Include history in security line
- Put a map on floor

6.2 Provide observation areas

- Lockheed WWII netting in outdoor space

- Divide before and after security area with glass

### **Theme 7.0: Reflections of Classic Hollywood Style**

#### 7.1 Celebrate the entertainment industry

- Do not make this the primary focus, mix in elements (videos, actor announcements, celebrity holograms)
- Utilize grand signage to welcome travelers

#### 7.2 Consider use of themed gates

- Customize and integrate into gate
- Theme gates for destinations

## **Group 2**

### **Theme 1.0: Simplicity, convenience and Ease of Use**

#### 1.1 Make ingress and egress as easy as possible

- 

#### 1.2 Create attractive and comfortable lounge areas

- 

#### 1.3 Maximize accessibility for all users

- 

#### 1.4 Make it easy to navigate in and around the terminal

- Look at Indianapolis as an example
- Insure a good line of sight to the gates
- Utilize clear signage with “big arrows” and better “aural”
- Signage: directional speakers

#### 1.5 Provide diverse and convenient food options

- Rotating food trucks
- Keep the food options local
- Include local libations (Golden Road)
- Not Starbucks, get something better
- Include ice cream
- Porto's

#### 1.6 Make it family-friendly, child-friendly and pet-friendly

- Incorporate pet relief areas
- Add educational and interactive spaces for kids
- Ensure facilities are durable
- Easy and entertaining areas

### **Theme 2.0: Openness and Transparency**

#### 2.1 Maximize use of natural light to illuminate the terminal

- Incorporate light
- Outside lounges
- Windows are hot

- Add greenery inside and natural ventilation
  - Ensure architectural interest
- 2.2 Create an open air feeling
- Add a kids play area
  - Look at palm springs for an excellent idea
  - Experience the climate

### **Theme 3.0: Human Scale**

- 3.1 Draw upon natural and native colors from the surrounding landscape
- Make it unique to Burbank
  - Flame the mountains
- 3.2 Create a comfortable, inviting and homey feel
- Craftsman-style detail
  - Warmth of wood
  - Feeling of stability
  - Neon signage for businesses

### **Theme 4.0: Green Design**

- 4.1 Achieve LEED certification | 4.2 Use sustainable building materials
- Balance HVAC with other comfort objectives
  - Integrate signage that explains the sustainability features
  - Incorporate solar and wind energy
  - Sustainability is a “given”
  - Incorporate glass and metals with low maintenance
  - Utilize pervious pavement
- 4.3 Plant native vegetation
- Ensure that plants are climate appropriate

### **Theme 5.0: A Quality, Authentic, Iconic Structure**

- 5.1 Reflect the identity of Burbank and the surrounding region
- Stay away from too modern
  - Reflect the honey style of the airport
  - Ensure earthquake safety
  - Not LAX
- 5.2 Reflect some aspect of the architectural and cultural history of the area
- Choose a style and be consistent
  - Use an old-style Hollywood feel
- 5.3 Include public art installations
- Collaborate with local museums (Academy Museum) and emerging artists
  - Use digital displays

## **Theme 6.0: Aircraft Connection**

### 6.1 Embrace the aviation industry and its history

- This theme is very important
- Provide displays
- Create educational experience but do not make it look like an afterthought
- Incorporate aircraft displays
- Give the option to get on and off outside: Jackie Kennedy moment

### 6.2 Provide observation areas

- Make it like 84<sup>th</sup> Aerosquadron at Van Nuys
- Big amenity to see planes, especially private jets
- Incorporate an aviation-themed restaurant pre-TSA

## **Theme 7.0: Reflections of Classic Hollywood Style**

### 7.1 Celebrate the entertainment industry

- WPA influences
- Modern, maybe Google

### 7.2 Consider use of themed gates

- Is it important?
- This may be more interesting at baggage claim
- Embrace valley culture
- Have Hollywood memorabilia
- It is visual clutter

# Design Charrette Workshop #3

## Transcription



# Design Charrette #3

## Design Charrette Workshops

### Individual Discussion Group Summaries

#### Group 1

##### Design Standard 1.: Building Exterior Finishes

###### 1A. Concrete

- Offers flexibility for the heat and cold
- Utilize local sustainable materials
- Be attentive to performance – utilize textures that capture carbon
- This material can be inflexible at times, consider a blend
- As it ages it cracks

###### 1B. Steel

- Use a flexible blend
- Consider metal panels
- Aviation particulates impact aluminum
- Consider earthquake feasibility

###### 1C. Glass

- Glass can capture surrounding views outward
- Glass gets warm which can impact energy expenditures
- Warmth retaining
- Consider energy usage

###### 1D. Plaster

- Maintenance due to cracks
- Materials will influence experience

##### Additional Comments

- Interpret history through architecture and materials
- Each material responds to a different architecture style

## **Design Standard 2.: Exterior Landscapes and Hardscapes**

### 2A.1 Planting Areas, Formal

- Height pre-security
- This works better with harder materials
- This material can provide shade

### 2A.2 Planting Areas, Informal

- Secure lounge side can contain some soft informal planting areas
- This can be near the gateway entry as a guide
- Depends on the place

### 2B.1 Hardscape Areas, Formal

- Color in material

### 2B.2 Hardscape Areas, Informal

- Paths should be clear and attractive
- Consider rainwater retention

### **Additional Comments**

- Relationship to the building is essential
- Planting should be complementary and native

## **Design Standard 3.: Signage and Wayfinding**

### 3A. Simple

- Use flat screens
- Signage for baggage and restrooms
- Utilize captioned boards
- Clarify hierarchy

### 3B. Iconic

- This reinforces theme
- Can get dated
- Should be iconic
- Could be used for restaurants

### **Additional Comments**

- Address different signage levels for commercial, airport wayfinding, and ADA considerations
- Incorporate technology
- Consider all audiences

## **Design Standard 4.: Weather Protection**

### 4A. Simple

- Utilize for shade for staging and waiting areas
- There should be coverage to and from parking
- Incorporate covered ramps for the rain (capture water)
- Use simple architecture for the sidewalk space for pickup and drop off

### 4B. Iconic

- This can be expensive
- Consider maintenance and cost

## **Design Standard 5.: Aircraft Boarding**

### 5A. Jetways

- Pros
  - This maximizes space
  - Efficient for ADA
- Cons
  - Elevates the gate
  - No back boarding

### 5B. Ramps + Stairs

- Pros
  - Front and back boarding
- Cons
  - Ground level boarding

## **Group 2**

## **Design Standard 1.: Building Exterior Finishes**

### 1A. Concrete

- Can be unpredictable
- Consider construction time
- Can produce debris
- Too industrial

### 1B. Steel

- Can be more flexible with design
- Flow and functionality
- Aerospace contemporary not retrospective

### 1C. Glass

- Transparent
- 21<sup>st</sup> Century
- Combining the use of glass and steel creates a quick build and longevity

### 1D. Plaster

- This is a “Taco Bell” solution
- Not a civic-feel
- Vibration can cause damage
- This material dulls over time
- This is a 15<sup>th</sup>/16<sup>th</sup> Century style

## **Design Standard 2.: Exterior Landscapes and Hardscapes**

### 2A.1 Planting Areas, Formal

- This looks too work-oriented
- Incorporate drought-tolerant plants and a drip system
- This is an opportunity to create an iconic feature in Burbank

### 2A.2 Planting Areas, Informal

- This can create a relaxing flow
- Avoid lawns and artificial plant materials

- Integrate artwork on the exterior not just the interior of the airport

#### 2B.1 Hardscape Areas, Formal

- Avoid block benches
- This should follow architectural design as well as the interior design

#### 2B.2 Hardscape Areas, Informal

- Avoid lounge chairs that could attract people without homes

#### **Additional Comments**

- Maintain consistent design

### **Design Standard 3.: Signage and Wayfinding**

#### 3A. Simple

- Should be easy to read, not like an amusement park
- Clarity is essential
- Should be dynamic and provide ease of navigation
- Signage should be legible and frequent
- Restroom signage should be clear and indicate “changing tables”, “men’s”, and “women’s”
- Signage should be accessible to those with hearing and visual disabilities
- Integrate intuitive and simple ease of navigation
- Add FAQ signage

#### 3B. Iconic

- Artwork can be confusing and distracting for signage

### **Design Standard 4: Weather Protection**

#### 4A. Simple

- Consider functionality and aspects like:
  - Solar orientation
  - Sun position
  - Wind protection
- Design should be tested
- Allow light
- Transportation into the airport needs to be comfortable, easy, and convenient
- Integrate weather protection for rideshare pickup
- All modes of transportation should have the same level of protection
- John Wayne Airport has protection from Amtrak Station

#### 4B. Iconic

- 

### **Design Standard 5.: Aircraft Boarding**

#### 5A. Jetways

- Will this be a one level or a two-level airport?
- This style is more contemporary
- This is the only way to go
- This is safe when it’s compliant

- This provides for ease of loading and unloading
- 5B. Ramps + Stairs
- This can be difficult for disabled persons
  - Stairs are a problem
  - Can create a port of Burbank experience
  - The airport may not want to change

## Group 3

### Design Standard 1.: Building Exterior Finishes

#### 1A. Concrete

- This material has a heavy look and feel
- There are issues with cracks and repair costs
- Can be formed and shaped more than steel

#### 1B. Steel

- Expensive material
- Steel is modern, what's its longevity?
- Steel will be a part of the structure

#### 1C. Glass

- Provides transparency and visibility which can serve as an aid in emergency situations
- Ease of integration
- Consider how it will be kept cool and clean
- Provides openness
- Economic material
- The expense is in the maintenance
- Consider the orientation of the airport (west=sun)
- Looks different at night "jewel box"

#### 1D. Plaster

- Consider maintenance
- This material is iconic, distinct, unique, and stands out

### Additional Comments

- Consider the safety response of materials (bomb blast implications)
- What are the long-term costs of maintenance?
- Is a glass and steel combination possible?
- What is the budget in relation to a materials lifecycle?
- Wood should be integrated, it's warmer and more midcentury
- Wilshire Grand

### Design Standard 2.: Exterior Landscapes and Hardscapes

#### 2A.1 Planting Areas, Formal

- The airport should be conscious about water usage

- Utilize reclaimed and recycled water
- This design goes with the formality of the airport
- Design can be formal and informal, think about different elements
- Integrate more planting than hardscape
- Planting should provide shade

#### 2A.2 Planting Areas, Informal

- Integrate iconic planting like John Wayne
- Ground and rooftop could have informal planting areas
- The open frontage should contain shade
- Avoid palm trees and use tree that clean the air

#### 2B.1 Hardscape Areas, Formal

- Integrate colors that match the aesthetic of the airport
- This should be driven by the decision of the building
- Consider ease of access and making paths which are convenient

#### 2B.2 Hardscape Areas, Informal

- Break up the length of the terminal with landscape
  - Utilize benches with a view
- Avoid attracting more wildlife

#### **Additional Comments**

- Use rainwater catchment
- Net zero
- Palm trees are hard to maintain
- Quality shade and openings rather than formal style

### **Design Standard 3.: Signage and Wayfinding**

#### 3A. Simple

- Simplifies the process
- Integrate international language symbols
- Combine local imagery with clear lettering

#### 3B. Iconic

- “Too cute”
- This can be confusing especially to visitors

#### **Additional Comments**

- Building design should help with intuitive wayfinding
- Wayfinding starts outside
- Wayfinding for parking and rental car lot
- Signage should be quickly access – show distance to terminal?
- Think about the future (film) rather than film industry history

### **Design Standard 4.: Weather Protection**

#### 4A. Simple

- Incorporate solar panels/glass
- Use energy producing canopies
- Consider glass maintenance (cleaning bird droppings)

- Design for heat and shade
- Should be LEED certified
- Net Zero

#### 4B. Iconic

- The image example does not provide shade
- Tinted glass is simple to clean
- Balance iconic design with technology

### **Design Standard 5.: Aircraft Boarding**

#### 5A. Jetways

- This requires a second floor – what are the cost implications?
- Use elevators – Iceland’s airport

#### 5B. Ramps + Stairs

- Scale of one floor is ideal
- This is old fashioned – like a third world country
- Stairs may be difficult for elderly people
- Integrate a ramp to the back stairs – it’s faster
- Consider the weather
- Scale here works

#### **Additional Comments**

- Can there be a combination of both?
- Important to maintain simplicity
- Where should the airport spend money – jetways or interiors and exteriors
- Maintain a human scale
- What is the best design for the future?

## **Group 4**

### **Design Standard 1.: Building Exterior Finishes**

#### 1A. Concrete

- 

#### 1B. Steel

- Use recycled steel if possible

#### 1C. Glass

- Utilize the scenery – accentuate mountains and Burbank identity
- Creates an open feel
- Maintain the view

#### 1D. Plaster

- Could modernize
- Look at Pasadena City College’s original buildings

#### **Additional Comments**

- Modern art deco

## **Design Standard 2.: Exterior Landscapes and Hardscapes**

### 2A.1 Planting Areas, Formal

- Create an arrangement that says “Burbank”
- Palm trees are iconic for area, utilize them to line entrance

### 2A.2 Planting Areas, Informal

- This fits the character of design
- There should be a direct path
- Landscape can curve, walk path should be direct and straight

### 2B.1 Hardscape Areas, Formal

- This should facilitate wayfinding
- Could be intimate
- Utilize hardscape areas to break up the airport
- Durable materials are more efficient
- Modular could be repurposed

### 2B.2 Hardscape Areas, Informal

- Consider concrete trenching maintenance
- Integrate intervals of softscape for repairs

## **Design Standard 3.: Signage and Wayfinding**

### 3A. Simple

- Integrate simple, big, and idiot proof signage
- Use art deco elements (Hollywood style)
- Signage should “pop” and avoid blending in
- Static signage saves money
- Use a design scheme with varied gate colors
- Use color to segment services

### 3B. Iconic

- Use iconic for service
- This style isn’t crucial for wayfinding
- Centralized flight information could be iconic
- Entrance marquee could be bold and showcase “This is Burbank”
- The entrance from Hollywood Way should be obvious
- Showcased signage should be historic
- Keep iconic statements – not what’s cool in 2019

### **Additional Comments**

- Mix in facts and tidbits to kill time
- Integrate clear auto and transportation signage for different uses – ridesharing
- Indirect wayfinding at gate
- Display history

## **Design Standard 4.: Weather Protection**

### 4A. Simple

- Integrate end to end coverage on sidewalks
- Incorporate unique Burbank art into the covering



- Keep it clean and easy for arrivals and departures
- Look at art deco in the east coast climate for cover design

#### 4B. Iconic

- Use this for people centric areas
- Take advantage of good weather
- Open air when possible – closed cover when necessary
- Tie it into larger exterior design of building

### **Design Standard 5.: Aircraft Boarding**

#### 5A. Jetways

- Create a seamless experience

#### 5B. Ramps + Stairs

- Keep front and back
- This takes longer to get the doors open – minimal
- This is a unique experience

### **Additional Comments**

- Possible rear boarding on tarmac – jetways for front door

## **Comment Book Input**

**Question #1:** For each category, identify and discuss the **advantages and disadvantages** of each design alternative.

- Combine all styles and materials to reflect history of building
- Consider the goals of landscaping
- Consider landscaping properties that heat and cool
- Integrate more landscape than hardscape
- Utilize plants native to California (Palms are not native)
- Incorporate art into signage and wayfinding

**Question #2:** Additional comments regarding the **design alternatives...**

- Bike racks for employees and flyers
- Free shower room for people who bike to terminal for work or for travel

# Design Charrette Workshop #4 Transcription

# Design Charrette #4

## Design Charrette Workshops

### Individual Discussion Group Summaries

#### Group 1

##### **Design Standard 6.: Building massing and scale, shape and articulation, and compatibility with adjacent structures**

###### 6A. Rectilinear

- This style is harsh
- Allows more options
- The design should feel comfortable

###### 6B. Curvilinear

- Creates flow
- Consider the impacts of wind

###### 6C. “Wing” Like

- The movement of design creates movement and works with an aviation theme
- Creates an iconic-feel

##### **Additional Comments**

- Incorporate a rooftop garden
- Design will present a challenge with incorporating the 1930s

##### **Design Standard 7.: Exterior lighting, road and pathway markers and way finding elements**

###### 7A. Traditional

- Utilize floor lighting for wayfinding

###### 7B. Bold and Artistic

- This style looks fun
- Works well with entertainment, it is playful
- Use of color is essential
- Incorporate light-responsive design and utilize light at night
- Showcase different styles

- Ensure that parking structures are well-lit
- Integrate a progressive light treatment
- Consider continuity in the airport

### **Design Standard 8.: Interior materials and finishes, color and lighting**

#### 8A. Muted and Subtle

- Utilize lighting to compliment color and style
- Keep the design “fresh”
- This style could be unappealing and uncomfortable

#### 8B. Bold and Artistic

- Incorporate play areas for children
- Integrate hook-ups for technology devices (phones, ipads, etc.)
- Incorporate fire-retardant materials
- Consider maintenance and utilize materials that are easy to clean
- Address odor

### **Design Standard 9.: Amenities including concessionaires, waiting areas, lounges, meeting spaces, work areas, etc.**

#### 9A. Centralized Location

- This style focuses activities
- Restaurants will create noise
- Locate major services in the center

#### 9B. Distributed Throughout the Terminal

- Distribution of uses is effective for food options

#### 9C. Located Before and After TSA

- Incorporate a simple meeting space
- Give before-TSA access for business travelers
- Include restaurants before TSA

#### 9D. Lounges

- Incorporate a shared lounge (First class – refer to Texas airport example)

### **Design Standard 10.: Place-making elements including art installations, exhibits and story telling**

#### 10A. Permanent Fixtures

- Utilize the floor space for posters that articulate the history of the airport (Hollywood)
- Incorporate light, aviation, and production themes
- Integrate a water feature
- Add sculptures

#### 10B. Temporary Installations

- Utilize local resources like schools – Woodbury University
- This style gives a “facelift” to the airport by creating fresh opportunities for design

#### 10C. Performance Art

- Integrate into areas where people are
- This can be distracting

- The airport may be too small too incorporate this artform

#### **Additional Comments**

- Utilize screens

## **Group 2**

### **Design Standard 6.: Building massing and scale, shape and articulation, and compatibility with adjacent structures**

#### 6A. Rectilinear

- This style is not equivocal to Burbank
- This blends with most architectural styles
- This heightens light visibility and ease of getting around
- This is simpler to build, simplicity can be iconic

#### 6B. Curvilinear

- This style is not as simple as a rectilinear design
- This is too modern and does not embody Burbank
- Incorporate Burbank's history
- Interior and exterior should be consistent

#### 6C. "Wing" Like

- Refer to the La Guardia Airport
- Anticipate the future of Burbank

#### **Additional Comments**

- Integrate Iconography and make a statement
- Avoid a "Disneyland" look
- Integrate architectural elements that are high enough to be seen over Avion from Hollywood Way
- Align design features to surroundings
- Anticipate future development that could occur within current open spaces
- Consider utilizing distinctive architecture
- Will design elements be conducive to current height limits as per Federal Aviation Administration regulations?

### **Design Standard 7.: Exterior lighting, road and pathway markers and way finding elements**

#### 7A. Traditional

- Advantages
  - Always functional
  - Timelessness
  - Maintains simplicity and accessibility as per Fodor #1
- Incorporate simple pathways and wayfinding that starts at the freeway
- Focus signage on the terminal
- Focus on functionality as opposed to entertainment
- Include wayfinding for rental car area

#### 7B. Bold and Artistic

- This could become dated
- This could be tacky, this is ok for Las Vegas but not for Burbank

### **Design Standard 8.: Interior materials and finishes, color and lighting**

#### 8A. Muted and Subtle

- The preference is for a blend of muted and bold
- Make it durable with a clean look
- Ensure easy replacement, do not use fabric
- Muted colors are calming
- Maintain an open-look that prioritizes efficiency and functionality
- The Portland Airport has a relaxing model

#### 8B. Bold and Artistic

- Boldness can obscure wayfinding
- Incorporate a muted look with interesting artwork
- The airport is currently relaxing, keep it that way
- BWI airport is too muted – too many greys

#### **Additional Comments**

- Do not use distracting advertisements

### **Design Standard 9.: Amenities including concessionaires, waiting areas, lounges, meeting spaces, work areas, etc.**

#### 9A. Centralized Location

- Advantages
  - Quiet with exciting zones
  - There are only 14 gates
  - Large clean restrooms
  - Space for observation decks
- Disadvantages
  - The space is too small after TSA

#### 9B. Distributed Throughout the Terminal

- Advantages
  - Ability to sit and relax while keeping an eye on your gate
  - This is calming

#### 9C. Located Before and After TSA

- Integrate a family area before TSA
- Bring back Skyline Restaurant, it once served as a community asset
- Improve the TSA experience

#### 9D. Lounges

- Incorporate a water refill station
- Add “smart” chairs that recharge tech devices
- Enhance family experience in lounges

#### **Additional Comments**

- Utilize clear sound systems for public addresses
- Incorporate a lounge for the airline with the most gates
- Consider designing for unknown future technologies

- Integrate fun for all, do not marginalize any group

**Design Standard 10.: Place-making elements including art installations, exhibits and story telling**

10A. Permanent Fixtures

- Should incorporate the history of Burbank, Pasadena, Glendale, and Southern California
- Integrate semi-permanent features

10B. Temporary Installations

- Consider curation – who will keep it new and “fresh”?
- John Wayne Airport is a good example

10C. Performance Art

- Limit distractions
- This could consume too much space

**Additional Comments**

- Utilize a survey to determine who is using the airport – business travelers, families, etc.?
- Utilize airline association data

**Group 3**

**Design Standard 6.: Building massing and scale, shape and articulation, and compatibility with adjacent structures**

6A. Rectilinear

- Advantages
  - Responds well to the area
  - More cost effective
  - More functionality
- Disadvantages
  - This design would not stand out
  - Too simple and lacks creativity

6B. Curvilinear

- Advantages
  - Recognizable
- Disadvantages
  - Difficult to consider scaling for smaller building

6C. “Wing” Like

- Avoid box-looking parking structures
- Incorporate design features with careful detail – avoid a kitschy-look
- Disadvantages
  - This does not fit Burbank’s style
  - This can date itself if not executed correctly

**Additional Comments**

- Consider “plan” versus front architecture
- What does building massing need to respond to?

- Consider architecture from interior perspective (deplaning)

### **Design Standard 7.: Exterior lighting, road and pathway markers and way finding elements**

#### 7A. Traditional

- Capture the look of Hollywood through the use of lighting
- Must be integral to building style

#### 7B. Bold and Artistic

- Can enhance and be a part of the architecture
- Utilizing LED lighting would allow creative use of color
- Integrate projection mapping with an airport theme
- Use lighting to signify different areas
- Ground-level for drop-off area
- The preference is for “Bold” – it sets a mood
- Avoid light pollution (utilize shields and cutoffs)

### **Design Standard 8.: Interior materials and finishes, color and lighting**

#### 8A. Muted and Subtle

- Advantages
  - Might be better stylistically
  - More calming
  - Accent colors for identification
- Disadvantages
  - Could look hospital-like
  - Hard floors are clickety due to luggage movement

#### 8B. Bold and Artistic

- Advantages
  - Great for pre-Las Vegas
  - Good for concession areas
- Disadvantages
  - Not great for kids or geriatrics

#### **Additional Comments**

- Style of furniture needs to reflect building style
- Utilize easy-to-clean materials
- Incorporate a variety of seating types (benches versus seats in some areas)
- Utilize visual paging
- LED lighting is highly adaptable
- Consider a middle ground, between both styles
- Create opportunities for variation
- Consider maintenance
- Consider hexagonal seating approaches (more efficient)

### **Design Standard 9.: Amenities including concessionaires, waiting areas, lounges, meeting spaces, work areas, etc.**

#### 9A. Centralized Location



- Advantages
  - Intuitive and inherent wayfinding
  - Consolidates cooking facilities
  - Centralized waste control
- Disadvantages
  - Seems food court-like

#### 9B. Distributed Throughout the Terminal

- Advantages
  - Gets you closer to your gate
- Disadvantages
  - Less efficient; can be frustrating

#### 9C. Located Before and After TSA

- Small size of the airport makes this work well, there is less stress about getting to gates
- Good for decompression before you get luggage or your ride
- Possibly not in terminal

#### 9D. Lounges

- May be sponsored by non-airlines (priority pass) – “The Bob Hope Lounge”
- Lots of close-by business travelers may limit its use
- Good for space to work

#### **Additional Comments**

- Food can be delivered to gates via phone Apps

### **Design Standard 10.: Place-making elements including art installations, exhibits and story telling**

#### 10A. Permanent Fixtures

- Incorporate a combination of permanent and rotating (historical and current)
- An observation deck is a must

#### 10C. Performance Art

- Only if it can be kept active

#### **Additional Comments**

- Integrate art into the building
- Integrate well distributed potty parity

## **Group 4**

### **Design Standard 6.: Building massing and scale, shape and articulation, and compatibility with adjacent structures**

#### 6A. Rectilinear

- Advantages
  - Creates a contemporary and open feel
- Disadvantages
  - Plain Jane

#### 6B. Curvilinear

- Advantages
  - Creates more character
  - Could look like an airport hangar
- Disadvantages
  - Cost effectiveness

#### 6C. “Wing” Like

- Advantages
  - Creates character
  - Connects back to aviation history
  - Provides exterior views

#### **Additional Comments**

- Look at combining both types
- Ensure longevity and timelessness

### **Design Standard 7.: Exterior lighting, road and pathway markers and way finding elements**

#### 7A. Traditional

- Directional signs should be clear
- Less is more
- This style is elegant
- “Early” directions should be traditional like, advanced signage for parking

#### 7B. Bold and Artistic

- Ensure that the stylistic elements do not become dated overtime
- Prevent gaudy-look
- Incorporate artistic elements with traditional structures at the main entrance off of Hollywood Way

### **Design Standard 8.: Interior materials and finishes, color and lighting**

#### 8A. Muted and Subtle

- Advantages
  - Less stressful
  - Calming
  - More timeless
  - Lighting can be utilized to “warm” holding rooms
  - Colors and plants should embody the character of the region

#### 8B. Bold and Artistic

- Consider this design standard for specific areas (i.e., children’s play areas, social areas, concessions)
- Consider the use of orange tones to evoke boldness

#### **Additional Comments**

- Consider durability
- It is easier to move luggage on hard surfaces
- Carpeted areas appear cheap and become worn out
- Utilize terrazzo surfaces
- Utilize design to distinguish areas

## **Design Standard 9.: Amenities including concessionaires, waiting areas, lounges, meeting spaces, work areas, etc.**

### 9A. Centralized Location

- Advantages
  - Less busy throughout the airport
  - Gate areas are calm
  - Consolidated services
  - Simplified decision making
- Ensure that clear pathways are integrated through the central area

### 9B. Distributed Throughout the Terminal

- Advantages
  - Discourages “gate-hugging”
  - Creates closer proximity to gates – passengers can watch for gate updates
  - Provides services and amenities throughout the airport – access to kiosks for food
  - Wayfinding could simplify the distribution of services and amenities
- Disadvantages
  - Most travelers prioritize getting through security
  - Liquids aren’t allowed through security
  - Coffee should be after TSA

### 9C. Located Before and After TSA

- Advantages
  - This provides convenience for friends and family
- Incorporate a meeting area for waiting
- Provide pre-security dining
- Create a dedicated business meeting area
- Disadvantages
  - Limited by square footage
  - Business travelers are typically in a rush
  - There is not a necessity to arrive early, the airport is not currently a hub

### 9D. Lounges

- Incorporate a common-use lounge
- Consider charging a fee
- Locate near TSA
- Disadvantages

### **Additional Comments**

- Incorporate an outdoor area immediately after TSA

## **Design Standard 10.: Place-making elements including art installations, exhibits and story telling**

### 10A. Permanent Fixtures

- Incorporate the history of Burbank
- Incorporate elements that are special to the region
- Integrate history in a modern way

- Partner with local studios to integrate 3-dimensional technology and more

#### 10B. Temporary Installations

- Incorporate a digital canvas
- Incorporate “refreshing” 3-dimensional elements
- Provide display areas for local artists

#### 10C. Performance Art

- Incorporate entertainment and silent movies
- Consider piano music in lounge area
- Incorporate a surprise factor
- Disadvantages
  - Could be out of place

#### **Additional Comments**

- Incorporate this design standard in outdoor walking areas
- The central portion of the airport can have distinctive art and performance activities

# Design Charrette Workshop #5 Transcription

# Design Charrette #5

## Design Charrette Workshops

### Individual Discussion Group Summaries

#### Group 1

##### Vision

Architectural Styles – Reflect the historical architectural styles of the area including mission, art deco, mid-century modern, and minimalism, include elements and materials such as arches, tiles, brass, gold . . .

- Will this be integrated into all styles?
- Bring forward elements of existing building
- Consider security elements
- Integrate the future as well as the past

Local History and Culture – Convey the history and culture of the area and the local community's contributions to the aviation, film and television industries . . .

- Include photos of the past
- Utilize looped projections of images

Sustainability – Use green building materials for inside and outside the terminal

- What are the implications of solar implementation?

LEED Building Certification – Work toward a high level of LEED certification . . .

- The goal should be to be net zero by 2030
- Consider LEED's minimum standards
- Integrate other environmental standards – “Living Building Challenge”

Comfortable and Inviting - Create a comfortable, inviting feel . . .

- Include enough outlets and charging areas as well as trashcans

Sense of Place - Create a strong sense of arrival and sense of place . . .

- Gateways offer design strengths – they can be utilized as entrances to SoCal or Burbank
- Prioritize serving local business commuters

#### **Additional Ideas**

- Arriving at the airport should be experiential
- Consider the train to terminal trip experience

#### **Story-Telling**

Local Culture and Community Identity - Reflect the identity of Burbank by incorporating local restaurants and business, the work of local artists and musicians, and the history of Southern California . . .

- Add elements that are specific to Burbank (i.e. Portos, local restaurants)

#### **Additional Ideas**

- Depict early history and natural environment of the surrounding area prior to the 20<sup>th</sup> Century
- Incorporate airport concierge to SoCal attractions

#### **Design Features and Amenities**

Comfort - Create a range of functional attractive and comfortable sitting areas, work spaces and places to relax . . .

- Access to multiple forms of technology is an expected amenity

Universal Design – Maximize accessibility for all users and meet or exceed all ADA standards using features such as: ramps, people movers, and internal shuttles . . .

- Ensure an inclusive design that consider multi-generational users

Family-Friendly – Create a terminal that is family-friendly, child friendly, and pet-friendly

- Incorporate senior-friendly designs

Navigation – Ensure easy navigation within the terminal through the use of information kiosks, virtual assistants, pleasant intercom voices, and clear attractive signage . . .

- Incorporate clear audio to assist with navigation

Art and Music – Incorporate public art installations including but not limited to galleries, murals and mosaics, sculptures, and selfie backgrounds . . .

- Utilize local artists
- Refer to the musicians in Oakland and Portland as examples

Airplane Observation Areas - Provide opportunities to connect with airplanes from viewing platforms and observation decks . . .

- Integrate pre- and post-boarding areas

## **Additional Ideas**

- Food areas should incorporate sustainability as well
- All stands and amenities should be open whilst the airport is open
- Incorporate larger bathroom spaces
- Integrate areas that are dedicated for meeting and greeting
- Consider security technology with detectors to protect against biowarfare
- Streamline the security process

## **Design Principles and Guidelines**

### **2.0: Openness and Transparency**

#### 2.1 Maximize use of natural light to illuminate the terminal

- Incorporate tinted windows on the East and West portions to minimize sun exposure

### **4.0: Green Design**

#### 4.1 Achieve LEED Certification

- Incorporate a grey water system

#### 4.2 Use sustainable building materials

- Integrate local habitat

### **5.0: A Quality, Authentic, Iconic Structure**

#### 5.1 Reflect the identity of Burbank and the surrounding region

- Integrate a Mission-styled interior and a modern exterior

## **Additional Ideas**

- Include convenient access between parking, rental cars, and terminals
- Coordinate between Metrolink and Metro
- Consider the implications of a rideshare element
- Prioritize having large, conveniently placed, and clean bathrooms
- Retain Southwest's sitting area
- Incorporate large corridors

## **Design Concepts and Details**

### **1.0: Preferred Exterior Materials and Finishes**

#### Steel

- The photos on the board provide bad examples
- Cons
  - Too modern
  - Not iconic or traditional



## **5.0: Aircraft Boarding**

### Jetways

- What are the implications on rear boarding?
- This can create safety issues for persons with disabilities

## **9.0: Amenities (Including Concessionaires, Waiting Areas, Lounges, Meeting Spaces, Work Areas, Etc.)**

### Centralized Location

- Avoid chokepoints

### Distributed Throughout the Terminal

- Place amenities closer to gates

## **Group 2**

### **Vision**

#### **Additional Ideas**

- Maintain simplicity

### **Story-Telling**

#### **Additional Ideas**

- Integrate stories about the Spanish missions
- Tell Native and Indigenous people's stories
- Consider what the future of Burbank may look like
- Integrate Kiosks for concierge
- Incorporate interactive technology for visitors
- Consider height and accessibility of amenities

### **Design Features and Amenities**

Comfort - Create a range of functional attractive and comfortable sitting areas, work spaces and places to relax . . .

- Include comfortable design features and amenities at gates
- Use chair without bars
- Incorporate old school phone booths by gates for private calls

Universal Design – Maximize accessibility for all users and meet or exceed all ADA standards using features such as: ramps, people movers, and internal shuttles . . .

- Integrate this pre- and post-TSA
- Incorporate wide aisles and entries without doors
- Ensure bathroom soap, sinks, changing tables, door hooks, and towels are accessible
- Include kiosk maps

- Incorporate an emergency lane demarcated in red carpet

Family-Friendly – Create a terminal that is family-friendly, child friendly, and pet-friendly

- What are the implications of noise from the P.A. system?
- Integrate family restrooms in the middle and at each end of the terminal

Multi-modal Access – Design for easy access to and from the terminal including multi-modal connections, ride share areas, and curbside check-in with close proximity to ticketing areas . . .

- Keep the shuttle within Airport property
- Integrate signs denoting each transit mode
- Incorporate vertical takeoff from terminal and parking structure (uber drones)
- Include space for scooters, bikes, etc.
- Add a moving sidewalk for those requiring ADA access to multimodal options

Navigation – Ensure easy navigation within the terminal through the use of information kiosks, virtual assistants, pleasant intercom voices, and clear attractive signage . . .

- Utilize visual cues to minimize noise from P.A. systems
- Consider integration of emergency signage (i.e., blinking, exit)
- Place “helper” staff for directions and ASL access

Food Options - Provide diverse and convenient food options including but not limited to grab n’ go, food trucks, local breweries, and bars . . .

- Consider a pet restaurant for service animals
- Include healthy and child-friendly food options
- Give access to food trucks
- Integrate automated food services
- Reduce queuing in hallways
- Ensure food is sold at fair market rates

IT Infrastructure - Provide access to technology including Wi-Fi, charging stations, airport specific mobile apps, workstations, smart parking . . .

- Integrate Wi-Fi emergency reporting
- Create an Airport App that shows food, flight delays, etc.
- Integrate gate-specific P.A. systems

Renewable Energy – Strive for energy independence through the use of renewable energy technology . . .

- Include an onsite battery

Art and Music – Incorporate public art installations including but not limited to galleries, murals and mosaics, sculptures, and selfie backgrounds . . .

- Include youth and local artists – rotate arts
- Spread throughout the airport
- Minimize the use of music

- Incorporate educational displays and cutaways
- Integrate Science, Technology, Engineering, Arts, and Math (STEAM)

Airplane Observation Areas - Provide opportunities to connect with airplanes from viewing platforms and observation decks . . .

- Utilize this as a teaching opportunity
- Incorporate signage with gate information

### **Additional Ideas**

- Include car-charging stations

### **Design Principles and Guidelines**

#### **1.0: Simplicity, Convenience and Ease of Use**

##### 1.1 Make ingress and egress as easy as possible

- Consider alternate entrances
- Include a cell phone lot
- Embed LED floor lights
- Ensure equidistance between lots and terminal
- Include surface painted signs

##### 1.2 Create attractive and comfortable sitting areas

- Include sleep pods
- Include liftable arms on all seats
- Integrate mixed seating types (i.e., chair, couch, high bar)
- Add stationary bikes and treadmills
- Include sanitary wipes throughout the terminal
- Incorporate easy-to-clean surfaces and materials

##### 1.3 Maximize accessibility for all users (Universal Design)

- Signage should have a sensitivity to security
- Drop-off and pick-up locations should have clear signage
- Integrate luggage pick-up signs
- Include a dedicated blue lane or curb area

##### 1.4 Make it easy to navigate in and around the terminal

- Consider sightlines for signage, utilize staggered signage

##### 1.5 Provide diverse, convenient and local food options

- Include water stations
- Incorporate a brewery and winetasting on site
- Enforce a plastic ban

##### 1.6 Make it family-friendly, child-friendly, and pet-friendly

- Consolidate pet and child amenities

- Incorporate senior-friendly areas as well

## **2.0: Openness and Transparency**

### 2.1 Maximize use of natural light to illuminate the terminal

- Utilize more natural lighting for increased productivity

## **4.0: Green Design**

### 4.1 Achieve LEED Certification

- Showcase recycling options
- Create a plan for food waste

## **7.0: Reflections of Classic Hollywood Style**

### **Additional Ideas**

- Consider the past, present, and future

## **Group 3**

### **Vision**

Architectural Styles – Reflect the historical architectural styles of the area including mission, art deco, mid-century modern, and minimalism, include elements and materials such as arches, tiles, brass, gold . . .

- Incorporate a Disney style

Local History and Culture – Convey the history and culture of the area and the local community's contributions to the aviation, film and television industries . . .

- Utilize the Lockheed history

Open Air Feeling – Create an open air feeling using elements such as open air walkways, outdoor spaces and courtyards, high ceilings and skylights, and spacious boarding areas with expansive mountain views and water features . . .

- Take advantage of weather while including canopy for protection from rain and sun

Airplane Connection – Provide observation areas . . .

- Integrate history of Amelia Earhart and Rosie the Riveter

Natural Lighting – Allow natural outdoor lighting to illuminate the terminal using transparent materials such as glass and open roofs . . .

- Incorporate sunlight

### **Additional Ideas**

- Use San Fernando City Hall as an example
- Reflect Native people in the new terminal
- Incorporate Pick-Wick and Equestrian Rancho themes

## **Design Features and Amenities**

Universal Design – Maximize accessibility for all users and meet or exceed all ADA standards using features such as: ramps, people movers, and internal shuttles . . .

- Use upgraded standards
- Extend loading times
- Lower ticketing desks
- Add staff for assistance
- Incorporate lifts in addition to ramps

Multi-modal Access – Design for easy access to and from the terminal including multi-modal connections, ride share areas, and curbside check-in with close proximity to ticketing areas . . .

- Coordinate with Metrolink and Metro buses

Navigation – Ensure easy navigation within the terminal through the use of information kiosks, virtual assistants, pleasant intercom voices, and clear attractive signage . . .

- Ensure that signage is clear and attractive for all
- Incorporate GPS technology beacons

IT Infrastructure - Provide access to technology including Wi-Fi, charging stations, airport specific mobile apps, workstations, smart parking . . .

- Include beacons like SFO
- Utilize airport-specific mobile apps
- Include this infrastructure at points of entry to aid in gate guidance – refer to the airports in Taiwan and Singapore

Art and Music – Incorporate public art installations including but not limited to galleries, murals and mosaics, sculptures, and selfie backgrounds . . .

- Switch art exhibitions quarterly
- Reach out to design schools and firms

## **Additional Ideas**

- Wayfinding should be simple

## **Design Principles and Guidelines**

### **1.0: Simplicity, Convenience and Ease of Use**

#### **1.2 Create attractive and comfortable sitting areas**

- Accommodate all users by adding a variety of seating options, (i.e. , ADA, children-sized seating)

### **3.0: Human Scale**

#### **3.2 Create comfortable and inviting feel**

- Ensure accessibility throughout

## **5.0: A Quality, Authentic, Iconic Structure**

### 5.3 Include public art installations

- Utilize local artists

## **Design Concepts and Details**

### **1.0: Preferred Exterior Materials and Finishes**

#### Steel

- Consider the implications of seismic activity
- Incorporate smart windows
- Utilize timber

### **5.0: Aircraft Boarding**

#### Jetways

- Jetways function best when there is first- and second-level separation

### **6.0: Building Shape and Articulation**

#### Rectilinear

- Floor plan should be simple and elegant
- Utilize a curvilinear design in some places to incorporate creativity

### **7.0: Exterior Lighting, Road and Pathway Markers and Wayfinding Elements**

#### Traditional

- Functionality will impact how people move in and out of the terminal

### **8.0: Interior Materials and Finishes, Color and Lighting**

#### Muted and Subtle

- Consider emergency and disaster situations

### **9.0: Amenities (Including Concessionaires, Waiting Areas, Lounges, Meeting Spaces, Work Areas, Etc.)**

#### Distributed Throughout the Terminal

- Traffic and queuing conflicts can be addressed through effective design
- This is not as critical for a small airport
- Business travelers need workspace

### **10.0: Place-Making Elements (Including Art Installations, Exhibits and Storytelling)**

#### Permanent Fixtures

- Consider surrounding cities (i.e., Pasadena, Los Angeles, Glendale)

#### Temporary Installations

- Incorporate exhibitions from local art schools (i.e., Art Center, CalArts, NYSF)

## **Group 4**

### **Vision**

Local History and Culture – Convey the history and culture of the area and the local community's contributions to the aviation, film and television industries . . .

- Definitely include this in the design
- Include pre-Burbank history, e.g. the Tongva tribe

Reflecting the Surrounding Environment - Draw upon natural and native colors from the surrounding landscape . . .

- Bring in earth tones but no orange

Comfortable and Inviting - Create a comfortable, inviting feel . . .

- Be sure to incorporate quiet spaces between the gates

Sense of Place - Create a strong sense of arrival and sense of place . . .

- Include pre-Burbank history
- Create a strong sense of place inside and outside

### **Story-Telling**

Film & Television Industry - Celebrate the achievements of the film and television industry including but not limited to 1930's motion pictures, Bob Hope, Johnny Carson, the red carpet, Oscars, the Kodak and Dolby Theaters . . . Tell the stories from classic moments in film history

- Have installations on rotation
- Include theme installations
- Rent space to film studios

Major Visitor-Serving Destinations - Reflect our regional identity by celebrating major destinations and events such as The Tournament of Roses and The Rose Parade, the film and television studios, Griffith Park, along with native and early history. . .

- Include the Rose Bowl

Local Culture and Community Identity - Reflect the identity of Burbank by incorporating local restaurants and business, the work of local artists and musicians, and the history of Southern California . . .

- Bring In-N-Out Burger inside the terminal

Universal Design – Maximize accessibility for all users and meet or exceed all ADA standards using features such as: ramps, people movers, and internal shuttles . . .

- Include every aspect of this in the design
- Consider light-sensitivity in the design

Family-Friendly – Create a terminal that is family-friendly, child friendly, and pet-friendly

- Design light and noise-sensitive spaces
- Install interactive screens

Multi-modal Access – Design for easy access to and from the terminal including multi-modal connections, ride share areas, and curbside check-in with close proximity to ticketing areas . . .

- Provide a north-south tram to connect the existing southern rail station to the replacement terminal and a high-speed rail to the north
- Connect Phase 2 with the construction of a high-speed-rail station
- Build a cell phone waiting lot

Navigation – Ensure easy navigation within the terminal through the use of information kiosks, virtual assistants, pleasant intercom voices, and clear attractive signage . . .

- Provide high contrast in navigation resources/materials

IT Infrastructure - Provide access to technology including Wi-Fi, charging stations, airport specific mobile apps, workstations, smart parking . . .

- Provide 5G connectivity

## **Design Principles and Guidelines**

### **1.0: Simplicity, Convenience and Ease of Use**

1.1 Make ingress and egress as easy as possible

- Prioritize ease of use for bus and taxi
- Provide rideshare with a separate entry/exit
- Label pillars to identify location
- Realize a flexible design for future innovation

1.2 Create attractive and comfortable sitting areas

- Make sitting areas durable and easy to clean
- Provide an overnight area

1.3 Maximize accessibility for all users (Universal Design)

- Provide staff training to handle and fold wheelchairs

### **2.0: Openness and Transparency**

2.1 Maximize use of natural light to illuminate the terminal

- Use photo-sensitive glass/transition glass to keep heat out
- Include shade

2.2 Create an open-air feeling

- Include shade



### **3.0: Human Scale**

3.1 Draw upon natural and native color from the surrounding landscape

- Do not include orange

3.2 Create comfortable and inviting feel

- Include noise reduction/sound-absorbing materials

### **4.0: Green Design**

4.1 Achieve LEED Certification

- Install a smart escalator

4.2 Use sustainable building materials

- Provide energy capture

4.3 Plant native vegetation

- Recapture water

### **5.0: A Quality, Authentic, Iconic Structure**

5.3 Include public art installations

- Make sure they have a Burbank focus

### **6.0: Aircraft Connection**

6.1 Embrace the aviation industry and its history

- Recreate the SR 71

### **7.0: Reflections of Classic Hollywood Style**

7.1 Celebrate the entertainment industry

- Provide experience
- Bring in actors to play significant figures
- Provide behind the camera/production experience
- Install a studio backlot experience

## **Design Concepts and Details**

### **1.0: Preferred Exterior Materials and Finishes**

Glass

- Cons
  - Glass is harder to make efficient and would need to meet Title 24.

### **2.0: Exterior Landscapes and Hardscapes**

Planting Areas: Formal or Informal?

- Install sound-reducing materials to minimize white noise

### **3.0: Signage and Wayfinding**

Simple or Iconic?

- Make all signage and wayfinding high contrast.

### **4.0: Weather Protection**

Simple or Iconic?

- Build structures/canopies to cover cars
- Consider a two-story design

#### **Additional Ideas**

- Denver does both—ramps at the front and jetways at the back

### **6.0: Building Shape and Articulation**

#### **Additional Ideas**

- Consider a two-story design
- Streamline traffic by separating Departures from Arrivals
- Reduce road rage through design

### **7.0: Exterior Lighting, Road and Pathway Markers and Wayfinding Elements**

Bold and Artistic

- Like the “Melbourne” sign, provide a “Burbank” welcome sign

### **8.0: Interior Materials and Finishes, Color and Lighting**

Muted and Subtle

- Make interior materials fun but flexible

### **9.0: Amenities (Including Concessionaires, Waiting Areas, Lounges, Meeting Spaces, Work Areas, Etc.)**

Distributed Throughout the Terminal

- Design the terminal with amenities distributed to aid in crowd management

### **10.0: Place-Making Elements (Including Art Installations, Exhibits and Storytelling)**

Performance Art

- Do not incorporate performance art; this is too much

## **Group 5**

### **Vision**

Airplane Connection – Provide observation areas . . .

- Make observation areas open to all, not only to flyers

LEED Building Certification – Work toward a high level of LEED certification . . .

- Aim high in working toward LEED—Platinum and net-zero
- Be forward thinking with a nostalgic heart

Sense of Place - Create a strong sense of arrival and sense of place . . .

- Provide outdoor rooms and spaces—e.g. rocking chairs like Charlotte airport

### **Additional Ideas**

- Make the airport a community asset so that the general public and non-travelers can enjoy amenities on-site

### **Story-Telling**

Major Visitor-Serving Destinations - Reflect our regional identity by celebrating major destinations and events such as The Tournament of Roses and The Rose Parade, the film and television studios, Griffith Park, along with native and early history. . .

- Include the Autry Museum and Griffith Park in the design

### **Additional Ideas**

- Include stories about the area's agricultural heritage

### **Design Features and Amenities**

Universal Design – Maximize accessibility for all users and meet or exceed all ADA standards using features such as: ramps, people movers, and internal shuttles . . .

- Provide organized, comfortable circulation for wheelchair access

Navigation – Ensure easy navigation within the terminal through the use of information kiosks, virtual assistants, pleasant intercom voices, and clear attractive signage . . .

- Provide organized, comfortable circulation for wheelchair access and all will be accommodated

Food Options - Provide diverse and convenient food options including but not limited to grab n' go, food trucks, local breweries, and bars . . .

- Provide many local food options
- Provide local food items to sell as gifts
- Restaurants do not really need to have tablets for menus

Renewable Energy – Strive for energy independence through the use of renewable energy technology . . .

- Educate visitors about why renewable energy is important
- Explain why we have moved away from oil

Art and Music – Incorporate public art installations including but not limited to galleries, murals and mosaics, sculptures, and selfie backgrounds . . .

- Provide rotating art and music installations
- Tap into the entertainment industry for art installations
- Provide a permanent place for art; do not make art an afterthought
- Tap into local colleges for installations
- Hire a curator at the airport to keep it interesting and bring people back

Airplane Observation Areas - Provide opportunities to connect with airplanes from viewing platforms and observation decks . . .

- Make sure observation areas are for everyone

### **Additional Ideas**

- Provide a great curbside check-in service
- Provide a USO and an interfaith center
- Install well-designed internal travel paths
- Think forward about future needs—e.g. processing/customs for future expansion
- Install many charging locations for electrical devices
- Provide streamlined TSA areas—consider automation
- Keep baggage claim a comfortable area
- Keep internal acoustics quiet
- Install a quality PA system
- Provide parity in restroom design
- Provide equal treatment to people in wheelchairs waiting at gates and amenities that cater to people in wheelchairs
- Build with materials that do not off-gas

### **Design Principles and Guidelines**

#### **Additional Ideas**

- Focus on function first during the design process because design will follow
- Provide water bottle filling stations and ban plastic bottles in the terminal
- Utilize Phoenix as a model for waste management to recreate

#### **1.0: Simplicity, Convenience and Ease of Use**

##### **1.1 Make ingress and egress as easy as possible**

- Make it easy and quick to arrive and depart
- Separate transit from cars at the curb
- Prioritize alternate modes of transportation
- Consider no drop-off curb for cars
- Make it easy and accessible to get from terminal to transit—look at Disneyland for inspiration

### **3.0: Human Scale**

#### 3.2 Create comfortable and inviting feel

- Provide a park at the entrance, not a curb
- Provide places to shower
- Install a climbing wall for kids

## **Design Concepts and Details**

### **Additional Ideas**

- Be recognizable, like the background for a newscast
- Make Burbank a leader in providing an airport experience catered to people who use wheelchairs and others with disabilities

### **1.0: Preferred Exterior Materials and Finishes**

- Install finishes that are durable and “bulletproof”

### **2.0: Exterior Landscapes and Hardscapes**

#### Planting Areas: Formal or Informal?

- Make sure planting areas are low maintenance

### **3.0: Signage and Wayfinding**

- Install signage and wayfinding scaled and located for all users
- Provide/install signage and wayfinding that is more intuitive
- Recreate the Indianapolis airport app for Burbank

### **5.0: Aircraft Boarding**

#### **Additional Ideas**

- Provide greater attention to wheelchair users

#### Jetways

- Pros
  - Jetways are safer

### **6.0: Building Shape and Articulation**

#### **Additional Ideas**

- Create a sense of arrival
- Provide parity for arrivals and departures

## **9.0: Amenities (Including Concessionaires, Waiting Areas, Lounges, Meeting Spaces, Work Areas, Etc.)**

Amenities Located Before and After TSA

- Provide amenities before and after TSA and close to gates

Distributed Throughout the Terminal

- Reduce distance between amenities and gates

# Design Charrette Workshop #6 Transcription

# Design Charrette #6

## Design Charrette Workshops

### Individual Discussion Group Summaries

#### Station 3 – Story-Telling

- Consider reaching out to Wes Clark, he is a local Burbank historian who has written books about Burbank's History

#### Station 4 – Design Features and Amenities

- Consider open jetways
- Connect travelers with outdoors
- Clear signage is desirable
- Integrate areas for meditation, families, and pets

#### Station 5 – Design Principles and Guidelines

- Avoid separating planeside space and connect all gates

#### Station 6 – Design Concepts and Details

- Restrooms
  - Design to accommodate luggage
  - Add more female-friendly amenities
  - Add multiple hooks, elongate doors, and add “occupied” labels
  - Integrate a door-less entry
- Accessibility
  - Focus on convenience, comfort for the disabled, easy access, and simplified wayfinding
  - Designs should be conducive to ADA accessibility
  - Avoid planters near couches to allow ease of movement for wheelchairs and scooters
  - Ensure “real-world accessibility” in the design of the new terminal for those needing ADA access
  - Integrate eight parking spaces on the first floor of the parking structure for disabled people
  - Provide access for disabled people at the Metrolink station





- Consider openable jetways as a compromise between open stairs and closed jetways
  - This has the potential to connect people to the outdoors
  - This provides a unique feature to distinguish this airport from others
- Transportation
  - Separate rideshare pickup and drop-off areas to minimize congestion and wait times
  - What are the new design's implications on the new multimodal facility near the old terminal?
  - Incorporate a designated roadway for the RITC shuttle (not a public road)
- Let's look positively to the future
- Integrate 21<sup>st</sup> century building styles, take pride in our current time
- Design for the ages
- Plan and design for 50 years into the future
- Build for the future as opposed to now
- Focus on functionality as opposed to aesthetics
- Do not waste funds on "stylish" features
- Integrate live music as it has the potential to change the atmosphere (Portland's airport does it)
- Avoid the use of ramps for plane loading
- If there aren't jetways, use a two-step lift
- Lower signage heights and use large letters
- An outdoor connection for boarding is desirable
- Keep back door entry and exit option
- Utilize high quality materials that will last
- Centralize check-in and TSA area to allow for ease of travel between post-TSA gates
- Design to create clear security lanes and TSA precheck areas
- Incorporate a business lounge for paying passengers to access
- Integrate elevated and visible law enforcement stations within each terminal
- Include staffed information booths
- Assess the airports capability to become an international airport by analyzing surrounding properties for additional space
- Planes should be directly at the gate as opposed to down the tarmac

### **Additional Ideas**

- Incorporate water filling stations throughout the airport
- Eliminate plastic by utilizing recyclable and compostable resources in restaurants
- Make use of the fact that fruit trees thrive in California by integrating citrus trees in the atrium or outside