

## SECTION 00703

### ADDITIONAL AIRLINE TENANT DESIGN STANDARDS

#### PART 1 GENERAL

##### 1.01 GENERAL

Airline tenant improvements shall comply with the requirements of the design standards as well as the additional requirements below.

##### 1.02 TICKET COUNTERS

- A. Ticket Counter Shells.
  - 1. ANC will provide ticket counter shells.
  - 2. Ticket counter inserts shall be provided by the airlines.
- B. Ticket Counter Backwalls shall have ANC standard backwall finishes.
- C. Signage shall comply with the Signage and Graphics design criteria as well as the additional requirements below:
  - 1. The maximum logo height is 36".
  - 2. The maximum letter height is 18".
  - 3. The maximum relief or projection of signage is 6".
- D. Back wall graphics
  - 1. Shall be located within the airline identity band.
  - 2. Messages will be limited to corporate logo, copy, and office identification only.
  - 3. Only one logo or carrier name per 20 linear feet of counter length is permitted.
  - 4. Advertisement signs are not permitted on the back wall.
  - 5. Size and space utilized should be proportional to the counter area.
  - 6. Samples of materials and colors shall be submitted to ANC for approval before proceeding with fabrication and installation.
- E. Lighting
  - 1. Interior illumination sources shall not be used.
  - 2. Flashing or blinking lights or signs shall not be used.
  - 3. Direct, white colored lighting shall be used.
- F. Temporary signs, banners, or counter signs
  - 1. Shall not be installed unless approved by ANC.
  - 2. Baggage tag information and frequent flyer applications are exempt.
  - 3. Security information required by the FAA or other regulatory agency shall be displayed after approval by ANC.
- G. Banners
  - 1. At airline ticket counters shall only be used to notify passengers of a new service, advise passengers of a new Airline, or the relocation or discontinued Airline operation and only after prior ANC approval.
  - 2. Airlines shall only display "new service" (new destinations) for up to 45 days. No promotions, club bonus, campaigns or fares shall be displayed.
- H. Ticketing signage
  - 1. Above the counter shall consist of an airline location sign and surface mounted letters on the continuous "sign box" above the canopy.
  - 2. Airline logos, names, slogans, or other messages are prohibited on these signs.
- I. Sign box letters
  - 1. Shall be limited to the common, carrier name.
  - 2. The letter size shall be 10" high by  $\frac{3}{4}$ " thick or less. Letters shall be all capitals, white, and use Helvetica Medium.

3. The letters shall be centered vertically between the top and bottom of the box, and horizontally on panels.
  4. Locations of signage with current and future monitor locations (built-in) shall be coordinated.
- J. Tenants shall not install lighting in the ticket counters.

### **1.03 QUEUES**

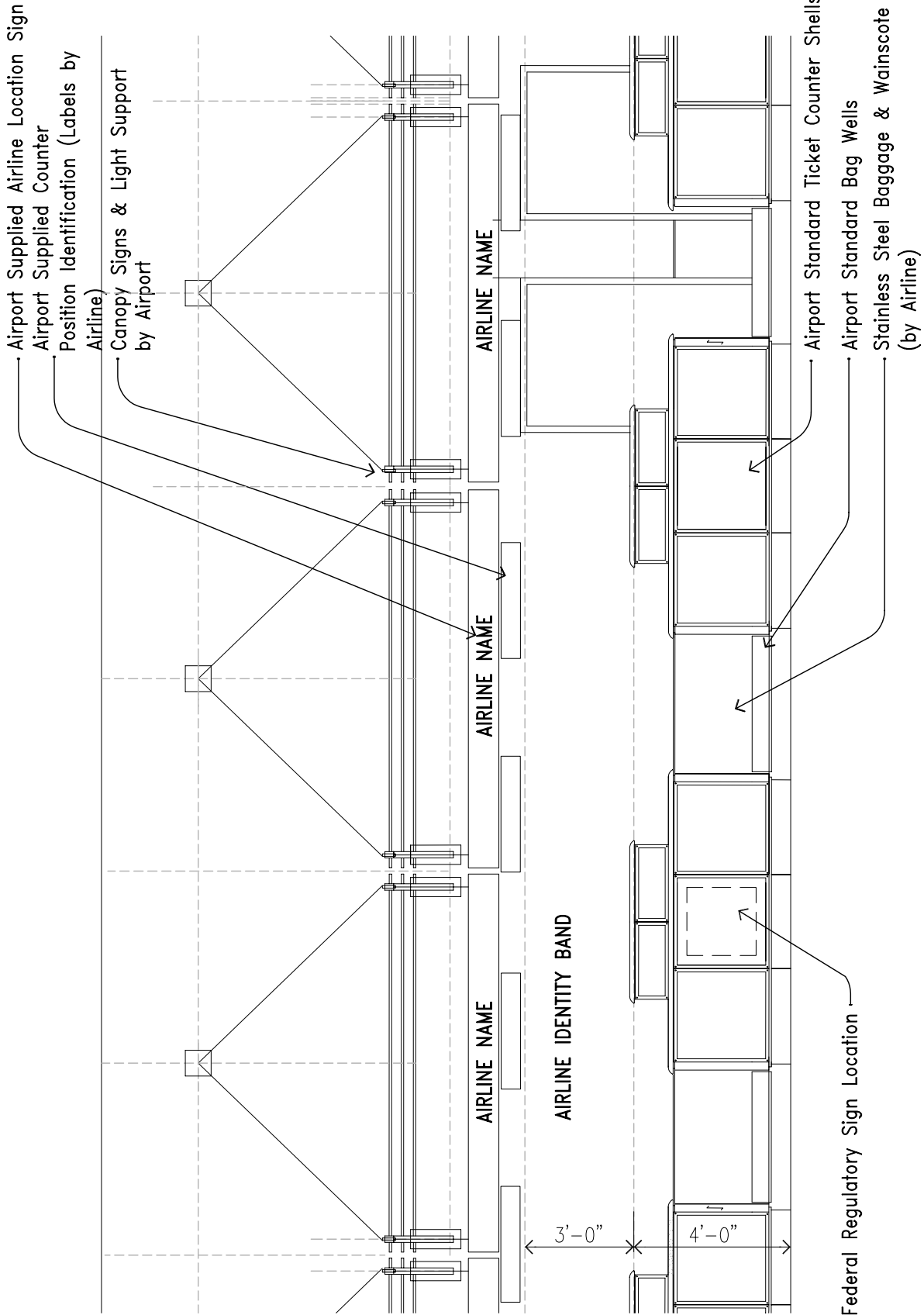
- A. Queue control
1. Queuing at ticket counters shall be controlled by movable, post-mounted barrier straps.
  2. The posts shall be 2-1/4" diameter stainless steel posts with a 13" diameter, weighted stainless steel base (with a simple 1/4" high taper to the post on a 1/2" high vertical), and a 4-1/2" high by 2-1/2" diameter stainless steel cap.
  3. All stainless steel shall have a satin finish.
  4. Retractable barrier straps shall be attached to the post caps.
  5. Straps shall be nylon fabric with a solid color, coordinated with the airline's logo and background color.
- B. Queue dimensions
1. Queuing depth shall be limited to a maximum of 25' in front of the ticket counter.
  2. A clear path of 15' between the queue area and the structure opposite the ticket counter shall be maintained.
- C. The number and type of check-in accessories, including luggage sizing equipment, podiums, tag dispensers and other equipment may be limited by ANC to maintain safe conditions, queuing and traffic flow, and to minimize clutter.

### **1.04 GATES**

- A. Podiums
1. Gate Podiums shall be supplied by the airline and represent the airline with their corporate colors and design.
  2. Finishes for podiums shall match or exceed the quality standards set by the ANC supplied ticket counter shells.
- B. A backscreen with airline identity and gate flight information shall be located behind each podium.
- C. Electronics in the gate area shall be limited to monitors or LED signs displaying flight information for the airline at the gate.
- D. Signage shall also comply with the Signage and Graphics design criteria.
1. The maximum logo height is 36".
  2. The maximum letter height is 18".
  3. The maximum relief or projection of signage is 6".
- E. Gate lounge wall graphics.
1. Shall be no lower than 3'-6" or higher than 7'-0" above the finished floor. The maximum logo height is 36". The maximum letter height is 18". The maximum relief or projection of signage is 6".
  2. Messages will be limited to corporate logo, copy, and office identification only.
  3. Only one logo/carrier name per gate lounge shall be displayed.
  4. Flight information signs shall be displayed on the gate lounge counter back wall, but routes or services signs shall not.
  5. Size and space utilized shall be proportional to the counter area.
  6. Samples of materials and colors shall be submitted to the ANC for approval before proceeding with fabrication and installation.
  7. Only "new service" banners are allowed at gate lounge counters. All such banners shall be displayed against a tenant wall or podium. No banners shall hang from the ceiling.

- F. Lighting.
1. Interior illumination sources shall not be used.
  2. Only direct, white colored lighting shall be used.
  3. Flashing or blinking lights or signs shall not be used.

Airport Supplied Airline Location Sign  
 Airport Supplied Counter  
 Position Identification (Labels by Airline)  
 Canopy Signs & Light Support by Airport



TICKET COUNTER  
 FRONT ELEVATION

STATE OF ALASKA  
 DEPARTMENT OF TRANSPORTATION  
 AND PUBLIC FACILITIES



NOT TO SCALE

PLOTTED: Feb 2, 2003

AIRPORT ENGINEERING

TICKET COUNTER SECTION

STATE OF ALASKA  
DEPARTMENT OF TRANSPORTATION  
AND PUBLIC FACILITIES



Ted Stevens  
**Anchorage**  
International Airport

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