

Kansas City International Airport (MCI)

New Terminal Case Study

Justin Meyer – Deputy Director of Aviation

ACI-NA Marketing and Communications Conference
November 14, 2018

Kansas City International Airport

- State of the art for 26 days (November 11 to December 7, 1972)



Kansas City International Airport

- Unable to adapt to an evolving airline industry
 - Airline consolidation
 - Security screening of passengers and bags
 - Larger aircraft & higher load factors = More passengers per departure





Mac

@ry__mac

Follow

Kansas City International... Best Airport Ever!
No Joke!

#neverchange #mci #kci

8:56 AM - 30 May 2018



Tanner Gibas

@TannerGibas

Follow

MCI. Hands down best airport in the country.
Debate me

11:47 AM - 6 Oct 2017 from Kansas City, MO

KCI ranks second to last in J.D. Power large airport satisfaction study



BY: 41 Action News Staff

POSTED: 12:46 PM, Sep 19, 2018



Dianne Olcott

@olcott_dianne

Follow

Replying to @LeonardPittsJr1

KC airport is easy in and easy out. Been flying in and out of it for 20 years and it's great!

11:12 PM - 22 Feb 2018



BryanNeff

@BryanNeff

Follow

Replying to @jaketapper

KCI is a great airport. For now. They're in the process of turning it into an f'ing mall for no reason.

It's like.. the most simple, straightforward, efficient airport on the planet. And they're turning it into a mall. Because f it.

9:41 AM - 13 Feb 2018



Jarred Jennings

@jarredjennings

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Walk through front door of airport and right on to the plane 17 minutes before takeoff. I love you KCI.

7:45 AM - 7 May 2018



Sandi Parker

@ParkerSandi

Follow

Replying to @KCStar

I absolutely love KCI. It's so much more efficient and less stressful than other airports and you get where you need to be.

12:25 PM - 15 Oct 2017



Рев. Виктория Вальш

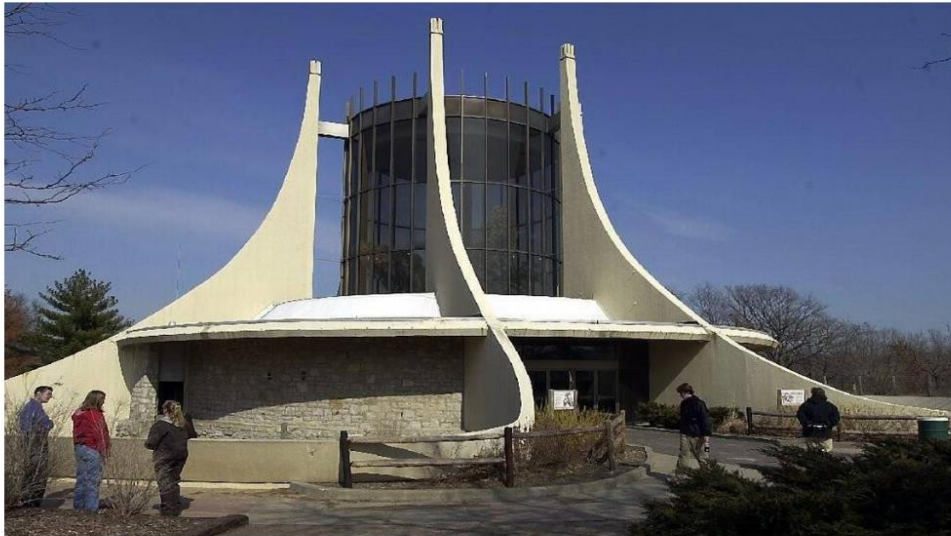
@MightieMinx

Following

I know it makes me part of the problem, but I love KCI and a new airport just sounds like I would need to spend more time there needlessly.

9:34 AM - 10 Oct 2017

Delivering an airport project a community doesn't want



The Great Ape House at the Kansas City was dedicated in 1966. File photo by Tammy Ljungblad

LOCAL

Once iconic Great Ape House torn down at the Kansas City Zoo

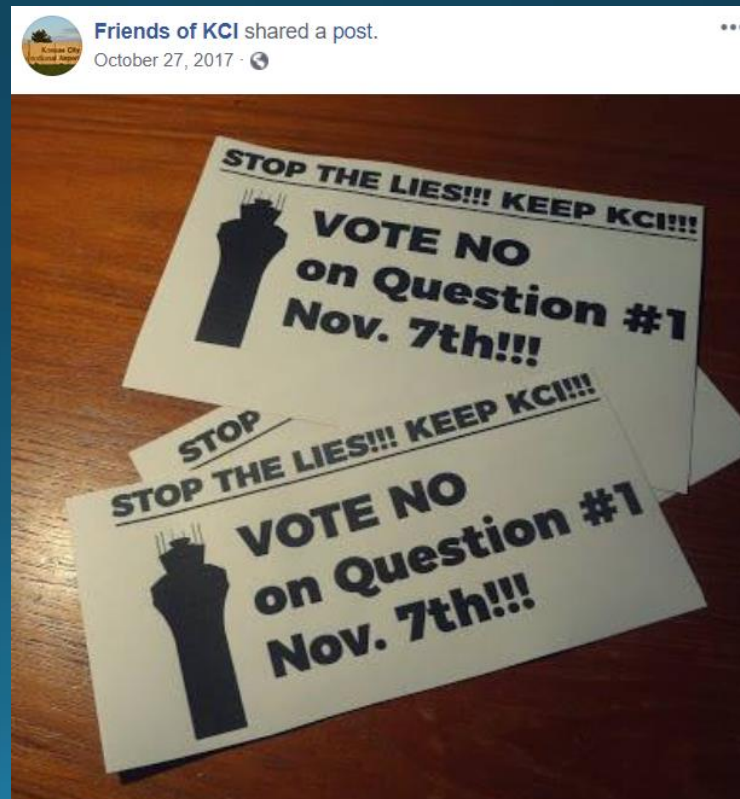
The Great Ape House was basically a prison for the intelligent primates. The inside was dark and the outdoor areas were deep concrete pits.

The apes would often hurl excrement at zoo visitors


“But it’s still a little sad to see this old relic go.”

“I was so sad to see it’s retired,” she wrote of the ape house. “It was so bad-sci-fi-movie creepy awesome.”

Delivering an airport project a community doesn't want



Delivering an airport project a community doesn't want

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INSTITUTE**
WHERE LIBERTY COMES FIRST


ABOUT PUBLICATIONS EVENTS SHOW

Individual Liberty Economic Opportunity Educational Freedom

TRANSPORTATION | COMMENTARY / OP-EDS

VANLOH JUST WANTS A NEW TERMINAL

By Patrick Tuohey on Feb 26, 2015



As city pushes for new airport, some wonder if KCI disrepair is intentional

BY BILL TURQUE
bturque@kcstar.com



**THE
Sentinel**

Home > News

**Opposition Mounts to One-Sided Nov. 7 KCI Single Terminal Ballot**

August 28, 2017 458 0





Delivering an airport project a community doesn't want

TRAVEL & TOURISM

Congressman: KC doesn't need a 'golden palace' of an airport



By Brian Kaberline
Editor, Kansas City Business Journal
Apr 25, 2016, 2:54pm CDT
Updated Apr 25, 2016, 10:08pm

U.S. Rep. [Sam Graves](#) said he is frustrated by what he sees as an attempt by Kansas City to shove a new airport terminal down people's throats.



NEW AT 6:00

KCI DESIGNER SAYS REDESIGN COULD ATTRACT TERRORISTS

41 

6:02 74°



Rienne Camille



@RienneCamille

Everyone I know says @KCIAirport is one of most convenient and low hassle airports...I don't get why they are so determined to change it.

1:24 PM - 7 Sep 2017



Derrick Snyder

@Derrick_Snyder

I will never understand the KC locals that think KCI is great and should be left alone. It's a depressing dump with one bathroom.

6:05 PM - 10 Dec 2015



Derrick Snyder

@Derrick_Snyder

Airlines: "We will pay to build an entirely new airport without raising taxes."

KC: "Hell no! We love our concrete dungeon."

6:11 PM - 10 Dec 2015

Understanding the need for a project

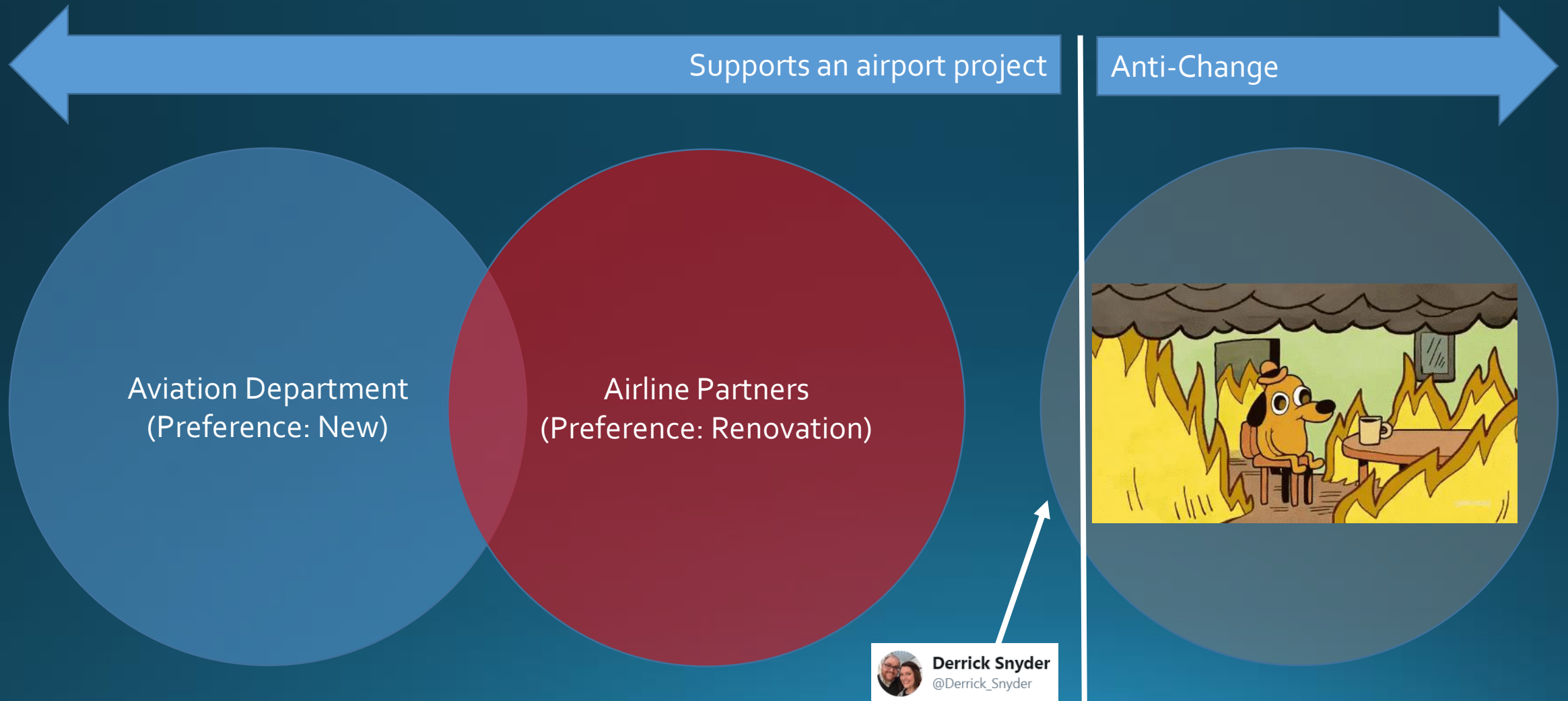
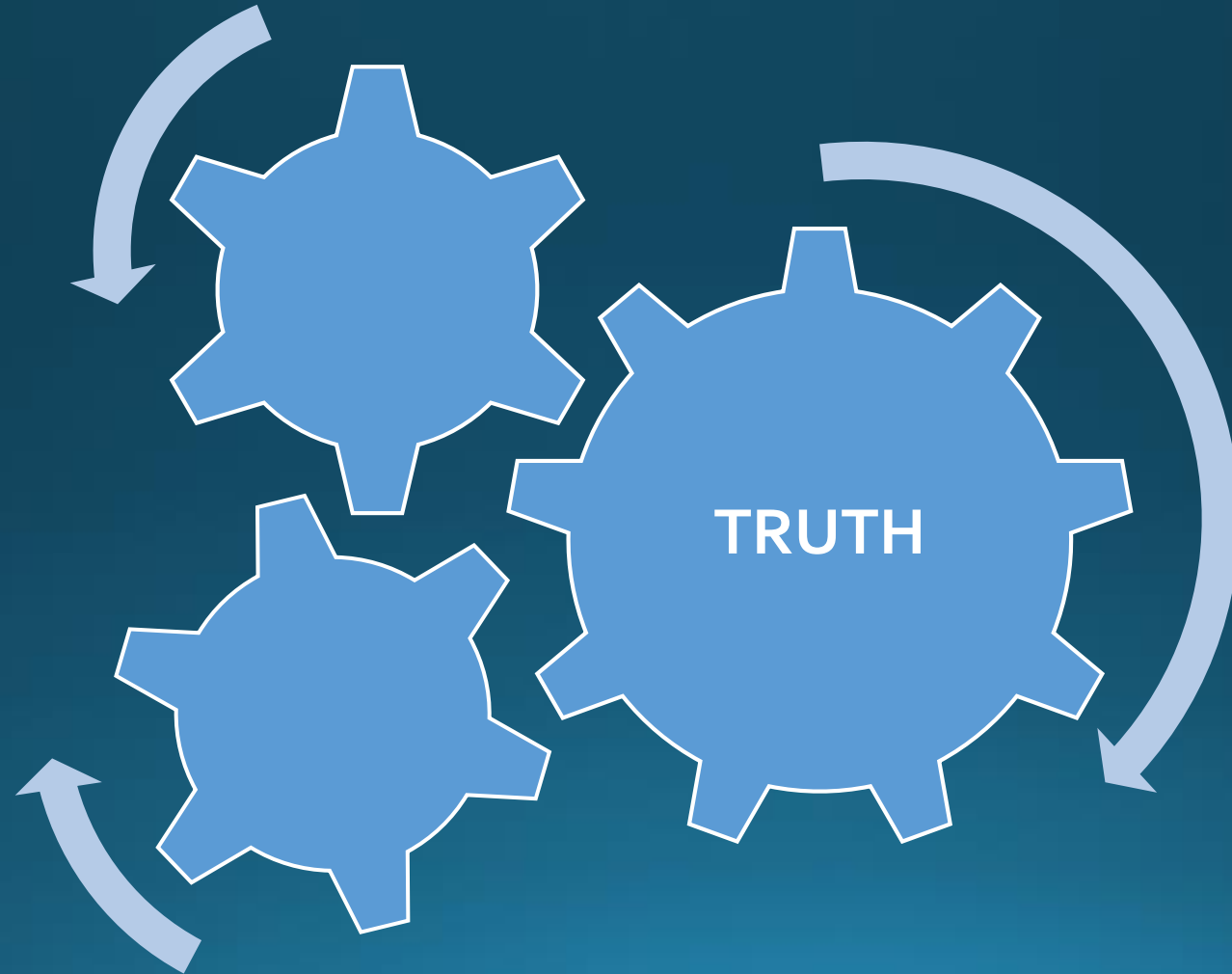


Exhibit K consensus – new terminal



Steve Sisneros, director of airport affairs for Southwest Airlines, told the City Council in April 2016 that the airlines agreed on a new single terminal concept for Kansas City International Airport.
File photo by Keith Myers kmyers@kcstar.com

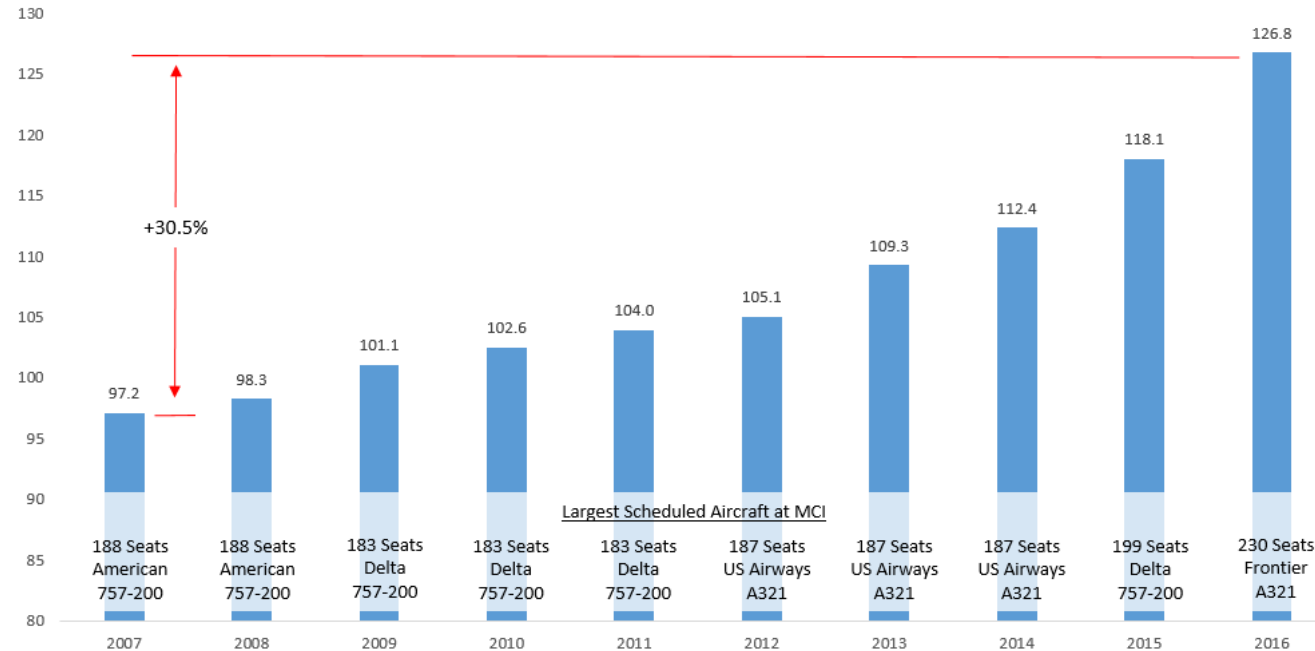
Three must-haves



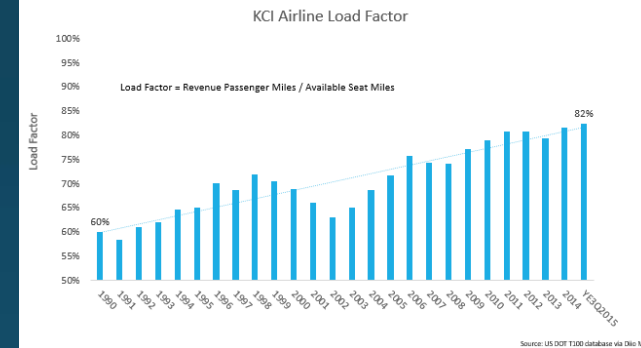
Facts and data FTW

Size of Aircraft Increasing

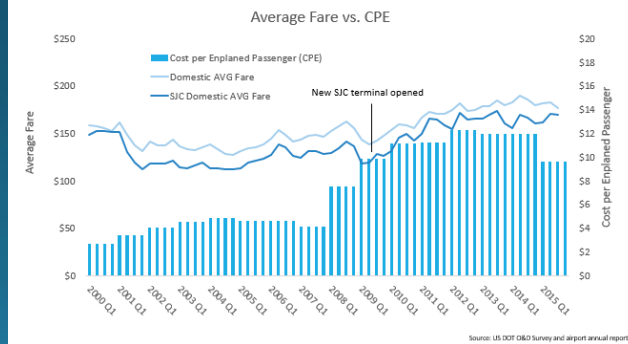
Average Seats per Departure
Kansas City International Airport



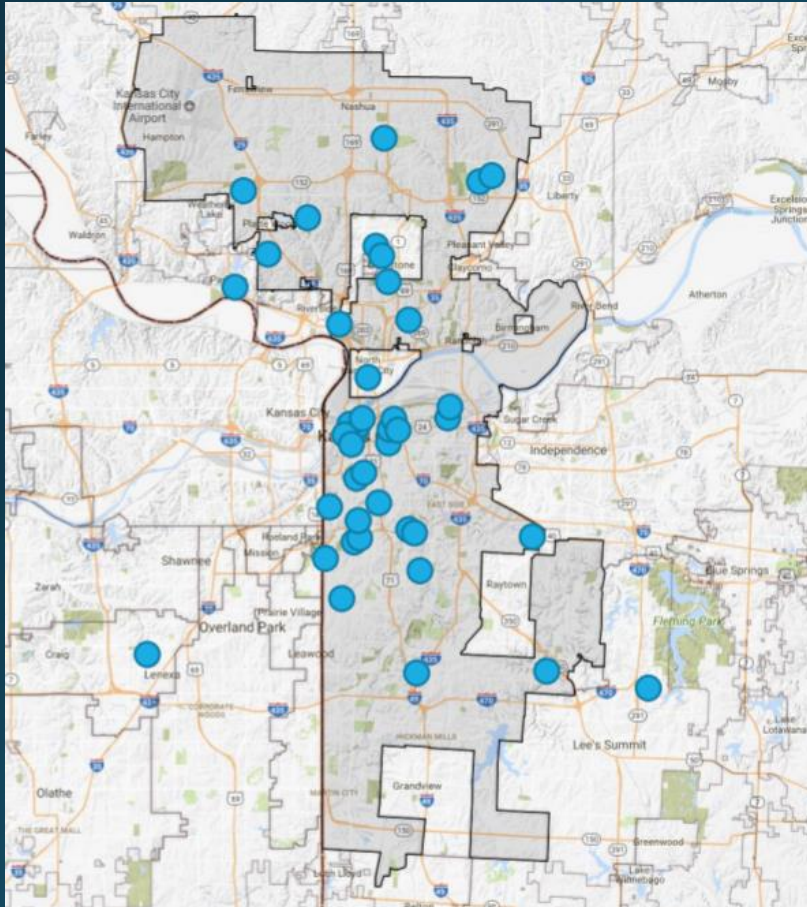
Airline Load Factors at KCI



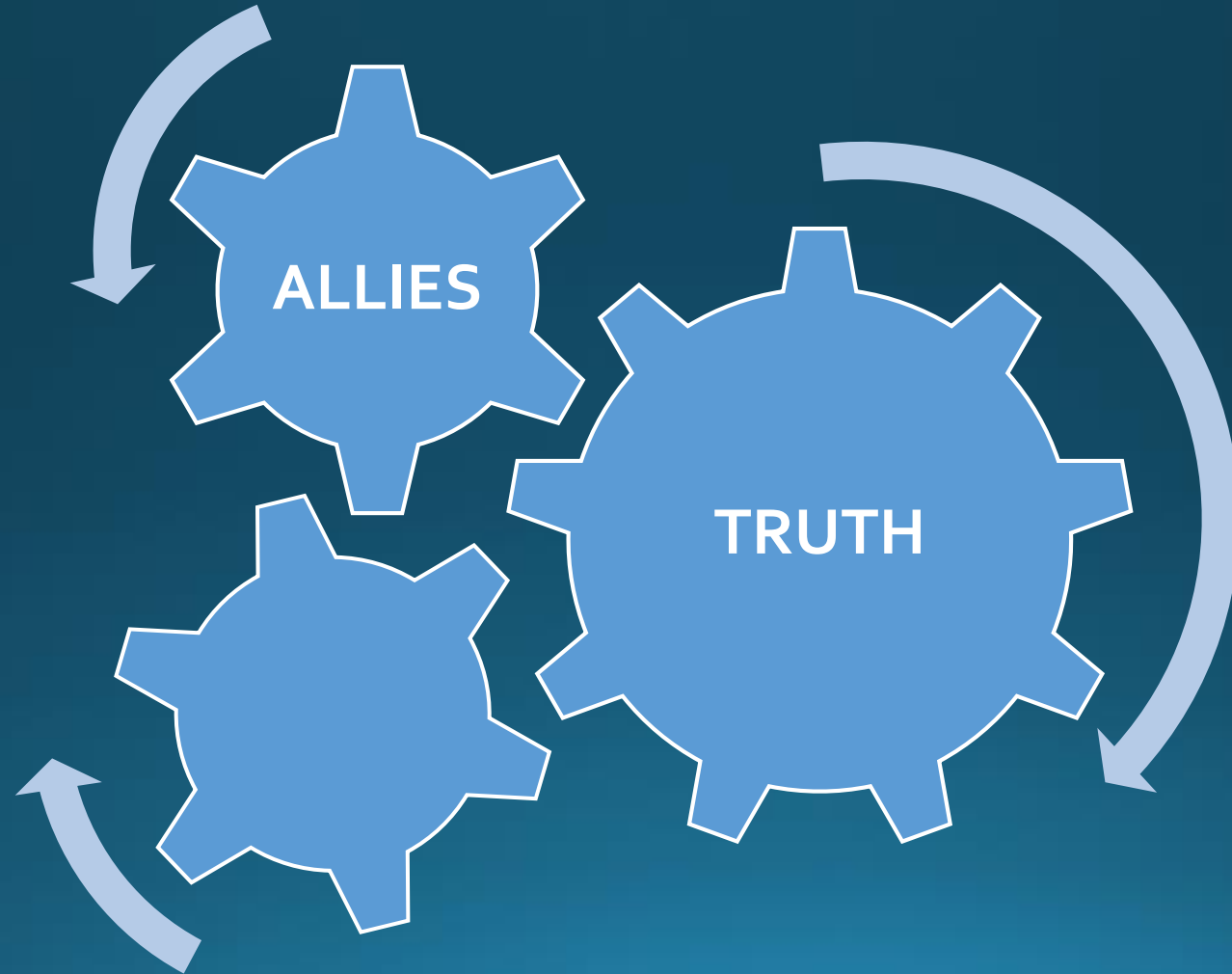
Peer Comparison – San Jose



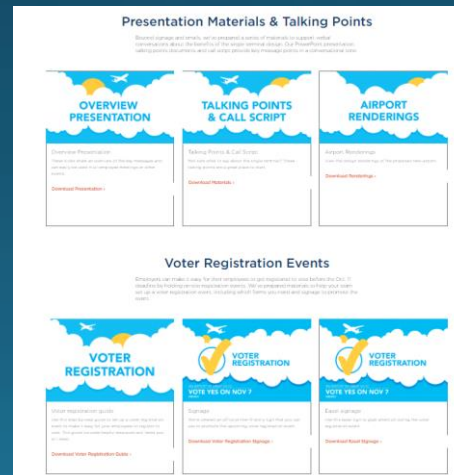
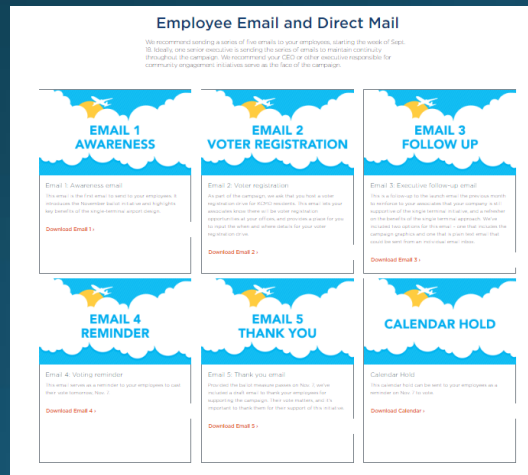
Facts and data FTW



Three must-haves



Mobilize your allies

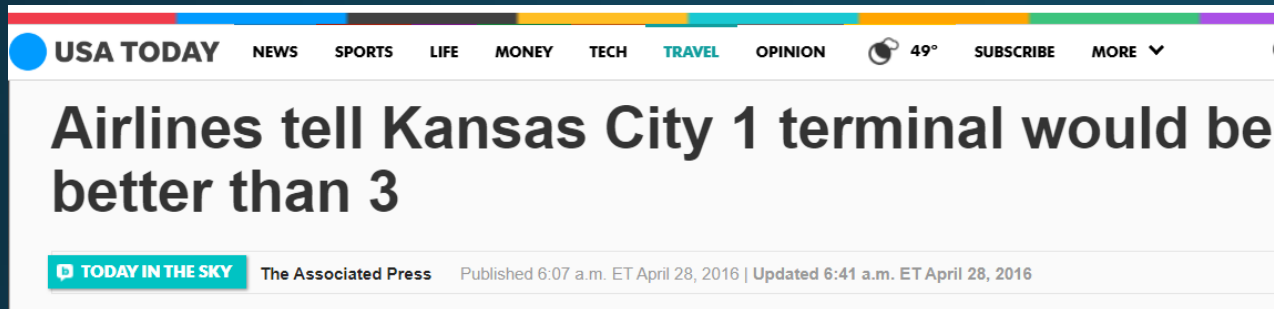


Supporters of #BIZ4KCI

The following members of the Kansas City business community are supportive of bringing a new airport experience to life in Kansas City. [Contact us](#) to add your organization to the list of supporters.



Mobilize your allies



Mobilize your allies



NewKCI
@newKCI Follows you

Tweets **1,418** Following **1,865** Followers **1,071**

Kansas City deserves a better airport. But don't take it from us, let out our curated timeline of third party tweets speak to why. It's time for a [#NewKCI](#).

NewKCI @newKCI · 26 Aug 2016
[#NewKCI](#)


Andrew Sanders @AJSanders89
Whoever designed the KC airport is probably a genius. But not quiteeee as smart as the people that designed literally every other airport.

NewKCI @newKCI · 4 Oct 2017
[#NewKCI](#) [#dankbunker](#)

Rick Hellman @rickhellman
Replying to @MayorSlyJames
My frequent-flying wife calls #KCI a #dankbunker. Think you can make that hashtag go viral?

NewKCI @newKCI Following

[#newkci](#)


 **Jonathan Poritsky** @poritsky

MCI is far and away the worst airport I've been to. Reminds of the shitholes people huddle in before the zombies eat them all.

3/15/12, 1:31 PM

11:42 PM - 11 Aug 2015

NewKCI @newKCI · 23 Aug 2015
"Worst airport ever. Avoid it like the plague." [#newkci](#)

 **Christopher O.** New York, NY
38 friends 79 reviews

Share review Compliment Send message Follow Christopher O.

5/10/2007
Listed in Let's Jet-Set

Worst airport ever. Avoid it like the plague. I would rather DRIVE to Kansas City from New York City than fly through this airport. In fact, I would rather be poked with a cattle prod than fly through this airport. I would rather go back in time to the 1920s and crawl naked on my hands and knees through the KC Stockyards than fly through this airport.

The airport was designed back before we had apparently heard of things like "security checkpoints" or "three-hour delays." The purpose was to put all the gates within 100 feet of the curb. The result? There's a security checkpoint for every 2-3 gates. And what's behind that security checkpoint? Nothing. Okay, there are chairs to sit in, at least. But if your flight is delayed, you're stuck in your seat, with nowhere to eat, nowhere to drink, and a small restroom to relieve yourself.

And if you somehow end up with a connection here, you're about a mile from any other terminal - via a bus that never runs.

NewKCI @newKCI Following

[#newKCI](#) "[@mharvey816](#): I love you, KC, but your airport is an outdated pit of despair. [#sorrynotsorry](#)"

1:29 PM - 1 Aug 2015

NewKCI @newKCI Following

But our garbage airport is convenient so our overweight population doesn't have to walk far! [#newkci](#)

akire @smakire
Kansas City is a great place but this airport is garbage.

2:49 PM - 14 Sep 2015

NewKCI @newKCI Following

[#WhatsNextKC](#) [#NewKCI](#)

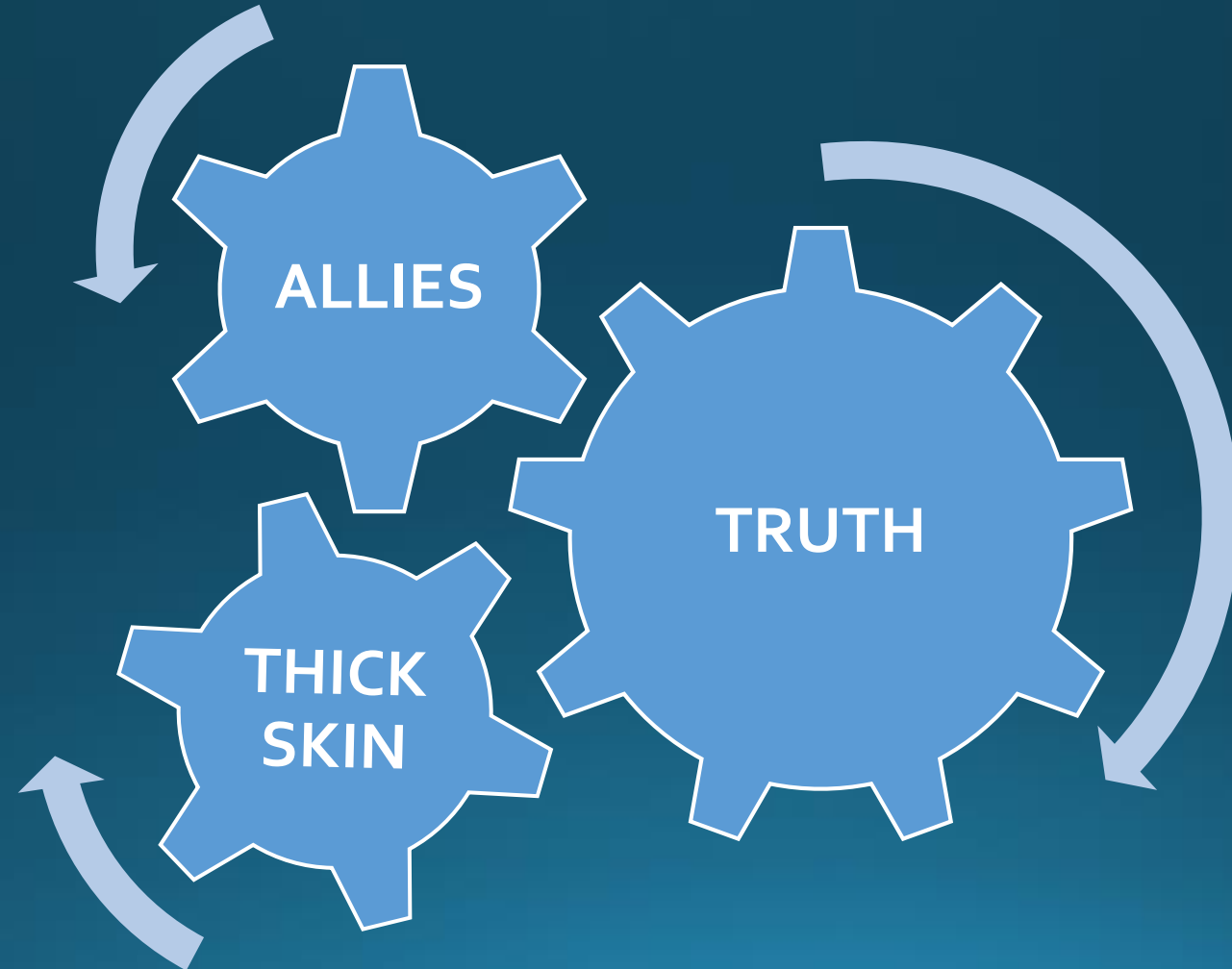
 **RainnWilson** @rainnwilson

Kansas City, I love your teams, BBQ & people. But your airport looks like it was designed by a 87 yr old, color-blind prison guard.

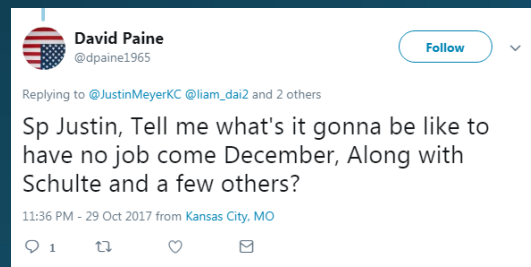
9/25/15, 11:29 AM

7:28 PM - 22 Nov 2016

Three must-haves



Trying to lead a revolution? You will be shot at.



KCI's crash landing: Kansas City's getting a new airport but it sure was messy



BY STEVE VOCKRODT AND BILL TURQUE

svockrodt@kcstar.com

bturque@kcstar.com



February 11, 2018 06:00 AM

Updated February 11, 2018 07:22 AM



Kansas City government enjoys nothing more than polishing its image as a professionally run city where facts and data — not political calculations — drive critical decisions.

But it doesn't take its own advice.

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