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| **Project Title:** | Airport Credentialing Office Planning and Design |
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| **Research Agency:** | TransSolutions, LLC |
| **Principal Investigator:** | Andy Entrekin |
| **Effective Date:** | July 12, 2023 |
| **Contract Time:** | 14 Months |
| **Funds:** | $225,000 |

## BACKGROUND

As airport badge holder populations continue to expand, many airports are evaluating the physical design and layout of their credentialing office. Airports are considering options to renovate their existing space or relocate to a new space. Regardless of the decision made, detailed guidance is needed on the many design aspects associated with a credentialing office. While some of these topics were discussed at a high level in PARAS 0036 *Airport Credential Efficiency Toolkit*, detailed guidance on location, layout, and design considerations for airport credentialing offices is still needed.

## OBJECTIVE

The objective of this research is to provide guidance to enable informed decision making throughout credentialing office project planning and design for existing and new facilities. At a minimum, the guidance should address:

- Needs assessment
- Development plan, including phasing considerations
- Stakeholder involvement in planning
- Location considerations, including:
    - Terminal vs. offsite
    - Remodeling vs. relocating
- Space considerations, including:
    - Workstations
    - Back offices
    - Waiting/reception areas
    - Training areas
    - Shared areas (e.g., conference rooms, break rooms)
    - Storage
    - Restrooms
- Technology considerations, including network and power needs
- Signage and wayfinding
- Outreach and communication of changes
- Evaluating changes and continuous improvement
- Planning for future growth
- Planning for emerging technologies
- Budget and cost considerations
- Operational Readiness, Activation, and Transition (ORAT)