



Delta Airlines: Denver International Airport

PROJECT TYPE

Interior Build Out and New IT
Construction

BUDGET

\$1,875,000

BULLOCK RESPONSIBILITIES

Project Management

INTUITIVE LEADERSHIP

Atlanta-based Bullock managed the construction of the Denver facilities of Delta Airlines, along with the installation of its telecommunications system. Bullock was the liaison among Delta management, the airport project management team, the contractors, and the head of the U.S. Department of Transportation, as well as other contract administrators.



THE POWER OF OBSERVATION

Bullock observed that the airport's innovative \$400 million baggage-handling system, being installed by a separate group, was having persistent operational problems prior to the opening of the overall facility. Observing no apparent resolution to the issues, Bullock made sure a backup plan was ready for Delta.

When the airport opened and its baggage handling system wasn't handling anything, Bullock's backup became *the* plan for Delta customers. Trucks, tubs and Bullock intuition saved Delta customers many tough days of delay.

But what about the outcome of Bullock's primary responsibilities for the Delta Airlines facilities and its telecommunications system?

On time and within budget.

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