

The Street Medics Guide to DEN

Just as you are responsible to have a working knowledge of the streets of Denver, you must know how to navigate the roadways in and around Denver International Airport (DEN). Our responses at DEN are held to the same response time standards as downtown. If you respond to any calls that are not on the airfield, you will not have an escort to guide your response. There are also times when DEN medics cannot respond to calls in the outlying areas, or will not be able to respond to the call as quickly as an ambulance assigned to DEN. This literally leaves you in the driver's seat to provide the same quick primary response to medical emergencies at DEN as we do downtown every day.

This guide will provide you an orientation to the airport, but it is not a quick reference map book or a stand-alone method of training. The information herein will only benefit you if you drive around DEN and become familiar with the airport. So, let's get started!

Terminology

Inbound/Outbound Pena Blvd - Inbound roadways refer to roads heading toward the airport and outbound refers to roadways heading out and away from the airport.

Terminal/Main Terminal – The tent-roofed building where all passengers arrive to or depart from DEN by ground.

Airport Office Building (AOB) – This building houses airport administrative offices, communications, emergency operations, and maintenance control centers for the airport. It contains the central loading dock/receiving for DEN and houses DPD admin offices and holding cells. Easiest ambulance access to all areas of the AOB is from the loading dock via secured elevator (DEN badge access only). The loading dock is just east of perimeter gate 1 and secured by an additional guarded security gate just south of the airfield fence.

Concourses – The buildings where passengers arrive to or depart from DEN via air. Gate numbers will always be preceded by the associated concourse letter (A, B, or C).

Airside/Landside – **Airside** refers to areas in and around the airport which are generally secured under the control of airport security and only allow access to staff with the proper credentials and clearance. **Landside** refers to areas in and around the airport that can be accessible to the public and not controlled under airport security. Some buildings or facilities can have both an airside and a landside divided by secure boundaries such as walls and fences with security-controlled access through doors, gates, and turnstiles. Examples of these facilities are hangars and cargo facilities.

Hotel Transit Center (HTC) - The complex which houses the Westin Hotel, RTD train station, and RTD bus station, this is located on the South end of the Terminal.

Train Platform – The terminal and concourse each have train platforms where passengers board trains for transit within the airport only on the AGTS Train (Automated Guideway Transit System). These platforms should not be confused with the RTD train platform which is outside and south of the terminal at the HTC.

Cell Phone Lot (occasionally referred to as the 45 Minute Lot) – The parking lot area adjacent to the Final Approach facility.

Check-in Lot - This lot is located near Gate 1 and directly south of ARFF station 1 on Newcastle St. The check-in lot is the primary location for emergency responders to report to for large scale incidents including Aircraft Alerts at DEN, (not Gate 1).

AVI Gates/Tags - AVI, or Automated Vehicle Identification Gates allow access and travel for authorized vehicles to travel through restricted roadways at DEN. Each ambulance is equipped with AVI tags which are “read” by transponders at various AVI gates throughout the airport. It is important to note that the AVI system at DEN only pertains to the landside roadways and revenue-controlled parking lots. It does not have any part of the airport security system or access to the airside or secured area of the airport.

Return to Terminal Loop –

First Responder RTT Loop: OUT OF SERVICE- should come back online Fall 2025: This road used to allow responders return to the terminal and access a different level or side of the terminal. The return to terminal loop is now barricaded from the public. There is, however, room for emergency vehicles to pass between the barriers for emergency use. After outbound roads from Levels 4, 5, 6, or the terminal parking lots travel south and merge, the return to terminal loop is on the left side of the road as Pena curves westbound. Please use caution when exiting Pena Blvd. to navigate between the barricades.

PUBLIC RTT LOOP: The public return to terminal loop is a quick alternative to the above route, take outbound Pena Blvd. to Jackson Gap, follow signs for return to terminal loop. Since this does not cross traffic there are not red lights associated with this route.

The Split or The “Y” – The Split is the point on Pena Blvd. just south of the terminal where Pena Blvd. splits to access the east and west sides of the terminal.

Perimeter Gates

DEN has 6 (this number changes occasionally, gate 9 is currently not a 24/7 gate) perimeter gates which are guarded 24/7 to allow access of authorized vehicles to the secured area which includes the airfield. You are required to know the locations of each of these gates and how to access them. Of all these gates, Gates 1 and 5 are used the most for ambulance response, but any other gate access may be required. Please refer to the DEN Outside Agency Response Map.

Parking Lots

You are responsible for knowing the locations of and access to each parking lot at DEN. These parking lots are as follows:

East and West Parking Garages – east and west of the terminal. There is not sufficient clearance for ambulances to enter the parking garages. However, there are roadways on levels 4 and 5 with sufficient clearance for ambulances. Do not leave these roadways to avoid low clearance obstructions. There is also the level 2 road that passes along the outside of the east and west parking garages which has no clearance issues.

East and West Economy Lots – These lots lie further out to the east and west of the terminal. They are accessed from inbound Pena and following signs to Economy Parking. Exiting from the economy lots involves driving through the parking toll plaza. The two outside lanes on each end of the plazas have AVI gates that will allow unfettered exit from the economy lots.

Pikes Peak Shuttle Lot – South side of 75th and Gun Club Rd.

Landside Employee Lot – This lot lies between 68th Ave. and 71st Ave. and Robertsdale St. and Valley Head St.

Longs Peak Shuttle Lot – South side of 78th Ave. east of Jackson Gap St. and just east of Avis Car Rental.

Airside Employee Lot – Rather than going through general security, airside DEN employees are screened in a separate location then bussed to their concourse. Immediately east of the landside lot on 78th Ave as 78th curves to the north and becomes Newcastle St. Sometimes referred to as the “turnstile lot”, “A,B,C turnstiles” (there are different buildings for employees of each concourse), or the “A,B,C buildings”.

East and West City Employee Parking Lots – Just north of the east and west parking garages lie the east and west employee lots. These can be accessed from the north end of the level 1 road and through the AVI gates that secure these lots.

Ground Transportation (GT) Lot – 7850 N. Shady Grove St. (east of inbound Pena and south of 80th Ave) This lot is a staging area for all taxis and limousines.

75th Ave Corridor – Become familiar with the following locations: Pikes Peak Shuttle Lot, World Port, Fox Car Rental, DFD Station 35, USPS-AMF (Airport Mail Facility), DHL, UPS, Fed Ex, United Airlines Cargo, United Airlines GSE (Ground Service Equipt.) Bldg., Gate Gourmet (also known as United/Sky Chef Flight Kitchens) 27280 and 27510 E. 75th Ave. (the second flight kitchen is sometimes still referred to as the Chelsea Kitchen), Joint Use Cargo Bldg. with DEN Satellite Badging Office, Signature Air Hangars, Signature Air Terminal, Airport Maintenance Bldg., Gate 5. Harry B. Combs Pkwy., Undergrove St., 80th Ave.

South Campus – The south campus is east of Jackson Gap St. and west of Valley Head along 71st and 68th Ave. You should become familiar with the following locations: Gate 7, FAA TRACON and Technical Ops Center, Mt. Elbert Shuttle Lot, There are numerous portable buildings and construction trailers in this area. You do not need to know each address but be familiar with their general location

and how to access them. There is also a tornado shelter just north of Gate 7 for the occupants of these buildings. Valley Head St. runs south to 56th Avenue which runs continuously west to Quebec St.

78th Ave. Corridor – Also sometimes referred to as “car rental row”. Become familiar with the locations and access to: Conoco, Final Approach Food Court Plaza, 45 Minute Lot, EZ Rental Cars, Dollar, Thrifty, SixT, Calawba Ct., Enterprise, Budget, Alamo/National, Hertz, Resort, Avis, Wally Park, Landside and Airside Employee Parking Lots, Snakes Rd. (connector road between Newcastle and outbound Pena), the Emergency Response Check-in Lot, ARFF 1 (Airport Rescue Fire Fighting) Station. Gate 1, The AOB Access road east of Gate 1 with guarded access gate (no escort required to drive to the AOB).

Terminal Access Information – There are three levels for travelers to access the terminal. These levels are accessible on the east and west sides of the terminal. Level 6 is for departing passengers. Level 5 is reserved for commercial vehicles only (taxis, shuttle buses, etc.). Level 4 is for arriving passengers who are being picked up in private vehicles. The approach roads for east and west sides of the terminal, flow in clockwise fashion and each level’s approach road is laid out the same on both sides: Level 4 to left, Level 6 in the center, Level 5 to the right as the lanes split. Exterior doors of the terminal are numbered as follows: Even door numbers on the west, Odd door numbers on the east with the door numbers getting successively larger from north to south. There is a Level 5 crossover road that runs from the east approach, past the north end of the terminal and to the west side of Level 5 or the Level 5 exit ramp. Where this road passes between the terminal and AOB may be used as an emergency access point to Customs or the AOB for ambulance crews as directed by DEN Medics. In the event of severe weather, ambulances posted in 701 and 702 may need to seek shelter by parking the ambulances along the curb or the raised concrete area near Doors 400 and 404.

Concourse Access Information – Since street crews will be escorted to the concourses, you will not be responsible for knowing how to access various parts of the concourses or other airfield areas. However, here is some helpful information: There is not sufficient overhead clearance to allow ambulances to travel under the articulating section of any jet way or jet bridge. Additionally, there is not enough clearance for ambulances to drive through the passageways under each concourse, nor enter the concourse tunnels or basements. Likewise, you should never attempt to maneuver your vehicle under any part of an aircraft. Gate numbers increase in numerical value from west to east with even numbered gates on the south side of the buildings and odd numbered gates on the north side. Most of the elevators are on the south side of each concourse, so don’t be too concerned if your escort takes you to the south side of the concourse when you know the gate is on the north side.

Hotel Transit Center – The HTC is comprised of the Westin Hotel and the RTD Transit Center (Station and Commuter Rail Station) which lies immediately south of the terminal. The area between the terminal and the hotel on level 5 is known as the plaza. The plaza is home to many events organized by the airport that include movies, festivals, displays and ceremonies. Level 5 of the hotel provides access to the hotel and the transit center via elevators and escalators. The plaza can be accessed on both the east and west ends by using the Level 5 roads of the terminal. There are cut-out parking areas with ramps on the Level 5 road to facilitate easy movement with stretchered patients to and from the plaza.

Level 1 of the HTC can be accessed from what DEN calls the “T-1 road”. Mapping applications have this road labeled as 84th Ave. This road can be accessed from inbound Pena and outbound Pena on

the west side (see maps). The T-1 road allows access to the front entrance of the Westin Hotel on the west end of the building as well as the RTD bus station and train platform. There are elevators which will allow access to the upper levels of the hotel and the plaza on level 5.

Because of the unique layout of the Westin Hotel, certain sections of the hotel can only be accessed from certain elevators. When responding to room numbers that are less than 46, the easiest access will be from the west side freight elevator by the valet/main entrance. For numbers 46 and up, the easiest access will be the east freight elevator by the loading dock. Both elevators are through secured doors so either way you will need to be escorted after arriving at the valet entrance or loading dock.

Miscellaneous DEN Pearls

- Be sure to pay attention to the DEN MEDIC channel while posted at the airport. Staying cognizant of what is going on at the airport will help you and your DEN medic partners by enabling you to anticipate when you will be needed, where you will be needed, and what supplies will be needed on calls.
- The airport is constantly under construction and changing, make it a priority to walk and drive around from time to time to see how ingress and egress paths are affected.
- Under the right circumstances, it can be helpful to “double load” and transport two patients from the airport at once. Dispatch or DEN medics may request a double load, but it is important to remember any patient picked up on the unsecured side will not be allowed to pass into the secured side, even to go pickup another patient.
- If there are calls pending at the airport when you are sent back into the city, it can be helpful to the airport and downtown if you are able to stay posted until those pending call clear. If you find yourself in that situation you can offer to stay until the calls clear, and dispatch may or may not keep you for coverage.

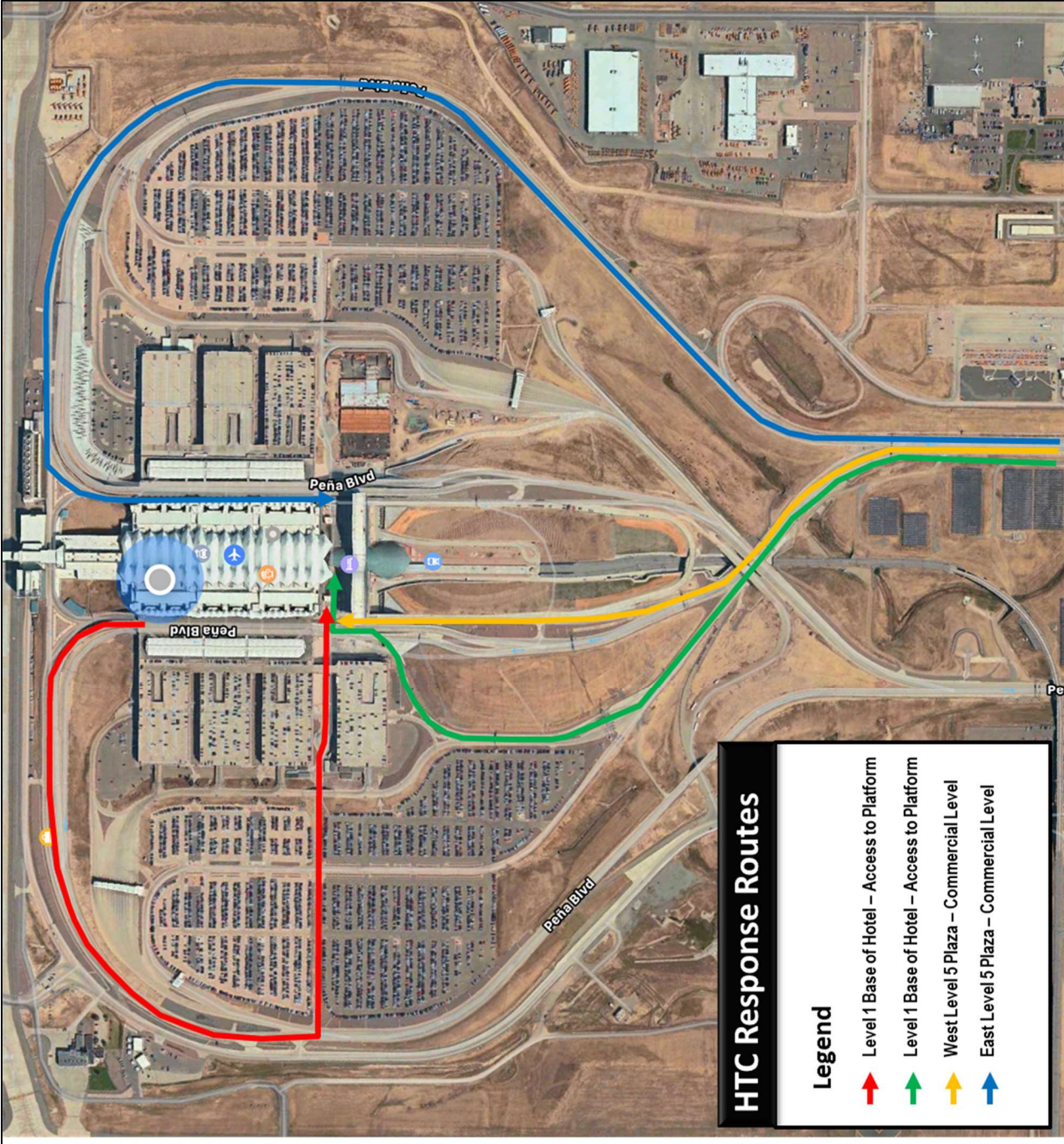
DEN Maps

[Google Maps](#) is a good resource for DEN geography, but it doesn't have everything and doesn't stay 100% up to date. Refer to the maps below as needed.

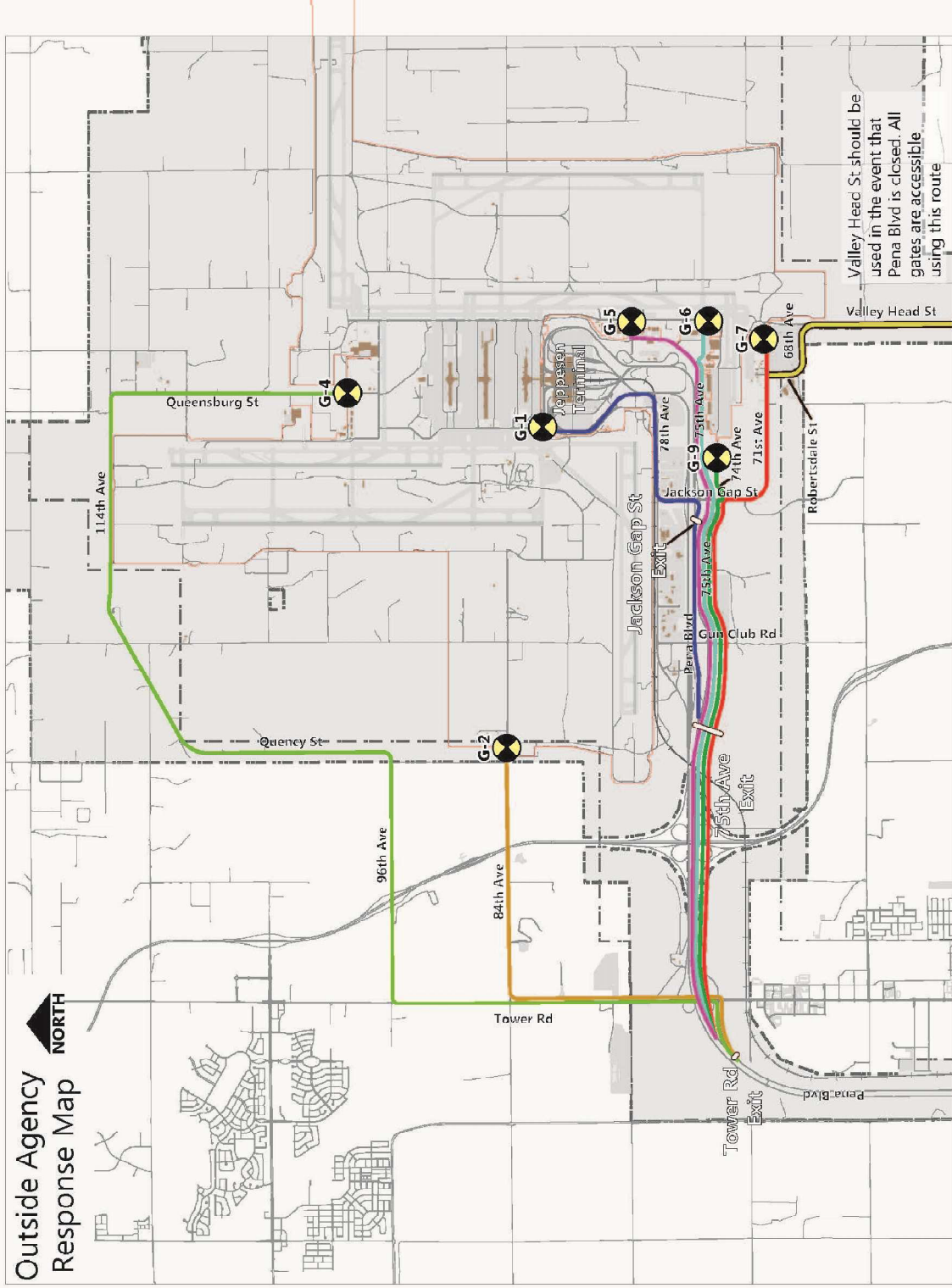
Use the link or the QR code below for an interactive map of the main terminal and concourses, this is a great resource when trying to navigate construction, it is well updated.

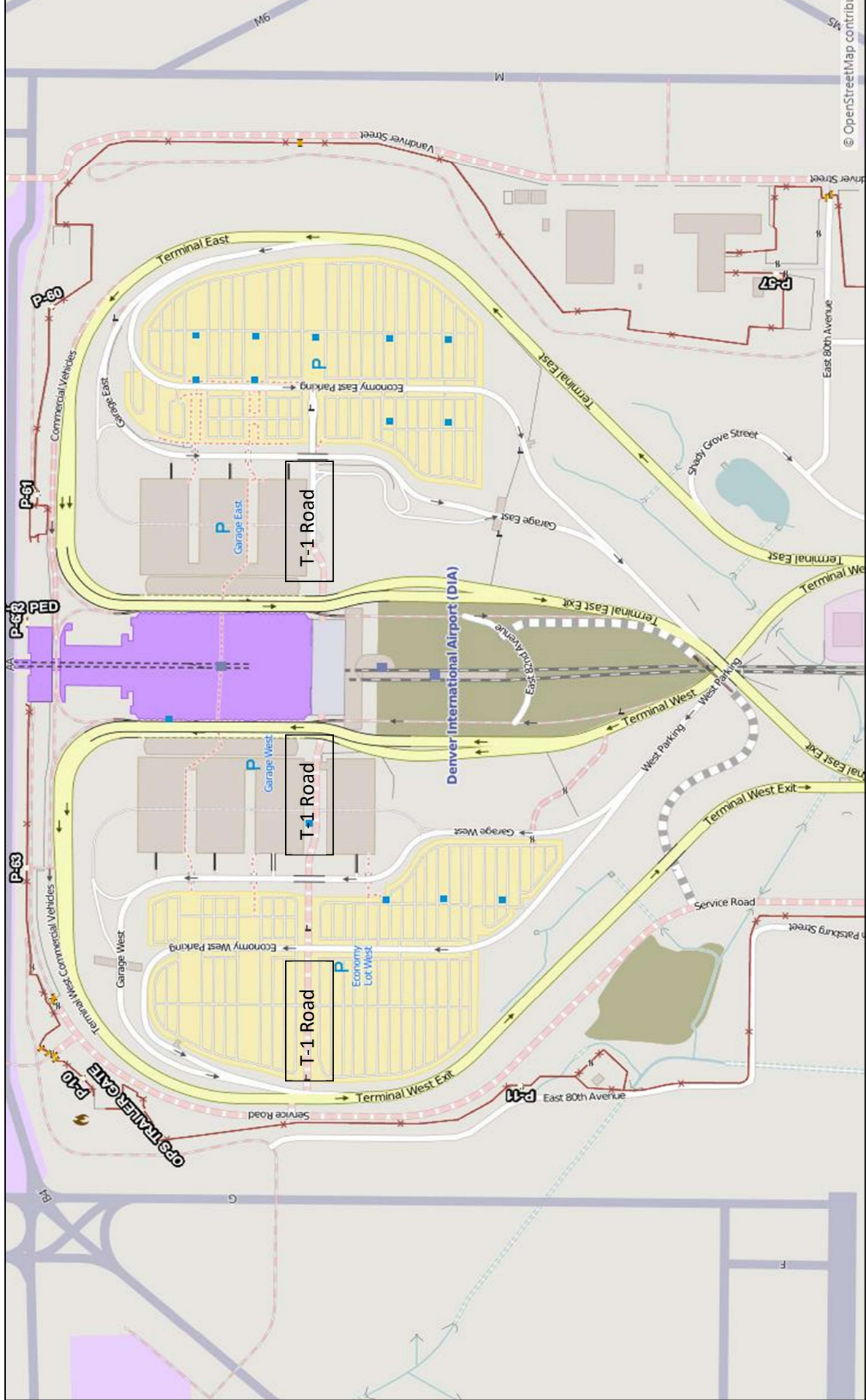
[Interactive Map of DEN:](#)

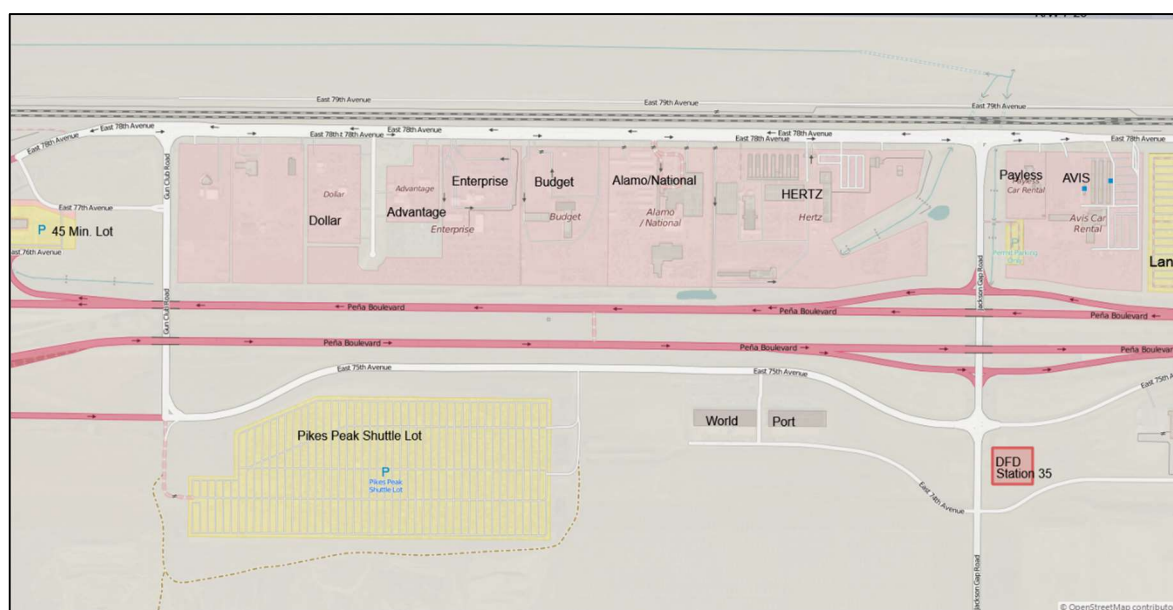
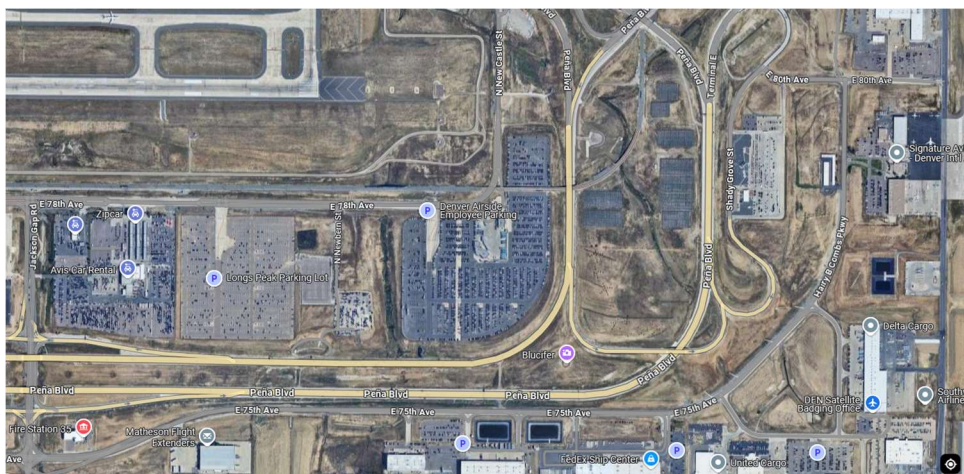




Outside Agency Response Map







The Street Medic's Guide to DIA Checklist

You must drive to or the entire route of each item below to complete this checklist.

	Emergency Vehicle Check-In Lot
	Gate 1
	AOB Loading Dock Gate
	HTC Red Route
	HTC Green Route
	HTC Orange Route
	HTC Blue Route
	Gate 5
	Ground Transportation Lot
	Signature Air Terminal
	Terminal Level approach roads 4, 5, 6 East and West
	Level 5 crossover between the terminal and the AOB.
	East and West Economy Lots (from the ticket spitters through the toll plazas)
	Gate 9
	Gate 7
	Mt. Elbert Shuttle Lot
	FAA TRACON Entrance
	68 th and Valley Head intersection
	Pikes Peak Shuttle Lot
	Landside Employee Parking Lot
	Airside Employee Parking Lot

FTO: _____ Trainee: _____ Date: _____