



United Airlines: On-Site Functional Testing for State-of-the-Art Facility, Reducing the Standard Timeline by 50%



SERVICES

Commissioning
Construction Oversight

PROJECT SNAPSHOT

Concord Engineering assisted in completing a \$150 Million, 153,000ft² new Catering Operations Facility for United Airlines. We provided full-time onsite representation and completed the project in less than half the typical timeframe.

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PROJECT BACKGROUND

United Airlines needed to convert a 153,000-square-foot vacant space into a food catering operation. The design-build project would transform it into an all-inclusive space for food handling, preparation, and refrigerated catering with the most up-to-date safety standards. Haskell hired Concord Engineering as the Third-Party Commissioning Agent to oversee installation and functional testing.

THE CHALLENGE

- United Airlines had a strict deadline for the new location to be fully operational within 12 months, about half of the typical timeframe, requiring nontraditional processes for functional testing.
- COVID-19 required multiple construction worker quarantines
- Design changes and functional testing needed to take place in the field instantaneously

THE CONCORD DIFFERENCE

- ✓ **Innovative process solutions to fit the schedule and budget**
- ✓ **In-field problem identification and resolution**
- ✓ **Hands-on approach to collaborating with multiple for higher-quality outcomes**
- ✓ **An approach that goes beyond problem identification to focus on problem resolution**

THE OUTCOME

- The project met the 12-month deadline and received a National Award of Merit issued by the Design-Build Institute of America (DBIA).
- The units operate in parallel with the utility grid and provide standby backup power in the event of an emergency utility failure. A heat recovery steam generator provides 3,250 pph of 125 psig saturated steam to the campus, and our design for rapid recovery refrigeration systems reduced cleaning time by 40%.
- We provided full-time onsite representation for the project's duration, executing Functional Testing instantaneously as systems were completed and immediate in-field problem-solving.
- Our hands-on assistance with MEP coordination and sub-contractor management helped mitigate personnel gaps caused by COVID-19 quarantines.