



OPERATION TPA READY APRIL 2020

OVERVIEW

As Florida prepares to recover from the COVID-19 pandemic, TPA Ready encapsulates all the necessary steps that Tampa International Airport is taking to be a leader of safety, readiness, and economic recovery.

OPERATIONAL MISSION

To instill the highest level of confidence that TPA is the safest, cleanest, and most secure Airport for our employees and guests

FIVE KEY COMPONENTS

1. Safe and Clean Facilities for our Team and Travelers
 2. Clear Communications
 3. Organizational Resilience
 4. Strengthening the Business
 5. Engine for Economic Recovery
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SAFE AND CLEAN FACILITIES FOR OUR TEAM AND TRAVELERS

- Enhanced Facility Cleaning
 - Increased Cleaning Frequency with Dedicated Cleaning Crews
 - More staffing to increase sanitizing of high touch points
 - Revised work schedules to reallocate and optimize deployment
 - Additional Equipment and Cutting-Edge Cleaning Products
 - Atomizing sprayer currently in use for office and breakroom spaces
 - Additional sprayer units on order
 - Kaivac restroom sanitization machines in use
 - mPact sanitizing treatment (awaiting equipment)
 - Additional hand sanitizer units throughout the campus
- Enable Social Distancing:
 - TSA Security Checkpoint Queues
 - 6 ft. lanes in place at all Airside checkpoints
 - Utilize plexiglass dividers strategically placed in passenger queues and floor mounted adhesives
 - Expand re-composure area at TSA checkpoints

- Ticket Counters
 - Collaborate with Airlines to Reconfigure Ticket Counters utilizing plexiglass dividers strategically placed in passenger queues and floor mounted adhesives
 - Test use of plexiglass shields to provide distancing between passengers using self-service machines
 - Potentially Stagger self-service machines available for customer use (use of every other one)

- Main Terminal Shuttle Lobbies:
 - Temporarily eliminate scanning of boarding passes for shuttle access until E-Gates are installed by Summer 2020
 - Install digital signage at shuttle lobby entrances in lieu of staff
 - “Ticketed Passengers Only Beyond this Point – Please Proceed”
 - Evaluate plexiglass shields between airside shuttle doors and queueing spaces

- Passenger Shuttle Cars:
 - Encourage customers to practice social distancing
 - Passengers metered to less-full trains during peak periods
 - Hand sanitizer dispensers at Airside shuttle exit for departing customers

- SkyConnect Train:
 - Increase the number of train cars available during peak periods
 - Placement of hand sanitizer dispensers at each station as passengers enter and exit the train
 - Evaluate deployment of plexiglass shields between boarding area queues along with floor mounted adhesives

- Mandate Face Coverings at the Airport
 - Require ALL airport employees to wear face coverings in public areas and in non-public areas where maintaining 6-foot separation is not possible
 - Ask passengers to wear face coverings while at the Airport

- Gate Hold Areas
 - Encourage airlines to assign aircraft to every other gate leaving a gate hold area open in between flights
 - Block seating in gate areas to provide ample space between seats and between rows
 - Promote social distancing with public messaging, signage and placards

- Baggage Claim
 - Spread flights out among baggage claim belts
 - Encourage airlines to promote carry-on only

- Concessions
 - Operations adjusted to reflect current conditions
 - Reconfigured seating areas to promote social distancing
 - Reduced number of opportunities for sit-down service
 - Reduced number of concessions open per airside
 - Phased reopening of concessions in Main Terminal and Airsides.
 - Utilize floor mounted adhesives and signage to promote social distancing

- U.S. Customs and Border Protection
 - Utilize plexiglass dividers strategically placed in passenger queues and floor mounted adhesives
 - Utilize plexiglass shields to provide distancing between passengers using self-service machines
 - Potentially Stagger self-service machines available for customer use (use of every other one)
 - Install plexiglass shields at all CBP Booths
 - Place signage promoting social distancing within CBP (multi-lingual)
 - Consider metering customers off aircraft (CBP decision)
 - Provide hand sanitizer units near high-touch point units/devices
 - Implement all CBP Requirements

- Passenger Parking
 - Directing passengers to specific parking areas within each garage
 - Adjusting service and lighting levels in de-activated areas

- Employee Parking
 - Closed remote parking lot (eliminates bus ride)
 - All workers park in the Long Term lot
 - Within walking distance of the Main Terminal

- Meeters-and-Greeters in the Main Terminal
 - Consider prohibiting meeters-and-greeters from entering Terminal
 - Current practice at JFK, LGA, EWR and LAX allows only ticketed passengers inside the Main Terminal
 - Exception: Individuals escorting unaccompanied minors

CLEAR COMMUNICATIONS

- Internal Communications
 - Maintain Regular Updates Within Core Communication Lanes
 - CEO Overall business and response strategy
 - Operations COVID-19 impacts and operational coordination
 - Human Resources Detailed policy guidance
 - Optimize Use of all Communication Platforms
 - Team Briefings/written updates
 - Videos
 - TPA Remote Control Blog
 - Enables two-way communication with team
- External Communications
 - Core Messages
 - CDC / FL Department of Health: Health-related content
 - US Travel Assn: Inspirational, resilient, community-oriented
 - Promote carry-ons only and mobile boarding passes, reducing customer volume at ticket counters
 - Recommend departing passengers arrive no later than two (2) hours before domestic flight to reduce crowding at ticket counters and checkpoints
 - Maintain Engagement with Key Audiences
 - Social Media – public and travelers
 - Website – Travel guidance & what to expect
 - Media – Local, national, industry
 - Signage – Electronic locations throughout airport
 - PA System Announcement – Airport wide
 - Coordinate Messaging with Partner Agencies / Remain in Your Lane
 - Department of Health
 - State / City / County
 - Tenants
 - FAA & Homeland Security

ORGANIZATIONAL RESILIENCE

- Established and Implemented Business Continuity Plan
 - Examples of Key Elements:
 - Split shifts for essential workers
 - Enable and require remote working wherever possible
 - Reviewed/Implemented temporary guidance regarding use of leave for COVID-related illnesses
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STRENGTHENING THE BUSINESS

- Budget Review and Realignment
 - Adjust O&M and Capital Budgets
 - Line-by-line review
 - Tenant Assistance Programs
 - 30 Day Relief Program
 - Available to primary tenants: Airlines, Concessionaires, Rental Car Operators
 - Assist with connecting tenants with available resources
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ENGINE FOR ECONOMIC RECOVERY

- Identify key projects with external funding and/or ability to strategically benefit from reduced passenger activity levels
 - \$150 million in continuing or accelerated projects
 - Delivers instant economic impact / multiplier effect
 - Maintains employment
 - Improves the capacity of key gateway to the state of Florida
- Shovel Ready Projects
 - Identify and prepare projects for any available stimulus or discretionary funding