



PGD READINESS PLAN MAY 2020

OVERVIEW

As Florida prepares to recover from the COVID-19 pandemic, this PGD Readiness Plan encapsulates all the necessary steps that Punta Gorda Airport is taking to be a leader of safety, readiness and economic recovery.

OPERATIONAL MISSION

To instill the highest level of confidence that PGD is a safe, clean and 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

SAFE AND CLEAN FACILITIES FOR OUR TEAM AND TRAVELERS

Enhanced Facility Cleaning

- Increased cleaning frequency with dedicated cleaning crews
- Dedicated staffing to increase sanitization of high touch points
- Revised work schedules to reallocate and optimize deployment

Additional Equipment and Cutting-Edge Cleaning Products

- Atomizing sprayer currently in use
- Additional sprayer units on order (awaiting electrostatic sanitizing equipment)
- Restroom sanitization practices in place
- Additional hand sanitizer units throughout the campus

TSA Security Checkpoint Queues

- Added 6 ft. distancing signage and floor mounted adhesives in passenger queues
- Requested plexiglass dividers strategically placed in passenger queues and floor mounted adhesives

Ticket Counters

- Collaborate with airline to potentially stagger ticket counters available for customer use
- Placed floor mounted adhesives and social distancing signage in passenger queues

Passenger Shuttles

- Encourage customers to practice social distancing
- Guide passengers to less-full shuttles during peak periods
- Hand sanitizer dispensers in arrivals area for departing customers

Face Coverings at the Airport

- ALL Airport Authority, tenant, and contractor employees must wear face coverings for their nose and mouth in public areas and in non-public areas where maintaining 6-foot separation is not possible. Tenants are responsible for securing masks/coverings for their employees and contractors.
- Encourage passengers to wear face coverings while at the Airport

Gate Areas

- Encourage airline to assign aircraft to every other gate leaving a gate hold area open in between flights

Baggage Claim

- Spread flights out among baggage claim belts
- Encourage airline to promote carry-on only

Concessions

- Operations adjusted to reflect current conditions
- Reduced number of concessions that are open in alignment with passenger traffic
- Utilize floor mounted adhesives and signage to promote social distancing

Parking Lots

- Directing passengers to specific parking areas within each lot
- All workers parking in the designated employee lot (within walking distance of the terminal)

Meeters-and-Greeters in the Terminal

- Discourage meeters-and-greeters from entering the terminal with public messaging and signage

CLEAR COMMUNICATIONS

Internal Communications

- Weekly management team meetings via video conference
- Department heads and supervisors coordinate operational strategy
- Periodic memos from the CEO to communicate business and response strategy to all employees

External Communications

- Maintain Engagement with Key Audiences
 - Social Media – public and travelers
 - Website – Travel guidance & what to expect
 - Media – Local, national, industry
 - Signage – Electronic and printed locations throughout airport
 - PA System Announcement – Airport wide
- Coordinate Core Messaging
 - 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 flight to reduce crowding at ticket counters and checkpoints
 - Coordinate health-related content with the CDC/ FL Department of Health
 - Communicate with tenants to share operational news
 - Coordinate messaging with FAA & Homeland Security, as well as State / City / County

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

STRENGTHENING THE BUSINESS

Budget Review and Realignment

- Adjust O&M and Capital Budgets (Line-by-line review)

Tenant Assistance Programs under consideration

- Assist with connecting tenants with available resources

ENGINE FOR ECONOMIC RECOVERY

Identify key projects with external funding and/or ability to strategically benefit from reduced passenger activity levels

- Identify and prepare projects for any available stimulus or discretionary funding
- Continuity delivers instant economic impact / multiplier effect and maintains employment
- Improves the capacity of key gateway to the state of Florida