

Commercial Service Airport Survey of Ready Plan Policies

	Face Masks	Social Distancing	Cleaning Protocols
Daytona Beach International Airport	<p>Face coverings: While face coverings are not required inside the terminal, the CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain. Complimentary face coverings are available at the information desk, located at the entrance of the airport.</p> <p>NOTE: <i>Delta Air Lines and American Airlines both require passengers wear face masks. The requirements vary by airline and passengers should contact the airlines directly for more information.</i></p> <p>American Airlines as of May 11th requires all passengers to wear face masks while on board aircraft</p> <p>Delta Air Lines: <i>Face coverings will be required starting in the check-in lobby and across Delta touchpoints including Delta Sky Clubs, boarding gate areas, jet bridges and on board the aircraft for the duration of the flight – except during meal service. Their use is also strongly encouraged in high-traffic areas including security lines and restrooms. People unable to keep a face covering in place, including children, are exempt.</i></p>	<p>Social Distancing: Travelers and employees should practice social distancing and allow 6-feet of space between other people in lines, gate areas and concession.</p>	<ul style="list-style-type: none"> • Additional hand sanitizer dispensers throughout the airport • Increased frequency and intensity of efforts to disinfect restrooms and other public areas with specialized cleaning agents intended to kill germs • Continuous cleaning and sanitation of all high-touch-points • Protective, transparent shields installed at airline, rental car and restaurant customer service counters • Signage and public announcements regarding social distancing and hand hygiene • Personal care kits available for travelers
Destin - Fort Walton Beach Airport	<p>Airport staff, vendors and contractors are required to wear a face mask when 6' distancing cannot be maintained. All passengers not wearing a face mask are offered one for free and encouraged to wear one.</p>	<p>Social distancing markers have been installed throughout the terminal and in all Que lines. Sneeze guards have been installed at all airline, rental car and USO counters.</p>	<p>Hand sanitizers installed throughout the terminal. Additional resources added to custodial staffing. Heavy medical grade agents and disinfecting practices ongoing throughout the day and aeroclaving in the evenings. Developed and implemented an Infectious Disease and Pandemic Response Plan</p>
Fort Lauderdale-Hollywood International Airport	<p>FACE COVERINGS: All individuals visiting, traveling through or working in public areas of the airport's terminals and the RCC are required to wear an appropriate face covering or mask to protect the wellbeing of fellow passengers, visitors, and airport employees. Broward County requires face coverings for employees who provide an essential service to the public. Additionally, the U.S. Customs and Border Protection and Transportation Security Administration also require their employees to wear face coverings and are encouraging travelers to do the same. Several major airlines have adopted similar face mask mandates for their employees and passengers.</p>	<p>SOCIAL DISTANCING SIGNAGE: We're adding reminders at check-in counters, security checkpoints, and gate waiting areas for passengers to safely practice social distancing and maintain a six-foot distance from each other whenever possible during travel, especially during queueing.</p> <p>PROTECTIVE SHIELDS: Acrylic (plastic) safety barriers are being installed at airline ticket counters, gate areas, and the RCC counters as part of a range of social distancing measures.</p>	<p>DEEP CLEANING: Enhanced sanitization efforts with deep cleaning equipment and fogging systems continue throughout the airport to ensure a safe, secure, and clean facility for the traveling public and employees. Hand sanitizer units are available in various areas of the airport, particularly near restrooms and the security checkpoints.</p>
Gainesville Regional Airport	<p>Signage that reads, "ATTENTION: for the safety and confidence of passengers and employees, airlines require passengers to wear a face covering except for very young children or anyone with a condition that prevents a person from wearing one. Please wear face covering in all areas of the terminal and maintain Social Distancing.</p>	<ul style="list-style-type: none"> • Separation of passengers and visitors to the airport by six feet is encouraged throughout the terminal. Inside GNV you will see floor stickers, seat signs and other signage, visual and aural cues reminding passengers of the need for social distancing. • GNV has installed clear plexiglass partitions at the airline ticket counters, departure gates and various customer interfaces. Please stand in designated locations to maintain distance. 	<p>Thorough cleaning of high touch surfaces throughout the airport is nothing new, and in response to recent events, we are engaging in enhanced frequency of cleaning throughout the terminal. In addition, both American Airlines and Delta have taken extra steps to sanitize airplanes, gates and ticket counter areas and touchscreens. These comprehensive cleaning programs include customer areas, tray tables, seatbelt buckles, armrests, window shades and seatback screens, as well as door and overhead bin handles. Enhanced cleaning applies to galleys, jump seats, crew rest seats and cockpit surfaces. In some instances, electrostatic sprayers are used for disinfection purposes.</p>
Jacksonville International Airport	<p>JAX is recommending travelers check with their airlines to determine requirements regarding the wearing of face masks.</p>	<ul style="list-style-type: none"> • Plexiglas screening barriers (or sneeze guards) are being installed at ticket counters, the information booth and other airport locations where employees have direct contact with the public. • The airport is utilizing signage, stanchions and public announcements to promote social distancing. TSA, airlines, and JAA staff are working together to separate passengers in all cue lines utilizing signage, stanchions and public announcements to continue social distancing requirements. 	<p>Jacksonville International Airport (JAX) staff adhere to CDC guidelines for cleaning, utilize CDC recommended cleaning solutions, and conduct frequent disinfection of high touch areas.</p>
Key West International Airport	<p>County officials have mandated that all persons above age (6) wear a mask in any public area under a roof, unless eating or drinking. Additionally all persons are encouraged to carry a mask any time away from home. The airport encourages all passengers to adhere to the County ordinance and mandates all airport employees wear a face mask in any indoor public area of the airport. Signage encouraging the use of a face mask is posted at every entrance to airport terminal buildings, and the airport is dispersing masks to all employees and guests. Plexiglass cough shields are also placed at each ticket counter, gate counter, rental car counter and checkpoint podiums throughout the airport.</p>	<p>Signage encouraging social distancing is posted at every entrance to airport terminal buildings. Floor stickers encouraging social distancing have been placed at terminal entrances, curbside areas, ticket counters, gate areas, and at strategic points throughout the terminal. Terminal seating has been rearranged and/ or eliminated to reduce seating capacity and encourage social distancing. New seating for the departure terminal is currently in transit and will replace the existing linear seats with a cluster design that promotes social distancing. Additionally, the airport has renovated its outdoor dining space in the departures area to offer additional seating and encourage outdoor dining.</p>	<p>Custodial staff has increased the frequency of cleanings and focused regular cleanings on high touch points and commonly used surfaces. The airport has placed signage in all restrooms encouraging proper hand washing techniques and installed touchless dispensers in all restrooms. Additionally, touchless hand sanitizer stations have been placed at key points in the terminal and additional stations are on order.</p>

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Miami International Airport	Facial coverings are now required by all passengers and visitors inside the MIA terminal, as directed by Miami-Dade County executive order 23-20, and are available for purchase at a growing number of stores at MIA. Following guidelines set by the Centers of Disease Control and Prevention, this Order requires the use of any facial covering that snugly covers the face and mouth, whether store-bought or homemade, and is secured with ties or ear loops.	Travelers and employees are required to practice social distancing and allow 6-feet of space between other people in lines, gate areas and concession. MIA has adding reminders at check-in counters, security checkpoints, and gate waiting areas for passengers to safely practice social distancing and maintain a six-foot distance from each other whenever possible during travel, especially during queueing. Protective Acrylic safety barriers have been installed are being installed at airline ticket counters, gate areas, and other counters as part of a range of social distancing measures.	Continue nightly disinfecting of TSA Checkpoints, CBP FIS areas and Employee Checkpoints; purchase two (2) atomizing sprayers to be used in TSA, CBP, and other areas. Enhance touch point cleaning schedule throughout the terminal including ticket counters, railings, elevator buttons, CUSS kiosks and escalators as services ramp up. Continued enhanced cleaning/disinfecting of gate hold rooms, includes carpet, seats and gate counters. Periodic Jet Bridge cleaning and disinfecting. Deep cleaning of all terminal ticket counters, which includes removal of all paper and litter. Perform enhanced cleaning of TSA checkpoints and related areas. This includes the cleaning and disinfecting of all non-porous surfaces and cleaning and sanitizing of all porous surfaces including equipment and bins. Daily, periodic cleaning of all APC kiosks in FIS. Daily cleaning of Skytrain vehicles, during morning, noon and night shifts, cleaning includes disinfecting of all touch surfaces, railings, seats, etc. Daily cleaning of E-Satellite Train vehicles, including disinfecting of all touch surfaces, railings, seats, etc.
Northeast Florida Regional Airport	No requirements on masks	No commercial service presently, so no ticket counter location are open - no screening barriers in place. They have also closed their conference center location - not currently leasing the space out to anyone.	They have increased the amount of cleaning being completed in the common areas.
Northwest Florida Beaches International Airport <i>ECP Ready</i>		<ul style="list-style-type: none"> • Floor decals have been installed at 6 ft. intervals to maintain social distancing in the checkpoint • Collaborate with airlines to install plexiglass shields to provide distancing between passengers and counter agents • If needed, stagger self-service machines available for customer use • Promote social distancing with public messaging, signage and placards 	<ul style="list-style-type: none"> • Enhanced facility cleaning • Increased cleaning frequency with dedicated cleaning crews • Additional staffing to increase sanitizing of high touch points • Revised work schedules for best optimization and re-allocation of cleaning effort • Additional equipment and cutting edge cleaning products • Restroom and high touch areas in addition to increase focus will be disinfected nightly • Hand sanitizer units have been installed throughout the terminal
Orlando International Airport	Airport personnel with customer facing duties are wearing cloth face masks and passengers are encouraged to follow suit.	<ul style="list-style-type: none"> • Social distancing markings • Protective screens/masks at check-in, security and restaurants • Healthy travel tip signage • Social distancing and mask messaging 	Since the start of the Coronavirus threat, we created and maintained a robust cleaning schedule. In addition to routine cleaning measures like foggers and increased disinfecting measures, which we normally do during cold and flu season, we have focused on high-touch points. Cleaning crews have spent time scrubbing elevator buttons, handrails, chairs and other items and areas the traveling public are most likely to touch when they visit our facility.
Orlando Melbourne International Airport	Masks have been issued to all airport employees to protect themselves and customers With that, masks are available for purchase at Lucky's Bar, located post-security	<p>PHYSICAL DISTANCING GUIDES: Visuals guides have been installed to assist passengers with physical distancing at queueing locations throughout the airport including ticketing counters, TSA checkpoint, Dunkin', boarding bridges, rental cars and baggage claim.</p> <p>TERMINAL RECONFIGURATION: Improvements to terminal seating and queueing lanes have been made throughout the terminal to encourage physical distancing.</p>	<ul style="list-style-type: none"> • The MLB team has implemented enhanced cleaning procedures throughout the entire terminal for all airport passengers, customers, tenants, and employees. • Supplemental hand sanitizer stations have been installed throughout the terminal before and after significant travel touchpoints.
Orlando Sanford International Airport	All employees, contractors and visitors to airport administrative offices are required to facial coverings at all times when in the presence of others inside the terminals buildings and adjacent areas, i.e. ramp, curb, parking areas, etc. Passengers are encouraged to wear facial coverings at all times while at SFB, and masks are provided at no cost at ticket counters, boarding gates and information booth. Announcements are being made regularly and signage is posted to encourage the use of masks and advise of mask availability.	Social Distancing Markers have been installed in appropriate locations throughout the terminal; signage and announcements are used to further encourage social distancing.	Enhanced cleaning procedures and chemicals following prescribed CDC guidelines; hand sanitizer stations installed throughout the terminal buildings.
Palm Beach International Airport <i>We're Ready When You're Ready</i>	All employees are required to wear masks or facial coverings. Guests and passengers are required to wear masks or facial coverings at all times while at PBI.	Social Distancing Markers: Floor clings, signage, and overhead announcements give guidance on 6 feet distancing at ticket counters, boarding gates, jet bridges, concessions, baggage claim, and other common areas.	Cleaning and Sanitization: Additional cleaning crew members; use of cuttingedge disinfection applications and products on surfaces; daily cleaning of security checkpoints; focus on hand rails, elevator buttons, and high touch point areas; additional hand sanitizers throughout the airport in gathering areas.
Pensacola International Airport <i>#AtTheReady</i>	All employees who work in public areas of the terminal must wear face coverings while in the public areas. This includes airline personnel, rental car personnel, tSA, concessionaires, service contractors, etc. There is no mandate for passengers; however, some airlines do require passengers to wear them while traveling with their airline.	There are social distancing floor markers in all queue areas and there is COVID related messaging throughout the facility. TSA lanes at the security checkpoint have been widened and lengthened to maximize social distancing.	Cleaning frequency has been enhanced as well as the number of hand sanitizer dispensers throughout the terminal.

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Punta Gorda Airport <i>PGD Readiness Plan</i>	<ul style="list-style-type: none"> Wearing of face masks by passengers is encouraged. We ask all employees to wear a face mask or covering for their nose and mouth while in the terminal. 	Onsite signage and floor adhesives recommend maintaining a six-foot distance between individuals.	<ul style="list-style-type: none"> Several dispensers with foaming hand sanitizer are located throughout the terminal. Not only do we have well-established cleaning protocols already in place, but we have stepped up our disinfectant and sanitization protocols with products deemed by the CDC to be effective against coronavirus.
Sarasota-Bradenton International Airport	<ul style="list-style-type: none"> All airport authority, tenant, and contractor employees must wear a facemask when working in the public areas. Tenants must secure masks for their employees and their contractors and enforce this rule. Signs located at entrances to terminal and throughout the concourse encourage passengers to wear masks. 	<ul style="list-style-type: none"> Six-foot spacing stickers have been placed at all queuing lines at the airline ticket counters, Rental Car counters, Security Checkpoint lines, gate entrances and loading bridges. Six-foot widths of lanes at the Security Checkpoint have been implemented. Informational advisory signage has been placed at each entranceway explaining best practices and requesting social distancing. A new public address announcement will be created concerning social distancing. A new video and public information program has been launched shortly to make the public aware of the efforts to ensure their safety. Plexiglass sneeze shields will be placed at every ticket counter, RAC counter, and gate counter 	<ul style="list-style-type: none"> Besides the regular daily cleaning, our janitorial contractor has been instructed to perform additional wipe downs of heavily touched areas such as hand rails, door handles, card readers. They have extra staff dedicated to these tasks and are using hospital grade disinfectants. Janitorial staff has been increased by 50% and that level of personnel will be maintained. The terminal's air conditioning system is also using hospital grade filters plus UV disinfection lights internally. The airport has ordered Purell stands that should arrive soon and will be placed in heavily traffic areas. We have asked our airport tenants to also increase cleaning and wiping of critical areas in their leaseholds. The TSA screening checkpoint is being cleaned nightly, and the checkpoint staff has been actively doing extra wiping of items such as bins, tables and equipment. They also increased the use of gloves and the frequency of replacement. Delta is also static-spraying their gate holds, loading bridges, and the checkpoint area nightly as part of their cleaning protocol.
Southwest Florida International Airport <i>Stay Safe, RSW Cares About You</i>	Certain airlines servicing RSW require the use of face masks while traveling with them.	<ul style="list-style-type: none"> Social distancing signage, announcements and floor markers at ticket counters, baggage claim, security checkpoints and in aircraft boarding lines Installing plexiglas shields at ticket and gate counters, baggage service offices, rental car facility and Visitor Information Booths 	The Lee County Port Authority has increased the frequency of cleaning in high-traffic, high-touch areas.
St. Pete-Clearwater International Airport <i>PIE COVID-19 Action Plan & Traveler Updates</i>	Please wear face covering while in the terminal.	Please follow social distance measures put in place at the airport with 6-foot distancing markings and seating restrictions.	<ul style="list-style-type: none"> Total sanitizing of all surfaces Increased intensity and frequency of disinfecting hard surfaces and high-touch areas throughout the airport Increased cleaning efforts in the restrooms and other public areas Assuring public restrooms are supplied with soap and towels Additional hand sanitizing stations Installed throughout the airport
Tallahassee International Airport <i>Finalizing an aggressive airport public relations & marketing campaign to communicate the safety protocols implementd and convey that the airport is ready and eager for customers to return to TLH</i>	<ul style="list-style-type: none"> Per Leon County Emergency Ordinance, face coverings must be worn in all indoor public areas. All TLH airlines require passengers to wear face coverings while traveling. <p><i>All airport and several tenant employees complete daily health screenings, to include body temp checks, prior to beginning duties.</i></p>	<ul style="list-style-type: none"> Flooring and seating graphics. Terminal public announcement system messaging and associated signage. Protective transparent cough shields installed at airline counters, rental car counters and other public locations. 	<ul style="list-style-type: none"> Increased frequency utilizing dedicated cleaning professionals. Continuous cleaning and disinfection of high-touch point areas. Daily deep cleaning and disinfection. Revised work schedules to optimize resources. Additional hand sanitizer dispensing units deployed throughout the terminal (amount of dispensing units was tripled).
Tampa International Airport <i>Operation TPA Ready</i>	<ul style="list-style-type: none"> All passengers and guests should wear face masks while at the Airport in any capacity. All employees are required to wear face masks. 	<p>PLASTIC SHIELDS: Plastic or acrylic shields have been installed in key high-traffic areas, including ticket counters, TSA security checkpoints, boarding gate and concessions counters.</p> <p>SOCIAL DISTANCING MARKERS: Thousands of ground markings and signs are in place to give guidance on six-foot distancing at ticket counters, boarding gates, shuttles, SkyConnect, concessions counters, US Customs, and other common areas.</p>	<ul style="list-style-type: none"> Hand sanitizing stations are readily accessible throughout the Main Terminal and all Airsides. <p>CLEANING AND SANITATION: TPA has employed additional cleaning staff, using cutting-edge disinfection applications and products on surfaces, hand rails and elevator buttons, and adding more hand sanitizers throughout the Airport.</p>