



## PIE COVID-19 ACTION PLAN

APRIL 2020

In preparation for the recovery from the COVID-19 pandemic, St. Pete-Clearwater International Airport (PIE) is implementing best practices for safety and economic recovery.

To instill the highest level of confidence that PIE is a safe, clean, and secure airport for our passengers, employees, and tenants, the **PIE COVID-19 Action Plan** will be in effect until further notice.

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### SAFE AND CLEAN FACILITIES FOR OUR TEAM AND TRAVELERS

**Airport Cleaning & Sanitation Protocols** -Continue precautionary steps in response to the spread of COVID-19, including increased cleaning and sanitizing procedures.

- 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
- Sanitize the entire airport monthly with Clorox 360 or similar product

### Guest Sanitization Stations

- Provide hand sanitizer and/or disinfectant hand wipes at sanitizing stations at specific locations at airport to include:
  - Airline Check-in Line Entry -Ticketing A and Ticketing B
  - TSA Screening Exit – at Bin Pick-up Areas
  - Gate Entry to aircraft
  - Bag Claim - between bag belts
  - At Visitor Info Booth
  - Various high traffic areas including terminal areas near food/beverage and news/gifts concessions, and rental car companies of interest

### Enable Social Distancing and Protective Actions

- TSA Security Checkpoint Queues
  - Floor decals placed every 6 feet in passenger queuing areas
  - Install plexiglass dividers at the TSA Check Station/Podium
- Ticket Counters
  - Floor decals placed every 6 feet in passenger queuing areas
  - Install plexiglass dividers in front of each work station

- Face Coverings at the Airport
  - Airport employees will wear face coverings in public areas and non-public areas where maintaining 6-foot separation is not possible
  - Terminal tenants are expected to wear face coverings in public and non-public areas where maintaining 6-foot separation is not possible
  - Encourage passengers to wear face coverings while at the Airport
  
- Gate Hold Areas
  - Select seating in gate areas will be blocked by decals to provide ample space between seats and between rows
  - Promote social distancing with public messaging and signage
  
- Baggage Claim
  - Spread flights out among baggage claim belts when feasible
  
- Concessions
  - Following CDC and DOH guidelines
  
- U.S. Customs and Border Protection (CBP)
  - Signage informing arriving passengers to maintain social distancing for the CBP Officer
  
- Parking Facilities
  - Long Term open for passengers and customers
  - Economy Lots closed, and Parking Lot Shuttles discontinued until further notice
  - Employee Parking Lot open within walking distance of terminal
  - Short-term Parking to reopen for airport guests with no overnight parking (date pending)
  - Ground Transportation Lot open for taxis, hotel and off-site rental car shuttles
  
- Meeters-and-Greeters in the Main Terminal
  - Encourage meeters and greeters not to enter Terminal with exception of individuals escorting unaccompanied minors or special needs passengers
  - Encourage use of Cell Phone Waiting Lot for curbside pick-up or Short-term Parking Lot (when reopened) to wait for passengers

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## COMMUNICATIONS OUTREACH

- External Communications/ Public Outreach
  - Promotion of safe travel practices and relevant travel information at airport
    - CDC / FL Department of Health posted information
    - Announcements on the terminal public address system to remind the public to maintain social distancing

- Airport signage on social distancing at check-in lines, seating areas, Baggage Claim
  - Electronic signage – use Virtual Messaging Boards
  
  - Promotion of safe travel practices and relevant travel information on communication platforms
    - Website posts
    - Social Media – Facebook & Twitter
    - Media releases
  
  - Coordinate information with Partner Agencies
    - Department of Health
    - Pinellas County/ State of Florida
    - Tenants
    - FAA & Homeland Security
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## **ECONOMIC RECOVERY**

- Budget Review and Realignment
    - Adjust Operating & Maintenance and Capital Budgets
    - CARES Act Funding implementation
  
  - Tenant Assistance Programs
    - Relief Program in place
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