



## **ECP READY**

MAY 27, 2020

### **OVERVIEW**

As Florida prepares to recover from the COVID-19 pandemic, ECP Ready encapsulates the necessary steps that Northwest Florida Beaches International Airport is taking to be a leader of safety, readiness, and economic recovery. This document is a living document and will be revised as conditions warrant.

### **OPERATIONAL MISSION**

To instill the highest level of confidence that ECP is the safest, cleanest, and most secure Airport for our employees and passengers.

### **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
    - Additional staffing to increase sanitizing of high touch points.
    - Revised work schedules for best optimization and reallocation 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.

- Enable Social Distancing:
  - TSA Security Checkpoint Queues
    - Floor decals have been installed at 6 ft. intervals to maintain social distancing in the checkpoint.
  - Ticket Counters
    - Collaborate with Airlines to install plexiglass shields to provide distancing between passengers and counter agents.
    - Floor decals have been installed at 6 ft. intervals to maintain social distancing.
    - If needed, stagger self-service machines available for customer use (use of every other one)
  - Passenger Parking
    - Passenger shuttles, ticket dispensers, and exit booths are wiped down several times a day.
    - Encourage customers to practice social distancing
  - Baggage Claim
    - Spread flights out among baggage claim belts
    - Encourage airlines to promote carry-on only
    - Encourage customers to practice social distancing
  - Gate Hold Areas
    - Encourage airlines to stagger flights to every other gate to maximize open-hold areas.
    - Promote social distancing with public messaging, signage and placards
    - Encourage customers to practice social distancing
  - Concessions
    - Operations adjusted to reflect current conditions.
    - Reconfigured seating areas to promote social distancing.
    - Reduced number of opportunities for sit-down service.
    - Number of concessions open is one, located in the secure area.
    - Phased reopening of concessions in Terminal as customers return.
    - Utilize floor mounted adhesives and signage to promote social distancing.
  - Meeters and Greeters in the Main Terminal
    - Encourage Meeters and Greeters to not enter the Terminal and wait for the passengers in their vehicle.
    - Exception: Individuals escorting unaccompanied minors

## CLEAR COMMUNICATIONS

- Internal Communications
  - Maintain Regular Updates within Core Communication Lanes
    - Executive Director holding weekly (virtual) tenant meetings, to keep all tenants and employees up to speed on COVID-19.
    - Limiting face to face meetings. Utilizing virtual meetings whenever possible.
  
- External Communications
  - Outside Agency Coordination
    - Maintain coordination with the Bay County Emergency Operations Center, Bay County Health Department, Bay County Emergency Medical Services.
    - Participate in all conference calls that pertain to aviation and COVID-19, such as, FAC, FDOT, ACI-NA, AAAE, and etc.
  
  - 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 if needed.
    - 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 located in baggage claim
    - PA System Announcement – Airport wide
    - Encourage customers to practice social distancing
  
  - Coordinate Messaging with Partner Agencies
    - Florida Department of Health
    - State of Florida / surrounding counties
    - Tenants
    - FAA & Homeland Security

## **ORGANIZATIONAL RESILIENCE**

- Established and Implemented Business Continuity Plan
  - Examples of Key Elements:
    - Split shifts for essential workers
    - Enable 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
    - Project deferrals or postponements
- Tenant Assistance Programs
  - Relief Program
    - Available to primary tenants: Airlines, Concessionaires, Rental Car Operators
  - 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
  - Continuing or accelerated projects
    - Terminal Expansion Project
    - Taxiway E-1 Project
    - Transient Apron Project
    - Project Gator
  - 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
    - Cell Phone Parking Lot Expansion

**GUIDANCE DOCUMENTATION**

- Governor DeSantis Executive Orders, Center for Disease Control, Florida Department of Health, Florida Department of Transportation, Bay County Health Department and other Plans impacting airport operations.