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.

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

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

  o Promotion of safe travel practices and relevant travel information on communication platforms
    • Website posts
    • Social Media – Facebook & Twitter
    • Media releases

  o Coordinate information with Partner Agencies
    • Department of Health
    • Pinellas County/ State of Florida
    • Tenants
    • FAA & Homeland Security

ECONOMIC RECOVERY

• Budget Review and Realignment
  • Adjust Operating & Maintenance and Capital Budgets
  • CARES Act Funding implementation

• Tenant Assistance Programs
  • Relief Program in place