Runway to Recovery Airline Survey

In July 2020, the U.S. Departments of Transportation, Homeland Security, and Health and Human Services jointly issued the **Runway to Recovery: The United States Framework for Airlines and Airports to Mitigate the Public Health Risks of Coronavirus**.

This document includes a number of recommendations intended to reduce risk of disease exposure during travel. If implemented, these measures will help restore confidence in the air transportation system, assist in the recovery of the aviation industry and the broader U.S. economy, and help destination communities remain open and willing to allow passenger entry.

We ask that you take a few minutes to complete this short anonymous questionnaire to help us:

1. Assess the extent to which U.S. airlines have been able or plan to implement recommended mitigation practices.

2. Identify the impact of these practices on airline operations.

3. Understand potential barriers to implementation.

Based on your responses, we may recommend revisions to the measures identified in *Runway to Recovery*. Responses will be summarized.

Thank you for participating!

Communication Practices

4. Are you communicating with passengers and employees to discourage symptomatic or ill passengers, crewmembers, and airport workers, as well as those with known exposure to a person diagnosed with COVID-19 in the previous 14 days, from coming to the airport?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Masks or Cloth Face Covering

5. Are you providing passengers and aviation workers access to a mask or cloth face covering?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

6. Are you providing reasonable accommodations for persons with disabilities or ailments who cannot wear masks or cloth face coverings.

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Cleaning and Disinfecting

7. Do you have cleaning, disinfection, and mitigation protocols for common areas with potential for human contact and transmission such as high-touch surfaces?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Health Assessments

8. Have you implemented health attestations for employees and/or passengers to reinforce the expectation they should not work/travel when ill or at higher risk of developing and/or spreading COVID-19?

Yes, both _____ Employees only _____ Passengers only _____ No, neither _____ Not Yet But Plan to Implement _____

Temperature Screening

9. Do you have a multi-layered approach to identify potentially sick passengers beyond health attestations (such as temperature checks)?

Yes, both _____ Employees only _____ Passengers only _____ No, neither _____ Not Yet But Plan to Implement _____

10. Do you have policies in place to ensure persons with chronic, non-COVID related health issues that may have an elevated body temperature are not unfairly blocked from air travel if their illness does not threaten public health?

Yes, both _____ Employees only _____ Passengers only _____ No, neither _____ Not Yet But Plan to Implement _____

Covid-19 Testing

11. Are you requiring COVID-19 testing for employees and/or passengers?

Yes, both _____ Employees only _____ Passengers only _____ No, neither _____ Not Yet But Plan to Implement _____

Separation of Aviation Workers and Passengers

12. Are you minimizing contact between aircrew/aviation workers and passengers to the maximum extent practicable and consistent with their job requirements?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Minimize Document Handling and Physical Contact between Airline Workers and Passengers

13. Are you minimizing document exchanges between passengers and aviation workers (e.g., passenger showing a driver's license)?

Fully ____   Partially ____ Not at All ____   Not Yet But Plan to Implement ____   NA _____

Contactless Check-in

14. Are you encouraging the use of online check-in options?

Fully ____   Partially ____ Not at All ____   Not Yet But Plan to Implement ____   NA _____

Checked Baggage Drop

15. Are baggage handlers being trained on the proper use of gloves and hand hygiene to prevent virus contamination?

Fully ____   Partially ____ Not at All ____   Not Yet But Plan to Implement ____   NA _____

16. Are you employing measures on the aircraft to maximize the risk reduction associated with social distancing and communicating these measures to passengers?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Adjusted Boarding Processes

17. Have you made adjustments to boarding procedures to reduce the likelihood of passengers having to pass or wait in close proximity to each other?

Fully ____   Partially ____ Not at All ____   Not Yet But Plan to Implement ____   NA _____

Aircraft Ventilation Adjustments

18. Have you taken measures to ensure aircraft ventilation systems are operating at maximum effectiveness for air filtration?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Limit or Suspend Onboard Customer Services

19. Have you taken measures to adjust in-flight services to reduce crew/passenger interactions?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Segment Lavatory Access

20. Have you taken measures to maintain lavatory high touch surfaces before and after use and reduce cabin movement to access lavatories?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Personal Protective Equipment for Crew and Ill Passengers

21. Do you have protocols for ill passengers discovered during flight to include the provisioning of onboard PPE and aircrew training to mitigate the spread of COVID-19?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Additional Crew Protections

22. Do you have cabin crew protocols to limit potential exposure and enable social distancing?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Disembarkation Procedures

23. Are you employing measures to prevent passenger queueing in the aisle when departing the aircraft?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

Aircraft Disinfecting

24. Are you employing measures to ensure aircraft cabins are disinfected between each flight segment when passengers and/or crew change?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____

U.S. Customs and Border Protection (CBP) Clearance

25. Are you working locally with CBP to support the implementation of mitigations associated with passenger processing at Federal Inspection Stations?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____   NA _____

Baggage Claim

26. Are you working with the airport to prohibit/control access of persons waiting for arriving passengers from the baggage claim area?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____   NA _____

Collecting Information for Contact Tracing

27. Are you voluntarily collecting complete and current passenger information prior to international flight departures and sharing that information with CBP prior to departure in order to support public health mitigation measures?

Fully _____   Partially _____ Not at All _____   Not Yet But Plan to Implement _____   NA _____

Tell Us More

28. The following questions are discretionary, but your responses will help us better assess the impact of the *Runway to Recovery* recommendations and your concerns and priorities.

Note: To ensure the anonymity of your survey data, please do not include any details in your responses that will identify your particular company. However, if you are willing to share with other airlines and the public the story of how your airline has been able to successfully implement mitigation measures please contact us at R2Rairlines@faa.gov.

Please tell us about your priorities (both domestic and international) and any implementation barriers and concerns you have encountered with the Runway to Recovery recommendations.

Do you have an example of how a *Runway to Recovery* recommendation has had a positive impact on your airline's response to the health emergency?

[Post-survey message]

Thank you for participating in our survey! Your input is crucial as we look for ways to mitigate the impact of the public health emergency on the aviation industry and restore the confidence of the flying public.