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**Runway to Recovery Recommendations for Airports**

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**.

*Runway to Recovery* 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 questionnaire to help us:

- Assess the extent to which U.S. airports have been able or plan to implement recommended or other mitigation practices.
- Identify the impact of these practices on airport operations.
- Understand potential barriers to implementation.
- Identify success stories and additional practices that will help prevent the spread of the virus and further ensure the safety of passengers and the aviation workforce.

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

Thank you for participating!

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## Tell Us About Your Airport

What is the hub size of your airport? (pick one)

Large  Medium  Small  Non-Hub  N/A

In what FAA Region is your airport located? (pick one)

[pick list: Alaskan, Central, Eastern, Great Lakes, New England, Northwest Mountain, Southern, Southwest, Western-Pacific]

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## Communication Practices

1. Have you implemented a process to communicate to passengers COVID-19 related information **prior to their arrival at the airport** via as many communication channels as possible (website, social media, etc.)? For example, do you provide instructions not to come to the airport if they are ill or symptomatic or have had a known exposure to a person diagnosed with COVID-19 in the previous 14 days; what to do and what to expect before, during, and after their travel, including the additional time that might be needed for screening and passenger responsibilities for safe travel (e.g., social distancing, wearing masks, etc.); and information on local conditions, including any restrictions on travel?

Fully  Partially  Not at All  Not Yet But Plan to Implement

2. Have you implemented a process to communicate to airport workers COVID-19 related information **prior to their arrival at the airport**? For example, do you provide instructions not to come to the airport if they are ill or symptomatic or have had a known exposure to a person diagnosed with COVID-19 in the previous 14 days?

Fully  Partially  Not at All  Not Yet But Plan to Implement

## Social Distancing

3. Have you implemented appropriate measures in any shared spaces to help people stay socially distanced (e.g. floor markings, blocking off terminal or gate area seating, etc.)?

Fully  Partially  Not at All  Not Yet But Plan to Implement

4. Have you implemented strategies for social distancing on passenger transports used within the airport (e.g., trains, buses, etc.), if applicable?

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

5. Have you implemented processes for informing passengers when it may not be possible to meet social distancing expectations and emphasizing the need for observing other preventative measures such as strict hand hygiene and use of facemasks or cloth face coverings?

Fully  Partially  Not at All  Not Yet But Plan to Implement

## Masks or Cloth Face Covering

6. Do you require all passengers and employees to wear a mask or cloth face covering over their nose and mouth in shared spaces unless they are under the age of 2, have a medical condition that causes trouble breathing, are unconscious and unable to be awakened, or otherwise unable to remove the mask without assistance?

Fully  Partially  Not at All  Not Yet But Plan to Implement

7. Do you make masks or cloth face coverings available for passengers and aviation workers who may arrive without one or require a replacement?

Fully  Partially  Not at All  Not Yet But Plan to Implement

8. Do you provide 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

9. Do you require all areas with potential for human contact and transmission be disinfected per defined schedules as recommended by the Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA)?

Fully  Partially  Not at All  Not Yet But Plan to Implement

10. Do you make hand sanitizer stations and disinfecting wipes available at kiosks and other common areas that passengers are expected to touch frequently?

Fully  Partially  Not at All  Not Yet But Plan to Implement

## Temperature Screening

11. Do you use temperature screening, which follows protocols of relevant health authorities and does not create additional exposure risks by creating flow delays and crowding, as part of your approach to identifying potentially sick passengers? **[IF ANSWER FULLY OR PARTIALLY, GO TO #12. IF NOT, GO TO #13.]**

Fully  Partially  Not at All  Not Yet But Plan to Implement

12. 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?

Fully  Partially  Not at All  Not Yet But Plan to Implement

## Covid-19 Testing

13. Have you discussed offering COVID-19 testing at your airport with health department partners?

Yes  No  Not Yet but Plan To

14. Have you discussed what to do with test results with health department partners?

Yes  No  Not Yet but Plan To

15. Do you offer COVID-19 testing at your airport for airport workers?

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

16. Do you offer COVID-19 testing at airport to airline crew?

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

17. Do you offer COVID-19 testing at your airport to passengers? **[IF ANSWER FULLY OR PARTIALLY, GO TO #18. IF NOT, GO TO #22.]**

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

18. Do you inform passengers who test positive that (check all that apply)?

- They should discontinue any travel and immediately isolate themselves from others.
- They should immediately contact State or health department partners where the test site is located.

19. For passengers who test positive, do you inform the following organizations (check all that apply)? **[IF STATE/HEALTH DEPT. CHECKED, GO TO #20. IF NOT, GO TO #22.]**

- State or health department partners that have jurisdiction for the airport.
- The quarantine station with jurisdiction for the airport.
- The airline if the traveler has a departing flight and does not postpone travel.
- The health department at the traveler's destination if the traveler has a departing flight and does not postpone travel.

20. How do you contact State or health department partners (check one)? **[IF ANSWER IMMEDIATELY, GO TO #21. IF NOT, GO TO #22.]**

- Immediately (e.g., in time to impact travel if needed)
- Not immediately (e.g., not in time to impact travel)

21. Which channels to you use to report to State or health department partners (check all that apply)?

- By established electronic system
- By phone

## Separation of Aviation Workers and Passengers

22. Do you minimize contact between airport workers and passengers to the maximum extent practicable, consistent with job requirements of employees?

Fully  Partially  Not at All  Not Yet But Plan to Implement

23. Do you expedite airport workers through shared screening areas as applicable to their job requirements?

Fully  Partially  Not at All  Not Yet But Plan to Implement

24. Do you provide separate on-airport transport options for airline and airport workers?

Fully  Partially  Not at All  Not Yet But Plan to Implement

### Minimize Document Handling and Physical Contact between Airport Workers and Passengers

25. Have you implemented barriers to maintain social distancing when passengers must consult with aviation workers?

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

26. Do you require workers to wear face coverings and gloves when touching or transferring items, such as passenger documents, money, and/or credit cards?

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

27. Do you discourage sharing of pens or other writing implements?

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

28. Do you provide employees with easy access to a sufficient supply of new gloves and hand sanitizer and promote use of hand sanitizer when gloves are removed?

Fully  Partially  Not at All  Not Yet But Plan to Implement

### Daily/Routine Reporting

29. Do you ask designated airport personnel to complete and submit a daily report of activities, issues, and potential hazards at the airport (e.g., personal protective equipment (PPE) breaches, shortages of cleaning materials, incidents involving passengers and aviation workers, and concession/contractor non-compliance with policies and requirements)? **[IF ANSWER FULLY OR PARTIALLY, GO TO #30. IF NOT, GO TO #32.]**

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

30. Do you share these reports with airport stakeholders, including airlines?

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

31. Do you list best practices and recommended actions for airport leadership to consider in these reports?

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

## Airport Ground Transport

32. Do you use applicable general risk measures to reduce public health risks during ground transport activities?

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

33. Do you encourage social distancing while in line for and while on airport ground transport by spacing passengers (e.g., floor marking, blocking seats), increasing the number of transport vehicles in use to reduce the passenger volume for each vehicle, and/or regulating passenger loads (e.g., limiting the number of passengers per car of train)?

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

## Airport Common Areas, Terminals, and Retail

34. Do you clean kiosks frequently?

Fully  Partially  Not at All  Not Yet But Plan to Implement

## Checked Baggage Drop

35. Do you ensure baggage handlers wear gloves when handling passenger baggage?

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

36. Do you train baggage handlers on the proper use of gloves and hand hygiene to prevent virus contamination?

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

37. Do you provide baggage handlers with an adequate supply of hand washing materials, disinfectant wipes, and gloves to change as needed?

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

## Airport Security Checkpoints

38. Are you working with the Transportation Security Administration (TSA) to promote increased TSA allowances for liquid hygiene items (up to 12 fl. oz from 3.4 fl. oz.) and new screening practices in passenger education materials and signage?

Fully  Partially  Not at All  Not Yet But Plan to Implement

39. Are you assisting TSA with passenger metering through checkpoints by directing traffic and assisting with social distancing enforcement?

Fully  Partially  Not at All  Not Yet But Plan to Implement

40. Are you working with TSA on the adoption of new technologies, like Credential Authentication Technology units, to increase the efficiency of screening and minimize interactions between screeners and passengers?

Fully  Partially  Not at All  Not Yet But Plan to Implement

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

41. Do you currently have an open Federal Inspection Station (FIS) at your airport? **[IF YES, GO TO #42. IF NO, GO TO #45.]**

Yes  No

42. Are you working with local CBP to support and promote social distancing for passengers entering, within, and exiting the Federal Inspection Station (FIS)?

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

43. Are you working with local CBP to support installation of Plexiglas barriers between CBP officials and passengers at primary, secondary, egress, and global entry locations at the FIS?

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

44. Are engineering controls for air filtration systems, recurring scheduled filter changes, and scheduled cleaning of FIS touchable surfaces in place?

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

## Baggage Claim

45. Do you prohibit access of persons waiting for arriving passengers from the baggage claim area unless special accommodations are necessary for passengers that require assistance in retrieving their baggage?

Fully  Partially  Not at All  Not Yet But Plan to Implement

46. Have you updated baggage claim signage and announcements to remind passengers of local public health requirements?

Fully  Partially  Not at All  Not Yet But Plan to Implement

## Tell Us More

Your responses to the following questions will help us better assess the impact of the *Runway to Recovery* recommendations.

**Note:** All responses are voluntary. To ensure the anonymity of your survey data, please do not include any details in your responses that will identify your particular facility. However, if you are willing to share with other airports and the public the story of how your airport has been able to successfully implement mitigation measures, please contact us at [9-ARP-R2R-Airports@faa.gov](mailto:9-ARP-R2R-Airports@faa.gov).

47. Do you have an example of how a *Runway to Recovery* recommendation has had a positive impact on your airport's response to the health emergency? Or any barriers you've run into when trying to implement any recommended practices (e.g., lack of tools, lack of training, expense, testing issues, etc.)?

[Text input]

48. As we learn more about the virus and as new technologies emerge to mitigate its impact on air travel, there will be opportunities for revising or expanding the recommendations in the *Runway to Recovery* document. Tell us about any best practices or innovative measures you've implemented or plan to implement that might benefit other airports.

[Text input]

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### [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.

Are you willing to share with others a success story about the way your airport has implemented a *Runway to Recovery* mitigation measure? If so, please contact us at [9-ARP-R2R-Airports@faa.gov](mailto:9-ARP-R2R-Airports@faa.gov).

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