



DAYTON INTERNATIONAL AIRPORT

A COMPREHENSIVE GUIDE:
COVID-19 PANDEMIC
PREPAREDNESS & RESPONSE

→ **MISSION**

It is our mission to contribute to the prosperity of Southwest Ohio by connecting it to the rest of the world through our aviation system.

→ **OUR VISION**

Our airport facilities are the gateway of choice for travelers, airlines, and entrepreneurs in Southwest Ohio.



→ DAY RESPONSE TEAM

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→ GENERAL NOTES

A note from DAY

The information contained in this comprehensive guide represents current practices and protocols of the Dayton International Airport (DAY), specifically focused on the operations, facility management, and communications during the unprecedented COVID-19 pandemic.

DAY's top priorities are the health and safety of our employees, tenants, and passengers.

This guide is considered a working plan that may evolve.

DISCLAIMER – LEGAL STATEMENT

Please be advised that some or all of the information contained in this document may not apply to other airports, businesses, or places of work. We strongly recommend that before implementing any of the ideas contained herein you carefully evaluate and consult with legal counsel regarding the legality, applicability, and potential efficacy of this information in your place of business. Please also note that this is a “living” document that may be updated at any time given the fluidity of this situation. Dayton International Airport bears no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practices or procedures contained in this document.

→ A LETTER FROM THE DIRECTOR

The COVID-19 pandemic has changed how the public views air travel and the travel industry as a whole. In order to restore customer confidence in the safety of air travel, the airline and airport industries need to reevaluate our approach to serving our customers. As the level of passenger traffic begins to increase over the coming months, our primary focus must be on ensuring the health, safety, and security of our customers, employees, and airport partners as well as our local community.

We passionately believe that DAY's services need to be provided in a safe, clean environment, which is why we have developed a comprehensive plan to ensure best practices are being implemented in line with rapidly evolving industry standards to reduce the spread of germs and viruses in the airport environment. To ensure that DAY maintains the cleanest environment possible, we have increased the frequency of cleaning bathrooms, security checkpoints, and other high-traffic areas and have installed additional hand sanitizing units in areas with high touch surfaces.

All DAY staff is required to wear masks or facial coverings for the protection of their fellow employees and the public. The City of Dayton as well as the State of Ohio requires that everyone wear a face mask in public spaces to stop the spread of COVID-19. To ensure the public is aware of health and safety guidelines and requirements, we have enhanced our public messaging in signage throughout the airport and through social media.

It is important to stress the critical importance of personal responsibility when traveling. We all need to do our part to maintain the safety of air travel. Things that everyone can do include staying home if you are sick, wearing facial coverings in public areas, washing your hands frequently, and maintaining social distancing whenever possible. We are also asking customers to discourage family members and others from coming into the terminal building except for unaccompanied minors or others who require assistance.

Based on the rapidly changing conditions, this plan must be considered a "living" document. Our team closely monitors the Ohio Department of Health, CDC, and other public health guidelines to ensure that DAY continues to follow the most current guidance, and we continue to evaluate and adjust our plans and procedures as necessary for the protection of our customers, employees and airport partners.

While the COVID-19 pandemic is likely to have lasting effects on the air travel industry, our customers can rest assured that the reasons to love DAY will not change. DAY will continue to provide the easy, convenient, first-class experience that our customers have come to expect while we all work through these challenging times together.

Sincerely,

Gil Turner
City of Dayton/Director of Aviation

➔ **WHAT YOU CAN EXPECT AT DAY**

OUR KEY CHANGES

- **Transmission Barriers:** Acrylic plexiglass transmission barriers are being installed in key, high-traffic areas, including ticket counters, boarding gates, and concessions counters.
- **Masks or Facial Coverings:** All employees are required to wear masks or facial coverings. Guests and passengers are required to wear masks or facial coverings at all times while at DAY.
 - Face coverings shall not be required for children under 2 years of age and persons with medical conditions that are not compatible with masks. Face coverings shall not be required while seated and dining in restaurants and other foodservice venues.
- **Social Distancing Markers:** Floor clings and other signage gives guidance on 6 feet distancing at ticket counters, boarding gates, jet bridges, concessions, baggage claims, and other common areas.
- **Cleaning and Sanitization:** Increased intensity and frequency of disinfecting hard surfaces and high-touch areas throughout the airport; increased cleaning efforts in the restrooms and other high traffic public areas; assuring we have the appropriate cleaning agents to kill germs; additional hand sanitizing stations will be installed throughout the airport for staff and travelers; Escalator Handrail Sanitizing System installed on all airport escalators.
- **Parking:** The Long Term Lot is open with a reduced rate of \$9.95/day for a limited time; The Economy Lot, Short Term Lot and Short Term Park & Walk are open with credit card payment only; The Garage is open; Valet is temporarily closed; Overflow is temporarily closed; the DAYrider Courtesy Shuttle is temporarily unavailable due to COVID-19.
- **Reduced hours of operation for shops and restaurants** until passenger traffic increases.

➔ **WHAT YOU CAN EXPECT AT DAY**

WHAT YOU CAN DO

- Don't fly when you're sick
- Check with your airline for any requirements or procedural changes
- Wear a mask or facial covering upon arrival at DAY
- Keep 6 feet between you and others when possible
- Use a carry-on bag only when possible to minimize contact
- Use E-Boarding passes to minimize contact
- Wash hands often, including before and after the security checkpoint
- Use the cell phone lot while waiting for arriving guests

→ 5 KEY COMPONENTS



**SAFE AND CLEAN FACILITIES FOR
EMPLOYEES, TENANTS, AND PASSENGERS**



**ENHANCED SPACE AND
SOCIAL DISTANCING**



**CONTINUITY OF OPERATIONS
AND FISCAL RESPONSIBILITY**



**FUTURE PLANNING AND
INFRASTRUCTURE NEEDS**



COMMUNICATIONS PLAN

SAFE AND CLEAN FACILITIES FOR EMPLOYEES, TENANTS, AND PASSENGERS



PREVENTION OF SPREAD

- Perform daily health screenings of all Department of Airport employees
- Require all airport employees to wear masks or facial coverings in all public areas of the DAY Terminal
- Airport partners, including airline staff, governmental partners, and concessions staff are required to wear masks or facial coverings within public areas of the DAY Terminal
- Guests and passengers are required to wear masks or facial coverings at all times while at DAY
 - Face coverings shall not be required for children under 2 years of age and persons with medical conditions that are not compatible with a mask
 - Face Coverings shall not be required while seated and dining in restaurants and other foodservice venues
 - Face masks need to cover both the mouth and the nose securely

ENHANCED FACILITY CLEANING

- Increased janitorial staff to focus on disinfection of high-touch surfaces
- Increased frequency of terminal cleaning
- Increased frequency of restroom cleaning
- Increased frequency of jet bridge cleaning

SAFE AND CLEAN FACILITIES FOR EMPLOYEES, TENANTS, AND PASSENGERS



DAY COVID-19 TERMINAL ACTION PLAN

In response to the COVID-19 pandemic, Dayton International Airport will be implementing best practices for public safety. This plan will remain in effect until further notice.

Airport cleaning and sanitation protocols – continuing steps in response to the ongoing spread of COVID-19, including more frequent cleaning and sanitizing of public spaces.

Total sanitizing of all surfaces, increased frequency of disinfecting hard surfaces, and high touch areas.

- More frequent and intense cleaning of restrooms and public areas
- Use of ‘foggers’ for area sanitizing
- Ensuring restrooms are fully stocked with soap and hand towels
- Hand sanitizing stations throughout the airport
- Deep sanitizing of all public areas monthly with appropriate disinfectant
- Use of new handrail sanitizers on escalators

Passenger Hand Sanitizer Stations

- Provided for your use, hand sanitizer station locations at DAY include
 - Checkpoint, pre, and post
 - At the Concourse A & B ‘elbows’ of the hallways to the terminals
 - At the Administration elevator on the ground floor
 - Ticketing and Baggage Claim
 - The rental car building, outside the entrance to the rental counters
 - Several other locations in the terminal

SAFE AND CLEAN FACILITIES FOR EMPLOYEES, TENANTS, AND PASSENGERS



SOCIAL DISTANCING

TSA Checkpoint

- Lanes have floor decals every 6 feet
- Plexiglass dividers

Ticket Counters

- Airport employees wearing face masks in public areas
- Expect tenants and the public to wear face masks and maintain 6 ft distance when able

Gate Hold Areas

- Some seating closed to provide ample space between seats and rows
- Promote social distancing with public messaging and signage including 'mind your wingspan' decals on the floors

Concessions

- Follow the Department of Health (DOH) and the Center for Disease Control and Prevention (CDC) recommendations

CITY OF DAYTON COVID-19 HEALTH SCREENING PROCESS

As personnel report to work, supervisors will screen employees for symptoms of illness.

- **Screen all employees for current illness before (preferred) or immediately upon arrival to their scheduled work location (included home, if teleworking)**
 - Does the person have a fever, new cough or a change in a chronic cough, difficulty breathing/shortness of breath, fatigue, muscle or body aches, chills, repeated shaking with chills, muscle pain, headache, congestion or runny nose, nausea, vomiting, diarrhea, sore throat and/or loss of taste or smell?
 - Has the employee had a positive COVID-19 test in the last ten days?
 - Has the employee had **close contact** in the last 14 days with a person who tested positive for COVID-19?

If the answer is “yes” to any of the above questions, deny entry into the facility, office, or work area; or ask them to leave the work location immediately (or stop working from home). Recommend that the employee call their supervisor (if someone other than their immediate supervisor conducts the screening) to inform them that they are going home with an illness, and then contact their family physician as needed.

- Has the employee entered Ohio after travel to states reporting positive testing rates of 15% or higher for COVID-19?

Screening Points

- Based on the nature of your operation, you can determine what methodology is best to collect the responses of your employees. Remember, to include employees who telework and those who come report to work at different times of the day.
- If you are performing the daily health screening process in person, please ensure that you are equipped with supplies for cough etiquette and hygiene, including 60%-95% alcohol-based hand sanitizer (ABHS), tissues, and no-touch receptacles for disposal.



CITY OF DAYTON COVID-19 HEALTH SCREENING PROCESS



Screening Points (*Continued*)

- Employees who have signs and symptoms of illness must not report to work. They should be told to contact their personal physician as needed. Employees who develop signs and symptoms consistent with those included in the screening process while on-the-job should immediately stop work, put on a facemask, inform their supervisor, and go home to self-isolate.



Return to Work

For cases of confirmed or suspected COVID-19, employees may return to work after meeting all of the following:

1. At least ten days have passed since *symptoms first appeared or since the date of a positive test (not since the date of the test result)*; **AND**,
2. At least 24 hours have passed *since recovery*, defined as resolution of fever without the use of fever-reducing medications **an improvement** in symptoms (e.g., cough, shortness of breath).
3. Submission of a completed City of Dayton Medical Certification.

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A COMPREHENSIVE GUIDE: COVID-19 PANDEMIC PREPAREDNESS & RESPONSE



City of Dayton Employee COVID-19 Exposure Flowchart

Employee's Responsibilities

Wear facial coverings when around others, maintain social distancing, and wash hands frequently

Continue to adhere to CDC guidance and recommendations:

<https://www.cdc.gov/coronavirus/2019-ncov/>

Employees should report out of state travel to their supervisor

STAY HOME IF YOU ARE SICK!

10-day isolation & 24-hours fever-free

COVID-19 Symptoms

Fever (>100.4) or chills
New Cough/Shortness of Breath
Fatigue/Muscle or Body Aches
Headache/Sore Throat
Loss of Taste or Smell
Congestion or Runny Nose
Nausea/Vomiting/Diarrhea
(Loose stools three or more times in one day)

Close contact is spending more than fifteen minutes within six feet of another person

What should I do if I've been in close contact with?

A person who tested positive for COVID-19

A person who might have been exposed to COVID-19

A person who is ill but hasn't tested positive for COVID-19

Quarantine for 14 Days

Self-Monitor AND Practice Social Distancing. May remain at work

How do I...

Quarantine

- Stay home for 14 days
- Avoid contact with other people
- Don't share household items

Self-Monitor

- Be alert for onset of symptoms
- Take your temperature twice daily
- Call your medical care provider if you develop COVID-19 symptoms

Any questions should be directed to DFD Health and Safety Officer:

Lieutenant John Hurst:
937-333-4530

Email : COVIDexposure@daytonohio.gov regarding any employee who has tested positive

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ENHANCED SPACE & SOCIAL DISTANCING



TICKET COUNTERS

- Floor decals with social distancing messages
- Increased queuing spacing
- Installation of acrylic plexiglass transmission barriers

PASSENGER CIRCULATION/COMMON AREAS

- Floor decals, signage and overhead messaging to promote social distancing
- Increased queuing spacing at security checkpoints to provide for increased opportunity for social distancing
- Installation of acrylic plexiglass transmission barriers where necessary

TSA SECURITY CHECKPOINT

- Reconfigurations of queuing lanes at both checkpoints
- Provide for 6 feet separation in all lanes
- Expansion of re-composure area

ENHANCED SPACE & SOCIAL DISTANCING



GATE HOLD ROOMS

- Installation of acrylic plexiglass transmission barriers at each airline's gate podium
- Promote social distancing within seating areas with public messaging and signage

BAGGAGE CLAIM

- Promote the use of multiple baggage claim units when possible per flight
- Encourage passengers to bring carry-on luggage only
- Use of floor decals promoting social distancing
- Use of LCD screens and signage throughout the airport and use of masks or facial coverings
- Encourage passengers to be picked up curbside, rather than greeted indoors
- Discourage congregation of passengers at curbside and exit doors

TERMINAL MEETER-GREETER AREAS

- Promote "Ticketed Passengers Only" in the DAY Terminal, except for individuals assisting unaccompanied minors, passengers with disabilities, or others who need assistance.
- Signage promoting social distancing and the use of masks or facial coverings.

CONTINUITY OF OPERATIONS AND FISCAL RESPONSIBILITY



IMPLEMENTATION OF BUSINESS CONTINUITY PLAN

- Identification of key personnel
- Safe spacing of workstations
- Development of key teams in Administration, Planning, Operations, Security, Maintenance, and IT to ensure continued operations
- Provide modified schedules for personnel where appropriate
- Discourage employees from working when sick
- Ensure proper amounts of PPE remain in stock and available for employee use
- Limited in-person contact where appropriate
- Increased use of technology to promote social distancing in the workplace
- Adhering to Federal, State, County, and City Executive Emergency Orders, Guidelines and Recommendations for best practices

CONTINUITY OF OPERATIONS AND FISCAL RESPONSIBILITY



BUDGET REVIEW AND REALIGNMENT

- Adjustment of current and future implementation and use of CARES Act funding for the reimbursement of on-going Operations & Maintenance (O&M) and capital budgets
- Reprogramming of FY 2021 capital budgets to maximize the use of external funding
- Re-assignment of FY 2021 budget requests
- Ongoing evaluation of impacts related to loss of revenue
- Implementation and use of CARES Act funding for the reimbursement of on-going O&M costs associated with the country's airport system
- Continued tracking of and support for future legislation authorizing additional funding opportunities for airports

LEASE/TENANT ASSISTANCE PROGRAMS

- Evaluation of deferment of fees on a short-term basis where appropriate
- Ensuring airline rates and charges remain fair and reasonable
- Providing flexibility in hours of operations and service limitations where appropriate

FUTURE PLANNING AND INFRASTRUCTURE NEEDS



PLANNING AND INFRASTRUCTURE

- Identify key projects with external funding and/or ability to strategically benefit from reduced passenger activity levels
- Identify and prepare projects for any additional available stimulus or discretionary funding
- Evaluate future projects for potential health, safety, and security-related additions that should be included in facility planning
- Work with local health officials to identify facility vulnerabilities
- Prepare for additional future impacts



COMMUNICATIONS PLAN



TOOLS

- Use of social media for sharing updates, links, and information
- Maintain Flydayton.com website for updates, links, and information
- Use in-terminal messaging as a reminder of recommended guidelines for safe travel
- Use of signage inventory throughout the DAY Terminal
- Press releases and print ads are published periodically to send updates to the community



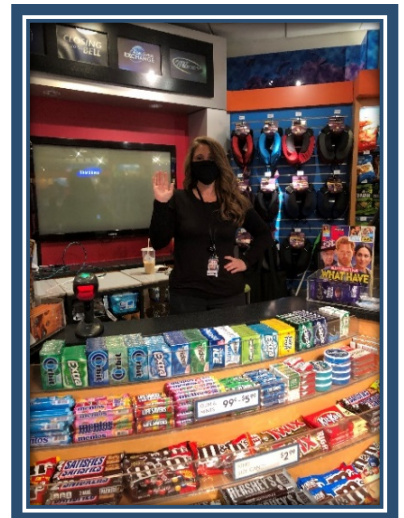
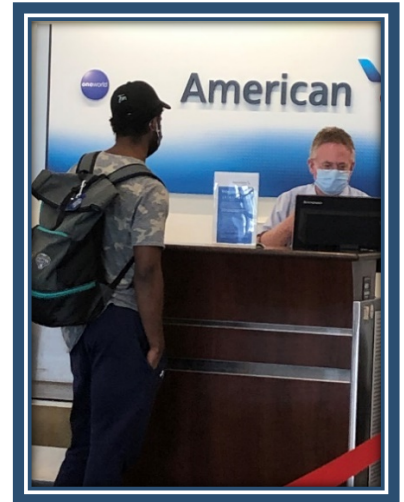
➤ PARTNERS

CONCESSIONS: SHOPPING AND RESTAURANTS

- Employees are required to wear masks or facial coverings
- Social distancing at counters, tables, and in public areas
- Increased cleaning of high touch areas
- Acrylic plexiglass transmission barriers at cashier counters
- Limiting contact points, including contactless payment
- Compliance with state and local health requirements and guidelines
- PPE items for sale at retail shops
- Following capacity limits based on state and local guidelines
- Limited hours of operations
- Temporary closures of underutilized venues

AIRLINES

- Each airline is addressing safety independently and are updating their websites with information



➔ **PARTNERS**

GROUND TRANSPORTATION

STANDARD PARKING

- The Long Term Lot is open with a reduced rate of \$9.95/day for a limited time; The Economy Lot, Short Term Lot and Short Term Park & Walk are open with credit card payment only; The Garage is open; Valet is temporarily closed; Overflow is temporarily closed; the DAYrider Courtesy Shuttle is temporarily unavailable due to COVID-19

RENTAL CARS

- Complete sanitation of rental vehicles, with an increased focus on high-touch areas
- Low and no-touch experiences, including advanced check-in, curbside pickup, and delivery options
- Each company is addressing safety independently. Refer to individual websites for additional information

TAXIS

- Daily sanitation of vehicles with an increased focus on high-touch areas
- Drivers are encouraged to wear a mask or facial covering while transporting passengers
- Fogging of vehicles is available daily if necessary



➤ **DEAR PASSENGERS**



Your safety while traveling through DAY remains our top priority. We believe that the actions outlined in this document will help to provide our passengers, employees, and tenants a safe and clean airport experience. We are all in this together, and we will get through this as a community.

From the entire DAY Team, thank you for your continued support.