



## **OPERATION VPS READY**

January 2021

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### **OVERVIEW**

As Florida prepares to recover from the COVID-19 pandemic and any future infectious diseases, VPS Ready encapsulates all the necessary steps that Destin-Fort Walton Beach Airport is taking to be a leader of safety, readiness, and economic recovery.

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### **OPERATIONAL MISSION**

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

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### **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

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#### **SAFE AND CLEAN FACILITIES FOR OUR TEAM AND TRAVELERS**

- Enhanced Facility Cleaning
  - Increased Cleaning Frequency with Dedicated Cleaning Crews
    - More staffing to increase sanitizing of high touch points
    - Revised work schedules to reallocate and optimize deployment
  - Additional Equipment and Cutting-Edge Cleaning Products
    - Disinfectant in use throughout all terminal areas - continuous
    - Wide area disinfectant deployment
    - Restroom sanitization and cleaning frequency has increased 2 to 3 times each hour and sometimes more based on flights or usage
    - Hand sanitizer units installed throughout the terminal
    - Installation of touchless bottle fillers
    - HVAC filtration upgrades

- Social Distancing:
  - TSA Security Checkpoint Queues
    - 6 ft. lanes in place at all Airside checkpoints (Social distancing signs have been placed at each checkpoint entrance and floor stickers will be installed)
    - Utilize plexiglass dividers strategically placed in passenger queues and floor mounted markings for social distancing
    - Expand re-composure area at TSA checkpoints
  - Ticket Counters
    - Install plexiglass sneeze shields to provide distancing between passengers using self-service machines and ticket counter installations
    - Stagger self-service machines available for customer use
  - Passenger Shuttle / Golf Carts:
    - Encourage customers to practice social distancing
    - Face covering to be worn by drivers
    - Hand sanitizer in bus
    - Temporarily stop all golf cart use
  - Mandate Face Coverings at the Airport
    - All patrons, customers, passengers, airport employees, vendors, contractors and service providers are required to wear face coverings inside all facilities all times
    - Passengers are required to wear face masks/ coverings in the airport facilities and on board all flights
    - For a face mask to be effective, it must have two or more layers of breathable fabric, completely cover your nose and mouth and fit snugly against the sides of your face with no gaps
  - Gate Hold Areas
    - Encourage and when possible, airlines to assign aircraft to every other gate leaving a gate hold area open in between flights
    - Block seating in gate areas to provide ample space between seats and between rows
    - Promote social distancing with public messaging, signage and placards
  - Baggage Claim
    - Spread flights out among baggage claim belts
  - Concessions
    - Operations adjusted to reflect current conditions
    - Reconfigured seating areas to promote social distancing
    - Reduced number of opportunities for sit-down service
    - Phased reopening of concessions in Main Terminal and Airsides
    - Utilize floor mounted adhesives and signage to promote social distancing
  - Meeters-and-Greeters in the Main Terminal
    - Those picking up arriving passengers are encouraged to use the Cell Phone Lot and not enter the terminal

- Administration & Finance
  - Administration will remain closed to visitors. Elevator access will be granted by appointment only. Deliveries will remain no-touch, with the exception of Brinks, using the elevator to transport items up and down.
  - Customer service table was established next to administration elevator on the first floor to accommodate Ground Transportation and Commuter Registrations and Renewals. Written instructions, forms and supplies are provided at the table.
  - Payments can be dropped in black box by elevator.
  - White courtesy phone and elevator call button can be used for customer service during regular business hours
  - Administrative conference rooms are closed to large attendee requests
  - Installation and utilization of video and teleconferencing
- Airport Emergency Plan
  - Implement the Infectious Disease/Pandemic Plan
  - Implement lessons learned and action plans developed to respond

### CLEAR COMMUNICATIONS

- Internal Communications
  - Maintain Regular Updates Within Core Communication Lanes
    - Director                      Overall business and response strategy
    - Operations                    COVID-19 impacts and operational coordination
    - Finance                        Purchasing revisions, adherence to policy & guidance
    - Development                CIP, Engineering and Planning
  - Optimize Use of all Communication Platforms
    - Team Briefings/written updates
    - Zooms, MS Teams and WebEx
- External Communications
  - Core Messages
    - CDC / FL Department of Health: Health-related content
    - US Travel Assn: Inspirational, resilient, community-oriented
  - Maintain Engagement with Key Audiences
    - Continuous situational and change updates via Zoom
    - Social Media – public and travelers
    - Media – Local, national, industry
    - Signage – Electronic and written locations throughout airport
    - PA System Announcement – Airport wide
  - Coordinate Messaging with Partner Agencies / Remain in Your Lane
    - Department of Health
    - State / City / County
    - Tenants

- FAA & Homeland Security
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### **ORGANIZATIONAL RESILIENCE**

- Established and Implemented Business Continuity Plan
    - Examples of Key Elements:
      - Enable and require remote working wherever possible
      - Implemented temporary guidance regarding use of leave for COVID-related illnesses
      - Implement clear guidance with symptomatic employees
    - Global Biorisk Advisory Council Star Accreditation – Imminent
    - Multi-Chamber Certified COVID Complaint Business Partner
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### **STRENGTHENING THE BUSINESS**

- Budget Review and Realignment
    - Adjust O&M and Capital Budgets
      - Line-by-line review
      - Significant cuts to match demand and phase returns as proven
  - Tenant Assistance Programs
    - 30 Day Relief Program – Case by case basis
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### **ENGINE FOR ECONOMIC RECOVERY**

- Key projects with external funding and/or ability to strategically benefit from reduced passenger activity levels or enhance facility safety
  - Millions in continuing or accelerated projects
  - Moving forward with other strategic projects that provide enhanced space or modifications that further protect employees and passengers by allowing space to socially distance
  - Delivers instant economic impact / multiplier effect
    - Maintains employment
    - Improves the capacity of gateway to the Emerald Coast
- BOCC approved “Okaloosa CARES”
  - VPS provided 50% off Parking through peak travel season