

# CLT Works to Instill Confidence in Passengers to Fly Again



Charlotte Douglas International Airport is committed to providing a safe and healthy travel experience that gives passengers confidence to fly again. Over the past six months, CLT has implemented several safety measures to help reduce the spread of COVID-19.

Customers are returning to the Airport. Crowds have more than quintupled since April, the first full month of the pandemic. This Labor Day weekend, CLT is expecting approximately 13,000 local passengers (travelers who begin their trip at CLT) on Friday and Monday. It will be CLT's largest number of local passengers since mid-March. Last Labor Day weekend, the Airport welcomed 32,000 local passengers on Friday and 27,000 on Monday as well as 100,000 connecting passengers.

"Clearly our passenger traffic has diminished, but every week we are seeing steady increases in the number of passengers and flights," said Aviation Director/CEO Brent Cagle. "As we continue to get busier, we encourage our passengers to do their part by planning ahead, arriving early to the Airport, social distancing when possible, wearing a face covering and washing their hands."

## **Wear a Face Covering**

Face coverings are required at Charlotte Douglas per a June 26 mandate by North Carolina Gov. Roy Cooper. Passengers who need a mask can pick one up at the TSA checkpoint podiums and at the Visitor Info Center in Baggage Claim on the lower level. All CLT airlines also require a mask to board a flight. Make sure the face mask covers your nose and mouth and fits snugly under your chin.

## **Social Distance**

All major airports are struggling with social distancing. While CLT has not gained more space, the Airport has gained more space awareness. Unlike other public facilities or buildings, an airport cannot restrict the numbers

of people who come inside.

CLT is asking passengers to help by changing their behaviors. Work together to create distance between yourself and others. Our tips: Look for an out of the way place to stand or sit. Make your own space. Walk around. Use your carry-on luggage as a shield – extend your arm and hold your luggage away from you while waiting in line to create more space. If sitting, put your jacket, luggage or handbag in the seat next to you. To further promote social distancing, 112 protective shields were installed in Checkpoints A, B, C and D queue lines. The 4' x 4' square panels have aluminum frames with 1/8" thick clear plastic inserts. The panels also will be installed at Checkpoint E once construction is completed this fall on the automated screening lanes.

Many customer service counters - from retail stores to ticket counters and parking toll booths - are equipped with protective shields for added passenger and employee safety.

Click [here](#) for CLT's most frequently asked questions about wearing a mask, social distancing and cleaning.

### **Wash Your Hands or Use Hand Sanitizer**

Restrooms are located in all concourses, the Atrium, Baggage Claim and Ticketing for passengers to wash their hands. When soap and water are not readily available, the Airport has 50 hand sanitizing stations strategically placed throughout the terminal. Passengers can find locations on any terminal map or on [cltairport.com](http://cltairport.com).

### **State-of-the-Art Technology for Air Filtration**

All primary and final air filters in the terminal are designated MERV 13, which traps 98 to 99 percent of airborne particles as small as .3 microns. The pleated filter uses an electrostatically charged filter media to remove very fine particles from the air, even particles that carry viruses.

CLT also uses state-of-the-art technology - like UV light, HEPA filtration, and bipolar ionization to capture and eliminate viruses and bacteria that can be harmful or lead to illness.

### **Housekeeping**

Airport housekeeping occurs 24/7 throughout Charlotte Douglas. Special attention is given to high-touch areas, such as hand rails and countertops.

ABM, CLT's commercial janitorial service, has nearly 300 employees who work full-time throughout the week to keep the CLT terminal clean. The third shift focuses on deep cleaning and uses electrostatic spray to clean the public areas of the terminal. The spray is an electrically charged mist sprayed over an area to help better disinfect hard to reach places.

### **Parking Safety Measures**

Curbside Valet reopened this week with added safety measures, including daily employee health screenings, steering wheel covers for vehicles, regular cleaning of touched surfaces and daily spraying of keys. Drivers may [book online](#) for savings up to 60 percent.

The [Hourly Deck](#) costs \$10 a day and is within walking distance of the terminal, eliminating the need to ride a shuttle bus.

Masks are required inside shuttle buses for CLT's other parking lots that provide transportation to and from the terminal.

### **COVID-19 Communications**

CLT introduced the Keep it Rockin' information campaign in July to encourage the use of face coverings, social distancing, hand washing and other COVID-19 guidelines. The creative concepts are intended to support a message of shared responsibility for a safe and healthy travel experience at CLT during the pandemic. As part of the initiative, messaging on digital screens around CLT as well as nearly 300 graphics (mirror decals, free standing signs and floor decals) reminds everyone of COVID-19 safety tips.

Complementing Keep It Rockin', CLT launched the social media campaign #RockYourMask to remind passengers and employees to wear face coverings.

### **Ongoing Safety Measures**

The Aviation Department's internal Experience Recovery Team continues to implement short- and long-term measures to help keep passengers safe. Airport guidelines and protocols will continue to evolve. CLT and

partners are prepared to adapt operations in the days and weeks ahead. Additional information regarding safety measures in place at CLT is located on our [COVID-19 Travel Update webpage](#).

“The way we travel by air has fundamentally changed,” Cagle said. “What we’re looking at now is how we can meet passenger expectations and provide services that instill confidence in the public to fly again.”

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<https://cltairport.mediaroom.com/CLTWorksToInstillConfidenceInPassengers>