

Aviation Dept. creates internal 'Experience Recovery Team'



The Aviation Department has created an internal Experience Recovery Team to review and recommend additional measures CLT can take to provide a safe and outstanding passenger experience when customers begin flying again. Details will be forthcoming when finalized.

We continue to review and implement measures to ensure the cleanliness and safety of the Airport for employees and customers.

We continue to monitor the Centers for Disease Control and Prevention (CDC) and Mecklenburg County Health Department for guidance and encourage everyone to take steps to help prevent the spread of respiratory illness like the Coronavirus (COVID -19). The CDC recommends wearing a face covering when in public places, washing hands frequently with soap and water for at least 20 seconds, staying home if you are sick and engaging in social distancing.

Since the pandemic began, the Aviation Department has taken many steps to provide a safe traveling experience. This week:

- Hard plastic screens were installed at employee- and public-facing Aviation Department work areas. These include the Hourly Parking exit booths, at the Airport Information Services Counter, in Lost and Found and in the Credentialing Office.
- Security screening checkpoint openings have been consolidated due to decrease demand and to streamline service for Airport workers as well as passengers who must still travel. Checkpoints A, C and E are closed. Checkpoints B and D are open. TSA Pre-P is available at Checkpoints B and D.

Throughout the pandemic, housekeeping and Airport staff vigilantly continue to clean the terminal regularly each day and conduct nightly deep cleanings at the terminal. We have focused on high touch points like seating, hand rails, restrooms, people movers and elevators. Cleaning efforts include the use of electrostatic

spray and cleaning solutions recommended by the CDC and manufacturers to combat the coronavirus.

We have adjusted our parking so customers and Airport employees are closer to the terminal and can walk if they would rather not ride a shuttle bus. For those that ride a shuttle bus, please follow CDC guidelines for social distancing and using hand sanitizer whenever soap and water handwashing is not an option. Buses are being cleaned top to bottom at the end of each shift.

Throughout the terminal, we have placed CDC guideline messaging on digital boards for employees and customers to see and follow. Additional hand sanitizing stations have been added that everyone has access to personal hygiene options. Restrooms remain stocked with soap, paper towels and toilet paper.

While the Aviation Department is experiencing challenges securing personal protective equipment, like others in the country, we are able to make masks available to frontline employees. Some of our partners are asking their employees to wear masks and, where needed, gloves. The CDC encourages passengers to wear face coverings and engage in social distancing by standing or walking 6 feet or more from people nearby whenever they are at the Airport.

A complete list of our [COVID-19 updates and lists of resources](#) for employees and customers are on our website.

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