



# ASSESSING *Recovery*

The Recovery of **Air Travel**

October 1, 2020

**U.S. TRAVEL**  
ASSOCIATION®

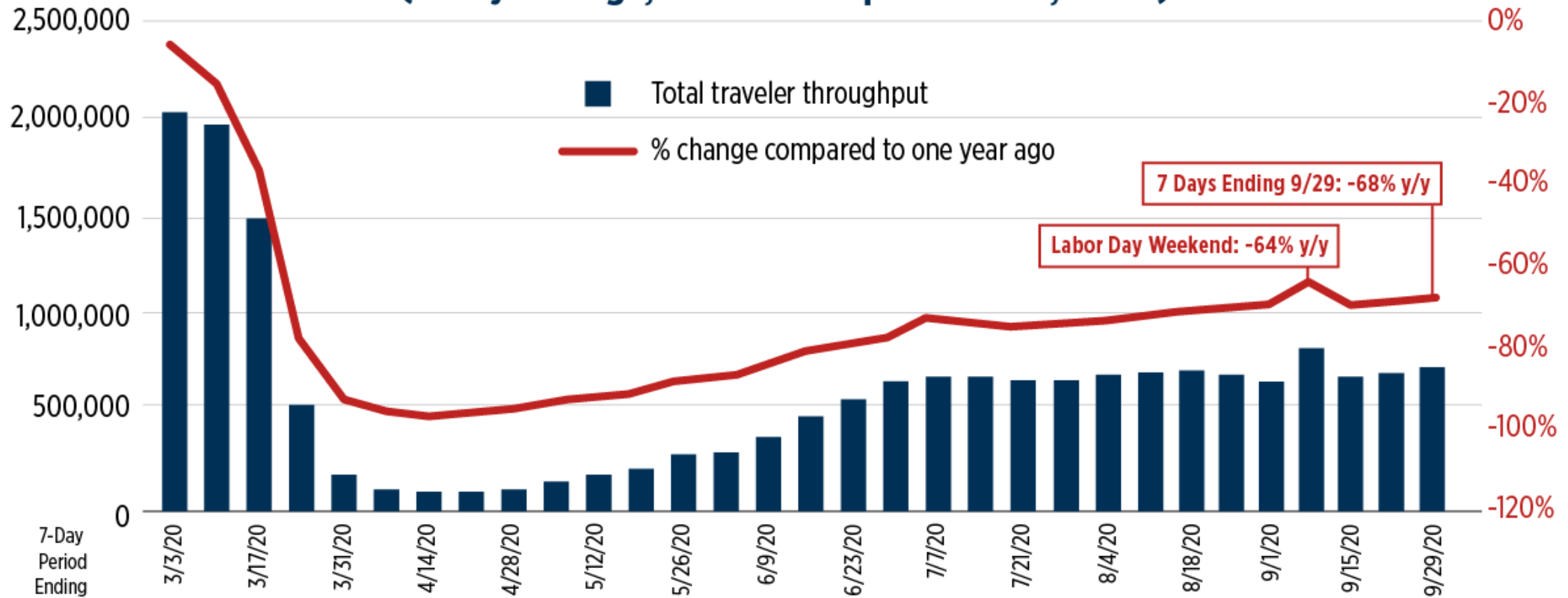


# ANGIE BRIGGS

Vice President, Industry Relations  
U.S. Travel Association



## Number of People Screened at TSA Checkpoints (7-day average, March 3 - September 29, 2020)



SOURCE: TSA



**IVAR SATERO**

**Airport Director**

San Francisco International Airport





# JEFF DAVIDMAN

Vice President, State and Local  
Government Affairs  
Delta Air Lines

 DELTACARESTANDARD<sup>SM</sup>



# Check-In

## *Emphasis on Seamless & Touchless Customer Experience*

- Self-service options designed to minimize unnecessary contact opportunities
- Process includes both self-clean (sanitizer stations and wellness kits) as well as enhanced (and visible) employee clean (baggage bin sanitation and kiosk cleaning)



1. All customers must wear a mask or face covering - extra masks and wellness kits will be available at check-in
2. Kiosks are being wiped down and sanitized frequently throughout the day
3. Hand sanitizer dispensers have been added near high-traffic and high-touch locations throughout the airport
4. Employees will be on hand to help guide you through new safety procedures and answer any questions you have
5. All of our employees wear masks or face coverings

6. Check-in counters are wiped down and sanitized frequently
7. Plexiglass shields have been added at all Delta counters
8. Baggage stations are being wiped down and sanitized throughout the day
9. Floor decals have been added to encourage social distancing

# Security

*Direct Partnership with TSA / CBP to elevate the security experience*

- Social distancing and visible cleaning procedures are evident throughout the entire security experience
- If you are a CLEAR member, the team is encouraging the use of touchless biometrics (iris scan) rather than fingerprint reading as default



1. Bins are being wiped down and sanitized frequently throughout the day
2. Customers and TSA employees are required to wear masks or face coverings at TSA checkpoints
3. To promote a safe distance, alternating lanes are being used when available
4. Hand sanitizer stations have been placed near exits



# Onboard

*Safe, clean, and reliable are the corner stone of Delta's customer promise*

- Great care is taken in preparing the aircraft for customer use, safe boarding and seating procedures, and providing separation between customers as preparations are made for the flight



1. An **extensive checklist is followed** to ensure everything meets our elevated standards. If an aircraft doesn't pass our spot check before you board, our teams can hold the flight and call back the cleaning crew
2. **Electrostatic spraying with high-grade disinfectant is used to sanitize all aircraft before every flight**
3. **Lavatories are cleaned during flight and extensively cleaned and sanitized after every flight**
4. **All overhead bin handles are sanitized before every flight**
5. **All of our aircraft are ventilated with fresh, outside air, or air that is recirculated through high-grade HEPA filters**, which extract more than 99.99% of particles, including viruses
6. **Select seats have been temporarily blocked across all cabins on all aircraft**, and the total number of customers per flight has been reduced
7. **All blankets and bedding are laundered after every flight**
8. **Customers must wear masks or face coverings except during meal service**
9. **All armrests are thoroughly wiped down and sanitized**
10. **All of our employees wear masks or face coverings**
11. **To allow for greater space when deplaning, flight attendants will cue you when to exit**



# **TORI EMERSON BARNES**

**Executive Vice President,  
Public Affairs and Policy  
U.S. Travel Association**