



**COMMISSION
AGENDA MEMORANDUM**

Item No. 9a

BRIEFING ITEM

Date of Meeting May 12, 2020

DATE: May 6, 2020
TO: Stephen P. Metruck, Executive Director
FROM: Lance Lyttle, Managing Director, Aviation Division
Julie Collins, Director, SEA Customer Experience & Brand Strategy
SUBJECT: Briefing on Seattle-Tacoma International Airport COVID-19 Recovery Plan

EXECUTIVE SUMMARY

This briefing will highlight the significant impacts of COVID-19 on passenger volumes at Seattle-Tacoma International Airport and the plans underway to address issues related to resumption of service and restoring customer confidence in air travel. The briefing will outline the elements of the FlyHealthy@SEA effort that includes changes throughout the travel journey to promote physical distancing, safe health practices, and collaborative efforts with airport-wide partners.

BACKGROUND

The impacts of COVID-19 at Seattle-Tacoma International Airport (SEA) have resulted in a 95% reduction in passenger volumes between April 2019 and April 2020. Currently, SEA has about 3,800 people passing through the checkpoints each day, compared to a daily average of 50,000 – 55,000 people in early May 2019. As the Stay Home, Stay Healthy restrictions are eased in Washington State, and similar restrictions are lifted across the country, SEA is preparing for travelers to return to the airport.

This work is multi-faceted and will occur in phases. The uncertain timing of widespread COVID-19 testing and a vaccine, and potential other health developments, will have a large influence on increases in passenger volumes.

SEA is approaching these challenges with a three-pronged approach. First, working closely with the international airline and airport industry around consistent policies, standards and protocols will be essential. Second, airport staff is engaged with the port-wide efforts that Executive Director Steve Metruck and the Port of Seattle Executive Leadership Team are leading such as developing the Port's economic recovery plan and employee policies. And third, we've developed the FlyHealthy@SEA program that is focused on restoring traveler confidence and assessing each step of the customer journey with heightened attention to health and safety.

Meeting Date: May 12, 2020

FLY HEALTHY@SEA

The FlyHealthy@SEA program is responding to evolving customer expectations around health, cleanliness and physical distancing. Initially, this will require changes in the terminal including likely adjustments in the security queues, seating spaces and signage. Further work around cleanliness and addressing longer-term challenges like incorporating touchless technologies will also be priorities. And, we anticipate potential health initiatives, new public policies and customer-focused communication will be also be essential in restoring confidence.

The FlyHealthy@SEA effort will draw upon leadership from across the airport and POS Corporate Division. Six subcommittees are developing plans and will execute strategies in the following areas:

- Terminal & Landside Customer Experience
- Health Issues
- SEA Partners
- Public Traveler Communications
- Policy Guidance & Advocacy
- Customer Feedback

This briefing will largely center on the work underway in the Terminal & Landside Customer Experience Subcommittee in the near-term and looking ahead. We will also discuss health issues that are being raised at airports across the world and the importance of developing consistent policies and protocols.

ATTACHMENTS TO THIS BRIEFING

- (1) Presentation slides will be available on May 11, 2020.

PREVIOUS COMMISSION ACTIONS OR BRIEFINGS

April 28, 2020 – Port of Seattle Commission briefing on Early Action Recovery Plan

April 28, 2020 – The Port Commission approved Motion 2020-09 (A Motion to authorize short-term changes to the 2020-2024 Capital Improvement Plan in response to the COVID-19 pandemic.)

April 14, 2020 – Port of Seattle briefing on Federal CARES Act Update

April 1, 2020 – The Commission approved Motion 2020-06 (A Motion to provide guidance for Port leadership in prioritizing Port investments to assist local, regional, and statewide economic recovery from the COVID-19 pandemic.)

April 1, 2020 – The Commission approved Motion 2020-07 (A Motion to provide immediate relief and support to Port employees and Port tenants and concessionaires.)