

FlyHealthy@SEA Airport Recovery Program Briefing

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A Multi-Layered Approach: Goals

- **Maintain a safe, healthy airport environment**
- Restore confidence in air travel
- Renew enthusiasm for travel
- Return passenger volumes and economic vitality
- Position for future public health emergencies



State of SEA

- Passenger Volumes:
 - Daily average of 17,000 – 19,000 passengers in security queues
 - Down 75% compared to August 2019
 - Anticipated dip in September
- July average of 750 daily aircraft operations; up from the April low of 400
- Air cargo is only down 1.6% YTD (through July)
- 85% of Airport Dining & Retail businesses are re-open; complying with Governor's safety guidelines



Photo credit: Angela J. Kim, Mommy Diary blog

FlyHealthy@SEA Action Plan

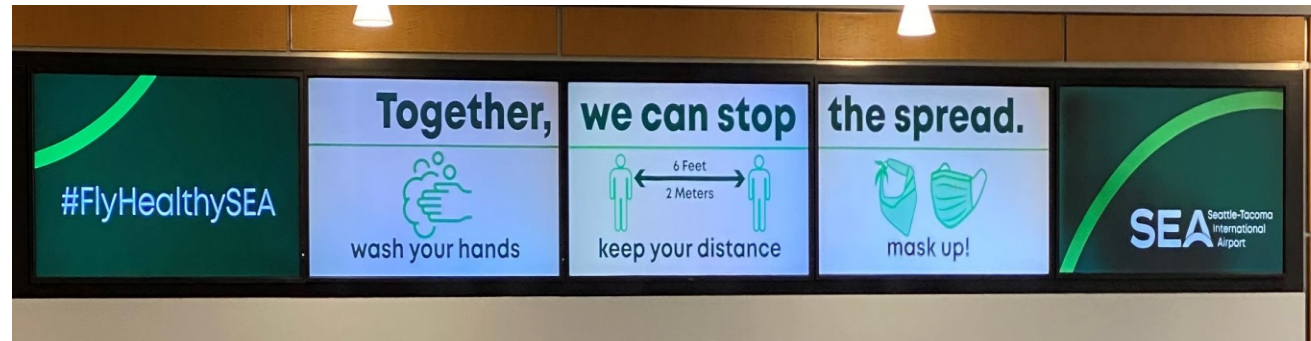
- Five strategies, with clear milestones, that reflect the multi-layered nature of this work:
 - Adapt Facilities
 - Communication: Crisis to Confidence
 - Innovative Products & Procedures
 - Drive Policy Developments
 - Proactive Perseverance
- Captures accomplishments, work underway and proactive look ahead to tackle “what ifs”



FlyHealthySEA Actions

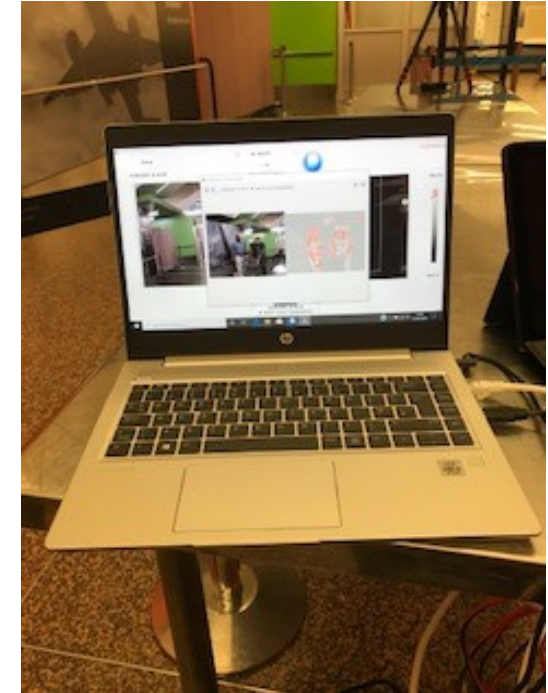
Since July...

- 3,000 seat decals added in the gate waiting areas
- 230 paper towel dispensers converted to touchless
- Digital signage added in security queue areas
- Over 7,000 facial coverings provided with MaskUp at SEA



Health Screening Tests

- May 12th Port Commission Motion
- Equipment tests in FIS for international arrivals; 1400 passengers (June 23 - 27)
- Voluntary “Proof of Concept” temperature checks for 9700 departing passengers at TSA checkpoint (with Alaska Airlines; July 14 -31)



Health Screening Tests

- **Consistent Findings:**

- Hot items (false readings)
- Complications with glasses/hats
- No elevated temperatures (above 100.4)
- Passengers are receptive
- Staffing requirements/costs (FAA policy)

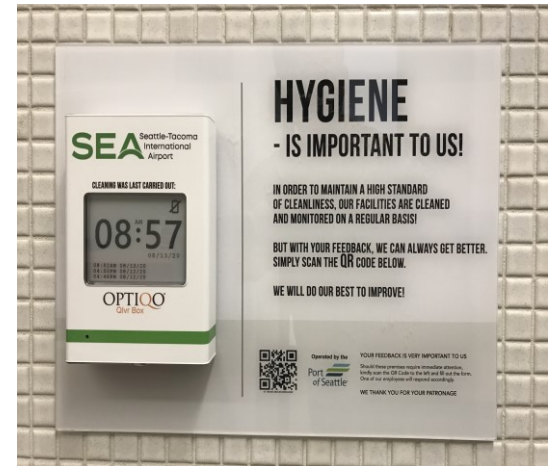
- **Next Steps:**

- No current plan for ongoing airport-led temperature check program
- Airline “proof of concept” testing will build on Port’s outcomes and provide further insights
- Exploring broader screening initiatives with partners; incorporating evolving COVID-19 knowledge



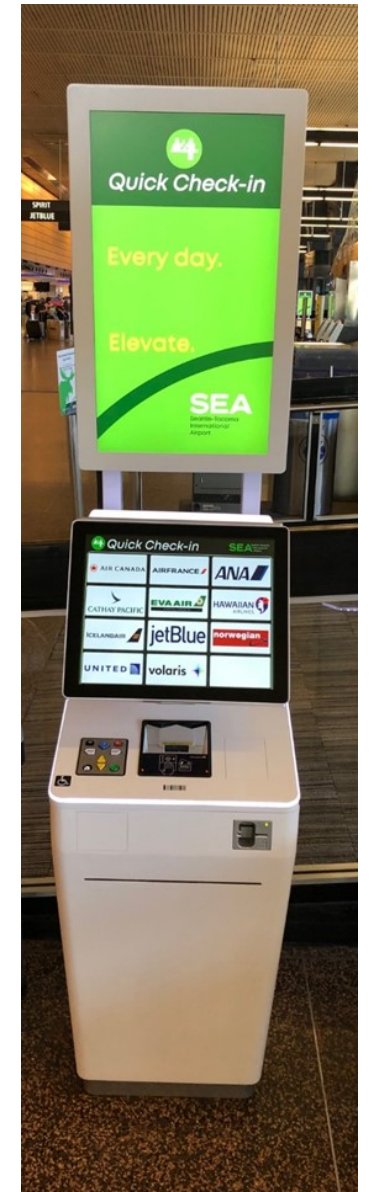
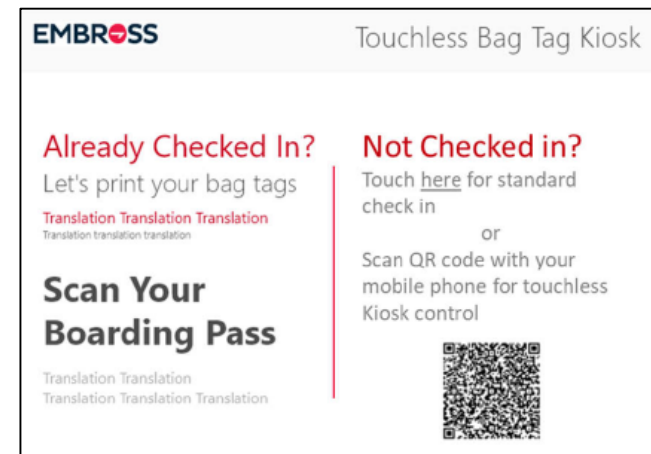
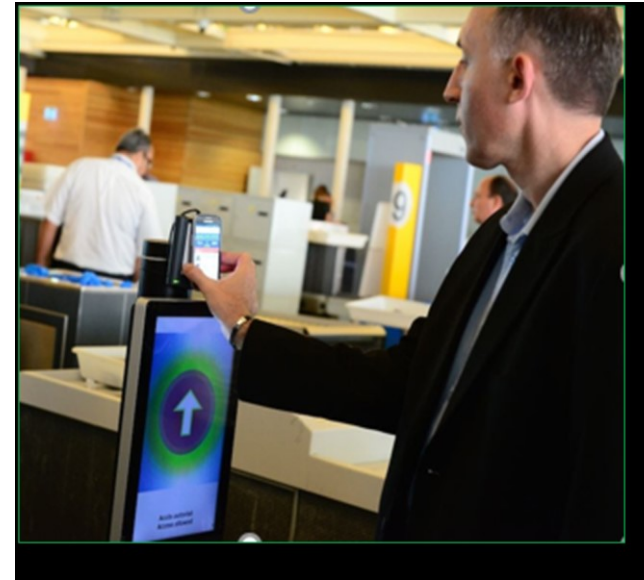
Enhanced Cleaning

- Increased janitorial hours
- Over 250 hand sanitizers
- Testing new products
- Gathering customer feedback



Looking Ahead: Touchless Technology

- Smartphones are the enabling technology for touchless passenger processing at airports
- Upgrading our Common Use Self-Service kiosks with touchless bag tag printing
- Virtual Security Queues – Request For Information



Best Practices: Pursuing Accreditations



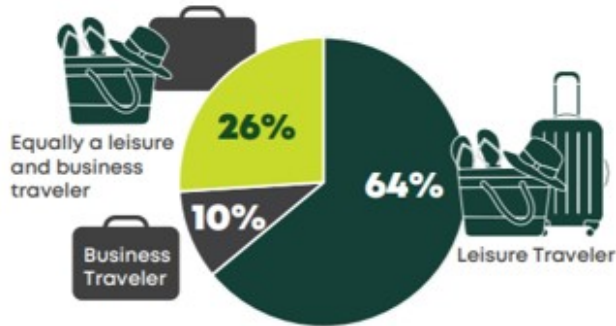
Customer Feedback



FlyHealthy@SEA

We Hear You and We're Here for You

What kind of traveler are you?



Over 75% of you...



...are aware of the actions taken to ensure the health and safety of passengers.

...feel confident about the health and safety measures at SEA.



The majority of you feel safe to get back into the skies now or soon.

And a quarter of you have traveled since April.



Did you know?

Sanitizer stations and wearing masks are the two most important actions in all airport touchpoints?

Good thing we have **over 250 hand sanitizer stations** and are at **93% compliance** in folks wearing masks!

Questions?

