



Stay Safe
RSW Cares About You





A MESSAGE FROM BEN SIEGEL

Acting Executive Director, Lee County Port Authority

Focused on convenience, comfort and customer care, Southwest Florida International Airport (RSW) has been providing the region's commercial air service since 1983. RSW has been recognized for its ease-of-use, cleanliness and inviting atmosphere from nationally known organizations like J.D. Power, TripAdvisor and Google My Business. We have always taken great pride in how we treat our guests and have set exceptionally high standards for your well-being and care.

During this unprecedented crisis, which has impacted every aspect of our daily lives, we want you to know of our firm commitment to keep you and our airport community safe. As our county and state slowly start to reopen and we begin to welcome more visitors to Southwest Florida, many of you will take to the skies again. To support this return to service, we are working closely with our airlines and business partners to get back to a "new normal" for airport operations.

There will be differences in your travel experience at RSW, but these changes were made to help keep you safe and make you feel more comfortable and confident about traveling from our airport.

Everyone at **RSW Cares About You**. Stay Safe, Stay Well.

Ben



WHAT WE ARE DOING

Stay Safe - RSW Cares About You

At the onset of the COVID-19 pandemic, the Lee County Port Authority implemented increased frequency of cleaning and disinfecting in high-traffic, high-touch areas of the terminal and car rental facility including atriums, ticket counters, gate hold areas, baggage claim and restrooms. In addition, LCPA and its contracted service providers are doing the following at RSW:

Public Areas - Janitorial staff is responsible for cleaning all public areas including atriums, ticket counters, baggage claim, the rental car facility and restrooms. Each of these areas are cleaned approximately three to four times per eight-hour shift and includes:

- Disinfecting wipe down of restrooms, including companion and nursing care rooms
- Disinfecting wipe down of ticket counters
- Disinfecting wipe down of all chairs
- Disinfecting wipe down of hand railings, contact windows, doors, escalator railings and elevators

Airline Gate Areas - Janitorial staff is responsible for cleaning the concourses, making four to five rounds per eight-hour shift and includes:

- Disinfecting wipe down of restrooms, including companion care
- Disinfecting wipe down of gate check-in counter in hold rooms
- Disinfecting wipe down of chairs
- Disinfecting wipe down of hand railings and contact windows

Fogging - Janitorial staff will perform disinfectant fogging several evenings a week at the checkpoints, ticket counters and gate hold areas.



WHAT WE ARE DOING

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- Hand sanitizer stations added near entrances to the terminal building, baggage claim, rental car facility, security checkpoints and the TSA re-composure areas
- Social distancing signage, announcements and floor markers at ticket counters, baggage claim, security checkpoints and in aircraft boarding lines
- Installing plexiglas shields at ticket and gate counters, baggage service offices, rental car facility and Visitor Information Booths
- Temporarily closed Concourse C to assist with TSA staffing and consolidate cleaning and disinfecting of the terminal building

Behind the scenes, the Port Authority has assembled a task force of senior leadership to incorporate CDC guidelines for public movement at RSW. This team will continue to implement enhancements and initiatives, as passenger traffic grows or changes are advised.



WHAT OUR AIRLINES ARE DOING

Stay Safe - RSW Cares About You

American Airlines - You Are Why We Fly

Delta Air Lines - Setting the Standard for Safer Travel

Frontier Airlines - Committed to You

JetBlue - Safety From the Ground Up

Southwest Airlines - Southwest Promise

Spirit Airlines - COVID-19 Information Center

Sun Country Airlines - COVID-19 (Coronavirus) Updates

United Airlines - United CleanPlus

Due to U.S. travel restrictions, Air Canada, Eurowings and WestJet are not currently operating flights.



WHAT OUR OTHER PARTNERS ARE DOING

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Enhanced cleaning and disinfecting actions have been taken by our airport business partners at Southwest Florida International Airport to prevent the spread of the virus and protect employees and travelers, as well as make them feel safe during their time at RSW.

The Transportation Security Administration has begun implementing changes to the security screening process in an effort to protect its employees and the traveling public. These measures will help reduce the potential for cross-contamination, limit physical contact and increase distance at the security checkpoint. For more information, please [click here](#).

Food, Beverage & Retail - Shopping and dining options are limited at this time due to the level of passenger traffic and social distancing measures. However, there are options available in the main terminal and Concourses B and D. For full-service restaurants, our concession partner is offering a limited menu and 50 percent seating to adhere to social distancing guidelines. All food, beverage and retail concession employees are wearing masks and taking additional precautions and measures to sanitize their public spaces at RSW. For more information, visit [HMSHost](#) and [Paradies Lagardère](#).

Shuttle Bus Operator

- Four to five times a day, the shuttle buses are sprayed with disinfectant
- All high-touch areas like luggage racks, hand rails and seats are frequently wiped down
- Buses are limited to less than 10 passengers

On-demand taxis are being cleaned with anti-bacterial wipes/disinfectant after each ride.

Smarte Carte is cleaning luggage cart handles with anti-bacterial wipes.

Wheelchair providers are cleaning seats and handles with anti-bacterial wipes.



WHAT YOU CAN DO

Stay Safe - RSW Cares About You

We are encouraging each of you to do your part to help prevent the spread of COVID-19.

- Consider wearing a mask or face covering while in the terminal building and rental car facility.
- Do not travel if you are sick.
- Wash your hands often and for at least 20 seconds.
- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze.
- Practice social distancing when traveling and maintain at least 6 feet of space from your fellow travelers.



FOR MORE INFORMATION

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The health and safety of our passengers, airport business partners and employees is a top priority at Southwest Florida International Airport. LCPA has been working with local and state officials, as well as industry partners during this pandemic and will continue to adjust and implement changes at RSW.

For more information, please visit the [Florida Department of Health](#) or [Centers for Disease Control & Prevention](#).