

Flying during COVID-19

Staff at the Dubuque Regional Airport have been busy adapting to the impact of COVID-19 and are preparing for the return of passengers. At DBQ, the health and safety of our passengers and employees is our top priority.

We understand that some of you are anxious to travel again, and some of you are hesitant. We want to assure you that it is cleaner, healthier, and safer than ever to fly. When you are ready to travel, you will need to know how to prepare. Here is what you need to know.

[AIRLINES](#)

Travel Onboard

It is now mandatory that you wear face coverings onboard the airplane and in the terminal. Face coverings are required to wear at the gate prior to boarding.

Travelers are encouraged to wear a mask or face covering for their protection and for the protection of others during the screening process. A TSA officer may ask the traveler to adjust the mask to visually confirm their identity during the travel document checking process.

Refer to the airline's website for up-to-date information.

Social Distancing

Airlines are reducing the number of seats that can be booked. The airlines are either blocking the middle seats or aisle seats, depending on the aircraft and how full the flight is. Families that want to sit together can. Your seat may need to be reassigned.

Each airline has different policies which will likely be updated as they monitor passenger demand. Please refer to the airline's websites for these policies.

Onboard food or beverage

These will be limited, depending on your flight length. You can bring your own snacks and beverages but remember – purchase your beverages after you clear screening. Snacks will also be screened so you may want to purchase those after screening as well.

Enhanced cleaning

Cleaning and sanitizing kiosks, ticket counters, passenger service counters and baggage service offices

Plexiglass shields

Installing commercial-grade shields at ticket counters, boarding gates, and service desks

Ticket counters

Locating agents at alternating workstations and turning off some kiosks

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Social Distancing

Encouraging physical distancing throughout the check-in, gate, and security areas

Hand sanitizing stations

Adding dispensers before and after security areas in select locations

Expanded cleaning

Cleaning and sanitizing the gate and seating area more frequently

Boarding pass scanning

You can now scan your mobile or printed boarding pass to limit physical interactions

Face coverings

All airline staff will be wearing face coverings. For passengers - a face covering is required while flying on American, except for very young children or anyone with a condition that prevents them from wearing one. Be sure your face covering is on before you board the plane. For your well-being and those seated near you, a face covering is required during flight, but you can remove it to eat or drink.

Electrostatic spraying

Expanded use of an EPA-approved, hospital-grade disinfectant that kills 99.9% of viruses and bacteria and lasts up to 7 days

Air filtration

Similar to hospital standards, HEPA filters on all mainline aircraft and most regional jets refresh the cabin air every two to four minutes

High-touch and public areas

Deep cleaning tray tables, seatbelt buckles, armrests, window shades, seatback screens, doors and overhead bin handles

Food and drink service

Food and drink service in the Main Cabin is limited. On some longer flights, snack bags will be available when you board. You can also bring your own snacks and soft drinks.

Enhanced catering measures

We have implemented additional cleaning and sanitation procedures in catering kitchens including additional sanitation of food prep areas, carts, and catering vehicles

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TSA

Passengers will keep possession of their boarding passes. Instead of handing their boarding pass to a TSA officer, travelers should now place their boarding pass (paper or electronic) in the boarding pass reader themselves. After scanning, travelers should hold their boarding pass toward the TSA officer to allow the officer to visually inspect it.

Separate food for X-ray screening. Passengers should place their carry-on food items into a clear plastic bag and place that bag into a bin. Food items often trigger an alarm during the screening process; separating the food from the carry-on bag lessens the likelihood that a TSA officer will need to open the carry-on bag and remove the food items for a closer inspection. This requirement allows social distancing, reduces the TSA officer's need to touch a person's container of food and reduces potential for cross-contamination. TSA Precheck members do not need to remove items from their bags.

Pack smart. Passengers should take extra care to ensure that they do not have any prohibited items, such as liquids, gels, or aerosols in quantities greater than 3.4 ounces, in their carry-on bags (water bottles, shampoo). In response to COVID-19, TSA is allowing one liquid hand sanitizer container, up to 12 ounces per passenger, in carry-on bags. Passengers are required to remove the hand sanitizer from the carry-on bag before being submitted for X-ray screening.

Practice social distancing. Passengers should allow for social distancing to reduce direct contact between employees and travelers whenever possible without compromising security. No two airports are alike, so this could look a little different at each airport.

Wear facial protection. TSA officers at checkpoints are now using facial protection. Travelers are encouraged to wear face protection to the checkpoint as well. Please note, however, passengers may need to adjust it during the screening process. Travelers are also encouraged to remove items such as belts, and items from their pockets, like wallets, keys, and phones, and put them directly into their carry-on bags instead of into the bins to reduce touchpoints during the screening process.

Travelers who have not flown since the pandemic are also likely to notice some other changes. They include:

- Reduced security lane usage due to the reduction in passenger volume.
- All TSA officers at checkpoints wearing masks and gloves.
- TSA officers optionally wearing eye protection and clear plastic face shields at some locations.
- TSA officers will continue the practice of changing gloves after each pat-down.
- Plastic shielding installed at many travel documents checking podiums, divest, bag search, and drop off locations.
- TSA officers practicing social distancing.
- Routine cleaning and disinfecting of frequently touched surfaces in the screening checkpoint area.

Many airlines and airports are also providing specific COVID-19 related guidance to travelers; please check with your airline prior to your trip. Travelers are encouraged to arrive at the airport early as

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COVID-19 has affected staffing and operations across the airport environment. This will allow adequate time for checking bags, completing security screening, and getting to the departure gate. Individuals who were traveling in the early months of the pandemic became accustomed to arriving at the security checkpoint shortly before their flight departure time. TSA recommends that travelers no longer do so (or arrive well in advance of their flight) since more people are flying and new procedures such as social distancing have been implemented in airports, potentially adding time to the pre-flight experience.

AIRPORTS

Airport Enhancements

DBQ has enhanced our cleaning processes with electrostatic spraying. It is effective against many microorganisms we deal with on a daily basis. The mist naturally clings to the entire surface it is sprayed on and wraps itself around the surface to disinfect all of it. This is not a replacement for our standard daily cleaning methods but is another step that we can take to kill a variety of sickness-causing germs and viruses.

In addition to electrostatic spraying, Airport Custodians use cutting-edge disinfection applications and products on high touch areas like seating, handrails, restroom doors and ticketing kiosks.

Other changes include:

- Increasing hand sanitizer stations throughout the terminal for passengers.
- Posting personal hygiene educational signage on digital displays.
- Coordinating with our airline and tenant partners to monitor and address changes in the status of our region's health.
- Plastic protective shields have been installed at key high traffic areas with face-to-face customer interaction, including ticket counters and boarding gates.
- Social distancing and health messaging have been placed on all terminal digital screens and added floor markings as reminders.
- Face coverings will be worn by all employees in the public areas of the terminal.
- We recommend all passengers and visitors to wear face coverings inside the terminal.

Parking

- Free parking at the Dubuque Airport means no contact with a cashier or automated pay station.

Restaurant

Currently Judy's Runway Café is closed but is expected to open in July 2020 as flights and travel demand increase. There are vending machines available.

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Tips

- Double check your flight schedule on your airline app.
- Bring reading material or something to do. Chances are the inflight magazines have been removed. Seat-back TVs may also be removed in some aircraft to reduce touchpoints.
- Bring a jacket or sweater in case blankets are not available.
- Download your airline's app and use mobile boarding passes to limit using kiosks and touchpoints.
- Check your destinations state department of health for any travel restrictions or quarantines
- **TRAVELER'S AID** - We know there can be issues in travel. The Dubuque Regional Airport has a new program called Traveler's Aid to assist Dubuque area travelers with questions. We recommend the following steps in case of travel issues.
 - Download American Airlines App. You can check-in, check flight schedules, get updates on any delays and cancellations and you can change flights
 - Check our website – www.flydbq.com and click on Traveler's Information/Aid for helpful tips on what to do if flight is delayed or canceled
 - Call the Traveler's Aid Hotline – **(844) IFLYDBQ** or **(844) 435-9327** for assistance

Helpful Websites

Dubuque Regional Airport – www.flydbq.com

American Airlines – <https://www.aa.com/i18n/travel-info/travel-with-confidence>

TSA – <https://www.tsa.gov/coronavirus>

CDC – <https://wwwnc.cdc.gov/travel/>

Iowa Department of Public Health - <https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus>