



**Panel on Policy and Procedures  
(Government, Airlines, Airports,  
etc.)**

**Steve Mayers**  
Airport Director – Customer Experience



# AIRPORT OVERVIEW

- ✓ **4,700-acre campus**
- ✓ **7.1 million-square-foot terminal complex**
- ✓ **5 parallel runways**
- ✓ **7 concourses**
- ✓ **192 domestic and international gates**





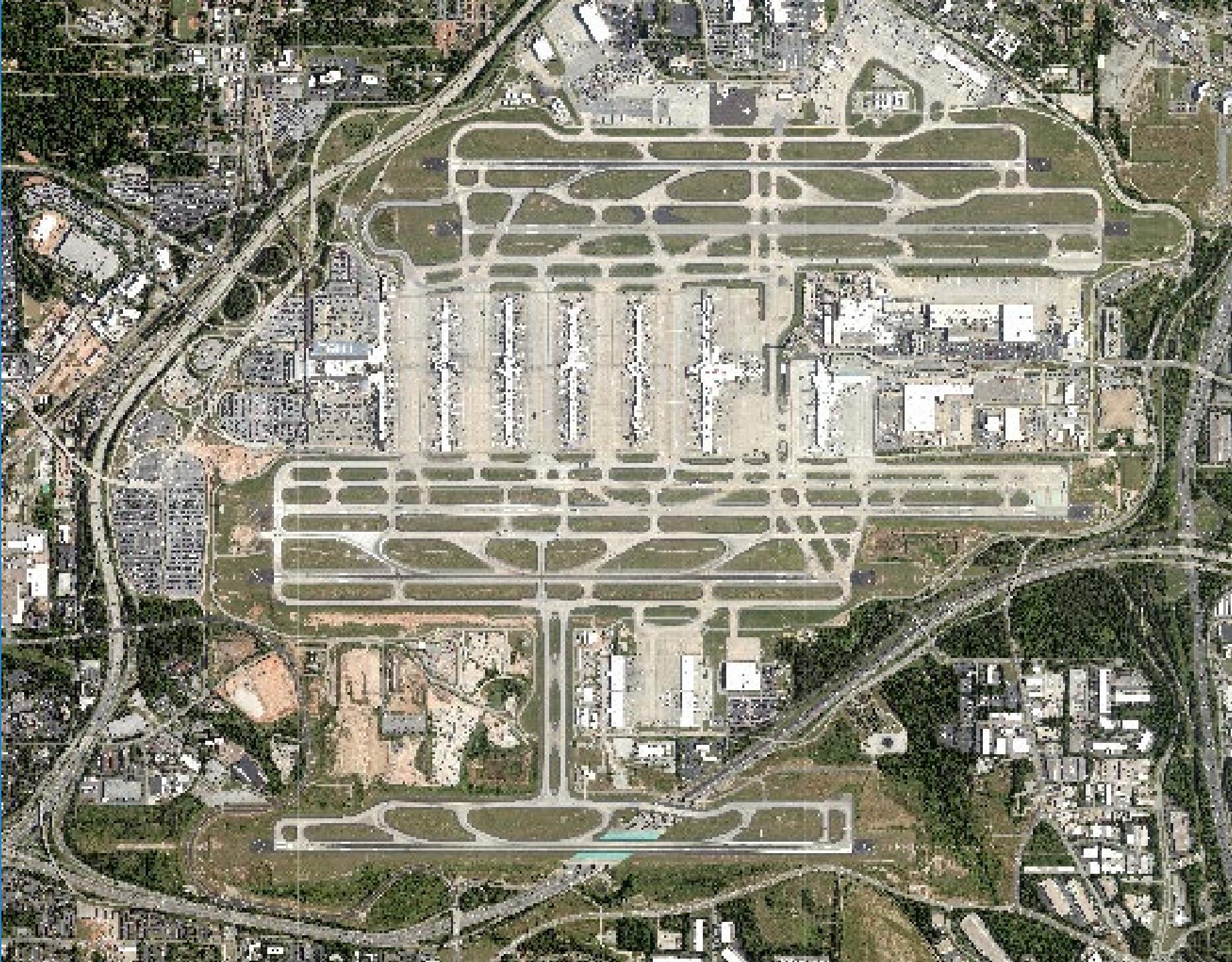
# EFFICIENCY

## Geographic advantages

- 80% of U.S. population lives within a 2-hour flight from ATL
- Favorable weather conditions
- Growing population

## High-efficiency facilities

- Five parallel runways
- Midfield terminal complex
- Highly efficient, uncongested airspace
- Closest competing airport 240 miles away





## ECONOMIC IMPACT (REVENUE)

CATEGORY	REVENUE
Direct	\$40 billion
Indirect	\$12 billion
Induced	\$14 billion
<b>Total</b>	<b>\$66 billion</b>



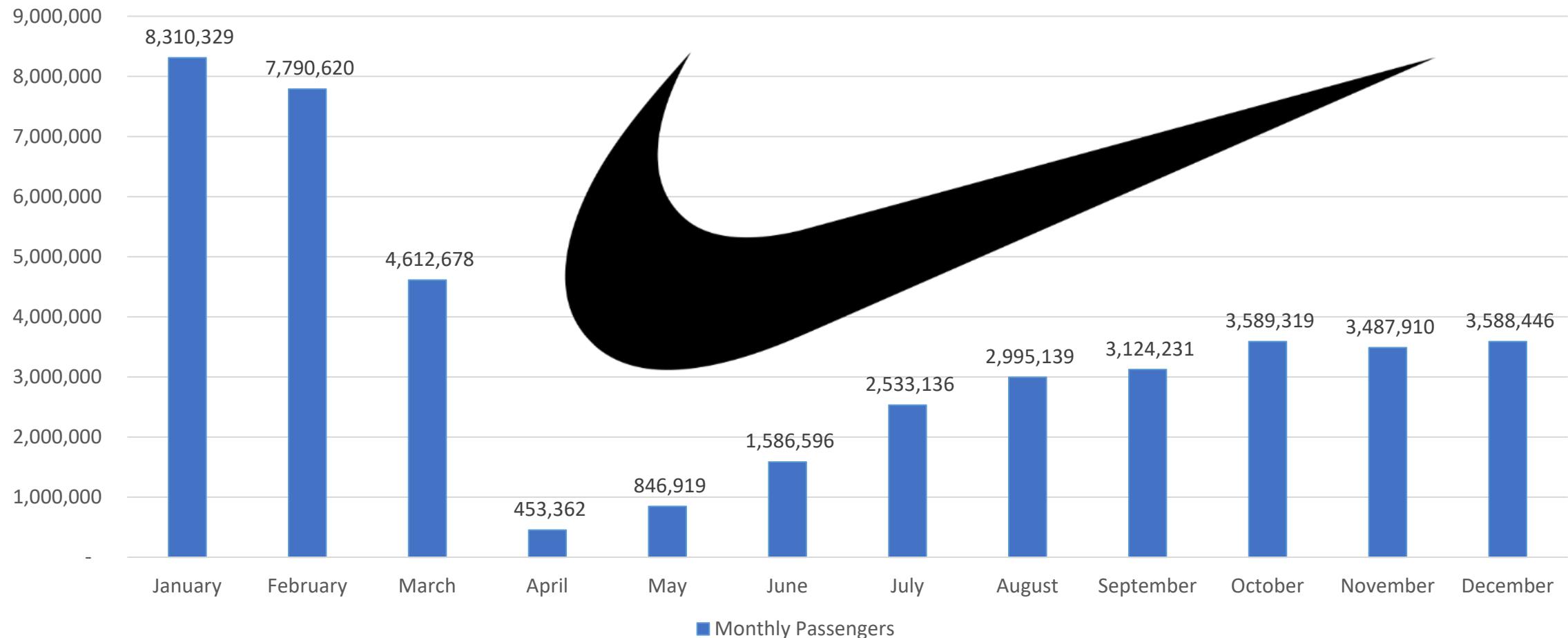


# ECONOMIC IMPACT (JOBS)

SECTOR	JOBS
Direct	205,639 (includes 63,000 on-site)
Indirect	79,636
Induced	97,967
<b>Total jobs</b>	<b>383,242</b>



### Monthly Passengers



**Total Passengers 42,918,685**

Rebuilding Airports Summit



# #ATLSTRONG

SAFE. CLEAN. READY.

Face masks are required by federal law  
Please use social distancing

**ATL.COM/ATLSTRONG**  
Federal Security Directive SD 1542-21-01



# WELCOMING PASSENGERS BACK



# KEEPING THEM SAFE

- Concessions touchless ordering
- 500 touchless hand sanitizing stations installed throughout the facility





## ENHANCED SANITATION PROTOCOLS

- Expanded the scope of cleaning and cleaning protocol
- Increased cleaning frequency in all high-touch areas





# SOCIAL DISTANCING

4,200+ social distancing stickers and signs were printed and placed through the Airport



# FACE MASKS AND PLASTIC BARRIERS

- Face masks are mandatory in the Airport and with our airline partners
- Plexiglass panels were installed at airline ticket counters and at TSA Checkpoints to facilitate social distancing





# SCALING UP OPERATIONS





# STAFFING

- Front line employees remain on site
- Most employees will continue to telework until the City of Atlanta moves to its next recovery phase



# PASSENGER SAFETY AND SECURITY

## TRANSPORTATION SECURITY ADMINISTRATION

- Personal Protection Equipment (PPE) – facial masks and gloves – are required for all TSA and Customs and Border Patrol (CBP) employees
- Passenger screening checkpoints are adjusted to meet staffing availability and passenger demand



# SELF SERVICE AND TOUCHLESS

- Self-service kiosks for check-in and bag drop offs for airlines
- Self-service kiosks and touchless payment options for concessionaires





# STAKEHOLDER OPERATIONS

Resumption of operations to bring facilities' systems to full operation

- ATL Plane Train
- ATLSkyTrain
- Elevators
- Escalators
- Ground and air facilities

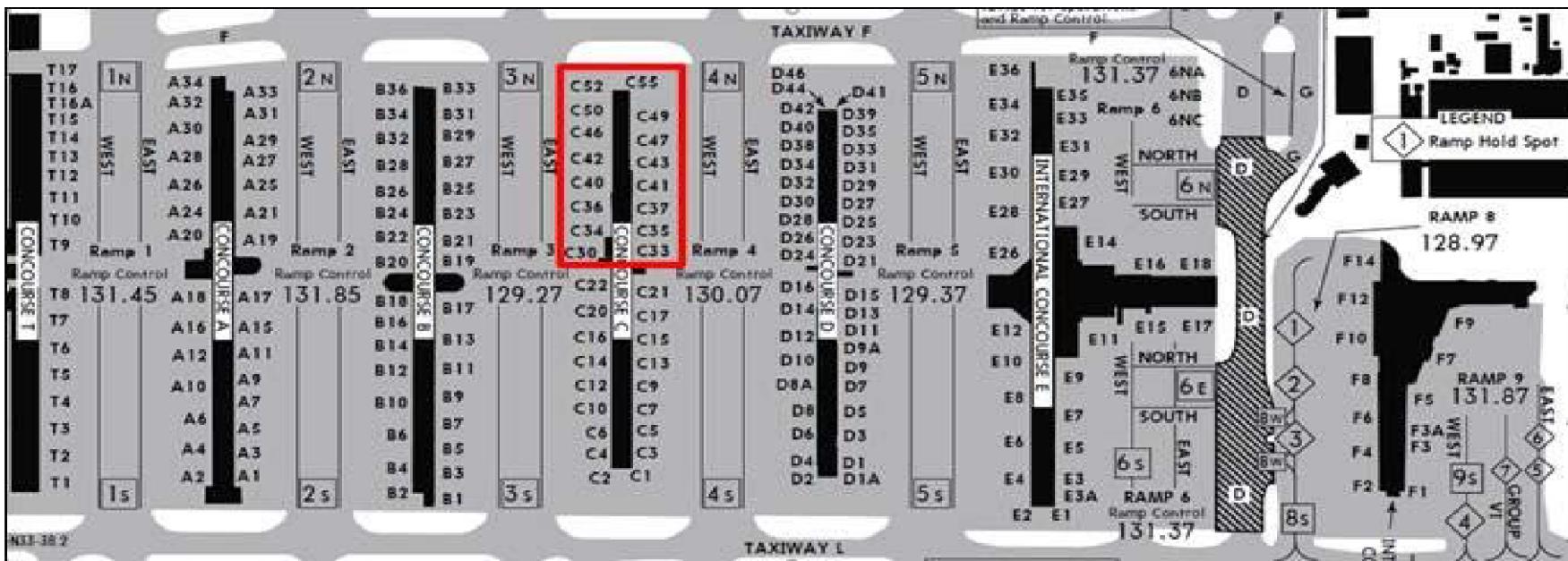


# WALL REMOVAL

Within 48 hours of  
advance notice  
Gates C30-C55  
on Concourse C  
will be functional.

## OPERATIONAL EFFICIENCIES

## GATE SERVICE RESTORATION



Concourse C North - Closed



Local  
Regional  
Shuttle



## SUPPORT FUNCTIONS

8

The following units should be fully operational in advance of or by the summer travel season depending on passenger traffic.



# CONCESSIONS

Resumption of full  
concessions  
program





# PASSENGER EXPECTATIONS GOING FORWARD





Thank you



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