

What does Air Travel look like during the Recovery?

SAN MATEO COUNTY

SILICON VALLEY
CONVENTION AND VISITORS BUREAU



TODAY'S SPEAKERS



Annabel Chang

Vice President,

Bay Area

Alaska Airlines



Doug Yakel

Public Information Officer,

External Affairs Office

SFO International Airport



Scott Wintner

Deputy Director,

Marketing & Communications

Mineta SJC International Airport



Alaska[®]
AIRLINES

The image features a central white band containing the Alaska Airlines logo. Above this band is a photograph of a bright sun setting or rising, creating a lens flare effect against a clear sky. Below the band is a photograph of a forested hillside, with trees in the foreground and a grassy slope in the background, also featuring a lens flare.



State of the Airline Industry

A4A passenger
volumes have fallen **89%**
in the week ending May 26.

A4A carriers are
averaging passengers **47**
per domestic flight. Slight increase week over week.

Net booked
passengers have fallen **91%**
YOY in the week ending May 26.

Net booked revenues
have fallen **97%**
YOY week ending May 26.

U.S. carriers
are collectively
burning **\$10_B**
each month.

U.S. airlines have
grounded more than **3k**
aircrafts
(52% of the year-end 2019 fleet).

✈️ Alaska Airlines in the Bay Area Today



~5700 Alaska Airlines and Horizon employees working in California.

At Alaska Airlines, we are operating network wide at **80% reduced capacity** from our pre-COVID-19 levels.

Departing SFO, SJC, and OAK today we have seen a **95% reduction in passengers YoY**.

We have **~25 aircraft parked in the Bay Area** – about 50% of total fleet parked in various locations.

Continue to serve all California airports previously served, but at reduced frequencies.

✈️ We Are Committed to Our Communities



Flying health care providers for free in partnership with Angel Flight West and the State of California.

Donating resources & Foundation Grants Alaska Airlines launched the [#MillionMealsChallenge](#) to continue to help feed families during this crisis. Support in San Mateo, SF, Alameda and Santa Clara counties.

- San Mateo County Hospitals
- SF Spark Public Schools
- YMCA of SF
- Latino Task Force
- HopeSF
- Code Tenderloin
- Larkin Street Youth Services
- Silicon Valley Strong
- Second Harvest Food Bank Silicon Valley



Transporting critical cargo, including needed medication, masks and other protective equipment, to medical facilities and first responders and testing passenger aircraft to fly critical cargo.

✈️ Our Relentless Commitment to Safety and Next-Level Care



For the guests:

- **Waiving change/cancel fees** for 1 year after purchase for tickets purchased through May 31; through Dec 31 for tickets purchased before Feb 26.
- **Requiring masks or face coverings** during airport and flight experience.
- **Offering extra space** during check-in and boarding (“Mind your Wingspan”) and inflight by restricting seats through June 30, 2020.
- **Enhancing cleaning on aircraft after every turn** in L48 and AK hubs, including use of electrostatic sprayers to disinfect every part of the cabin.
- **Hospital grade HEPA filters** onboard remove 99.95% of airborne particles inflight and replace cabin air every 3 minutes.
- **Limiting onboard service** and recycling temporarily to reduce contact.
- **Emphasize app use, print-at-home, and non-contact** check-in, boarding pass and bag tags.
- **Endorsed TSA temporarily requiring/administering temperature checks** during COVID-19.

NEXT-LEVEL
CARE



NEXT-LEVEL CARE

We've thought through every single touchpoint of your travels—from booking to boarding, and beyond—and implemented nearly 100 ways to keep you safe every time you fly with us.

Alaska
AIRLINES





Q&A



**San Francisco
International
Airport**

SFO

Air Travel: What to Expect





Ethan Weiss
@ethanjweiss



I guess @united is relaxing their social distancing policy these days? Every seat full on this 737



♡ 26.7K 9:58 AM - May 9, 2020



💬 13.1K people are talking about this



UNCHARTED

Air Travel Is Going to Be Very Bad, for a Very Long Time

Flying used to be unpleasant. But scarcity, low demand, and public-health risks could make it unbearable.

MAY 11, 2020



James Fallows

National correspondent at *The Atlantic*



CELINA PEREIRA

MORE BY JAMES
FALLOWS

***Editor's Note:** This article is part of "Uncharted," a series about the world we're leaving behind, and the one being remade by the pandemic.*

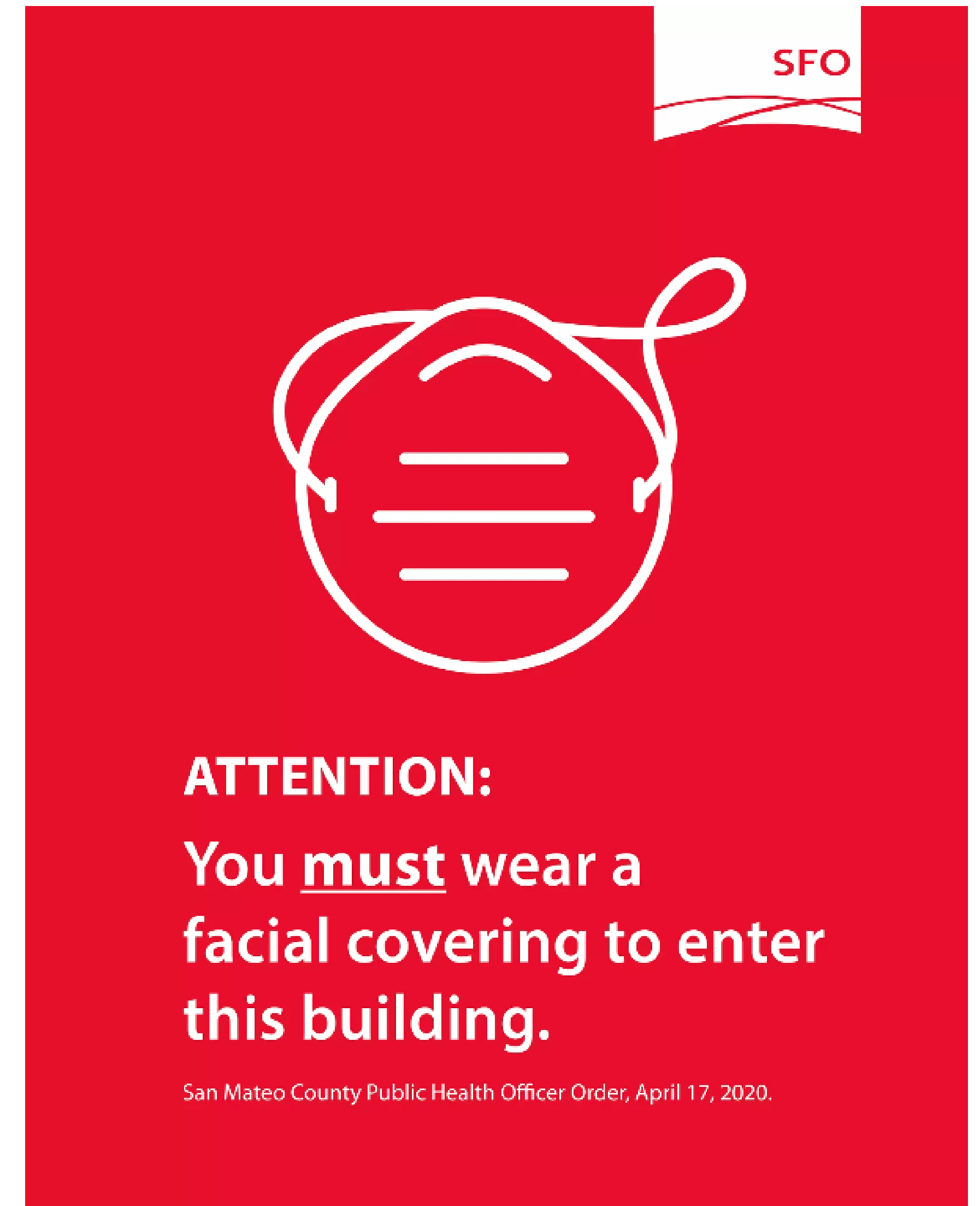
Current status

- Travel restrictions remain in effect



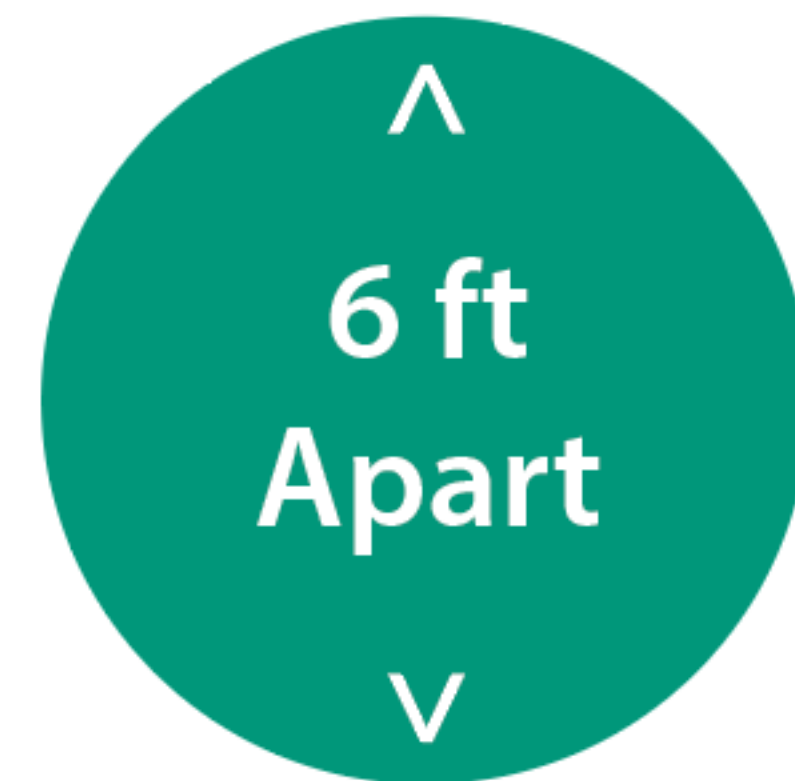
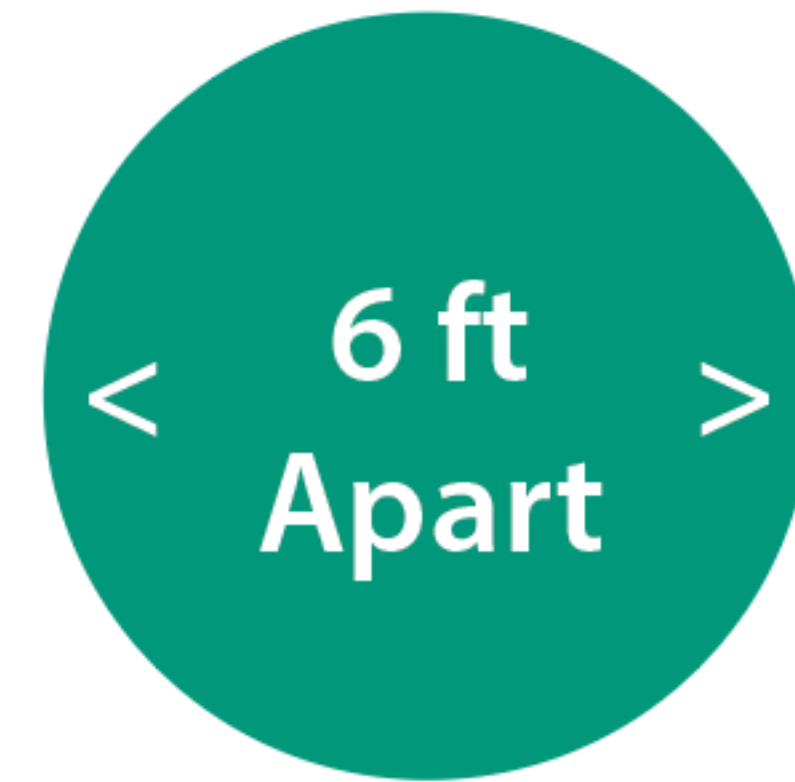
Current status

- Travel restrictions remain in effect
- Facial coverings are the norm



Current status

- Travel restrictions remain in effect
- Facial coverings are the norm
- **Physical distancing provisions in effect**



Current status

- Travel restrictions remain in effect
- Facial coverings are the norm
- Physical distancing provisions in effect
- Hand hygiene measures in place



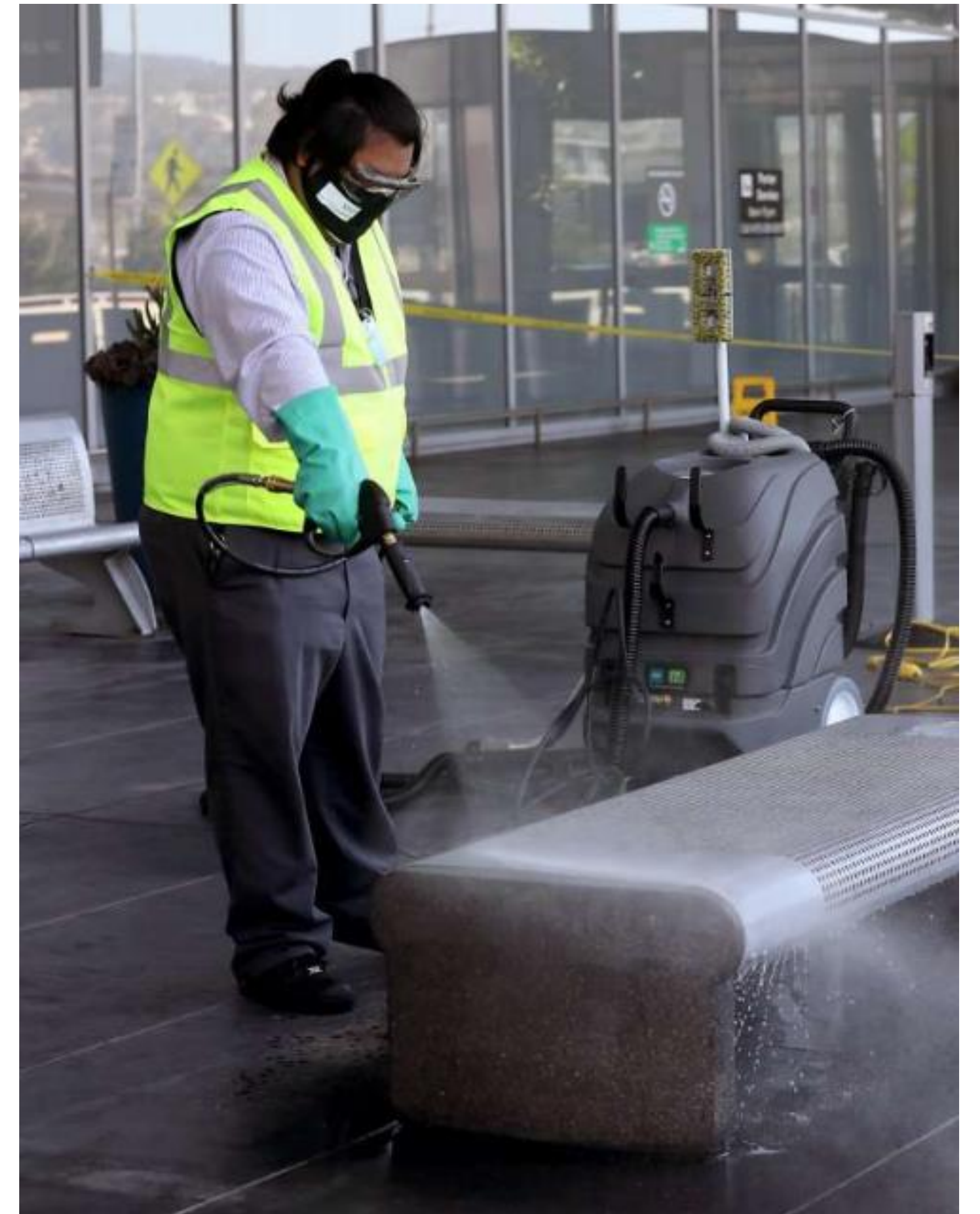
Current status

- Travel restrictions remain in effect
- Facial coverings are the norm
- Physical distancing provisions in effect
- Hand hygiene measures in place
- **Clear protective barriers being installed**



Current status

- Travel restrictions remain in effect
- Facial coverings are the norm
- Physical distancing provisions in effect
- Hand hygiene measures in place
- Clear protective barriers being installed
- **Enhanced cleaning measures underway**



What's next

- Expanded tech
 - Biometrics
 - Virtual queuing
 - Touchless transactions
- Health evaluation/registration

What to Expect at SFO

Flight Status

[DEPARTURES](#) | [ARRIVALS](#)

Enter Airline, Location or Flight #

Enter Airline, Location or Flight

OR: [Browse All Flights >](#) | [View Flight Tracker >](#)

Navigating SFO

Ground Transport

Frequently Asked Questions

[TSA Security Guidance for Travelers](#)

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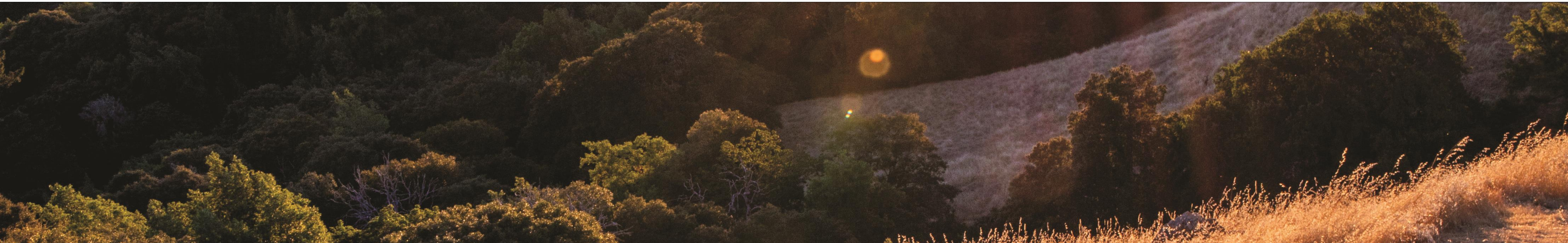
Thank you



Q&A



NORMAN Y. MINETA
SAN JOSE
INTERNATIONAL
A I R P O R T





LATER
Go Somewhere.

Silicon Valley's Airport | FlySanJose.com



SJC's Positive Growth Trend



Visible Changes





New Signs & Procedures





Scaled Amenities





Working Together



Q&A

HOTEL REOPENINGS – *no changes since May 5, 2020*

CITY	HOTEL	ROOMS
Half Moon Bay	Beach House Hotel	54
Millbrae	The Dylan Hotel at SFO	58
Pacifica	Sea Breeze Motel	20
Palo Alto	Cowper Inn	14
Palo Alto	Glass Slipper Inn	25
Redwood City	Comfort Inn	52
San Bruno	Villa Montes Hotel	41
San Carlos	Americans Best Value Inn	32
So. San Francisco	Airport Inn	34
Unincorporated	Cypress Inn on Miramar Beach	18
Unincorporated	Inn at Mavericks	6

Closed: Holiday Inn San Mateo – 173 rooms

Net Change: 181 rooms

PARTNER REOPENINGS

Santa Clara County to Modify Restrictions

Congratulations to our Palo Alto Restaurant Partners on their ability to re-open! Effective Friday, June 5, Santa Clara County will relax certain restrictions for outdoor dining, in-store retail, small service businesses, child care programs, outdoor activities that do not involve physical contact, and more. Click [here](#) for additional information and the modified Order from the county's website.

Other Bureau Partners that have Reopened:

- **Moonstar Buffet**, Daly City
- **ONE65 Restaurant**, San Francisco
- **Pacific Catch**, San Mateo, Mountain View and Campbell
- **Serramonte Shopping Center**, Daly City
- **The Shops at Tanforan**, San Bruno
- **Stanford Shopping Center**, Palo Alto

UPCOMING FACEBOOK LIVE SERIES

Join us on Thursday, June 11 at 2:00 PM as we launch our brand new "Reopened & Ready" series on Facebook LIVE!

We will be live with the Beach House Hotel in Half Moon Bay for a discussion between our President & CEO, John Hutar, and their General Manager, Dana Dahl. Dana will be telling us about her hotel and how they are maneuvering through reopening.

UPCOMING WEBINAR

“Tourism and Cannabis with JUVA Delivery”

Heidi Minx, Vice President of Marketing, and Linda Mia Florez, Brand Ambassador, from JUVA Delivery will discuss how cannabis can benefit tourism to our destination.

Wednesday, June 24th

2:00 PM – 3:00 PM

Click here to RSVP or email nova@visitsmcsv.com

DOWN THE ROAD

“Social Media Webinar”

We're planning a social media focused webinar explaining best practices and how to best take advantage of your social media channels.

July 2020

“Meetings Reopening in Our Economy”

Date TBD

Thank you for Joining Us!

ADDITIONAL QUESTIONS?

Please contact Nova Maldonado at Nova@visitsmcsv.com.

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