Base Operations

Back to Business

BASE OPERATIONS
Page Field

Revised 2/2/21

A MESSAGE FROM BEN SIEGEL

Executive Director, Lee County Port Authority

Page Field has been an integral part of Southwest Florida's aviation landscape since 1926. Serving as an Army Air Force training base during World War II and then as the region's commercial service airport until 1983, Page Field is a thriving, self-sustaining business and general aviation airport serving Lee County.

In 2011, the Lee County Port Authority opened Base Operations at Page Field, a state-of-the-art terminal complex with a highly qualified staff focused on providing the finest customer care in the business. Base Operations has been recognized for its facilities, line service, passenger and pilot amenities and customer service from well-known aviation organizations and publications like Aviation International News, FLTPlan.com and AirNav.com. 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, Base Operations at Page Field is committed to maintaining the safety of our pilots, customers and employees.

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

Stay Safe, Stay Well.

Ben

WHAT WE ARE DOING

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Cleaning/Disinfecting

With guidance from the National Air Transportation Association, we have implemented increased frequency of cleaning and disinfecting at our facility, including the lobby, flight planning room, restrooms, crew lounges and gift shop. Janitorial staff thoroughly clean the entire facility each night.

Base Operations staff, routinely and as needed, clean and disinfect all public areas throughout the day, including:

- Door handles, handrails, lamps, light switches and elevator buttons
- Counters, tables and chairs
- Luggage carts
- Vending machines, coffee pots, water fountains and water coolers
- Computers and handheld controllers/remotes

Safety Protocols

- Plexiglas shields have been installed at the customer service counter and stanchions are being utilized to maintain recommended social distancing of six feet.
- Signage encouraging social distancing, frequent hand washing/sanitizing and use of face coverings has been placed throughout Base Operations.
- Hand sanitizer stations have been placed in the facility.
- Use of the facility is limited to pilots, passengers and those on official business only. Meeting rooms are temporarily unavailable for public use.
- Occupancy of *The Exchange* gift and pilot shop is limited to two guests at any time.

WHAT WE ARE DOING

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Staff Safety Protocols

- Business hours have been adjusted to accommodate staggered scheduling of employees to reduce frequent contact and promote social distancing.
- Employees are required to wear masks in public areas or in areas where social distancing cannot be accommodated.
- Staff must wear gloves or wash/sanitize hands before and after handling credit cards.
- All personnel handling baggage must wear a mask and disposable gloves. Luggage carts are cleaned after each use.
- Staff is required to wear sterile gloves and masks during preparation and distribution of complimentary amenities such as cookies, coffee and water.

We continue to evaluate new opportunities for conducting touchless transactions, sanitation and safety measures.

WHAT OUR SERVICE PROVIDERS ARE DOING

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Go Rentals - This car rental company offers white glove service, with hand-detailed and sanitized vehicles prior to delivery, quarantines vehicles for 24 hours between rentals and re-sanitizes before use and leaves a complimentary bottle of hand sanitizer in each vehicle.

Immaculate Flight - This mobile aircraft cleaning company offers ClearCabin™ and Microshield™ applications to its clients, ensuring peace of mind when it comes to on-board antimicrobial and germicidal protection.

Aircraft Catering - Our staff has reviewed CDC recommendations for food safety and handling with our local catering providers and they will adhere to the highest standards in cleanliness and food preparation

WHAT YOU CAN DO

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We are encouraging our customers to do their part to help prevent the spread of COVID-19.

- Federal law now requires wearing a mask at all times while in the terminal building at Base Operations. Failure to comply may result in removal and denial of re-entry. Refusing to wear a mask while at Base Operations is a violation of ederal law and individuals may be subject to penalties under federal law.
- Do not travel if you are sick.
- Wash your hands often and for at least 20 seconds. Use hand sanitizer in the absence of soap and water.
- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze.
- Practice social distancing when traveling and maintain at least six feet of space from your fellow travelers.

FOR MORE INFORMATION

Base Operations Back to Business

The health and safety of our pilots, customers and employees is a top priority at Base Operations. 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 Base Operatoins.

For more information, please visit the **Florida Department of Health** or **Centers for Disease Control & Prevention**.