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Silicon Valley's Airport Deploys Health and Safety Measures to Protect Passengers and Employees

-- SJC provides a look into the enhanced passenger experience in this new travel era --

San Jose, Calif.— [Mineta San Jose International Airport \(SJC\)](#) has invested heavily in enhancing its facilities to help travelers feel confident about their health when traveling through SJC. Since COVID-19 began, SJC staff have been working around the clock to implement these new health and safety measures to protect all airport users. SJC provided members of the media with a facility tour today to showcase these investments.

“We are committed to making SJC the healthiest and safest travel environment for our passengers and employees, and are prepared to welcome our passengers when they need to travel,” said SJC Director of Aviation John Aitken. “We are continuously looking at new methods and technology to enhance our health and safety efforts.”

From the moment travelers enter the terminal building from the curb, travelers will experience new health and safety measures including social distancing signage and floor decals; plexiglass shields at ticket counters and boarding gate podiums; hand sanitizing fixtures at high-touch point areas and more.

In addition to its routine cleanings that meet or exceed CDC guidance, the Airport custodial team uses an electrostatic sprayer daily to clean hard-to-reach areas such, in-between holdroom seats, keyboards at the ticket counters and throughout the Airport.

Due to the increased demand for health and safety equipment driven by COVID-19, many sanitizing items were nearly impossible to find. SJC's Facilities and Engineering team followed the Silicon Valley way of ingenuity and created their own a solution by designing and fabricating its own hand sanitizing fixtures and plexiglass shields

Here are what passengers can expect to see at SJC:

Face Coverings

All passengers, visitors and employees are required to wear face coverings in airport buildings.

Hand Sanitizer

Hand Sanitizer stations dispensers are available at all entry/exit doors, security checkpoints, ticket counters and in baggage claim.

Plexiglass Shields

Approximately 180 shields are installed at ticket counters, gate podiums, baggage claim offices and in restrooms to protect passengers and employees.

High Tech Deep Cleaning

In addition to frequent deep cleanings in the terminals, an electrostatic sprayer is used daily to disinfect hard-to-reach areas throughout the terminals.

Signage and Floor Decals

More than 600 signs and floor decals are placed in all high traffic areas reminding passengers to maintain six feet of distance from others and wear a face covering.

Concessions

Limited retail and food and beverage concessions are open with safeguards such as, contactless payment and social distancing signage installed.

Self Service Parking

All parking garages and surface lots are equipped with a self-service payment system.

Restrooms

Partitions are installed between faucets and urinals to provide more protection.

Shuttle Buses

Deep cleaning of all high-touch areas is done frequently, and social distancing signs are placed strategically throughout the buses.

TSA Security Checkpoints

Checkpoint lanes are staggered, where feasible, and floor markers are installed six feet apart to enable easier social distancing within and across security lines.

Touchless Technology

Restrooms are equipped with touchless technology, which includes including touchless faucets; hand soap, hand sanitizer and paper towel dispensers; and toilet flushing. In addition, SmartPhone most of the airlines serving SJC offer online/mobile check-in options and digital boarding passes.

SJC Health and Safety Travel Tips:

- Check-in before arriving to the airport as TSA and SJC airlines accept mobile boarding passes. Prepay for your baggage fees online.
- Check airline websites for requirements for the check-in and boarding process.
- Stay home and avoid travel when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and clean your hands.
- Always wear socks when traveling, so if you need to remove your footwear for TSA screening you are not barefoot.
- Place items from your pockets inside your carry-on bag before arriving at the TSA screening checkpoint to reduce your contact with surfaces and screening bins.

For the latest updates and additional travel tips during COVID-19, visit flysanjose.com/coronavirus.

SJC: Transforming How Silicon Valley Travels

Mineta San Jose International Airport (SJC) is Silicon Valley's airport, a self-supporting enterprise owned and operated by the City of San Jose. The airport, now in its 71st year, served nearly 15.7 million passengers in 2019, with nonstop service across North America and to Europe and Asia. SJC was America's fastest-growing major airport the past four years, based on percentage increase in passengers served. For more airport information, visit <https://www.flysanjose.com>.