



Customer Experience Report

September 15 2020 Meeting

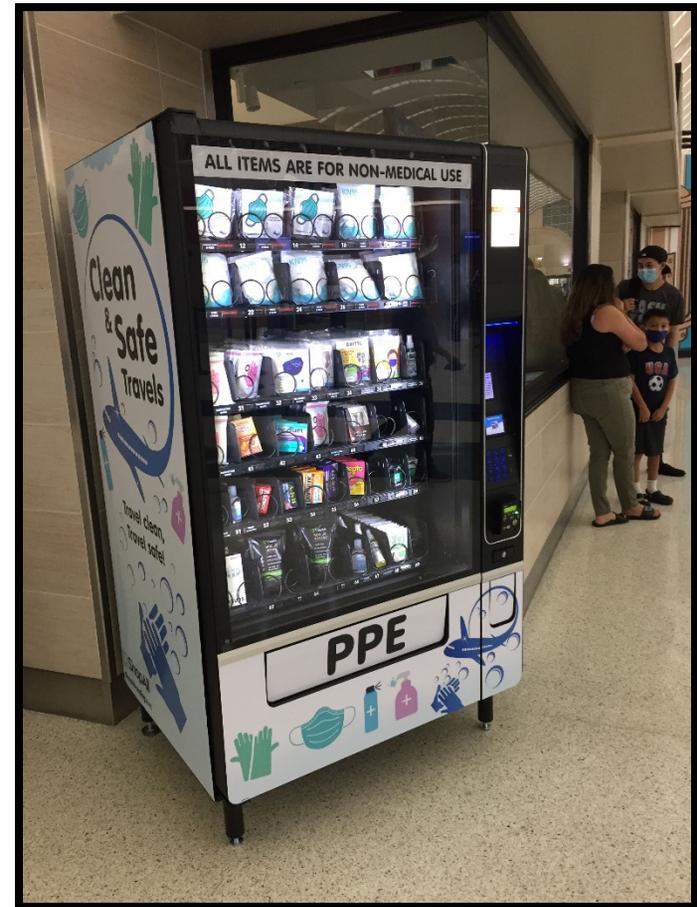


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Empowered, professional team providing optimal air service and a phenomenal customer experience.

Customer Experience – August 2020

- Terminal B PPE vending machine installed
- Additional food & beverage vending machines installed
- Stinson flyover celebrating the 100 year anniversary of the passing of the 19th Amendment
- SAT Celebrates National Aviation Day
- Terminal Services receives 5 additional electrostatic sprayers
- Dept of State lifted Global Level 4 Health Advisory
- Concessions opened in August 2020
 - Smoke Shack (Limited Menu)
 - Famous Famiglia
 - Sbarros
 - Vino Volo Approved to serve wine to be consumed in specific areas



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Customer Experience – August 2020

- San Antonio International is first airport in the world to purchase and deploy virus and bacteria defeating Xenex LightStrike robot
- The Xenex LightStrike is the only ultraviolet (UV) room disinfection technology proven to deactivate SARS-CoV-2 – the virus that causes COVID-19.
- The LightStrike robot incorporates cutting-edge technology through bursts of intense UV light to destroy hard-to-kill viruses and bacteria found in common places and hard-to-clean spaces.
- Using environmentally-friendly pulsed xenon, the portable LightStrike can disinfect an area in less than 10-15 minutes without warm-up or cool-down time.
- <https://youtu.be/CAIRw3aKdcg>



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Customer Experience – Upcoming

- Customs

- Create sense of place in facility through aesthetic improvement project
- Replacement of stanchions, additional wall mount stanchions, and additional of exit gates for crew and global entry passengers. Items shipped first week of September.
- Signage & floor decals to improve wayfinding and passenger flow



Customs – Exit Gates



Customs Stanchion



Customs Stanchion Straps



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