

ACI Airport Health Portal Questionnaire

The ACI Airport Health Measures portal enables airports to publish health measures, services and local requirements in place at their airport relating to COVID-19, to passengers, airlines and other stakeholders.

Information will be published on a web-based portal and through a mobile APP directly for passengers' use, and will also be made available via Application Programming Interfaces (API) that will enable third parties such as airlines and app developers to access data.

In order to populate the database in advance of the launch of the portal, airports can provide their information through the survey below. Data will be transferred automatically into the database and will be made available through the ACI Health Measures API to third parties. Respondents will be contacted with further information when the portal is available.

Airports may update their data at any time by resubmitting survey responses.

Contact Information: Yourself

Please fill out your contact information

*

Full Name:: _____

Title:: _____

Airport:: _____

IATA Airport Code:: _____

Email Address:: _____

Phone Number:: _____

Airport Terms and Conditions

The airport identified above grants to ACI, a non-exclusive, revocable license to use and reproduce the information solely for the purpose of providing the same to the travelling public and other stakeholders (who may reproduce the information for the use of their customers).

ACI acknowledges that the information is the sole and exclusive property of the airport and

does not confer to transfer of title to, or ownership of, the information to ACI or any other third party, whether through the use of the information or otherwise. The airport agrees that the information submitted is correct to the best of its knowledge at the time of submission. An airport can review and update the information submitted at any time.

ACI accepts no responsibility for the accuracy or validity of the information provided by this service, nor liability for actions or consequences arising from the use of the information. *

[] By checking this box, of behalf of the airport listed above, I agree to the terms and conditions and certify that I have the authority to submit information on behalf of the airport.

1. Contact Information

Are you the point of contact or part of the airport communications team responsible for COVID-19 external communications?*

Yes

No

Secondary Contact Information

Please provide a secondary contact at your airport

Full Name:: _____

Title:: _____

Email Address:: _____

Phone Number:: _____

Airport Website/Webpage *

Airport Website: _____

COVID-19 Airport Information Webpage:

2. Passenger Requirements

2.1. Pre-Travel

Please provide pre-travel requirements for passengers.

Logic: Show/hide trigger exists.

Are passengers required to complete a government or airport issued pre-travel health declaration form?*

Yes

No

Logic: Hidden unless: Question "Are passengers required to complete a government or airport issued pre-travel health declaration form?" is one of the following answers ("Yes")

Please provide:

Weblink to the health declaration form:

Weblink to more information (who requires the declaration?):

Logic: Show/hide trigger exists. Hidden unless: Question "Are passengers required to complete a government or airport issued pre-travel health declaration form?" is one of the following answers ("Yes")

Can the health declaration form be completed online?

Yes

No

Logic: Hidden unless: Question "Can the health declaration form be completed online?" is one of the following answers ("Yes")

Please provide a weblink to the health declaration information/form:

Logic: Show/hide trigger exists.

Are passengers required to undergo a test for COVID-19 before starting their journey?*

Yes

No

Logic: Hidden unless: Question "Are passengers required to undergo a test for COVID-19 before starting their journey?" is one of the following answers ("Yes")

Please provide details and/or supporting weblinks:

Logic: Hidden unless: Question "Are passengers required to undergo a test for COVID-19 before starting their journey?" is one of the following answers ("Yes")

Are passengers required to carry a test certificate?

Yes

No

2. Passenger Requirements

2.2. At the Airport – Departures

Please provide departure passenger requirements at the airport.

Logic: Show/hide trigger exists.

Are passengers required to undergo any health tests or screening?*

- Yes
- No

Logic: Hidden unless: Question "Are passengers required to undergo any health tests or screening?" is one of the following answers ("Yes")

Provide details: What type of screening is required? By whom is the screening conducted? Is screening for all passengers or for specific airlines?

Does the airport recommend passengers arrive earlier for international departures?*

- Yes (specific times): _____ *
- No

Does the airport recommend passengers arrive earlier for domestic departures?*

- Yes (specific times): _____ *
- No

Logic: Show/hide trigger exists.

Is the public (non-passengers) restricted from entering the public areas of the airport (e.g. departures, arrivals hall)?*

- Yes
- No

Logic: Hidden unless: Question "Is the public (non-passengers) restricted from entering the public areas of the airport (e.g. departures, arrivals hall)?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists. Hidden unless: Question "Is the public (non-passengers) restricted from entering the public areas of the airport (e.g. departures, arrivals hall)?" is one of the following answers ("Yes")

Are exceptions made for accompanying persons assisting minors traveling alone or persons with disabilities, including those with reduced mobility?

- Yes
- No

Logic: Hidden unless: Question "Are exceptions made for accompanying persons assisting minors traveling alone or persons with disabilities, including those with reduced mobility?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Does the airport provide self-service kiosks for printing boarding pass and bag tags?*

- Yes
- No

Logic: Hidden unless: Question "Does the airport provide self-service kiosks for printing boarding pass and bag tags?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Does the airport implement a sanitization process for kiosk touch screens to enable the disinfection of the screen between each use?*

- Yes
- No

Logic: Hidden unless: Question "Does the airport implement a sanitization process for kiosk touch screens to enable the disinfection of the screen between each use?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Is the access to airport checkpoint security touchless/does it reduce the need for document exchange/handling?*

- Yes
- No

Logic: Hidden unless: Question "Is the access to airport checkpoint security touchless/does it reduce the need for document exchange/handling?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Is the airport boarding process touchless i.e. biometric or e-gates?*

Yes

No

Logic: Hidden unless: Question "Is the airport boarding process touchless i.e. biometric or e-gates?" is one of the following answers ("Yes")

Provide details:

2. Passenger Requirements

2.3. At the Airport – Arrivals

Please provide arrival passenger requirements at the airport.

Logic: Show/hide trigger exists.

Are e-gates available at immigration entry points?*

Yes

No

Logic: Hidden unless: Question "Are e-gates available at immigration entry points?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Are passengers required to undergo any health tests on arrival?*

- Yes
- No

Logic: Hidden unless: Question "Are passengers required to undergo any health tests on arrival?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Are passengers required to quarantine on arrival at the airport?*

- Yes - Self-quarantine // Specify quarantine duration [DAYS]:
_____*
- Yes - At the airport or other designated location // Specify quarantine duration [DAYS]: _____*
- No

Logic: Hidden unless: Question "Are passengers required to quarantine on arrival at the airport?" is one of the following answers ("Yes - At the airport or other designated location // Specify quarantine duration [DAYS]")

If quarantine is at the airport or designated location, does the passenger bear hotel and other related costs, e.g. meals, transportation, etc.?

- Yes
- No

Logic: Hidden unless: Question "Are passengers required to quarantine on arrival at the airport?" is one of the following answers ("Yes - Self-quarantine // Specify quarantine duration [DAYS]", "Yes - At the airport or other designated location // Specify quarantine duration [DAYS]")

Provide details:

Logic: Show/hide trigger exists.

What, if any, protocols and precautions are in place for arriving passengers who are exiting the landside area?*

- Yes
- No

Logic: Hidden unless: Question "What, if any, protocols and precautions are in place for arriving passengers who are exiting the landside area?" is one of the following answers ("Yes")

Provide details:

Pick-ups / Meters & Greeters

Logic: Show/hide trigger exists.

Are drivers/meters and greeters allowed to meet arriving passengers inside the terminal building? *

- Yes
- No

Logic: Hidden unless: Question "Are drivers/meters and greeters allowed to meet arriving passengers inside the terminal building? " is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Are there any specific measures for drivers/meters and greeters meeting/collecting arriving passengers? (e.g., subject to health screening)*

- Yes
- No

Logic: Hidden unless: Question "Are there any specific measures for drivers/meters and greeters meeting/collecting arriving passengers? (e.g., subject to health screening)" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Are there any special pick-up or curbside arrangements in place? *

- Yes
- No

Logic: Hidden unless: Question "Are there any special pick-up or curbside arrangements in place? " is one of the following answers ("Yes")

Provide details:

3. At the Airport - General

Please provide passenger requirements at the airport.

Physical Distancing

Logic: Show/hide trigger exists.

Is physical distancing required in the airport?*

- Yes
- No

Logic: Hidden unless: Question "Is physical distancing required in the airport?" is one of the following answers ("Yes")

What is the required physical distance?

- 1 meter
- 1.5 meters
- 1.8 meters (6 feet)
- 2 meters
- 2.5 meters

Logic: Show/hide trigger exists. Hidden unless: Question "Is physical distancing required in the airport?" is one of the following answers ("Yes")

Are there spacing marks on floors to guide passengers?

- Yes
- No

Logic: Hidden unless: Question "Are there spacing marks on floors to guide passengers?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists. Hidden unless: Question "Is physical distancing required in the airport?" is one of the following answers ("Yes")

Are physical distancing rules in place for elevators, escalators, and moving walkways?

Yes

No

Logic: Hidden unless: Question "Are physical distancing rules in place for elevators, escalators, and moving walkways?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists. Hidden unless: Question "Is physical distancing required in the airport?" is one of the following answers ("Yes")

Are limitations set for number of passengers on airport public ground transportation, e.g. shuttle busses, airport transit systems, etc.?

Yes

No

Logic: Hidden unless: Question "Are limitations set for number of passengers on airport public ground transportation, e.g. shuttle busses, airport transit systems, etc.?" is one of the following answers ("Yes")

Provide details:

Face Coverings

Are passengers required to wear face coverings?*

- Yes
- No

Does the airport provide face coverings?*

- Yes
- No

Can face coverings be purchased at the airport?*

- Yes
- No

Are passengers required to wear gloves?*

- Yes
- No

4. Airport Safety Measures (Airport, Airlines, Concessions, Third Parties)

Please provide airport safety measures.

Logic: Show/hide trigger exists.

Are passenger-facing staff required to wear face coverings?*

Yes

No

Logic: Hidden unless: Question "Are passenger-facing staff required to wear face coverings?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Are passenger-facing staff required to wear gloves?*

Yes

No

Logic: Hidden unless: Question "Are passenger-facing staff required to wear gloves?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Are passenger-facing staff subject to health screening?*

Yes

No

Logic: Hidden unless: Question "Are passenger-facing staff subject to health screening?" is one of the following answers ("Yes")

Provide details:

What special COVID-19 cleaning/sterilization measures has the airport implemented?

*Provide details for areas such as restrooms, boarding areas, dining areas, etc.**

Logic: Show/hide trigger exists.

Has the airport implemented physical distancing detection technology? *

Yes

No

Logic: Hidden unless: Question "Has the airport implemented physical distancing detection technology? " is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Has seating been adapted to support physical distancing in the following areas?

Boarding areas

Dining areas

Airport lounges

- Duty-free shops
- Other retail activities

Logic: Hidden unless: Question "Has seating been adapted to support physical distancing in the following areas? " is one of the following answers ("Boarding areas", "Dining areas", "Airport lounges", "Duty-free shops", "Other retail activities")

Provide details:

Logic: Show/hide trigger exists.

Does the airport provide signage and announcements via PA system to encourage physical distancing measures in place? *

- Yes
- No

Logic: Hidden unless: Question "Does the airport provide signage and announcements via PA system to encourage physical distancing measures in place? " is one of the following answers ("Yes")

Provide details:

5. Airport Services -- to support for passenger & employee safety

Please provide airport services to support passenger & employee safety.

Logic: Show/hide trigger exists.

Does the airport provide hand-sanitizing stations?*

Yes

No

Logic: Hidden unless: Question "Does the airport provide hand-sanitizing stations?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Is there a medical clinic located in or near the airport terminal/facility?*

Yes

No

Logic: Hidden unless: Question "Is there a medical clinic located in or near the airport terminal/facility?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Does the airport provide a helpline to report COVID-19 concerns?*

Yes

No

Logic: Hidden unless: Question "Does the airport provide a helpline to report COVID-19 concerns?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Does the airport app, airlines app, or other third-party apps provide wayfinding indoor maps for passengers?*

- Yes
- No

Logic: Hidden unless: Question "Does the airport app, airlines app, or other third-party apps provide wayfinding indoor maps for passengers?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Is there any mechanism, such as social media or mobile apps, to disseminate information to the travelling public?*

- Yes
- No

Logic: Hidden unless: Question "Is there any mechanism, such as social media or mobile apps, to disseminate information to the travelling public?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Are there any other particular processes in place to assist passengers with reduced mobility (wheelchair) or passengers with disabilities? *

- Yes
- No

Logic: Hidden unless: Question "Are there any other particular processes in place to assist passengers with reduced mobility (wheelchair) or passengers with disabilities? " is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Does the airport provide self-service dining options, where passengers have limited contact with retail, food and beverage staff?*

- Yes
- No

Logic: Hidden unless: Question "Does the airport provide self-service dining options, where passengers have limited contact with retail, food and beverage staff?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Does the airport have a ventilation filtration system that recycles air on a regular basis?*

- Yes
- No

Logic: Hidden unless: Question "Does the airport have a ventilation filtration system that recycles air on a regular basis?" is one of the following answers ("Yes")

Provide details:

Logic: Show/hide trigger exists.

Does the airport offer any staff training program, relating to health or COVID-19?*

- Yes
- No

Logic: Hidden unless: Question "Does the airport offer any staff training program, relating to health or COVID-19?" is one of the following answers ("Yes")

Provide details:

If you have any questions, please email at ACI World
at AirportIT@aci.aero

Please click 'Submit' and you will receive a confirmation email.

Thank You

Thank you for completing the ACI Airport Health Portal Questionnaire
and we sincerely appreciate your participation.
