



PRESS RELEASE | For Immediate Release

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Bradley International Airport is Ready for the Summer Travel Season Passengers Invited to “Journey On” with New Nonstops, Services and Continued Emphasis on Safety Protocols

Windsor Locks, CT – June 16, 2021 – The Connecticut Airport Authority (CAA) welcomes the gradual return of passengers traveling through Bradley International Airport.

Like airports nationwide, Bradley Airport experienced a significant drop in passenger traffic at the onset of the pandemic. In April 2020, passenger volume decreased by 98%. In January 2021, that number was 70-75%, and passenger traffic is currently averaging approximately 40-50% fewer passengers in comparison to pre-pandemic levels.

“While it will be a while before we reach pre-pandemic passenger levels, we are starting to see signs of recovery at Bradley International Airport,” said Kevin A. Dillon, A.A.E., Executive Director of the CAA. “With passengers starting to travel again, we are optimistic for the summer months ahead and are confident that we will once again reemerge as an economic engine in our region. While many of our passengers have been away, we have continued to prioritize their safety and make travel out of Bradley Airport as easy as possible. This summer, we are thrilled to start welcoming back more of our passengers with new nonstop destinations, an expanded menu of services, and an overall easy-to-navigate journey.”

For many passengers, traveling in the months ahead will be the first time since the onset of the pandemic. With that in mind, this is what passengers can expect at Bradley International Airport this summer:

New Nonstop Destinations

Over the course of the pandemic, the CAA has prioritized route development and successfully announced 12 new nonstop routes. The new flights include added frequencies for existing destinations, but also include additions of popular new destinations. The new nonstops include Atlanta, Cancun, Charleston, Columbus, Las Vegas, Los Angeles, Miami, Minneapolis, Nashville, Norfolk, San Francisco, and Pittsburgh.

New Passenger Services

Understanding the importance of contactless features, the CAA is pleased to announce the addition of mobile food ordering to its menu of touch-free amenities at Bradley Airport. This convenient, safe and contactless new service is easy to access, allowing for food pre-orders at participating restaurants. Passengers can access the website www.BDLmarket.com to place their order for pick-up, as no mobile app is required to initiate an order. The new service is provided in partnership with Servy and its Grab Airport Marketplace technology.

The CAA is also pleased to debut a new partnership with the Hidden Disabilities Sunflower program to assist travelers with hidden disabilities. Program participation is voluntary for passengers, but will communicate to the airport community that the passenger wearing a sunflower-themed lanyard may need extra time, assistance, or patience on their journey. Passengers can request a lanyard at the airport information center. Bradley International Airport is the first airport in New England to launch the program, which is increasingly recognized at airports in the U.S. and beyond.

Convenient Parking, Dining and Shopping Amenities

With services and amenities reduced throughout the pandemic, many of our service partners are now also gradually returning to pre-pandemic operations. Affordable parking is available close to the terminal, and the majority of Bradley Airport's shops and dining options have reopened. Those currently not open will be gradually reopening over the summer in response to increasing passenger traffic.

Continued Emphasis on Safety Measures

With our passengers' safety in mind, the CAA is continuing to place a significant emphasis on added cleaning in high-touchpoint areas in the terminal. While COVID-19 testing is not mandatory, those wishing to get a COVID-19 test can still do so at the testing center in the airport's baggage claim.

Additionally, the airport's airline partners and the Transportation Security Administration (TSA) are continuing to prioritize safety measures. This includes TSA's face covering requirement while inside the airport and aboard the aircraft.

"We are ready to handle the expected increase in travelers this summer," said William Csontos, TSA's Federal Security Director for Connecticut. "In addition, TSA is committed to supporting a healthy and secure environment for airline passengers, TSA personnel and airport employees," he said. "Give yourself plenty of time to check in and get through security, because the checkpoint experience will look different than it did prior to the start of the pandemic."

Over the past several months, TSA has modified its procedures as part of its "Stay Healthy. Stay Secure." campaign. Travelers departing BDL and airports across the country can expect to see:

- All security officers wearing face masks and gloves during the screening process. Security officers will change their gloves after each screening position rotation, after a pat-down or upon a traveler's request.

- All travelers wearing a mask in the airport and at TSA airport screening checkpoints. The federal requirement to wear a mask has been extended until September 13, 2021. Face coverings need to cover the nose and mouth and fit snugly against the sides of the face without gaps. A TSA officer will ask travelers to briefly adjust their mask for ID verification purposes. Travelers without a mask may be denied entry, boarding, or continued transport. Failure to comply with the mask requirement can result in civil penalties.
- Social distancing leading up to and in the security checkpoint environment.
- Increased frequency and intensity of cleaning and disinfecting surfaces in the security checkpoint including bins. This is no substitute for practicing good hygiene while traveling. Travelers are encouraged to wash their hands before and after going through the checkpoint.

In recognition of the gradual return of passenger traffic, passengers traveling today will be welcomed with a series of passenger appreciation-themed activities.

About Bradley International Airport

Bradley International Airport (BDL) invites you to “Journey On” and once again experience the convenience of traveling at New England’s second-largest airport. Recognized nationally by leading travel publications for its ease of travel, Bradley International Airport is ready to welcome you with new nonstops, expanded services and accredited COVID-19 safety measures. The award-winning airport is operated by the Connecticut Airport Authority, and its operations are entirely self-funded. The airport contributes nearly \$3.6 billion to the regional economy. For more info, visit www.flyBDL.org.

About The Connecticut Airport Authority

The CAA was established in 2011 to develop, improve, and operate Bradley International Airport and the state’s five general aviation airports (Danielson, Groton-New London, Hartford-Brainard, Waterbury-Oxford, and Windham). The CAA Board consists of 11 members with a broad spectrum of experience in aviation-related and other industries, as well as government. The goal of the CAA is to make Connecticut’s airports more attractive to new airlines, bring in new routes, and support Connecticut’s overall economic development and growth strategy.