



TENANT INFORMATION ADVISORY

BWI: 213.1
DATE: June 8, 1993
DISTRIBUTION: B

TITLE: PERFORMANCE REQUIREMENTS FOR THE GROUND HANDLING OF PASSENGER CARRYING AIR CARRIERS AND COMMERCIAL OPERATORS OF LARGE AIRCRAFT

I. REFERENCE:

- A. This Directive supersedes BWI Advisory No. 77-5, dated March 1, 1977.
- B. BWI Tenant Directive 401.1, Standard Rates and Fees at BWI Airport.
- C. This Directive supersedes BWI Tenant Directive 213.1 dated January 20, 1986.
- D. BWI Airport Security Program

II. DIRECTIVE STATEMENT:

- A. This Directive applies to all fixed base operators, ground handling operators, and air carriers performing ground handling services at BWI.
- B. All commercial air carriers operating at BWI that are not expressly granted ground handling rights in their agreement with the Maryland Aviation Administration (MAA) must be handled by an authorized fixed base operator, ground handling operator, or tenant air carrier (hereinafter collectively referred to as "Operators").
- C. Operators will obtain approval from the BWI Airport Operations Center for each non-tenant operation, including assignment of aircraft parking space, holdroom use, and other terminal facilities. Requests for approval will be submitted at least ten days prior to the scheduled flight date, or at the earliest practicable time. Operators will keep the Airport Operations Center apprised of all changes in estimated arrival or departure times and dates.

- D. All costs and financial charges to non-tenant air carriers/commercial operators shall be reasonable as measured by comparing the cost of providing such services to charges levied for similar services at other airports.
- E. All Airport fees (landing, ticket counter, holdroom, etc.) collected by Operators shall be forwarded by Operators to the Division of Finance, Maryland Aviation Administration (see BWI Tenant Directive 401.1).
- F. The MAA will monitor and evaluate the performance of all Operators in achieving the performance requirements presented in this Directive. In this connection, Operators are advised that a conflict with scheduled activities is not considered an acceptable reason for failure to meet the MAA's qualitative performance requirements.
- G. The performance standards policy expressed herein represent the MAA's minimum requirements to ensure proper passenger handling for all passenger-carrying flights.
- H. On the basis of the MAA's evaluation of such activity, Operators who fail to meet the prescribed performance requirements (i.e., where the MAA's recommended minimum standards have not been met) may be denied authorization to continue to conduct ground handling for passenger-carrying flights. Such a denial of authorization shall occur only after written notice from the MAA and after an opportunity for the Operator to respond to the notice.

III. PERFORMANCE REQUIREMENTS:

In agreements between Operators, air carriers and commercial operators of large aircraft, Operators will stipulate the requirement to meet the performance requirements outlined below.

- A. For Outbound/Enplaning Flights - Operators will:
 - 1. Advise passengers to check-in at the Airport not earlier than two hours prior to scheduled departure.
 - 2. Inform passengers, prior to arrival at the Airport, of the appropriate check-in procedures, location, and, if required by

the MAA, provide each with a diagram of the terminal and the parking areas.

3. Provide a sufficient number of courteous, uniformed, and trained personnel to ensure that curbside check-in and skycap service to the ticket counter is available to all arriving passengers.

NOTE: No curbside check-in for baggage destined for non-domestic flights is permitted.

Performance Standard: Eighty percent of customers should be offered skycap service by skycap at curbside.

4. Activate ticket counter facilities to accept passengers for check-in. Ticket counter/ticket lift backdrop logo signs of Operators will be displayed until the flight's takeoff has occurred. All signs must be approved in advance by the Director of Operations, BWI Airport.
5. Provide a sufficient number of courteous, uniformed, and trained customer service representatives/counter agents to ensure rapid passenger in-processing/ticketing.

Performance Standard: Ninety percent of ticket counter customers will be serviced within 20 minutes of arrival in ticket counter line.

6. Comply with Federal Aviation Regulations (FAR) Part 121, as pertains to security of flights, and the BWI Security Program as to the screening of enplaning passengers. Operators will ensure that all enplaning passengers are properly processed through an operational screening point.
7. Advise all passengers in the event of a delay, informing them of the nature of the delay, the estimated time of departure, and the location of facilities such as telephones, restrooms, game rooms, and restaurants in the terminal which are available to passengers in such instances.
8. Provide at least one passenger service agent to accompany each Planemate trip, if Planemate mobile lounge is to

transport enplaning passengers from the terminal to the aircraft.

B. For Arriving/Deplaning Flights - Operators will:

1. Coordinate arrival requirements as appropriate with the Federal Inspection Services (Immigration and Naturalization Service, U.S. Customs Service, and U.S. Department of Agriculture).
2. Ensure that the security of terminal doors, passageways, and hallways is maintained during the deplanment to preclude air piracy of the arriving flight or inadvertent passenger violation of secure areas.
3. Provide a sufficient number of courteous, uniformed, and trained customer service representative(s) to expedite the timely processing of passengers. Duties applicable to a representative include:
 - a. Meeting the aircraft at its gate.
 - b. Requesting skycap wheelchair personnel to be present at the gate to accommodate handicapped persons, as required.
 - c. Leading the passengers into the terminal includes the requirement that each Planemate will have a passenger service agent onboard on each trip.
 - d. Guiding deplaning passengers either to the Federal Inspection area or to luggage pickup area, as appropriate.

Performance Standard: One customer service representative per 75 deplaning passengers.

4. Ensure that buses, chartered to pickup passengers, are dispatched to appropriate terminal landside doorways (outer roadway, lower level, in front of the terminal) only after the aircraft has actually landed. Prior to aircraft gate arrival time, buses will be held in a remote area designated by the Airport Operations

Center. Drivers will be required to remain with their vehicles at all times.

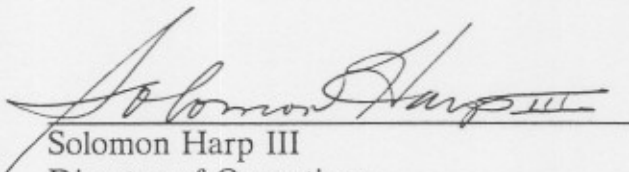
5. Provide ground crew personnel to accomplish off-loading of hold baggage from the aircraft and delivery of that baggage to the appropriate designated delivery system.

Performance Standard: Eighty percent of the bags delivered to terminal inbound baggage belt(s) are to reach point of baggage pickup by customer within 20 minutes after aircraft arrival; 100% within 30 minutes after aircraft arrival.

6. Provide a sufficient number of courteous, uniformed, and trained skycaps at the point of baggage pickup by customer.

Performance Standard: No less than two skycaps available at point of baggage pickup by customer.

- C. For All Flights - Operators will be prepared to handle "distressed flights," to include coordination of aircraft maintenance support requirements and assisting passengers inconvenienced as a result of a diversion or mechanical difficulty.



Solomon Harp III
Director of Operations
BWI Airport

SH/ga