



TENANT DIRECTIVE

BWI: 213.2
DATE: December 5, 2011
DISTRIBUTION: D

TITLE: **PASSENGERS HELD ON AIRCRAFT**

I. REFERENCES:

- A. BWI Tenant Directive 211.2, Assignment and Use of Gates and Holdrooms
- B. BWI Tenant Directive, 213.1, Performance Requirements for Ground Handling of Passenger Carrying Air Carriers and Commercial Operators of Large Aircraft
- C. U.S. Department of Transportation “Enhancing Airline Passenger Protections (EAPP),” final rule dated August 23, 2011.
- D. This Tenant Directive supersedes BWI Tenant Directive 213.2, dated November 19, 2003.

II. DIRECTIVE STATEMENT:

- A. The purpose of this directive is to ensure that passengers are rendered appropriate customer service at Baltimore/Washington International Thurgood Marshall Airport (BWI Marshall).
- B. Air carriers at BWI Marshall shall take timely action to ensure appropriate customer services are provided to the passengers on aircraft that must hold on the ground for an extended period, in accordance with EAPP.
- C. The Maryland Aviation Administration (MAA), where appropriate, will use its best efforts to assist the air carriers in extraordinary situations.
- D. Each air carrier, or its designee, is responsible for providing to the Airport Operations Center the carrier’s current flight schedule and any changes thereto as they occur, e.g., aircraft diverted to BWI Marshall.

III. PROCEDURES:

- A. Each air carrier, or its designated representative, shall notify the Airport Operations Center at 410-859-7018 of any aircraft with passengers aboard that has been holding on the ground for two or more hours. The air carrier will advise the Airport Operations Center of its intentions with regard to the aircraft and its passengers.
- B. Should such an aircraft need to return to a terminal gate/holdroom, it is the responsibility of the air carrier to first accommodate the aircraft on one of its preferential use gates (holdroom leased), or secondly to coordinate with the Airport Operations Center to find an available gate elsewhere on the Airport. The MAA will assist the carrier to the extent resources are available (e.g., provide mobile lounges, buses, holdrooms, etc.), in accordance with customary and usual charges.
- C. If an air carrier is assigned a gate by the Airport Operations Center other than their own for the off-loading of passengers, the air carrier will be required to remove the aircraft from the gate as soon as possible. This may require towing the aircraft to a remote parking position.
- D. Each air carrier should be ready and able to move their scheduled remain over night (RON) aircraft from a gate location to a remote parking position when requested by the Airport Operations Center. The available gate space will then be used by an air carrier who is about to exceed their maximum delay time as outlined in the EAPP.

**ELECTRONIC COPY
ORIGINAL ON FILE IN
AIRPORT OPERATIONS**

John A. Stewart
Director
Office of Airport Operations

 Denotes revisions