



# TENANT INFORMATION ADVISORY

**Retention:** August 11, 2023

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**July 20, 2023**

**23-030**

## TERMINAL PASSENGER SURVEYS

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Beginning Friday, July 28, 2023 through Tuesday, August 1, 2023, AECOM and ADCI will be conducting surveys and observations of various passenger processing functions in the Terminal during the hours of 4:30 a.m. to 10:30 a.m. and 3:00 p.m. to 10:30 p.m. Most surveys will be performed in public areas within or adjacent the Terminal. Surveyors will observe activity and processing times of passengers at the curbside, ticket counters, and baggage claim. There may be contact with passengers to inquire on where they parked, how they got to the Airport, and processing times at the various check-in and bag claim areas. However, the primary goal is to observe and record the processes.

Additionally, on those same dates (July 28, 2023 through August 1, 2023) from 6:00 p.m. to 10:00 p.m., employees will access the Federal Inspection Services (FIS) area to observe international baggage claim utilization. During these assessments, surveyors will avoid passenger communication and only engage with Customs and Border Protection staff to present themselves or when approached.

The survey team will be wearing yellow vests and name tags with their company logo. The point of contact is Shawn Ames, Maryland Aviation Administration Office of Planning, at 410-859-7089 or 410-404-3059.

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Director  
Office of Airport Operations

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