



TENANT INFORMATION ADVISORY

Retention: August 9, 2024

July 15, 2024

24-021

TERMINAL PASSENGER SURVEYS

Beginning Monday, July 22, 2024 through Friday, July 26, 2024, AECOM and MIMAR 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. Surveys are not planned to be conducted on Wednesday, July 24, 2024. Surveys will be performed in public areas within or adjacent to 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 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 22 through July 26, 2024) from 4:00 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. Up to four personnel will conduct FIS area surveys and all but one are badged and have Customs seals, thus only one escort may be required.

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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AIRPORT OPERATIONS**

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Director
Office of Airport Operations

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