

McGhee Tyson Airport

Tenant's Handbook



May 2009

Revised Aug 9, 2012

Tenant Handbook

Revision Log

<u>Date:</u>	<u>Section</u>	<u>Title</u>
07-02-09	601	Inbound Baggage Belts (revised)
08-13-09	408	Terminal Paging System (revised)
12-08-09	506	Ramp Markings (new)
12-08-09	601	Inbound Baggage Belts (revised)
01-14-10	601	Inbound Baggage Belts (revised, trip cable operation changed)
02-09-10	304	Wildlife Hazard Management Plan (Added)
11-12-10	701	Wheelchairs
03-10-11	703	Passenger Boarding Bridges
11-10-11	303	Light Bulb Recycling (Added)
11-10-11	304	Mail Service and Package Delivery (Added)
11-10-11	305	Maintenance Cost Control (Added)
11-10-11	307	Storage Outside Tenant's Lease Space (Added)
11-10-11	401	Construction Work Rules (Added)
11-10-11	403	Guidelines for Tenant Additions and Modifications (Added)
11-10-11	404	Housekeeping (Added)
11-10-11	405	Keys and Locks (Added)
11-10-11	410	Signage (Revised)
11-10-11	600	Baggage Lifts (Revised)
11-10-11	601	Inbound baggage Belts (Revised)
08-09-12	412	Terminal Public Address System (Revised)

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Control Number: 100
Subject: Airport Phone List
Date Updated: May 14, 2009

The McGhee Tyson Airport telephone system is in area code 865, with a prefix of 342-XXXX.

Normally, from an airport phone, it is not necessary to dial the prefix; simply dial the last four numbers (the extension).

If you are calling from a number outside the airport, you must include the prefix (342 –XXXX).

<u>Office</u>	<u>Extension</u>
Emergency (Police, Fire, Medical).....	3088
Airport Badging	3044, 3045
Airport Operations.....	3002, 3032
Building Services (Custodial).....	3047
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Passenger Boarding Bridge Coordinator.....	3294
Property Manager.....	3011
Public Safety Director.....	3023
Republic Parking.....	970-2749
Tech Support.....	3348 or 4357 (HELP)

Notes:

Control Number: 200
Subject: AED's (Automatic External Defibrillators)
Date Updated: May 14, 2009

The purpose of this document is to familiarize airport tenants with the availability of AED's in the terminal area.

Overview

An AED is used to administer an electric shock to a person who is having a cardiac arrest. It is a portable electronic device that automatically diagnoses the potentially life threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a patient. It then is able to treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to reestablish an effective rhythm.

Location

There are two AED's in the main terminal (boarding gates) area. They are mounted on columns along the main walkway opposite gates 2 and 8.



Guidance

In any medical emergency, the first action should be to notify Dispatch. There is a red emergency phone next to the AED for this purpose. Also, any airport phone may be used. Dispatch will send trained EMT responders from the airport fire station. The AED's are designed for use while awaiting EMT response.

The AED's were provide by the local American Heart Association, and were put in place for public use. The lay person should be able to use the device, based on verbal instruction that the unit provides. The user is prompted every step of the way, and the unit will not shock unless it reads the proper heart response after the pads are placed on the patient correctly.

Point of Contact

Dispatch.....865-342-3088

Control Number: 201
Subject: Badging Office
Date Updated: May 15, 2009

The purpose of this document is to familiarize airport tenants with the MKAA Airport Badging Office.

Mission

The Badging Office, a division of the Public Safety Department, is responsible for issuing airport employee ID badges, parking permits, and airport keys. They also issue ID badges for contractors doing business at the airport. They work closely with the TSA and other federal agencies to accomplish background checks on personnel who are granted access to the SIDA (Security Identification Display Area).

Location

The Badging Office is located on the ground floor of the terminal, in the front corner of the building near the west baggage claim area (closest to the airport hotel).

Hours of Operation

The Badging Office is open from 7:00 AM to 5:30 PM, Monday through Friday. They are normally closed from 11:30 to 12:30; this may vary due to scheduling exceptions. Service is by appointment, though walk-ins may be handled depending on workload.

Guidance

Typically, before a new employee can begin work in the SIDA area (which includes all of the airline ramp and air-side terminal areas), they must apply to the Badging Office for a background check, complete SIDA security training, and receive an employee badge. If the employee will be driving on the ramp or other areas of the airport, they must also attend an Airport Driver's Training class. Both the SIDA security and Driver training classes are normally offered once a week.

Point of Contact

Badging Office..... 865-342-3044 or 3045

Control Number: 202
Subject: Communications /Dispatch Center
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the Airport Communications/Dispatch Center.

Mission

The airport communications center (or “Dispatch”) handles communications and dispatch for airport public safety officers and airport operations and maintenance staff. They monitor the terminal and airport grounds via the security camera system. They also monitor the access control system (SIDA doors and door alarms).

In addition to their public safety function, Dispatch generally acts as a first point of contact for most terminal maintenance issues, such as door alarms, inbound baggage belt failures and passenger boarding bridge issues.

Location

The Airport Communications/Dispatch center is located in the Aircraft Rescue and Fire Fighting (ARFF) facility, approximately 200 yards to the west side of the airline ramp.

Hours of Operation

The Communications/Dispatch center operates 24 hours a day, every day of the year.

Guidance

You should call Dispatch for all emergency (police, fire, or medical) issues, as well as any security-related concerns (suspicious behavior, discovery of TSA-prohibited items, bomb threats, etc.) Also, call them to report any facility maintenance issues or terminal equipment problems. (See Section 509 for more guidance on maintenance issues).

Point of Contact

Dispatch865-342-3088

Control Number: 203
Subject: Eye Wash and Shower Stations
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use of the eye wash and shower stations.

Overview

The eye wash and shower stations are in place as a safety measure. They provide a rinsing source to persons who have come in contact with a hazardous substance.

Location

There is an eye wash and shower station located near the exterior wall at each gate.



(Continued)

Control Number: 203
Subject: Eye Wash and Shower Stations (Continued)

Operation

Eye Wash Station

1. Push paddle next to the eye wash to start water flow. (One side is for eye wash, the other is for shower)



2. Open eyes in water flow and rinse
3. Lift up on paddle to stop water flow

Control Number: 203
Subject: Eye Wash and Shower Stations (Continued)

Operation

Shower Station

1. Push paddle next to shower to start water flow (One side is for eye wash, the other is for shower)



2. Stand under shower and rinse
3. Lift up on paddle to stop water flow

Point of Contact

Report problems with the Eye Wash or Shower Stations to Dispatch.....865-342-3088

Control Number: 204
Subject: Fire Extinguishers
Date Updated: May 15, 2009

The purpose of this document is to familiarize tenants with the location and use of portable fire extinguishers.

Location

Fire extinguishers are located throughout the terminal building, on the ramp and upper levels. Additionally, an extinguisher is located at the top door of each passenger boarding bridge. Normally, the extinguishers are mounted inside cases, flush with a wall.



Guidance

Fire extinguishers should be used as a first response to any localized blaze...e.g. fire in a trash can, electrical fire, etc. Do not compromise personal safety by trying to fight a fire that is obviously too large or threatening (fuel spill, etc.) Your first response should be to sound an alarm, call Dispatch, evacuate the immediate area, and then fight the fire until DPS responds. Under no circumstances should anyone sacrifice personal safety to save property.

All airline station managers should be sure their personnel are familiar with the location and use of fire extinguishers in their work areas. Also, be familiar with the location of fire alarm activation boxes. Each portable extinguisher is labeled with instructions for use, and the Department of Public Safety is available on request for familiarization instruction.

Point of Contact

To report a fire call Dispatch.....865-342-3088
To request training, call the Fire Marshall.....865-342-3321

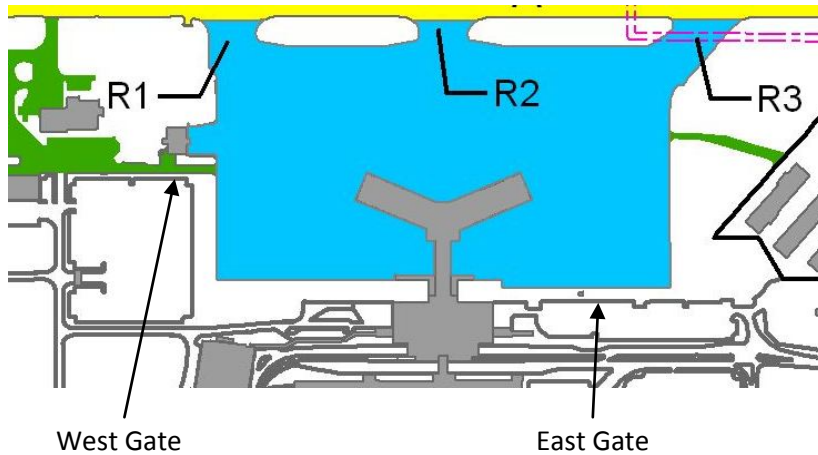
Control Number: 205
Subject: Parking Lot Security Gates
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use of the parking lot security gates

The function of the parking lot security gates is to provide a means for employees to access the ramp area and parking lot without having to go through the terminal. It is important to note that the East gate is for ramp exit only, while the West gate allows both entrance to the ramp and exit to the parking lot.

Location

There are two parking lot security gates, one on the east (Knoxville) side of the terminal, and one on the west (Maryville) side. The east gate is located at the fence between the east employee lot and the east air carrier ramp. The west gate is located at the fence between the west employee lot and the service road entrance to the west air carrier ramp. See the diagram below for details.



Operation

Entering Ramp Area (west gate only)

1. Swipe SIDA badge
2. The turnstile will unlock
3. Walk through the turnstile

Exiting Ramp Area (either gate)

1. Walk through the turnstile

Caution: This is a SIDA entrance point; all personnel must swipe before entering.

Point of Contact

Dispatch865-342-3088

Control Number: 206
Subject: Public Safety Department
Date Updated: May 15, 2009

The purpose of this document is to familiarize airport tenants with the MKAA Airport Public Safety department.

Mission

The Public Safety department is responsible for police and fire protection, and emergency medical response at McGhee Tyson Airport. All Public Safety officers are trained in police protection, aircraft rescue and fire fighting, and medical first response.

Police Protection

The safety officers monitor the SIDA area for unauthorized entries, respond to assistance calls throughout the airport, and provided for the general safety and well being of airport tenants and visitors.

Fire Protection

The safety officers stand ready to respond to both structural fires and aircraft emergencies.

Medical Response

The safety officers respond to medical emergencies in the airport as well as emergencies on incoming aircraft.

Hours of Operation

The Department of Public Safety operates 24 hours a day, every day of the year.

Location

The Public Safety department operates out of the Aircraft Rescue and Fire Fighting (ARFF) facility, approximately 200 yards to the west of the airline ramp.

Contacts: In an EMERGENCY, do not call 911; call the Dispatch Center. This will ensure the most rapid response possible. Also contact Dispatch for any other police, fire, or medical response requests.

Dispatch Center865-342- 3088

Director of Public Safety.....865-342-3023

Fire Marshall.....865-342-3321

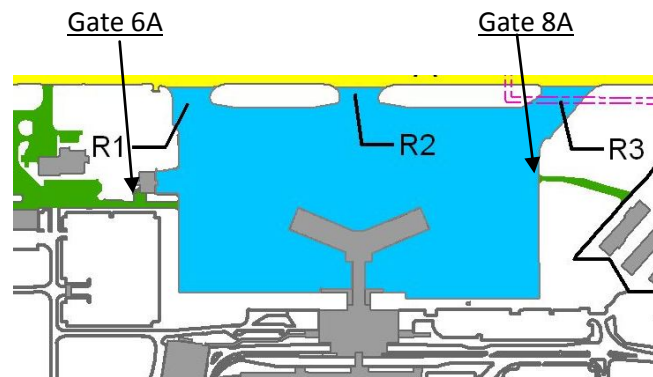
Control Number: 207
Subject: SIDA Ramp Security Gates
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use of the SIDA ramp security gates.

The two gates used to drive on and off the SIDA area are 6A and 8A. 6A will be used when picking up freight or mail and 8A will be used when traveling to the General Aviation ramp, generally to the Fixed Base Operator.

Location

Gate 6A is located on the west side of the SIDA/air carrier ramp, gate 8A is located on the east side of the SIDA/air carrier ramp. See diagram below for details.



Operation

Exiting SIDA through gate 6A and 8A

1. Drive up to gate and wait until gate opens.
2. Drive through the gate.
3. Wait until gate closes fully before proceeding. (Generally while on a tug, the line of sight will require you to swing your tug out and around to visually confirm gate closure.)

Entering SIDA through gate 6A

1. All passengers swipe SIDA badge at the entry point..
2. Wait until gate opens, drive to traffic light and stop. The light will turn red.
3. Wait until traffic light turns green and proceed.
4. Visually ensure that either the gate has closed behind you or another person has swiped their badge behind you.

(Continued)

Control Number: 207
Subject: SIDA Ramp Security Gates (Continued)

Entering SIDA through gate 8A

1. All passengers swipe SIDA badge at the entry point.
2. Wait until gate opens, drive onto SIDA and stop.
3. It is advisable to make a left or right turn out of the driveway and wait there. If you wait in the driveway, you may reactivate the sensor and open the gate.
4. Visually ensure gate has closed and proceed.
5. Ensure that you have not inadvertently tripped the sensor and opened the gate again before leaving the area.

Cautions

- Always ensure every passenger swipes before entering a SIDA area.
- Always ensure gates are closed before you drive away.
- When traveling out of gate 6A, do not drive over the striped rectangle, this will open the gate from the access road to the mail/freight ramp. If you do open this gate, drive off the rectangle and watch the gate until it closes.
- TSA is authorized to search vehicles entering the SIDA area. Be prepared to undergo a TSA search.

Point of Contact

Dispatch.....865-342-3088

Control Number: 208
Subject: Suspicious/Prohibited Items
Date Updated: May 15, 2009

The purpose of this document is to provide guidance on the discovery of suspicious or prohibited items.

Overview:

Any prohibited item (knives, pepper spray, lighters, etc) which is found in the terminal beyond the TSA checkpoint can be a serious security threat. All employees who work in the SIDA portion of the terminal must remain alert for the presence of these items. For a complete list of prohibited items, see www.tsa.gov. If such an item is found, employees should follow the guidance below.

Guidance:

Any employee that discovers or becomes aware of a prohibited item anywhere in the sterile area (an example would be in a trash can on the concourse) shall immediately notify the Dispatch Center by phone. Take care not to touch, move, or otherwise disturb the item. Do not alert or alarm any passengers in the area, but do take measures to limit circulation in the immediate vicinity (an example would be to close a restroom if an object is found in the restroom trash).

Control of, or access to the item should be relinquished only to a uniformed Airport Public Safety Officer. After an Airport Public Safety Officer arrives, provide them with any information possible about the discovery of the item. After answering any question the Officer may have, report the incident to your Supervisor.

Each manager should be aware of this procedure and discuss it with their employees, to include any questions that they may have. Direct any questions that you may have on implementing this procedure to the airport Director of Public Safety.

Point of Contact:

Dispatch.....865-342-3088
Director of Public Safety.....865-342-3023

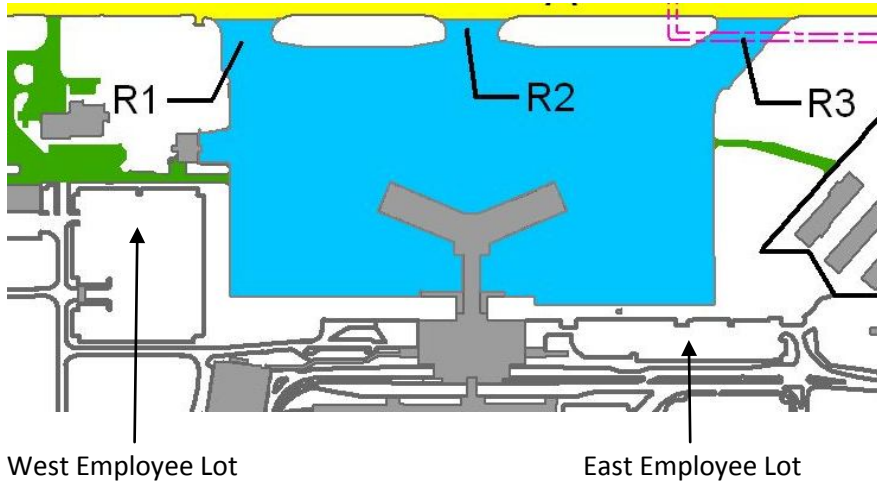
Notes:

Control Number: 300
Subject: Employee Parking
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on employee parking.

Overview and Location

Employee parking is in one of two areas: on the east (Knoxville)side of the terminal, with an airport provided hang tag or on the west (Maryville)side of the terminal with an airport provided proximity card. See illustration below for details.



The East side lot has a limited number of spots marked “Staff.” These spots are allocated to each terminal tenant, and may be assigned at their discretion.

The West side lot may be used by all terminal tenant employees. Commuting airline crew members may use the lot after paying an annual fee.

Guidance

The airport Badging Office (see Sect 501) issues parking permits for airport tenant employees; contact them for an appointment. Commuting crewmembers should contact Republic Parking.

Cautions:

- You may not park more than one car in employee parking at a time.
- MCAA will not validate parking tickets for airline employees that use the parking garage.

Point of Contact

Badging Office.....865-342-3044, 3045
Republic Parking.....865-970-2749

Control Number: 301
Subject: Facilities Maintenance/Management Departments
Date Updated: May 15, 2009
Attachment: Maintenance Responsibility Chart for the Terminal Complex

The purpose of this document is to familiarize airport tenants with the MKAA Facilities Maintenance and Facilities Management departments.

Mission

The Facilities Maintenance Department is responsible for day-to-day repair, upkeep, and building modification programs. The Facilities Management department is responsible for long range construction and building improvements, as well as ongoing maintenance and renovation programs.

Location and hours

The Facilities Maintenance Department is located on the ground floor, behind a security door in the northeast corner of Baggage Claim 2. Normal business hours are M-F, 7:00 AM to 5:30 PM. On-call personnel are available for problems outside normal hours.

The Facilities Management Department is located on the third floor of the terminal, in the Operations/Administration area. Normal business hours are M-F, 8:00 AM to 4:30 PM.

Guidance

For immediate maintenance issues (incoming baggage belt failures, passenger boarding bridge issues, water outage, etc), contact Dispatch. They will notify the appropriate Facilities Maintenance personnel for corrective action. For long-rang facility issues or questions, contact the Facilities Management department.

It is important to remember that some maintenance items are the responsibility of the tenant, not the airport authority. Refer to your lease (Exhibit C, "Maintenance Responsibility Chart") for guidance. For your convenience, a copy is attached on the following page.

Point of Contact:

Dispatch.....865-342-3088
Facilities Management..... 865-342-3120
Facilities Maintenance.....865-342-3051

(Continued)

Control Number: 302
Subject: GIS (Geographic Information Systems)
Date Updated: May 15, 2009

The purpose of this document is to familiarize airport tenants with the Geographic Information Systems services available from MKAA.

Overview

The GIS (Geographic Information System) at McGhee Tyson Airport stores information about the physical features, property, buildings and utilities on-site. It is a map-searchable database of information that is accessible to all airport (MKAA) employees.

While its main function is as a catalog of all data associated with the airport, it also has a significant use as an analysis tool. GIS can be used to analyze an area for future use, to measure length and area, identify boundaries, show spatial relationships, or to identify conflicts. A major source of this information is detailed aerial photography, which is being collected at regular intervals.

As part of the GIS program, we have also created a searchable digital catalog of all historical drawings. This includes our entire back catalog of building, tenant spaces, runways, and all other drawings associated with the airport.

GPS (Global Positioning Systems) is another tool that is being used to catalog the spatial data. MKAA uses a highly accurate GPS collector to gather point, line and area information directly from the ground. We have collected information on buried utilities, passenger loading bridges, runway sensors, lights and signs as well as other items. Along with using GIS and aerial photography to locate ground features, GPS can be a valuable source of information.

Guidance

Airport tenants are encouraged to contact the GIS Department for any information or products that may be helpful to their operation. For instance, GIS information has been used to plan and design ramp markings for a specific gate area, based on aircraft type.

Point of Contact

GIS Manager.....865-342-3027

Control Number: 303
Subject: Light Bulb Recycling
Date Updated: November 10, 2011

The purpose of this document is to provide a guide for airport tenants on procedures for recycling used light bulbs.

Overview

In order to separate waste light bulbs from other solid waste, the Airport Authority will accept these light bulbs and arrange for disposal and/or recycling. Our current procedure is described below.

Procedure

1. Tenant collects used bulbs, which need to be put back in their original packaging or similar container.
2. Tenant then calls Dispatch and requests a work order (complete with a contact name and phone number) for bulb pick up. This provides both the tenant and MKAA with a record of the request.
3. Facility Maintenance will contact tenant and pick up the bulbs for recycling.
4. Please do not deliver the bulbs to Facility Maintenance, or call them directly.

Point of Contact

Dispatch.....865-342-3088

Control Number: 304
Subject: Mail Service and Package Deliveries
Date Updated: November 10, 2011

The purpose of this document is to provide information on mail and package deliveries to your business at McGhee Tyson Airport.

For **USPS** letters and small packages:

The Airport Authority owns and maintains a mail center located on the first floor behind Bag Belt 1. There is no charge for Airport businesses to use these. Contact the Airport Operations Information Management Specialist at extension #3025 for assignment and a key.

The address will be:

(Your Business)
McGhee Tyson Airport
2055 Alcoa Hwy., Suite *(letter)*
Alcoa, TN 37701

Deliveries expected to be too large for the mail center or done by other carriers (FedEx, UPS, etc.), need to have more information in the address than McGhee Tyson Airport or the street address, i.e. a contact name and phone number. The US Postal service has advised that it may be necessary to pick up any packages too large for the box, or requiring a signature.

For freight and other large package deliveries:

Security will not allow trucks to remain unattended in front of the airport terminal building while the driver locates the addressee. For deliveries of packages, boxes, or large shipments, drivers should be instructed to go to the west entrance of the terminal building (behind the airport hotel.) There, they should contact Dispatch via the call box which is located next to the crossing gate arm. Dispatch can also be reached via cell phone at 865-342-3088. Dispatch will then call the addressee to meet the driver at the loading dock to accept delivery.

Point of Contact

To request or cancel a box assignment.... 865-342-3025

For delivery vehicle escort.....865-342-3088

Control Number: 305
Subject: Maintenance Cost Control
Date Updated: November 10, 2011

The purpose of this document is to share tips for reducing maintenance costs related to terminal equipment (jet bridges, bag belts, etc).

Background

In an effort to reduce maintenance costs and improve equipment reliability, the MKAA Facility Maintenance Department has identified trends in equipment failures, and costs associated with their repair. These observations are based on a review of historical cost data, interviews with maintenance technicians and contractors, and interactions with individual airline station managers.

The goal is to provide airline station managers with useful information they can pass on to their line employees, who ultimately have the most impact on care and use of the equipment. By educating employees on these “best practices,” and stressing that repair costs are passed on to each airline, managers will have an additional means to help control costs.

Guidance

Items below are listed in order of highest cost and most frequent failure. The practices listed to help avoid costly repairs are in addition to the basic operating procedures that are covered in preceding sections of this manual. Costs quoted are historical costs for educational purposes. Actual future costs may differ.

Problem Areas (With their associated Control Number)

Passenger Boarding Bridge (PBB) over-steer and over-extension (Control Number 702)

Operators drive the PBB past its limits, causing the bridge to shut down. Each bridge is equipped with a buzzer to warn when it is nearing the end of its operating limits. This is covered in the PBB training program, and should be strongly emphasized to all operators. This is the number-one PBB maintenance call problem, and cost for response is \$80 during business hours or \$200 at other times.

(Continued)

Control Number: 305
Subject: Maintenance Cost Control (Continued)

Ground air conditioning unit hoses (Control Number 501)

The hose is left lying on the ground while the PBB is being moved, and gets run over by the PBB wheels or is worn by dragging on the concrete. Also, if the hose is left extended after aircraft departure it may be run over by ramp equipment. Below are photos of some poor practices:



Chocks stowed in the hose cradle under the PBB



Hose left on ramp after aircraft departure

To avoid unnecessary damage, ramp workers should properly store the hoses before moving the PBB, and when not in use. Replacement costs are \$275 for a hose coupler and \$475 per hose section (up to 6 per hose). Recent annual costs were \$10,800 for parts and \$1580 for labor.

Potable water lines and couplers (Control Number 504)

Most common problem is the connector on the portable water hose gets worn after being dragged across the ramp. Also, binding hose reels can cause problems. To prevent damage, employees should carry the hose end back to the cabinet before reeling in the hose, and properly guide the hose back onto the reel. Below is a photo of an improperly wound water hose:



The cost to replace a worn connector is \$500.00 plus labor, and recent annual costs exceeded \$2,800.00

(Continued)

Control Number: 305
Subject: Maintenance Cost Control (Continued)

Baggage Lifts (Control Number 600)

The most frequent maintenance call item on this equipment is to repair a lift that is jammed by luggage which has fallen off of the cart, or has slipped and is extending out from the cart. This can cause damage to the cart as well as the lift. If proper attention is given to loading bags on the cart, these problems can be minimized. The cost for a service call is \$80 during normal business hours, or \$200 at other times. In some cases the repair cost for a damaged hoist cradle can reach \$2,000.



Damage to lower part of baggage lift cradle

Another damage-prone item are the doorstops on the upper level doors, which can be torn loose by trying to close the door without first lifting the doorstop. Cost to replace a doorstop is approximately \$100.

Finally, the baggage carts themselves are vulnerable to damage if not properly parked when not in use. The carts should be parked near the baggage lift, with the brakes set or chocked. Carts left unattended farther out on the ramp can be blown over and damaged by jet blast. The cost to repair a damaged cart can reach \$500.



Baggage cart left unattended on ramp

(Continued)

Control Number: 305
Subject: Maintenance Cost Control (Continued)

Inbound Baggage Belts (Control Number 601)

The most frequent maintenance response item for the baggage belts is to clear a belt jam caused by luggage which has been improperly loaded, or which has shifted in transfer. Another problem occurs when an employee accidentally trips the emergency stop cables, and the belt fails to restart normally.

Belt jam procedures are covered in Control Number 601, but the best practice is to properly load bags with proper spacing to prevent jams. Also, place soft-sided bags or items with straps in the hardened plastic tubs.

Ground Power Unit Cables (Control Number 502)

GPU cables and cable ends are vulnerable to damage from being run over or dragged on the ramp. Cable ends are especially easy to damage by dragging them across the ramp. Cable ends cost approximately \$400 plus labor to replace, and replacement cables are \$1,000 plus labor. In 2010 the costs for parts alone have exceeded \$8,000.



GPU plug end damaged by dragging across the ramp



Damage to GPU cable power plug

(Continued)

Control Number: 305
Subject: Maintenance Cost Control (Continued)

Passenger Boarding Bridge Carpet Cleaning

As part of a preventative maintenance program, the MKAA Building Services staff performs overnight carpet cleaning on the passenger boarding bridges. At the end of each day, please be sure the PBB's are extended to their full length, if no overnight aircraft is parked at that gate.

Boarding Gate Paging Microphones



Gate area paging microphones are mounted on the wall at each boarding gate. The microphones are most often damaged by either having the cords stretched too far, or being dropped and banged against the wall. The cost to replace one is \$90.

Control Number: 306
Subject: Operations Department
Date Updated: May 15, 2009

The purpose of this document is to familiarize airport tenants with the MKAA Airport Operations Department.

Mission

The Airport Operations Department is responsible for the Airport Certification Manual (ACM) and compliance with all FAA Part 139 regulations (see "FAA Requirements" below). This ensures the airport will maintain its operating certificate and remain open for airline service.

In carrying out this responsibility, the Airport Operations Department is tasked with the following duties, among others: record keeping, airport conditions reporting, notices to airmen (NOTAMs), training, pavement area regulations, runway safety areas, airfield marking and lighting, snow and ice control, airport self-inspection, and wildlife hazard management.

The Airport Operations Department is here to ensure a safe operating environment for your airline. Contact them for any issues dealing with ramp or airfield markings, lighting, or surface conditions, or any other aviation safety-related concerns. During times of adverse weather, such as snow or ice storms, they will work closely with you to ensure as reliable an operation as possible.

FAA Requirements: All airports with scheduled airline service are required to maintain an FAA-issued Airport Operating Certificate. As a condition to acquire and maintain this certificate, airports must comply with 14 CFR Part 139 "Certification of Airports." To insure compliance with Part 139, the airport maintains an "Airport Certification Manual," which is an FAA-approved document governing how we run the airport.

Location

The airport Operations Department is split into two locations. The administrative area is located on the 3rd floor (above the ticket counters), and the Operations Office (Operations Managers and staff) is located on the ramp level under Gate 3.

Hours of Operation

Normal business hours are Monday through Friday, 7:00 am to 5:30 pm (Operations managers), and 8:00 am to 4:30 pm (VP of Operations).

Contacts:

VP of Operations..... 865-342-1089

Operations Managers..... 865-342-3002 or 3032

Control Number: 307
Subject: Storage Outside Tenant's Lease Space
Date Updated: November 10, 2011

The purpose of this document is to provide a guide to procedures for temporarily storing items outside of their lease space.

Overview

Normally, tenants are not allowed to store items outside of their lease space. In some cases (such as remodeling or moving), MKAA will permit temporary storage in a suitable area.

Guidance

Tenants who are involved in a remodel or construction project should contact the MKAA Facilities Manager to coordinate for an assignment of temporary storage space. In other cases, contact the Building Services Superintendent for coordination.

All items that are placed in such temporary storage should be labeled with a sign containing the following information:

1. Contact information (phone and email) for the person responsible for the items
2. A brief description of the items if they are boxed or otherwise concealed
3. The date the items were placed in storage and date they are expected to be removed

Point of contact

Facilities Manager.....865-342-3120

Building Services superintendent..... 865-342-3047

Control Number: 308
Subject: Wildlife Hazard Management Plan
Date Updated: February 9, 2010

The purpose of this document is to familiarize airport tenants with the TYS Wildlife Hazard Management Plan.

Overview

- 1) The Wildlife Hazard Management Plan (WHMP) is incorporated in the Airport Certification Manual (ACM) as required by CFR Part 139.337. The plan has been approved by the FAA.
- 2) In 2009, thirty-eight employees, from the Operations, Airfield Maintenance, and Public Safety Departments, attended an initial 8-hour training course, taught by an FAA-approved Airport Wildlife Biologist. These employees will receive annual refresher training, as required by the FAA and our ACM. Also, new employees will attend training as required.
- 3) Wildlife population management measures include, but are not limited to:
 - Bird harassment with banger and screamer pyrotechnic shells and other scare tactics. Some depredation is practiced as necessary.
 - Mammal Control by trapping and removal.
- 4) Wildlife habitat modification is practiced to discourage bird and mammal congregation.
 - Airfield turf is mowed to a recommended height to discourage small birds and mammals.
 - The airfield perimeter is enclosed with a tall chain link fence to repel wildlife.
 - Areas of standing water are monitored and drained as quickly as possible.
- 5) Airfield Inspections are conducted to detect and minimize wildlife threats.
 - Per our ACM, a minimum of two daily inspections are performed. Random inspections also take place, and are stepped-up during times of increased migratory waterfowl activity.
 - These inspections cover the entire airfield area, as well as the surrounding environment.
- 6) Response measures have been established for when wildlife is reported on the airfield.
 - Public Safety Officers or Operations and Maintenance staff respond when the airport's Dispatch Center is notified of a wildlife sighting. Notification may come from the Air Traffic Control Tower, or any employee who sights wildlife on the airport.
 - The responders are trained in the proper dispersal/control techniques, and will coordinate with the Control Tower to minimize hazards to aircraft.

(Continued)

Control Number: 308
Subject: Wildlife Hazard Management Plan (Continued)

- 7) Communication procedures are in place to notify aircrew when bird hazards exist.
- The Control Tower is notified when increased bird activity is noted, and this information may be broadcast to departing and arriving pilots.
 - A permanent NOTAM (Notice to Airmen) concerning bird activity is published in the Airport/Facility Directory (an FAA publication), and temporary NOTAMs may be issued if conditions warrant.
- 8) To improve safety, and insure we have the most effective WHMP possible, in January 2010, MKAA began working with a USDA wildlife specialist who is conducting a year-long airport Wildlife Hazard Assessment. As an added benefit, this specialist will be employing active wildlife control measures, as conditions dictate.

Guidance

All tenants should encourage their employees to report any wildlife sightings of concern to MKAA Dispatch. Dispatch will notify a Safety Officer or other staff member to respond to the sighting. If you have questions or concerns not of an immediate nature, please contact the Operations Department.

Point of Contact

Dispatch..... 865-342-3088
Operations Dept..... 865-342-3002 or 3032

Notes:

Control Number: 400
Subject: Blinds Scheduling
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the scheduling of terminal area window blinds.

Overview

Window blinds throughout the terminal are operated automatically, according to a programmed schedule.

Guidance

A request for altering the window blinds schedule is a terminal tenant community issue. As such, proposed alterations will be recognized only from the airline station manager committee in writing. Individual airline staff with questions or concerns must address the issue first with their respective station manager.

Point of Contact

Airline Station Manager Committee

MKAA Facilities Manager..... 865-342-3120

Control Number: 401
Subject: Construction Work Rules
Date Updated: November 10, 2011

The purpose of this document is to familiarize tenants with work rules and other guidance governing tenant-sponsored construction projects.

Construction Work Rules

1. All work by vendors, tenants or their sub contractors must comply with all TOSHA regulations, applicable building codes and best practices.
2. The vendor must contact the Facility Maintenance Department not less than 2 business days in advance to schedule lock out/tag out for any electrical power, water supply, equipment repairs, or work involving any moving or automatically starting equipment.
3. All tools must be secure at all times and remain within arm's reach of the user. All tools, equipment, supplies and vehicles must be secured while on the SIDA ramp or within the Concourse Sterile Area. Vendors will be responsible for having their vehicles marked in accordance with the Airport Security Plan.
4. All tools used for work on the Concourse must be in the contractor's immediate possession and control. Tools, parts and materials need to be inspected by Department of Public Safety before entering the SIDA or Concourse Sterile Area.
5. Vendors need to supply their own tools and equipment to install or maintain. This includes clean up equipment, ladders, scissor lifts, forklifts, carts, and trash disposal.
6. No trash or debris disposal is provided by the Authority for vendor use. Do not place vendor construction trash in Authority dumpster or receptacles.

Material Movement

1. All tools and materials brought onto the Concourse for construction or remodeling must be scheduled for inspection in advance through the Chief of Public Safety or their designated representative. Dispatch may be called to schedule the inspection.
2. When a vendor wants to move items in or out, change displays, etc. they are responsible for any charges such as removing entrance doors, by others or MKAA support labor. If the items are moved to accommodate the Airport for a project or maintenance, then the Airport will pay any charges.

(Continued)

Control Number: 401
Subject: Construction Work Rules (Continued)

Electrical Work

When a vendor or contractor wants to connect a display or tool (such as a drill, saw or light) into building power, they will be required to use an inline GFI device. An example of an approved device is Grainger item #4CT54.

Tables, Chairs & Special Items

Items need to be requested 48 hours in advance through the Building Services Supervisor.

Badging and Scheduling

The vendor is responsible for badging, coordination with MKAA, scheduling, loading and unloading materials, scheduling inspections, etc. Unscheduled delivery inspections will be refused at the dock. Responses to unscheduled deliveries by Authority Staff will be billed to responsible vendor at a minimum of 1 hour of labor expense plus an administrative fee. Responses to unscheduled vendor or vendor subcontractors by Authority Staff will be billed to the responsible vendor at a minimum of 1 hour of labor expense plus an administrative fee.

Point of Contact

Facility Manager.....865-342-3120

Director of Public Safety (Dispatch).....865-342-3088

Building Services Supervisor..... 865-342-3047

Control Number: 402
Subject: General Area Public Address System
Date Updated: May 15, 2009

The purpose of this document is to familiarize airport tenants with using the general area microphones for audio public address messages.

Overview

The function of the microphones is to address the immediate area in which they are located. For example, a gate microphone will only address the immediate gate area.

Location

Two microphones are located at each gate area: one on the podium, and one on the wall near the upper door to the passenger boarding bridge. Also, each ticket counter has a microphone at the respective counter positions

Operation

Key the microphone and speak.

If a terminal page is in progress, or begins while you are using the microphone, the microphone will be cut off. Simply wait until the page is over, re-key the microphone and begin speaking again.

Point of Contact

MKAA Tech Department..... 865-342-3348 or 4357 (HELP)

Control Number: 403
Subject: Guidelines for Tenant Additions and Modifications
Date Updated: November 10, 2011

The purpose of this document is to give an overview of the process that tenants should use when proposing modifications to the premises or fixtures within their lease area.

Background

The Tenant Lease, McGhee Tyson Airport Design Guidelines, this handbook, and Concession Guidelines all provide guidance for Tenant additions/modifications and new leases. Before beginning any construction, tenants should submit a proposal following the below guidelines:

Tenant Proposal

1. Please provide a narrative of what actions/modifications you would like to take.
2. Provide pictures, product sheets, specifications and drawings of the install or modification.
3. Supply a copy of the Installer's Business License(s), Insurance Policy, Contractor's License(s) and contact information for contractor(s) performing the work.
4. Provide a signed and dated "Memo of Understanding" that your organization will repair or pay to have repaired any damages caused by the equipment or modification to the Terminal Building.
5. Submit the proposal via email to: Ken.Eckert@tys.org , or mail to:

Ken Eckert, Facility Manager
Metropolitan Knoxville Airport Authority
PO Box 15600
Knoxville, TN 37901

Notice to Proceed, Modify Submittal or Project Declined

After the MKAA staff has reviewed the proposal, the Facility Manager or designee will reply to the requestor with a written response. This reply may be a "Notice to Proceed", identify areas that need to be addressed and resubmitted, or "Project Declined." Upon approval, MKAA staff will then designate a Project Manager to represent the Airport.

Ticket Counter Modifications

Ticket counters are property of MKAA, and not the tenants. Any changes or modifications must be approved in advance.

Point of Contact

Facility Manager, Ken Eckert..... 865-342-3120

Control Number: 404
Subject: Housekeeping
Date Updated: November 10, 2011

The purpose of this document is to provide a guide for airport tenants on their housekeeping responsibilities.

Guidance

All airlines are responsible for housekeeping on and behind their front Ticket Counters and terminal Boarding Gate counters. This includes vacuuming and shampooing of the carpet, removal of stickers and tags on the counter surfaces, and maintaining signage in good condition. These areas should remain free of objects on the floor, and present a neat, clean, safe appearance.

For security reasons and to help prevent trash and insects from entering the terminal, door stops are prohibited on exterior doors. Ramp-level doors at each gate are equipped with automatic openers, which provide customer convenience, help maintain a clean environment, and contribute to energy efficiency. Using door stops on these doors defeats these purposes, and can lead to door malfunctions.

The MKAA Building Services Department provides regular housekeeping services in the common areas throughout the terminal. Please contact Dispatch to request a response for any unusual housekeeping needs in these spaces, such as excess trash or waste in public areas or spills on the floor or furnishings.

Point of Contact

Dispatch.... 865-342-3088

Control Number: 405
Subject: Keys and Locks
Date Updated: November 10, 2011

The purpose of this document is to familiarize airport tenants with MKAA policies on door hardware, locksets, and keys.

Overview

For security and safety purposes, it is important that tenant lease spaces be secured by a standardized lock system. Also, for security purposes, MKAA takes responsibility for issuing all keys used to access these spaces.

Guidance

Door Hardware: As stated in the tenant lease, “All door hardware, locksets, padlocked gates or doors, or other device to secure a door or entrance, shall be compatible with, or will accept, interchangeable lock cores. The authority will provide cores and or keys compatible with the tenant’s needs. Installed cores will be operable by a “Grand Master Key” under the control of the Authority’s Chief of Public Safety.

To ensure compliance with the above, it is important that, prior to any remodel or construction activity affecting such doors and locks, all tenants comply with the guidance in Control Number 403, “Guidelines for Tenant Additions and Modifications.” To initiate this process, or for any questions, contact the MKAA Facility Manager.

Keys: As stated above, MKAA will provide keys “compatible with the tenant’s needs.” This means that MKAA will provide, at no cost, a reasonable quantity of keys based on the number of employees expected to use them. Airport keys are a “controlled item,” and each tenant manager is responsible to account for them. The Authority will replace damaged keys, but tenant’s will be charged for lost keys.

To request new or replacement keys, tenants should contact Dispatch to initiate a work order. This request should be made 3 days in advance, and the tenant should state the reason for the request (replacing lost or damaged key, new employee, etc). When the keys are ready, they will be issued through the MKAA badging office.

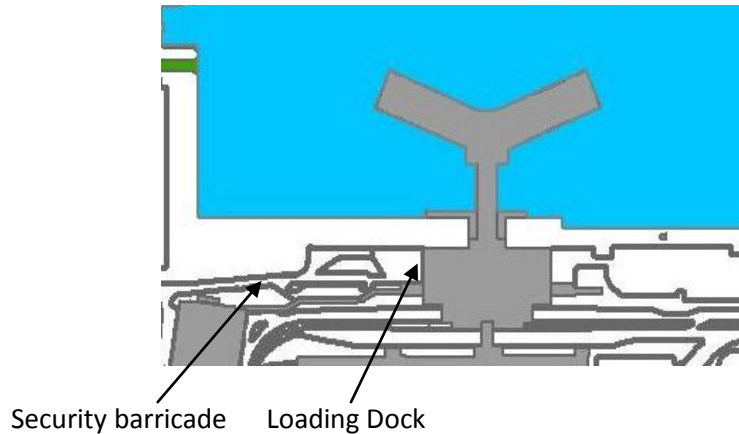
Point of Contact

To coordinate construction or remodeling, call the Facility Manager..... 865-342-3120
To initiate a work order for new or replacement keys, call Dispatch..... 865-342-3088
For issue, contact the Badging Office.....865-342-3044 or 3045

Control Number 406
Subject Loading Dock
Date Updated May 15, 2009

The purpose of this document is to familiarize airport tenants with the shared loading dock.

The airport provides a shared loading dock for all terminal tenants. The dock is located on the west side of the terminal, facing the airport hotel. See the diagram below for details.



Guidelines:

Access to the loading dock is through a security barricade behind the airport hotel. Delivery vehicles will need to contact Dispatch through a phone next to the barricade, to arrange for a Public Safety Officer to inspect the vehicle. Once through the gate, the truck can proceed to the loading dock.

Airside access to the loading dock is through a SIDA door, activated by a wall-mounted push button (out bound), and a swipe card reader (inbound). The door provides access to the “tunnel” area under the terminal, which leads to the ramp and the airline operations areas.

It is important to remember that the shared loading dock is not a tenant leased area; it is for the joint use of all airline operators, along with other terminal tenants. It is also not to be used for permanent storage. All users are requested to observe “good housekeeping” principles, respect the needs of other tenants, and observe regulatory signs in the area.

Caution:

The terminal door on the loading dock is a SIDA door. SIDA entry procedures must be observed when using this door. All badged personnel must swipe when entering from the outside, and escort procedures must be observed for non-badged personnel.

Point of Contact

Dispatch..... 865-342-3088

Control Number: 407
Subject: Elevators (Restricted)
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use of restricted elevators.

Overview

There are two restricted elevators (C2 and C3) in the main concourse (beyond the security checkpoint) that serve the boarding gate areas on the second floor of the terminal, and airline operations areas on the ground floor. These elevators are for employee use and for passengers who would have trouble using the stairs. These passengers must be escorted.

Locations

One elevator is located in approximately the middle of each concourse.

Operation

Swipe your airport ID/SIDA badge in the card reader to call the elevator. Once the door opens, enter the car, and select the button for the desired floor.

Cautions

- Once down the elevator, you are in a SIDA area.
- EVERY SIDA badged person must swipe.
- All non SIDA badged personnel must be escorted according to SIDA rules.
- Upon exiting the elevator on the upper level, watch the door until it is closed, to prevent unauthorized persons from entering.

Point of Contact

Dispatch 865-342-3088 (to report security or service issues)

Control Number: 408
Subject: Restrooms
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the location of airport restrooms.

Location

The restrooms are located in the following areas:

- On the first floor on either side of the escalators
- On the second floor across from the gift shop
- On the second floor on both sides of the east and west concourses in approximately the middle of the concourse
- In the airport operations areas

While in any restroom in a public access area, please be alert for the presence of any suspicious or prohibited items. See section 208 for further guidance.

Point of Contact

Report cleaning or service issues to Dispatch..... 865-342-3088

Control Number: 409
Subject: Service Animal Relief Area
Date Updated: May 15, 2009

The purpose of this document is to inform airport tenants of the location of the Service animal relief area.

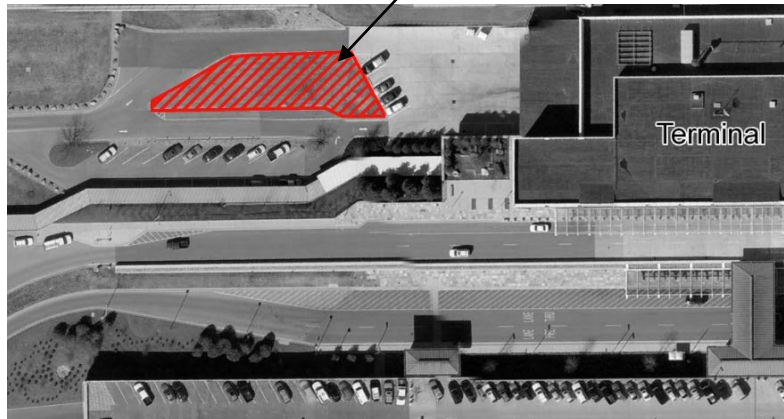
Overview:

In complying with the DOT Air Carrier Access Rule (Part 382), McGhee Tyson Airport provides a designated area for service animal relief. This is the grassed turf area on the West Side of the Terminal near the cross walk to the West Surface/Economy Lot. Appropriate signage and waste collection fixture are to be installed.

This may or may not be the permanent location, as we will further study the use and needs for an animal relief area. A graphic of the area is attached to assist your agents when they escort a passenger with service animal relief needs to the area.

Directions to the area:

1. Go the 1st Floor of the Terminal.
2. Exit the Bag Claim #1 area in the direction of Surface Parking and the Airport Hilton Hotel.
3. Take the Sidewalk to the end of the glass window wall.
4. Turn right and use the crosswalk across the service entrance.
5. At the end of the cross walk, the designated service animal relief area is between the service road and the sidewalk .



Points of Contact

For security issues, contact dispatch..... 865-342-3088
For general questions regarding this area, contact MKAA Operations..... 865-342-3002, 3032
For cleaning or supply issues, contact Building Services..... 865-342-3047

Control Number: 410
Subject: Signage
Date Updated: November 10, 2011

The purpose of this document is to provide a guide for airport tenants on terminal signage.

Overview

The design and construction of the McGhee Tyson airport terminal is intended to present a unified visual and spatial theme to the traveling public. Specifically, the building derives its inspiration from the scenic beauty East Tennessee. To maintain this design integrity, and control visual clutter, the airport maintains the right to control the installation of signs in the terminal.

Guidance

This guidance applies mainly to signs posted in view of the traveling public. It is not intended to restrict any tenant from posting appropriate signage in their private (out of public view) work areas. To reiterate MKAA guidance, the paragraph below is excerpted from the "Airport Lease and Use Agreement," Article III, "Rights of Airline."

Right to Install Signs. Airline shall have the right to install signs in its Exclusive Use Premises and Preferential Use Premises provided such installation is in compliance with the Authority's Terminal Standards and Policies (the "Design Standards"). The number, size, type, design and location shall be subject to the prior written approval of the President of the Authority which approval shall not be unreasonably withheld. Any signs not approved by the President of the Authority may be removed by the President of the Authority without liability to Airline for such removal.

Further guidance may be found in McGhee Tyson Airport's "Interior Design Guidelines," which gives direction on acceptable materials to be used, acceptable finishes, signage, furnishings and other features in the public view. This document is maintained in the MKAA Engineering Department, and is available upon request.

Hand-written signage is expressly prohibited in all public areas. The Authority will provide passenger control stanchion sign frames at nominal cost. Carrier specific signage mounted or permanently installed in gate areas, boarding bridges, etc. is prohibited, and airlines are reminded that boarding gates are not carrier-exclusive, but are preferential use areas.

To expand on this guidance, per the lease agreement, all signage, graphics, fixtures, etc. must be approved by the Airport Authority. Proposed new sign installations must be submitted in writing, along with sufficient detail to understand color, finishes, location, etc. Contact the MKAA Facility Manager to coordinate your submittal.

(Continued)

Control Number: 410
Subject: Signage (Continued)

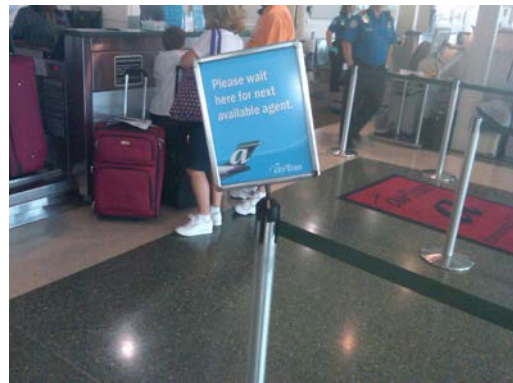
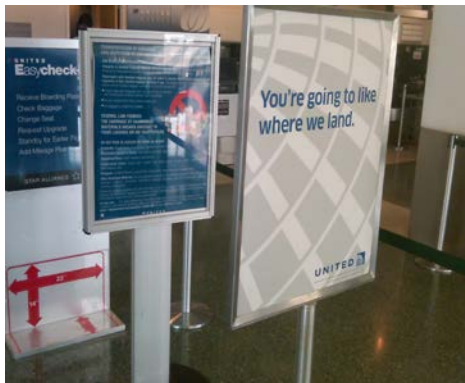
General Sign Guidelines

1. Must be approved in advance of posting
2. Must be printed and not handwritten
3. Must be displayed properly and kept in good condition
4. Branded or Logo signage cannot be attached to Ticket or Boarding Counters
5. Signs should use the standard color, font, size and print spacing used throughout the Terminal

Common Sign Problems



Branded signs attached to side and front of counter



Too many signs in one area and signs not maintained in good condition

Note: The "Interior Design Guidelines" have specific requirements for wall mounted signs behind Ticket Counters.

Point of Contact

To request a copy of "Interior Design Guidelines," call Engineering..... 865-342-3021
To coordinate submittal for new signage, call the Facility Manager..... 865-342-3120

Control Number: 411
Subject: Smoking Areas
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the locations of smoking areas.

Locations

Smoking in the SIDA area is only allowed in the designated marked smoking areas in each of the three tunnels, on the ramp level beneath the gate areas.



Cautions

Smoking areas and travel to and from them does not alter, supersede, or affect the requirements of the airport security program or other Transportation Security Regulations. i.e. Do not let non-SIDA badged personnel go to these areas unescorted.

Point of Contact

(Smoking violations, security issues) Dispatch..... 865-342-3088

Control Number: 412
Subject: Terminal Public Address Directions
Date Updated: Aug 6, 2012

The purpose of this document is to provide a guide for passenger terminal tenants on the use of the terminal public address system. The purpose of the terminal paging system is to make announcements in the terminal. **Note: Boarding Announcements and Final Boarding Calls should always be done only in the Gate Zone/Area, not as an "All Page" throughout the entire airport. It is strongly recommended for the PA microphones in the gate areas to be used whenever possible, rather than the telephone interface.**

Location

The terminal public address system can be used from any non-public use airport phone.

Operation

1. Using any non-public phone in the airport, dial extension 888.
2. When it answers, you will hear two short beeps.
3. Enter the appropriate Zone Identifier, followed by #. (example "51#" for Concourse with gates)
4. Start speaking (you will not hear anything) - the microphone is live.
DO NOT TAP OR BLOW ON THE MIC/PHONE. If you hear several tones as you speak, the call was void. Speaking time limit is 45 seconds.
5. To disconnect, press the orange release (Rls) button, or hang up.

Zone Identifier List

00 = All Page (The entire airport-EMERGENCY USE ONLY)

- | | |
|-------------------------------|------------------------------------|
| 01 = Gate 1 | 14 = American Ticket Counter |
| 02 = Gate 2 | 15 = Delta Ticket Counter |
| 03 = Gate 3 | 16 = Frontier Ticket Counter |
| 04 = Gate 4 | 17 = Regional Elite Ticket Counter |
| 05 = Gate 5 | 18 = US Airways Ticket Counter |
| 06 = Gate 6 | 19 = United Ticket Counter |
| 07 = Gate 7 | 20 = Levels 1, 2, and Connector |
| 08 = Gate 8 | 21 = West Baggage Claim |
| 09 = Gate 9 | 22 = East Baggage Claim |
| 10 = Gate 10 | 30 = All Gates |
| 11 = Gate 11 | 31 = All Ticketing |
| 12 = Gate 12 | 33 = All Baggage |
| 13 = Allegiant Ticket Counter | 50 = Concourse (no gates) |
| | 51 = Concourse (with gates) |

Zone identifiers 50 and 51 are for paging passengers who have passed the TSA checkpoint.

Points of Contact

Technology Helpdesk 865-342-4375 (HELP) or email - technology@tys.org
Dispatch (in case of emergency) 865-342-3088

Control Number: 413
Subject: Vending Machines
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the availability of vending machines.

Locations

Vending machines are located throughout the terminal. Some locations include the baggage claim areas, the main terminal area inside TSA, and the ground floor airline operations areas.

Guidance

You should direct all questions or malfunction reports to the Airport Property Manager.

Point of Contact

Property Manager 865-342-3011

Notes:

Control Number: 500
Subject: FOD Control
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on FOD (foreign object debris and damage) control.

Overview

FOD is any debris that may cause damage to an aircraft's engines, tires, or skin. FOD comes in many forms, such as trash, rocks, luggage pieces, tools, etc. The more common types of damage result from FOD being ingested in an aircraft engine intake, tire cuts or punctures from sharp pieces of metal, or damage to the aircraft structure from FOD being blown into the aircraft by other aircraft engines or high winds. FOD may also pose a hazard to ramp personnel or passengers if it is blown into them.

Location

FOD may be found anywhere that an aircraft operates. It can be a serious problem on the airline ramp (items dropped from baggage carts or other service vehicles, or dropped by passengers or ramp workers).

Guidance: The purpose of FOD control is to ensure the safety of aircraft and personnel. FOD should be picked up whenever it is seen. Better yet, take proactive measures to reduce FOD on the ramp. The MKAA Operations Department provides "FOD Buckets" for each gate; ensure these are conveniently positioned to encourage FOD collection. Also, leaf blowers are available to help airline personnel keep their areas clean.

Point of Contact

For unusually large or notable pieces or amounts of FOD, call Dispatch..... 865-342-3088

For ongoing FOD control issues, contact Airport Operations..... 865-342-3002/3032

Control Number: 501
Subject: Ground Air Conditioning Units
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use of ground air conditioning units.

Overview

The function of the ground air conditioning unit is to heat and cool aircraft while at the gate. By using conditioned air, along with the ground power units (Sect 514), the need to run the aircraft auxiliary power unit (APU) is reduced or eliminated. This saves fuel and money for the airline, while reducing noise and air pollution.

Location

The Ground Air Conditioning Units are attached to the bottom of each jet bridge. The hose is located in a basket next to the ground air conditioning units.

Operation See following page.

(Continued)

Control Number: 501
Subject: Ground Air Conditioning Units (Continued)

Operation

1. Remove the hose from the basket and either attach it to the aircraft via the external receptacle or place it inside the cabin.
2. Switch the Heat/Vent/Cool switch to the desired output.
3. Push the green button to start.
4. When finished, push the red button to stop.



5. Disconnect the hose from the aircraft, fold it up, and place it back in the storage basket.

Caution

- The air coming out of the hose is under pressure. Be careful when handling.

Point of Contact

To report a problem, call Dispatch..... 865-342-3088

Control Number: 502
Subject: Ground Power Units
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use of ground power units (GPU).

The function of the ground power unit is to provide aircraft with an external source of 400 Hz AC or 28 volt DC power.

Location

A ground power unit is attached to the bottom of each PBB (passenger boarding bridge).

Operation

WARNING: When connecting or disconnecting power, ALWAYS ensure the power is OFF.

Power Connection Procedure: With PBB in final docking position to aircraft...

1. Lower the power cable by turning and holding the appropriate Hoist control switch (28.5 DC or 400 Hz AC) to “down” until the bracket is at a height where you can safely unhook the cable from the bracket.



(Continued)

Control Number: 502
Subject: Ground Power Units (Continued)

2. Detach the power cable from the bracket by opening the spring-loaded clip and removing the metal harnesses.



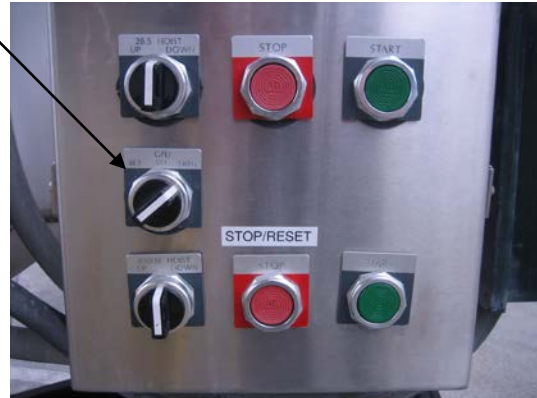
3. Attach the power cable to the aircraft according to your airline's standard operating procedure. Make sure it is completely inserted.

(Continued)

Control Number: 502
Subject: Ground Power Units (Continued)

4. Turn power on by the following steps:

Move the black “GPU” selector switch to the desired power source (28V DC or 400Hz AC).



Press the appropriate red “Stop” or “Stop/Reset” button and hold for 2 seconds.

Press the appropriate green “Start” button.

Verify with pilot that Ground power is on.

Note: The cord must be completely seated for power to flow. If power is not flowing to aircraft, disconnect power according to the disconnection procedure, re-seat the power cable and reactivate power.

Power Disconnection Procedure

WARNING: When connecting or disconnecting power, ALWAYS ensure the power is OFF.

1. Press the red “Stop” button.
2. Turn the “GPU” selector switch to “Off.”
3. Lower the cable hoist.
4. Disconnect the power cable from the aircraft.
5. Re-Connect the cable to the hoist bracket.
6. Raise the hoist completely.

Cautions

- DO NOT connect or disconnect the power cable while power is on.
- Do not get the end of the cable excessively wet.

Point of Contact

To report a problem, call Dispatch..... 865-342-3088

Control Number: 503
Subject: Lavatory Dump Station
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on using the lavatory dump station.

The function of the lavatory dump station is to provide a central location to dump aircraft lavatory service carts.

Location

The lavatory dump station is located below the east concourse, between the drive-through lanes and Gate 8.



Operation

1. Open the garage door with the airport provided access key. Each airline station manager has been issued and is responsible for a key. The key slot is located next to the door. A light switch is located just to the left of the garage door inside the servicing station.
2. Push the lavatory servicing car into the station, taking care to align the cart with the drain. Failing to do so will cause the lavatory cart to dump directly on the ground, in which case the operator must clean up the spill.
3. The lavatory cart should break a beam that will start water flow into the drain. If not, you can stand in front of the beam transmitter to start the water flow.
4. Dump the lavatory cart according to your airline's standard operating procedure. A hose is provided to fill the lavatory cart and to wash away excess material down the drain. The valves must be open for water to flow. A shovel is also provided to help direct excess material down the drain.
5. After dumping the lavatory cart and cleaning up, back the lavatory cart out of the station, turn off the light and close the door by switching the key to close.

(Continued)

Control Number: 503
Subject: Lavatory Dump Station (Continued)

Cautions

1. Always wear gloves when using the lavatory dump station.
2. Only dump material from the lavatory servicing cart down the drain. Do not put anything else down the drain such as gloves, trash, etc.

Point of Contact

To report a problem, call Dispatch..... 865-342-3088

Control Number: 504
Subject: Potable Water Stations
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use of the potable water stations.

The function of the potable water station is to provide a source of potable water for aircraft servicing.

Location

A potable water station is installed in the exterior wall at each gate.

Operation

1. Open cabinet.
2. Unreel Hose.
It is advisable to first pull the hose straight out to the desired length, then to carry it to the aircraft. Attempting to pull the hose out at an angle can be more difficult.
3. Attach hose to aircraft.
The hose has a coupler that attaches to the potable water servicing port on the aircraft. To use, attach the nozzle to the aircraft's water port and twist the coupler head. This will lock the hose in place. It is best to give a slight tug on the hose to ensure the hose is connected. If you cannot get the hose to lock in place, you may instead simply hold it in place.
4. Open the two valves on the hose.
There are valves located on the head of the hose and at the cabinet. Both of the valves must be open for water to flow.
5. Fill the potable water tanks on your aircraft according to your airline's standard operating procedure.
6. Close the valve at the head of the hose to stop water flow.
7. Remove the hose from the aircraft by twisting the head (if you had it locked in place).

(Continued)

Control Number: 504
Subject: Potable Water Stations (Continued)

Reel the hose back in.

It is advisable to use two people to perform this task, one to guide the hose and one to walk the hose in. To reel the hose, push and hold the green reel button. From this position, you can also guide the hose onto the reel. It is advisable to wear gloves while reeling in the hose, as it moves quickly and can cause friction burns.



8. A light is provided in the cabinet for night time operation. To use the light, turn the light switch "On."

Cautions

- Do not use the potable water hose to fill a lavatory servicing cart. The hose may become contaminated.
- Do not use the potable water hose for anything that may contaminate the hose.
- Always ensure the nozzle is clear and clean before usage.
- Do not leave the hose out of the cabinet in freezing conditions.
- Use gloves when guiding the hose onto the reel to prevent friction burns.

Point of Contact

To report maintenance or service issues, call Dispatch..... 865-342-3088

Control Number: 505
Subject: Ramp Markings
Date Updated: December 8, 2009

The purpose of this document is to familiarize airport tenants with the policy and procedures for making changes to ramp markings.

Policy

MKAA is normally responsible for applying and maintaining markings (painted lines) that are necessary for general ramp movements. Examples include vehicle driving lanes, ramp boundary markings, taxi lane markings, and gate lead-in lines. Airlines may request additional customized markings at their gates (for example aircraft safety boundaries, equipment stow-boxes, etc). If an agreement is reached with the individual airline, MKAA will provide at cost materials and labor to complete these custom markings at the airline's expense.

Procedure

Any airline manager may contact MKAA Operations and request customized ramp markings. Printed drawings are desirable, but small jobs may be done with on-the-spot coordination. Managers must have all details checked and finalized before work begins, since corrections after-the -fact may require paint removal, which will add to the time and cost of completion.

Operations will coordinate the project with Airfield Maintenance, and facilitate billing when work is complete. Any questions should be addressed to the Operations Managers.

Point of Contact:

MKAA Operations..... 865-342- 3002, 3032

Control Number: 506
Subject: Remote Parking for Aircraft
Date Updated: May 15, 2009

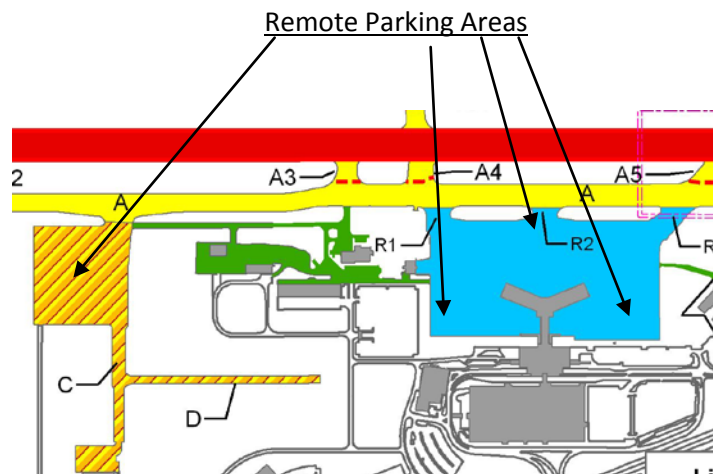
The purpose of this document is to provide a guide for airport tenants on aircraft remote parking areas and procedures.

Overview

Normally, the established gate parking spots will accommodate scheduled airline operations. In unusual cases (weather diverts from other airports, off-schedule operations, charters, etc), it may be necessary to use remote parking spots to ensure gate access for regularly scheduled flights.

Location

The locations below are available for remote parking. When using areas on the main ramp, please ensure that the aircraft will not interfere with any other airline's operations.



Guidance

To enhance passenger safety, every effort should be made to use the normal boarding gates; this reduces the hazards related to walking across the ramp. When remote parking is necessary, try to move empty aircraft from the gate to the remote area, allowing passenger boarding and deplaning to take place at the gate.

If this is not possible, the airline manager must ensure adequate personnel are available to escort passengers across the ramp. Notify Dispatch as soon as you anticipate remote loading/unloading, so that Public Safety officers are available to ensure passenger safety and SIDA area security.

(Continued)

Control Number: 506
Subject: Remote Parking for Aircraft (Continued)

Normally, the parking ramp located off Taxiway C will not be used except in cases of exceptional parking saturation. If this ramp must be used, notify Dispatch, and MKAA Operations. Should it be necessary to deplane passengers in this area, an airport-owned bus may be available for transportation to the terminal.

Warning

The use of remote parking presents unique hazards, if passenger boarding or deplaning is involved. As pedestrians on the ramp, our passengers may be exposed to jet blast, aircraft movement, ground vehicle operations, and inclement weather. It is imperative that each airline takes special care to minimize these hazards.

Remember that neither the main airline ramp nor the south ramp (off taxiway C) are under ATC Tower control. Aircraft movement in these areas is at the discretion of the individual airline and the pilot in command. Accordingly, if remote boarding or deplaning is anticipated, both ground and flight crews should be briefed on the potential hazards involved.

Point of Contact

Dispatch..... 865-342-3088

Operations..... 865-342-3002, 3032

Notes:

Control Number: 600
Subject: Baggage Lifts
Date Updated: May 15, 2009

The purpose of this document is to familiarize airport tenants with the baggage lift systems.

Overview

The baggage lift system consists of an elevator-like device enclosed in a metal shaft, purpose-built baggage carts, upper and lower doors, and upper and lower control panels. The function of the system is to transport luggage between the ramp and the upper level of the passenger boarding bridge.

The system is used for baggage that is too large to fit into an overhead bin, and also used in instances when all overhead bins are full. Before departure, the bags are placed on the baggage cart at the upper level (just inside the boarding bridge entrance), and are then lowered to the ramp for loading onto the aircraft. After arrival, bags are unloaded onto the cart, which is placed in the lift for transfer to the upper level of the boarding bridge for retrieval by the passengers.

Location

A baggage lift is located at each boarding gate. The upper lift door (a roll-up garage-type door) is just inside the entrance to each boarding bridge. The roll-up door is behind a pair of double doors, opened by the airport swipe card access system. The lower door is on the ramp level outside the building.



The lift is controlled by a touch pad device located at each door. Next to the control buttons is a vertical light array, that is used to indicate modes of operation, as well as malfunction codes.

(Continued)

Control Number: 600
Subject: Baggage Lifts (Continued)

Guidance

Specific operating procedures are beyond the scope of this publication. All regular service and repair is the responsibility of the Facilities Maintenance Department; tenants should not attempt any repairs on their own.

During operation, if unusual noises are heard, or if abnormal operation is observed, push the "Stop/Reset" button, and call Dispatch to request maintenance assistance.

Safety Warnings

The baggage lift is not designed carry people or animals. Riding in the bag cart or cradle could cause **serious injury or death**.

Do not enter or work on the support structure under the cradle with the power on.

The baggage lift uses high voltage electricity within the structure and control cabinet. Only qualified electricians should perform electrical maintenance.

Do not operate the lift with either the lower door or upper roller door open. This should not normally be an issue, since sensors will prohibit operation in this case. If the lift can be operated with either door open, then there is a sensor malfunction, and maintenance personnel should be notified immediately.

Do not bypass any sensors or other safety devices in the lift.

Do not exceed the maximum (600 lb) load on the baggage carts.

Baggage must be loaded within the confines of the baggage cart. Any baggage hanging over the edge of the cart will result in it being damaged, and damaging the bag cart, lifting cradle, and structure.

The bag cart rear brakes must be set for loading and unloading.

Training

To ensure safe and reliable operation, MKAA administers an operator training program. This program qualifies airline "trainers" to give Baggage Lift training to their respective employees. In addition to initial training, operators and trainers are required to undergo annual refresher training.

Point of Contact

To request maintenance response to a malfunction, call Dispatch..... 865-342-3088

To request training materials or support, call Facility Maintenance..... 865-342-3294

Control Number 601
Subject: Inbound Baggage Belts
Date Updated: November 10, 2011

The purpose of this document is to provide a guide for airport tenants on the use of the inbound baggage belts.

The function of the baggage belt system is to transfer inbound baggage from the ramp to the baggage claim area.

Location

An inbound baggage belt is located on each side of the terminal on the ramp level. The belts serve a baggage claim located on their respective side of the terminal on the first floor. The west side belt (IB-1) primarily serves gates 1-6, while the east side belt (IB-2) primarily serves gates 7-12.

Normal Operation

1. Swipe SIDA badge at the external baggage belt.



2. The door leading to the inside of the terminal will begin to open.
3. The baggage belt will begin moving.
4. Begin placing baggage on the belt.
5. After all bags have been placed on belt, and the last bag has gone inside, swipe SIDA badge.
6. Continue to monitor the baggage belt until the door has closed. This is a SIDA door and must be controlled as any other SIDA door would be.

(Continued)

Control Number 601
Subject: Inbound Baggage Belts (Continued)

Abnormal Operations

Bag Belt Jams

Causes of bag belt jams:

- Bags that are too tall
- Too many bags at once
- Bag becomes snagged on some part of the bag belt
- Failure to place soft-sided bags into hardened baggage bins before loading onto the belt

In Case of a Jam:

DO NOT ATTEMPT TO CLEAR THE JAM OR ENTER THE BAG BELT AREA to troubleshoot the problem. Doing so can cause serious injury, if the belt were to inadvertently begin moving. Instead, follow the procedure below.

1. An alarm will activate
2. Disable alarm by pushing the yellow "Alarm Silence" button on the main control panel.



3. Push the "Emergency Stop" button to ensure the bag belt does not inadvertently restart.



4. Call Dispatch (342-3088) to request maintenance assistance.

(Continued)

Control Number 601
Subject: Inbound Baggage Belts (Continued)

Bag Belt Jams (continued)

5. Lock Out Tag Out: Upon being notified by Dispatch, a MKAA maintenance employee or Safety Officer will shut off and lock out the bag belt at the main control panel. When this is complete, the airline employees can proceed to clear the jam.
6. If the jam cannot be easily cleared by the airline, it may be necessary to request assistance from MKAA maintenance personnel. In either case, once the jam is cleared, MKAA will unlock the belt, restore power, and release the belt to the airline for restart.
7. Restart: To resume bag belt operation, pull the “Emergency Stop” button out to its normal position, and follow the “Restart” procedure at the end of this section.

Emergency Stop

There are two “Emergency Stop” buttons on the ramp side of each system; one at the main control panel, and another alongside the belt near the ramp side building door. Additional “Emergency Stop” buttons are located along the base of the inside baggage carousel. Use these buttons any time you need to immediately stop the bag belt movement.



Operation

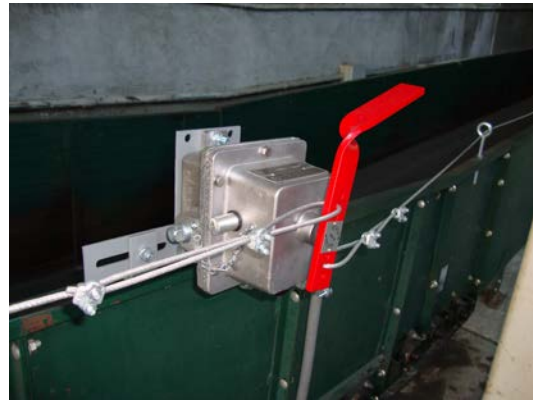
1. Push the “Emergency Stop” button to stop the belt.
2. To resume bag belt operation, pull the “Emergency Stop” button, then follow the “Restart Procedure” at the end of this section.

(Continued)

Control Number 601
Subject: Inbound Baggage Belts (Continued)

Trip Cable Operation

The trip cable is designed to stop the belt if a person trips or falls into the cable, if an object engages the cable, or if the belt is inadvertently activated while a person is on the belt clearing a bag jam or performing other maintenance. The cable is located along the length of the bag belt (see photos below).



If this safety device is activated, once the person or object is clear of the cable and there is no hazard, the belt may be restarted by the following procedure:

1. Remove whatever caused the trip cable to activate.
2. Push in on the red arm, then turn the arm to the right.



3. Follow "Restart Procedure" on the following page.

(Continued)

Control Number 601
Subject: Inbound Baggage Belts (Continued)

Restart Procedure

1. Swipe badge
2. If that does not work, push the black “Reset” button and push the green “Start” button. (This panel is located near where you swipe your badge.)



3. If that does not work, switch the control switch located on the far end of the bag belt to “Off” and back to “Auto”, then push green “Start” button and swipe badge again.



4. If that does not work, call airport dispatch (342-3088) and report the issue.
5. You may use the other side’s bag belt to send your baggage, but be sure to let your passengers know that the bags will be located on the other carousel.
6. DO NOT leave the bag belt unoccupied if the SIDA door is open or you have bags on the belt.

(Continued)

Control Number 601
Subject: Inbound Baggage Belts (Continued)

Training

To ensure safe and reliable bag belt operation, MKAA administers an operator training program. This program qualifies airline “trainers” to give training to their respective employees. In addition to initial training, operators and trainers are required to undergo annual refresher training.

Cautions

- The door leading into the building is a SIDA door; treat it like any other SIDA door.
- The bag belt has many moving parts that can present a pinch or snag hazard.
- Follow the posted rules.

Point of Contact

To report a problem, call Dispatch..... 865-342-3088

For training, call Facilities Maintenance.... 865-342-3294

Notes:

Control Number: 700
Subject: BIDS (Baggage Information Display System)
FIDS (Flight Information Display System)
Date Updated: May 15, 2009

The purpose of this document is to familiarize tenants with the Flight Information and Baggage Information Display Systems.

Overview

MKAA provides an electronic data display systems to keep travelers informed on their flight and baggage claim status. The system has two main components, the Flight Information Display System (FIDS), and the Baggage Information Display System (BIDS). The function of FIDS is to display updates on flight status, while BIDS displays baggage claim information. Flight arrival, departure, and gate information is displayed on large flat screen monitors throughout the terminal, as well as on gate-specific monitors behind each gate podium. Baggage claim information is displayed on large screens in the baggage claim area.

Operating Location

Each airline has a FIDS terminal in its operations area. This terminal is used to update both the baggage claim and flight information systems. Additionally, there is a keypad next to each inbound baggage belt control panel, that is used to input flight information when bags are loaded for transport to the baggage claim area.

Guidance

Each airline user should be familiar with and competent in the operations of the system. Training, instruction manuals, and tech support are provided by MKAA.

Please keep the BIDS/FIDS system updated. The traveling public relies on these updates for accurate, timely information. The keypads at the baggage belt control panel should be used if there is a last minute change to previously entered bag claim information.

Points of Contact

Orientation and Training..... 865-342-3025

Technical problems..... 865-342-3348, or 4357 (HELP)

Control Number: 701
Subject: Mobile Passenger Boarding Ramp
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use of the Mobile Passenger Boarding Ramp. This ramp is used when a passenger boarding bridge is not available, to enplane and deplane passengers who cannot use aircraft stairs.

Location

When not in use, the mobile passenger boarding ramp is normally parked on the ramp, near Gate 8.



Operation

Towing

1. Remove chocks and release brakes by lifting up on the lever on the wheels.
2. Remove the locking pin from the tongue.
3. Pull tongue out until the second set of holes line up.
4. Replace locking pin.
5. Attach tongue to vehicle and begin towing. Do not back up or exceed 15 mph.
6. Once ramp is in place, disconnect ramp from vehicle.
7. Remove locking pin from tongue.
8. Push tongue back in until the first set of holes line up.
9. Replace locking pin.

Attaching to aircraft

1. Push the ramp into place.
2. Chock wheels and set brakes.
3. Place both ends of the ramp into the down position.
4. Ensure the upper bridge rests on the safety chain. This is done by slowly opening the hydraulic valve to lower the bridge until it rests on the chain.
5. The top of the ramp may be swiveled left and right to ensure proper alignment.
6. The ramp can be adjusted up and down by usage of the hydraulic pump. Close the valve and pump to raise the bridge; slowly open the valve to lower it.

(Continued)

Control Number: 701
Subject: Mobile Passenger Boarding Ramp (Continued)

Removing from aircraft

1. Place both ends of the ramp into the up position.
2. Remove chocks and release brakes.
3. Push the bridge a safe distance from the aircraft.
4. Follow towing procedure to tow back to original location on ramp.

Cautions

- Disabled passengers in an aisle chair must never be left unattended on the ramp.
- Two attendants are required to assist disabled passengers who are overweight or large of stature.
- Under no circumstances should the ramp be raised, lowered, moved, or towed with any person on it.
- Water, ice, snow, or any other natural or foreign substance should not be allowed to accumulate on the ramp's surface where the ramp will be used.
- The ramp should be inspected before each use to assure a clean and unobstructed pathway.
- The weight of the ramp, when in use, must always rest on the safety chain and not be dependent upon the hydraulic unit to support it.
- The tow bar is to be used at speeds not exceeding 15 mph and should always be stowed when not in use. Do not back up using the tow bar.
- The upper and lower bridges should always be anchored when not in use.
- The safety chains attached to the handrails must be fastened when the ramp is in use.
- The steel ramp has a maximum capacity of 3,000 lbs., the upper bridge 750lbs., and the lower bridge, 1000lbs.
- Do not let the upper or lower bridge drop of its own weight.
- The maximum height the ramp may be set at for use is 86 inches.
- The wheel chocks must be in place, securing the castor wheels, whenever the ramp is stationary.
- The wheel chock is inserted from the side of the wheel and both the front and back of the wheel must rest inside of the chock. Never chock just the front or back of the wheel.
- The upper bridge should never rest upon the aircraft door, it must rest on the floor of the aircraft.

Point of Contact

To report maintenance difficulties, call Dispatch..... 865-342-3088

Control Number: 702
Subject: Passenger Boarding Bridges (PBB)
Date Updated: March 10, 2011

Attachment: MKAA Operations and Maintenance SOP 43, "Passenger Boarding Bridge (PBB) Training (Initial & Recurrent)"

The purpose of this document is to explain MKAA guidance on Passenger Boarding Bridge (PBB) operation.

Location

A PBB is located at each gate, except Gate 8.

Guidance

The Passenger Boarding Bridges are designed to operate within specific parameters (extension, elevation, lateral travel, etc). Proper procedures must be followed at all times to ensure reliable operation of the bridge.

Failure to use correct procedures, or attempts to drive the bridge beyond normal parameters, can result in failure of the bridge or structural damage. This could lead to inability to dock or undock the bridge from the aircraft, ultimately resulting in passengers being stranded on the aircraft.

Training

To ensure reliable and safe PBB operation, MKAA administers an operator training program. This program qualifies airline "trainers" to give PBB training to their respective employees. In addition to initial training, operators and trainers are required to undergo annual refresher training.

Airline managers should reference MKAA Operations and Maintenance SOP 43, "Passenger Boarding Bridge (PBB) Training (Initial & Recurrent)" for further guidance.

Warning

Improper or careless PBB operation poses a danger to both passengers and employees. To reduce the chance of injury, compliance with the manufacturer's recommended operating procedures is mandatory. All employees, even if they are not trained operators, should be made aware of the hazards presented by a moving PBB, whether the movement is intentional or not. Special attention should be given to ensure that all operators understand the operation of the Passenger Boarding Bridge Safety Switches, which are described on the following page.

(Continued)

Control Number: 702
Subject: Passenger Boarding Bridges (Continued)

Passenger Boarding Bridge Safety Switches

The safety switches are located on the outside of each Boarding Bridge on the same side as the controls for the GPU's and PCA units. The switches are attached at the back corner of the canopies. See photos below for examples of switch location.



Guidance

The safety switches are designed to prevent unsafe operation of the Boarding Bridges by requiring that a ground person has to be present to operate the bridge, to ensure there are no obstacles on the ramp during boarding and de-planing the aircraft.

Warning

Failure to use or improper usage of these safety switches can result in both passenger and employee injury, along with possible damage to both the aircraft as well as the PBB. All employees should be made aware of the hazards presented by not using, or improperly using the safety switches.

Point of Contact

PBB service or maintenance issues: Dispatch..... 865-342-3088
Training (MKAA PBB Coordinator).....865-342-3294



METROPOLITAN
KNOXVILLE
AIRPORT
AUTHORITY

Operations & Maintenance Division Standard Operating Procedure

Control Number: 43

Subject: Passenger Boarding Bridge (PBB) Training (Initial & Recurrent)

Date: January 3, 2006 (**Revised 4-20-2009**)

Authorized By: Trevis D. Gardner, Vice President of Airport Operations

No person will be authorized to operate/drive a passenger boarding bridge (PBB) until training requirements have been satisfied:

Types of Training

There are 4 types of training:

1. Operator Initial
2. Operator Recurrent
3. Training Initial
4. Trainer Recurrent

OPERATOR INITIAL TRAINING – It is the user group's (Airlines) responsibility to conduct operator training. An employee who has been certified by MCAA as a trainer must do this training. The training should consist of classroom training and a minimum of 2 hours of hands-on operation of the bridge under the guidance of a certified trainer. A certified trainer must sign off using the BOARDING BRIDGE CHECKLIST for any employee who successfully completes initial training.

The user (Airline) Manager should advise Tom Aiken, Director of Public Safety, in writing when an employee has been certified. The following should be included in the memo or e-mail: Employee name, airport ID number, date training completed, and the gate or bridge number on which the employee will be working.

OPERATOR RECURRENT TRAINING – Any employee certified as a boarding bridge operator should receive recurrent training at least once every 12 consecutive calendar months. This training should consist of a review of safety standards and hands-on operations of the bridge to the satisfaction of a certified trainer.

The Manager is asked to provide a list on January 31, of each year of all current certified employees. This should be turned in no later than February 15.

(Continued)

TRAINER INITIAL TRAINING – It is MKAA’s responsibility to conduct “Trainer” training. Only the TYS Passenger boarding Bridge Operations & Maintenance Coordinator (PBBC) or their designated representative may provide this training. The training should consist of classroom training and a minimum of 4 hours of hands-on operation of the bridge using the PBB manufacturer’s guidance. The Passenger Boarding Bridge Coordinator must sign off using the BOARDING BRIDGE CHECKLIST for any new “Trainer” that successfully completes initial training.

The PBBC shall produce a list of all currently certified “Trainers”. This file shall be maintained by the Operations & Maintenance Information Management Specialist.

TRAINER RECURRENT TRAINING – Any employee certified as a PBB “Trainer” shall receive recurrent training every 12 consecutive calendar months. This training should consist of a review of safety standards and hands-on Operations of the bridge to the satisfaction of the PBBC.

ADDITIONS AND DELETIONS – The Airline Manager should advise the Director of Public Safety in writing any time an employee is certified, an employee’s certification has lapsed, or an employee has left the Company.

Any questions or comments may be directed to the PBBC, (Sam Knisley) at 342-3294 (office) or at 740-5480 (cell).

Control Number: 703
Subject: Passenger Control Stanchions
Date Updated: May 15, 2009

The purpose of this document is to provide a guide for airport tenants on the use and location of passenger control stanchions.

Overview

Passenger control stanchions (below) are available to all airline operators, for use in the ticket counter and boarding gate areas. The Airport Authority provides the queuing/passenger control stanchions, to ensure uniformity of style and appearance.



Guidance

Let MKAA know how many stanchions you need and submit a sketch of how you intend to place them (or put down some masking tape on the floor). Once approved, the stanchions typically have about a 30 day delivery period.

Point of Contact

Building Services Supervisor..... 865-342-3047

Control Number: 704
Subject: Wheelchairs
Date Updated: Nov 12, 2010

The purpose of this document is to familiarize airport tenants on the courtesy wheelchair service, provided by MKAA Customer Service Agents, and to provide guidance on parking and storing airline-owned wheelchairs.

Courtesy Wheelchair Service

This support service is provided by the MKAA to help our airline customers meet the needs of passengers who require wheelchairs. These wheelchairs are attended by MKAA Customer Service Agents.

Courtesy Wheelchair Location

MKAA Customer Service Agents may be found throughout the terminal area. The customer service agents can be identified by their orange vests. To request service, call extension 3180.

Hours of Operation

The courtesy wheelchair service is available 7 days a week from 5:00 AM until the TSA checkpoint closes in the evening. If these hours change, notes will be posted throughout the terminal or it will be noted on the wheelchair service's voicemail message.

Courtesy Wheelchair Guidance

Please keep in mind that this is strictly a courtesy support service and may not always be available. Also, the courtesy wheelchair service cannot assist with aisle chairs ("straight backs"). The passenger must be in a regular wheelchair. The courtesy wheelchair service also cannot transport passengers up or down a passenger boarding bridge.

Storage of Airline-owned Wheelchairs

All airline-owned wheelchairs are to be stored either in the queuing space or behind the ticket counter of the respective airline. Wheelchairs are not to be stored curbside, in the entrance foyers, or other public areas of the terminal. Airport Authority-owned wheelchairs may be stored in the space behind any vacant ticket counter location. Wheelchairs in need of repair or out of service will be stored in the Loading Dock A hallway/secured cage area.

Point of Contact

Courtesy Wheelchair Service 865-342-3180

Notes:

