

# **McGhee Tyson Airport Tenant Handbook**



**May 2009**

**Revised March 2019**

# Contents

AIRPORT PHONE LIST.....	4
AUTOMATIC EXTERNAL DEFIBRILLATORS (AEDs) .....	5
BADGING OFFICE .....	6
COMMUNICATIONS CENTER / DISPATCH .....	7
EYE WASH / SHOWER STATIONS .....	8
FIRE EXTINGUISHERS .....	9
PARKING LOT SECURITY TURNSTILES.....	10
DEPARTMENT OF PUBLIC SAFETY (DPS).....	11
SIDA RAMP SECURITY GATES .....	12
SUSPICIOUS OR PROHIBITED ITEMS .....	13
EMPLOYEE PARKING.....	14
FACILITY MAINTENANCE AND MANAGEMENT .....	15
GEOGRAPHIC INFORMATION SYSTEM (GIS) .....	17
LIGHT BULB RECYCLING .....	18
MAIL SERVICE AND PACKAGE DELIVERIES .....	19
MAINTENANCE COST CONTROL .....	20
OPERATIONS DEPARTMENT.....	22
OPERATIONS DUTY OFFICER .....	23
STORAGE (Temporary and Leased Space).....	24
WILDLIFE HAZARD MANAGEMENT PLAN.....	25
BLINDS SCHEDULING .....	27
CONSTRUCTION WORK RULES .....	28
GENERAL AREA PUBLIC ADDRESS SYSTEM.....	30
GUIDELINES FOR TENANT ADDITIONS AND MODIFICATIONS SUBMITTAL .....	31
HOUSEKEEPING .....	36
KEYS AND LOCKS .....	37
LOADING DOCK .....	38
ELEVATORS (Restricted from Public Use).....	39
RESTROOMS.....	40

<b>SERVICE ANIMAL RELIEF AREA .....</b>	<b>41</b>
<b>SIGNAGE .....</b>	<b>42</b>
<b>HOLIDAY DECORATIONS .....</b>	<b>44</b>
<b>SMOKING AREAS .....</b>	<b>45</b>
<b>TERMINAL PUBLIC ADDRESS DIRECTIONS.....</b>	<b>49</b>
<b>VENDING MACHINES .....</b>	<b>50</b>
<b>FOD CONTROL .....</b>	<b>51</b>
<b>GROUND AIR CONDITIONING UNITS .....</b>	<b>52</b>
<b>GROUND POWER UNITS .....</b>	<b>53</b>
<b>LAVATORY DUMP STATION .....</b>	<b>55</b>
<b>POTABLE WATER STATIONS.....</b>	<b>56</b>
<b>RAMP MARKINGS.....</b>	<b>57</b>
<b>REMOTE PARKING FOR AIRCRAFT .....</b>	<b>58</b>
<b>BAGGAGE LIFT SYSTEM.....</b>	<b>62</b>
<b>INBOUND BAGGAGE BELTS .....</b>	<b>64</b>
<b>BIDS (Baggage Information Display System) and FIDS (Flight Information Display System)....</b>	<b>68</b>
<b>PASSENGER BOARDING BRIDGES (PBB).....</b>	<b>69</b>
<b>PASSENGER CONTROL STANCHIONS .....</b>	<b>73</b>
<b>WHEELCHAIRS .....</b>	<b>74</b>

# AIRPORT PHONE LIST

Control Number: 100

Date Updated: March 2019

All phone numbers within the McGhee Tyson Airport telephone system begin with area code 865 with a prefix of 342-XXXX. From most airport phones, it is not necessary to dial the prefix; simply dial the last four numbers (the extension).

<u>Office</u>	<u>Extension(s)</u>
Airfield Operations Duty Officer .....	3177
Badging Office.....	3044/3045
Building Services (Custodial) .....	3047
Customer Service .....	3180
Director of Airport Operations.....	3032
Director of Public Safety.....	3023
Emergency (Police, Fire, Medical) .....	3088
Engineering .....	3021
Facility Maintenance .....	3054
Facility Manager .....	3120
Fire Marshal.....	3321
GIS (Geographic Information Systems) Manager.....	3027
MKAA Receptionist/Operator .....	3001
Operations Manager .....	3025
Passenger Boarding Bridge Coordinator .....	3054
Property Manager .....	3011
Remote Parking Coordination (email: <a href="mailto:tys.ops@tys.org">tys.ops@tys.org</a> ).....	3199
Republic Parking .....	865-970-2749
Tech Support (email: <a href="mailto:technology@tys.org">technology@tys.org</a> ) .....	3348/4357

# AUTOMATIC EXTERNAL DEFIBRILLATORS (AEDs)

Control Number: 200

Date Updated: March 2019

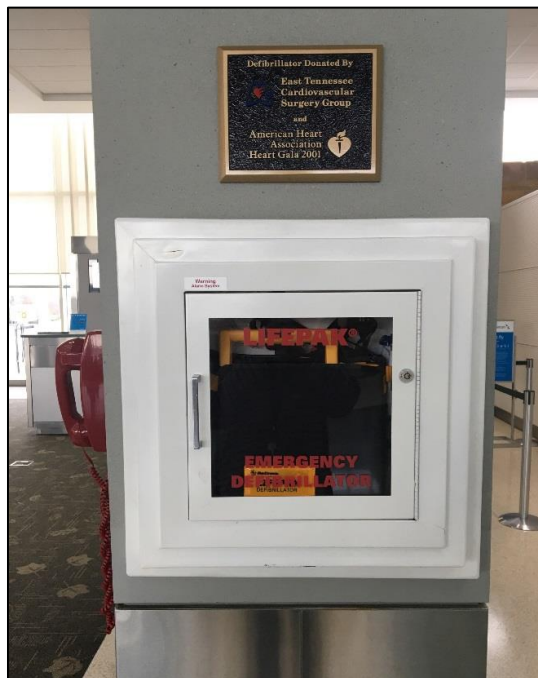
## Overview and Guidance

Automatic External Defibrillators (AEDs) are used to help those experiencing sudden cardiac arrest. The AEDs located at McGhee Tyson are provided by the local American Heart Association and are available for public use. In any medical emergency, notify Dispatch. The red emergency phone located next to the AED is for the purpose of contacting Dispatch. Also, any airport phone may be used. Dispatch will send trained medical response. The AEDs are designed and available for use while awaiting medical response.

## Locations

There are four AEDs in the main terminal. One of these devices can be found at each of the following locations:

- Column on the first floor opposite of the escalators
- Column along the concourse walkway opposite of Gate 2
- Column along the concourse walkway opposite of Gate 8
- Postage room on the third floor



Automatic External Defibrillator (AED)

## Point of Contact

Dispatch ..... 865-342-3088

# **BADGING OFFICE**

**Control Number: 201**

**Date Updated: March 2019**

## **Mission**

As a division of the Department of Public Safety, the Badging Office is responsible for issuing airport employee identification badges, parking permits, and keys as well as issuing identification badges for contractors doing business at the airport. Badging works closely with the Transportation Security Administration (TSA) and other federal agencies to accomplish background checks on personnel who are granted access to the Security Identification Display Area (SIDA).

## **Location**

The Badging Office is located on the first floor of the terminal building near the west baggage claim area (closest to the Hilton Knoxville Airport hotel).

## **Hours of Operation**

The Badging Office is open Monday through Friday from 7:00 AM to 5:30 PM. Please make an appointment for badging services as walk-ins are not guaranteed service.

## **Guidance**

All new employees working in the SIDA areas must apply to the Badging Office for a background check, complete SIDA Security Training, and receive an employee badge before beginning work. Employees driving in the non-movement and movement areas must also attend driver training courses. The SIDA Security Training and Driver's Training classes are both offered weekly, on Wednesday mornings, and must be scheduled through the Badging Office.

## **Point of Contact**

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

# COMMUNICATIONS CENTER / DISPATCH

Control Number: 202

Date Updated: March 2019

## Mission

The airport Communications Center, “Dispatch,” manages communications for the Department of Public Safety as well as Operations and Maintenance staff. Dispatch monitors the access control system and airport grounds and facilities via the security camera system.

## Location

The Communications Center is located in the Aircraft Rescue and Fire Fighting (ARFF) facility number 206.

## Hours of Operation

24 hours per day / 7 days per week / 365 days per year

## Guidance

Contact Dispatch for any of the following issues:

- Emergencies (police, fire, and/or medical)
- Security Concerns (suspicious behavior, discovery of TSA prohibited items, bomb threats, etc.)
- Facility Maintenance Issues

Dispatch will contact the appropriate responders for each request.



Dispatch Center

## Point of Contact

Dispatch ..... 865-342-3088

# EYE WASH / SHOWER STATIONS

Control Number: 203

Date Updated: March 2019

## Overview

The eye wash / shower stations are provided as a safety measure and serves as a rinsing source to persons who have been exposed to a hazardous substance.

## Locations

Eye wash and shower stations are located along exterior walls at Gates 1-4 and 7-10.

## Operation

1. Push the paddle next to the appropriate selection (eye wash or shower).
2. Open eyes in water flow and rinse for the eye wash selection or stand under the shower nozzle for the shower selection.
3. Lift up on paddle to stop water flow.



Eye Wash / Shower Station



Paddle

## Point of Contact

Dispatch ..... 865-342-3088



# FIRE EXTINGUISHERS

Control Number: 204

Date Updated: March 2019

## Guidance

Fire extinguishers are used as a first response for localized fires such as trashcan fires, electrical fires, etc. Do not compromise personal safety by attempting to extinguish a fire that is too large or threatening or in an attempt to save property. All personnel should familiarize themselves with fire extinguisher locations, alarm locations, and proper use of extinguishers. The Department of Public Safety (DPS) is available for training upon request.

Fire Response Steps:

1. Sound alarm.
2. Contact Dispatch.
3. Evacuate the immediate area.
4. Attempt to extinguish the fire until DPS arrives.

## Locations

Fire extinguishers are located throughout the terminal building, on the terminal ramp, and in the entrances leading to passenger boarding bridges 1-4 and 7-10. Extinguishers are typically flush-mounted inside cases.



Recessed Fire Extinguisher

## Points of Contact

Dispatch (to report a fire) ..... 865-342-3088  
Fire Marshal (to request training) ..... 865-342-3321

# PARKING LOT SECURITY TURNSTILES

Control Number: 205

Date Updated: March 2019

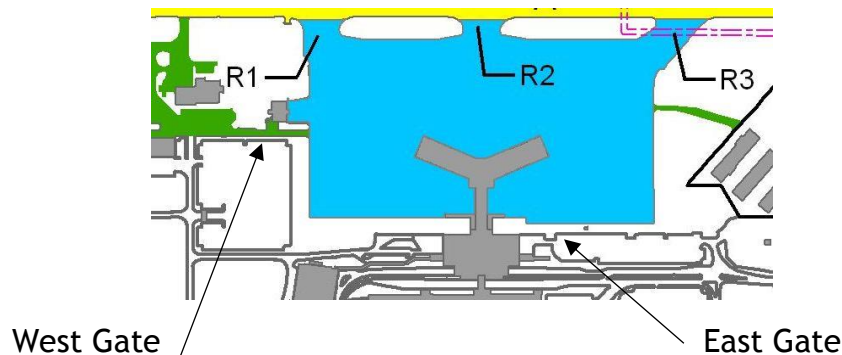
## Overview

The function of the parking lot security turnstiles is to provide employees with emergency exit routes from the terminal ramp area. To reduce employee hazards from aircraft taxiing on the SIDA ramp, the turnstiles are locked for ramp entry, and routine exit is not allowed. The only time the turnstiles should be used for exit is during a mass casualty event, ramp evacuation incident, or other emergency.

## Locations

*East Security Turnstile:* Located on the east (Knoxville) side of the terminal, between the east employee lot and east air carrier ramp, accommodates ramp emergency exit only.

*West Security Turnstile:* Located on the west (Maryville) side of the terminal, between the west employee lot and the service road entrance to the west air carrier ramp, accommodates emergency exit to the parking lot.



## Operation

Exit (either gate):

1. Walk through the turnstile.

## Point of Contact

Dispatch ..... 865-342-3088

# DEPARTMENT OF PUBLIC SAFETY (DPS)

Control Number: 206

Date Updated: March 2019

## Mission

The Department of Public Safety (DPS) is responsible for police protection, fire protection, and emergency medical response at McGhee Tyson Airport. All Public Safety Officers are trained in police protection, aircraft rescue and firefighting, and medical first response.

### *Police Protection*

Officers monitor the Security Identification Display Area (SIDA) for unauthorized entries, respond to assistance calls for all airport property, and provide for the general safety and well-being of airport tenants and visitors.

### *Fire Protection*

Officers are trained in both structural and aircraft firefighting.

### *Medical Response*

Officers respond and provide assistance for medical emergencies.

## Hours of Operation

The Department of Public Safety operates 24 hours a day / 7 days per week / 365 days per year.

## Location

The Public Safety Department is located in Building 206, the Aircraft Rescue and Firefighting (ARFF) facility.

## Contact

In an emergency, do not call 911, call Dispatch. This will ensure the most rapid response possible.

## Points of Contact

Dispatch .....	865-342-3088
Director of Public Safety.....	865-342-3023
Fire Marshal.....	865-342-3321

# SIDA RAMP SECURITY GATES

Control Number: 207

Date Updated: March 2019

## Overview

Gates 6A and 8A are used to drive on and off the terminal ramp. These gates are depicted below.



Gate 6A and 8A Map

## Operation

### Entering Gate 6A

1. All passengers must swipe badge at entry point.
2. Once the gate opens, proceed to the red traffic light.
3. Proceed once the light has turned green and the gate has fully closed.

### Entering 8A

1. All passengers must swipe badge at entry point.
2. Once the gate opens, proceed toward the terminal ramp past the sensors by turning right or left and wait for the gate to fully close.

### Exiting through Gate 6A and 8A

1. Drive up to the gate to activate the sensors and the gate will open.
2. Drive through the gate and wait for it to fully close before proceeding.

## Cautions

- Always ensure every passenger swipes before entering a SIDA.
- Always ensure gates are closed before you drive away.
- When traveling out of Gate 6A, do not drive over the striped rectangle as it will activate the opening of another gate.
- TSA is authorized to search vehicles entering the SIDA area.

## Point of Contact

Dispatch ..... 865-342-3088

# SUSPICIOUS OR PROHIBITED ITEMS

Control Number: 208

Date Updated: March 2019

## Overview

Any prohibited item (knife, pepper spray, lighter, etc.) found in the terminal beyond the TSA checkpoint is 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, visit [www.tsa.gov](http://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 SIDA area shall immediately notify Dispatch by phone. Do not touch, move, or otherwise disturb the item. Do not alert or alarm any passengers in the area. Take measures to limit circulation in the immediate vicinity.

Control of or access to the item should be relinquished only to a Public Safety Officer. Upon the arrival of the Public Safety Officer, provide any information possible about the discovery of the item and the report the incident to your supervisor.

Each manager should be aware of this procedure and discuss it with all employees. Direct any questions that about this procedure to the airport Director of Public Safety.

## Points of Contact

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

# EMPLOYEE PARKING

Control Number: 300

Date Updated: March 2019

## Overview and Location

Two parking areas are designated for employee parking. The East Employee Parking Lot is located on the east (Knoxville) side of the terminal. The West Employee Parking Lot is located on the west (Maryville) side of the terminal. Access to these lots is accessible via proximity card or hangtag.



Employee Parking Map

The East Employee Parking Lot has a limited number of spots marked “Staff.” These spots are allocated to each terminal tenant and are assigned at their discretion.

The West Employee Parking Lot may be used by all terminal tenant employees. Commuting airline crewmembers may use the lot after paying an annual fee.

## Guidance

The Badging Office (Control Number 201) issues parking permits for airport tenant employees. Commuting crewmembers should contact Republic Parking.

## Caution

- Employees may only park one car in the parking lots.
- Parking tickets will not be validated for employees parking in the garage.

## Points of Contact

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

# **FACILITY MAINTENANCE AND MANAGEMENT**

**Control Number: 301**

Date Updated: March 2019

Attachment(s): Maintenance Responsibility Chart for the Terminal Complex

## **Mission**

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

## **Location and Hours**

The Facility Maintenance Department is located in the Airport Maintenance and Operations Center (AMOC) at 2950 Airfield Service Drive. Normal business hours are Monday through Friday from 7:00 AM to 5:30 PM. On-call personnel are available for problems outside of normal business hours and can be contacted via Dispatch.

The Facility Management Department is located on the third floor of the terminal building in the Administrative Offices. Normal business hours are Monday through Friday from 8:00 AM to 4:30 PM.

## **Guidance**

For immediate maintenance problems, such as incoming baggage belt failure, passenger boarding bridge issues, water outages, etc., contact Dispatch. Dispatch will notify the appropriate Facility Maintenance personnel for corrective action. For long-range facility issues, lease area modifications, or other questions, contact the Facility Management Department.

It is important to remember that some maintenance issues are the responsibility of the tenant. Refer to lease (Exhibit C, "Maintenance Responsibility Chart") for guidance. For convenience, an example is included on the following page.

## **Points of Contact**

Dispatch .....	865-342-3088
Facility Maintenance .....	865-342-3054
Facility Management .....	865-342-3120

EXHIBIT C

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
McGhee Tyson Airport

Maintenance Responsibility Chart  
for the  
Terminal Complex

Legend: A = Airport Authority L = Lessee

ITEM	Ticket Counter	Airline Ticket Office	Operations	Boys	Baggage	Clothing	Public/ Common Areas
<b>STRUCTURAL</b>							
Floor/athletic Floor Finish	A	A	A	A	A	A	N/A
Interior Walls, Doors, Windows	L	L	L	L	L	L	N/A
Interior Partitions	N/A	L	L	N/A	N/A	L	N/A
Roof and Canopy	A	A	A	A	A	A	N/A
HVAC	A	L	L	A	A	L	N/A
Overhead Doors	N/A	L	L	N/A	N/A	L	N/A
Truck Decks	N/A	N/A	N/A	N/A	N/A	N/A	A
<b>ELECTRICAL</b>							
Ducts/Tubes/Duct Replacement			L	A	A	L	N/A
Fixtures/Receptacles			L	A	A	L	N/A
Signage (Exterior)		N/A	N/A	N/A	N/A	N/A	A
Signage (Interior or Lettering Installed)	A		L	A	A	L	N/A
Communication System (A, FICS)	A	A	A	A	A	N/A	A
<b>PLUMBING</b>							
Water Supply	N/A	A	A	N/A	N/A	A	A
Plumbing Maintenance	N/A	A	A	N/A	N/A	A	A
Drainage System	N/A	A	A	N/A	N/A	A	A
<b>PAINTING/DECORATING</b>							
Interior Wall Paperings	A	L	L	A	A	L	A
Floor Coverings	A	L	L	A	A	L	A
Interior Signage	A	L	L	A	A	L	N/A
Exterior Signage	N/A	N/A	N/A	N/A	N/A	N/A	A
<b>LANDSCAPE MAINTENANCE</b>							
Grass Cutting/Landscaping	N/A	N/A	N/A	N/A	N/A	N/A	A
Garbage Removal	L	N/A	N/A	N/A	N/A	N/A	N/A
Window Washing	N/A	L	L	A	A	L	A
Interior Cleaning	L	L	L	A	A	L	A
Exterior Cleaning	L	N/A	N/A	N/A	N/A	N/A	A
Truck Deck Cleaning	L	N/A	N/A	N/A	N/A	N/A	A
Counter Tops (not installed)	A	A	N/A	A	N/A	N/A	N/A
<b>EQUIPMENT</b>							
Conveyors (Outbound)	N/A	N/A	N/A	N/A	N/A	L	N/A
Conveyors (Inbound)	N/A	N/A	N/A	N/A	N/A	N/A	A
Dock Levelers	N/A	N/A	N/A	N/A	N/A	N/A	A
HVAC Units	N/A	N/A	N/A	N/A	N/A	N/A	A



# **GEOGRAPHIC INFORMATION SYSTEM (GIS)**

**Control Number: 302**

Date Updated: March 2019

## **Overview**

The GIS (Geographic Information System) at McGhee Tyson Airport stores information about the physical features, property, buildings, and utilities on-site. The system is a searchable map database of information that is accessible to all airport (MCAA) 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, measure length and area, identify boundaries, show spatial relationships, and 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. The Metropolitan Knoxville Airport Authority 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 boarding 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 Manager 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

# LIGHT BULB RECYCLING

Control Number: 303

Date Updated: March 2019

## Overview

MKAA will accept light bulbs and arrange for disposal and/or recycling. The process for light bulb recycling is described below.

## Procedure

1. Collect used light bulbs and put them back in the original packaging or a similar container.
2. Call Dispatch and request a work order for bulb pick-up. The work order must include a contact name and phone number.
3. Facility Maintenance will contact the tenant and pick up the bulbs for recycling.
4. Do not deliver the bulbs to Facility Maintenance or call them directly.

## Point of Contact

Dispatch ..... 865-342-3088

# MAIL SERVICE AND PACKAGE DELIVERIES

Control Number: 304

Date Updated: March 2019

## USPS Letter and Small Packages

The Metropolitan Knoxville 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 this service. Contact the Operations Manager at extension #3025 for an 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 transported 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 that are too large for the box or require a signature.

## 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 Hilton Knoxville Airport hotel). When arriving at the west entrance, drivers should call Dispatch. Once notified, Dispatch will then call the addressee to meet the driver at the loading dock to accept delivery.

## Points of Contact

Dispatch (for delivery vehicle escort) ..... 865-342-3088  
Operations Manager (assignment, keys, questions, etc.) ..... 865-342-3025

# MAINTENANCE COST CONTROL

Control Number: 305

Date Updated: March 2019

## Background

In an effort to reduce maintenance costs and improve equipment reliability, the MCAA Facility Maintenance Department has identified trends in equipment failures and costs associated with repairs. The following information is in addition to the basic operating procedures that are covered in preceding sections of this handbook.

## Problem Areas

### *Passenger Boarding Bridge (PBB) Over-Steer and Over-Extension (Control #702)*

Driving the PBB beyond its' limit will cause the bridge to shut down. Each bridge is equipped with a message on the screen 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.

### *Ground Air Conditioning Unit Hoses (Control #501)*

Hoses left on the ground are ran over by the PBB and ramp equipment and suffer damage from the wheels and concrete. Hoses should be properly stored at all times when not in use.



Improper Hose Storage

### *Potable Water Lines and Couplers (Control #504)*

The connector on the portable water hose becomes worn after being dragged across the ramp. Binding the hose reels also creates maintenance problems. To prevent damage, carry the hose end back to the cabinet before reeling in the hose and properly guide the hose back onto the reel.



Improper Water Hose Storage

### *Baggage Lifts (Control #600)*

The baggage lifts are damaged by luggage that has fallen off a cart or has slipped and is extending out from the cart. Proper loading of baggage carts will minimize this damage.

### *Doorstops*

Doorstops are also prone to damage on the upper level doors. They can be torn loose by trying to close the door without first lifting the doorstop.

### *Baggage Carts*

Baggage carts are vulnerable to damage if not properly parked. 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.



Unattended Baggage Cart

### *Inbound Baggage Belts (Control Number: 601)*

Belt jams are the most frequent maintenance issue. These jams most often occur due to improperly loaded or shifted luggage. The best practice is to properly load bags with sufficient spacing to prevent jams. Place soft-sided bags or items with straps in the hard, plastic tubs.

### *Ground Power Unit (GPU) Cables (Control Number: 502)*

GPU cables and cable ends are vulnerable to damage from being ran over or pulled across the ramp.



GPU Damage

### *Passenger Boarding Bridge (PBB) Carpet Cleaning*

As a part of a preventative maintenance program, the MKAA Building Services staff performs cleaning on the passenger boarding bridges. Carpet cleaning occurs overnight on the second Thursday of every month. All other interior surfaces are cleaned thoroughly every Saturday night. Please be sure that the bridges are extended to their full length so these services can be provided.

### *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 against the wall.

## **Points of Contact**

Facility Management ..... 865-342-3120  
Facility Maintenance ..... 865-342-3054

# OPERATIONS DEPARTMENT

Control Number: 306

Date Updated: March 2019

## Mission

The Operations Department is responsible for the safe and efficient environment for flight operations at McGhee Tyson. Specifically, the Operations Department is responsible for the Airport Certification Manual (ACM) and compliance with all FAA Part 139 regulations (see “FAA Requirements” below). This ensures that the airport will maintain its operating certificate and remain open for airline service.

### *FAA Requirements*

All airports with scheduled airline service are required to maintain an FAA-issued Airport Operating Certificate. 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,” an FAA-approved document governing how we run the airport.

The Operations Department is tasked with the following duties, among others: FAA-required record keeping; issuing notices to airmen (NOTAMs); training; airfield inspections; implementing snow and ice control plans; and managing wildlife hazards.

Another important function, not related to FAA Part 139, is the coordination and scheduling of terminal ramp remote parking and parking at Airport Authority-controlled gates. This is covered in more detail in Control Number 506.

## Location

The Operations Department is split between two locations. The Administrative Offices are located on the third floor of the terminal building above the ticket counters. The Airfield Operations and Maintenance staff are located at the Airport Maintenance and Operations Center (AMOC) at 2950 Airfield Service Drive.

## Hours of Operation

Normal business hours are Monday through Friday, 8:00 AM to 4:30 PM (Administrative) and 7:00 AM to 5:30 PM (Maintenance).

## Points of Contact

Director of Airport Operations .....	865-342-3032
Airfield Operations Duty Officer .....	865-342-3177
Dispatch .....	865-342-3088

# OPERATIONS DUTY OFFICER

Control Number: 307

Date Updated: March 2019

## Overview

An Airfield Operations member, designated as the Operations Duty Officer (ODO), is on call 24/7 and may be reached at the number listed below. The primary function of the ODO is to provide our customers with immediate communications with a member of the Airfield Operations staff. The ODO is authorized, for designated airfield functions, to communicate and act on behalf of the Vice President of Operations and the Director of Airport Operations. They will act as a “Subject Matter Expert” for the coordination, collaboration, and communication of Airfield Operations issues.

Some examples of when you might contact the ODO include IROPS (irregular operations); questions about airfield construction, runway or taxiway closures, or NOTAMS; FOD issues not of an immediate safety concern; general wildlife control questions; etc.

Note: The ODO function is not intended for when an immediate physical response is required to a safety issue. Such instances may include sighting of hazardous wildlife on the AOA, pilot report of a suspected bird strike, or any situation that would require a response from the MKAA Department of Public Safety (DPS). Some examples would be a security issue, structural fire, or aircraft accident. In this case, call MKAA Dispatch.

The ODO is also not to be used to request MKAA maintenance response to airport equipment malfunctions or facility problems. In this case, please call Dispatch.

## Points of Contact

Airfield Operations Duty Officer .....	865-342-3177
Dispatch .....	865-342-3088

# STORAGE (Temporary and Leased Space)

Control Number: 308

Date Updated: March 2019

## Overview

Storage outside a tenant’s lease space is prohibited. In the event that a tenant needs temporary storage during remodeling or moving, MKAA will permit temporary storage in a suitable area.

## Guidance

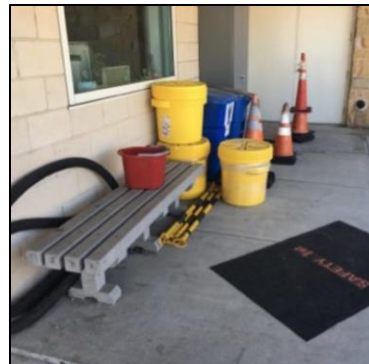
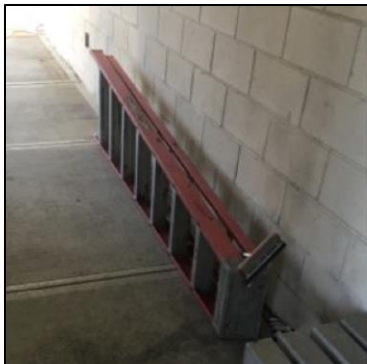
Tenants who are involved in a remodel or construction project should contact the MKAA Facility Manager to coordinate an assignment of temporary storage space. In other cases, contact Building Services for coordination.

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

1. Contact information (name, phone, and email address) 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 the date that they are expected to be removed

## Storage of Materials in Operations Areas

Storage of materials on the ramp sidewalk is prohibited. Items such as extension cords, ladders, plastic totes, buckets, coolers, trash cans, etc. create safety hazards and present an unfavorable appearance. All items should be kept within your designated storage spaces to maintain a safe, clean operating environment. Please see the images below of some common examples to avoid.



## Points of Contact

Facility Manager ..... 865-342-3120  
Building Services (Custodial) ..... 865-342-3047



# WILDLIFE HAZARD MANAGEMENT PLAN

Control Number: 309

Date Updated: March 2019

## Overview

1. The Wildlife Hazard Management Plan (WHMP) is incorporated into 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 receive annual refresher training as required by the FAA and our ACM. Also, new MKAA employees attend this training if required by their job responsibilities.
3. Wildlife population management measures include, but are not limited to:
  - Bird harassment with banger and screamer pyrotechnic shells and other scare tactics.
  - Mammal control by trapping and removing.
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 more recurrent 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 MKAA 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 airfield.
  - The responders are trained in the proper dispersal/control techniques, and they will coordinate with the Air Traffic Control Tower to minimize hazards to aircraft.

7. Communication procedures are in place to notify aircrew when bird hazards exist.
  - The Air Traffic Control Tower is notified when increased bird activity is noted, and this information may be broadcasted to departing and arriving pilots.
  - A permanent NOTAM (notice to airmen) concerning bird activity is published in the “Chart Supplement” (an FAA publication), and temporary NOTAMs may be issued if conditions warrant.
8. To improve safety and ensure we have the most efficient plan possible, in January of 2010 MKAA began working with a USDA Wildlife Specialist. As an added benefit, this specialist will employ active wildlife control measures as conditions dictate.

**Guidance**

All tenants should encourage their employees to report any wildlife sightings of immediate concern to MKAA Dispatch. Then, Dispatch will notify MKAA personnel to respond to the sighting.

If you have questions or concerns not requiring an immediate safety response, please contact the Operations Duty Officer.

**Points of Contact**

Dispatch ..... 865-342-3088  
 Airfield Operations Duty Officer ..... 865-342-3177

# **BLINDS SCHEDULING**

**Control Number: 400**

Date Updated: March 2019

## **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**

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

# **CONSTRUCTION WORK RULES**

**Control Number: 401**

Date Updated: March 2019

## **Construction Work Rules**

1. All work by vendors, tenants, and their subcontractors must be approved in advance by MKAA and comply with all TOSHA regulations, applicable building codes, and best practices. See Control Number 403 “Guidelines for Tenant Additions and Modifications Submittal” for further guidance.
2. The vendor must contact the Facility Maintenance Department at least two business days in advance to schedule lock-out/tag-out for any electrical power; water supply; equipment repairs; work involving any moving or automatically starting equipment; and technology data, phone, and antenna installation.
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 and locked 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 the 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 MKAA for vendor use. Do not place vendor construction trash in MKAA dumpsters 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 designated representative. Dispatch may be called to schedule an inspection.
2. When a vendor wants to move items in or out, change displays, etc., they vendor is responsible for any charges such as removing entrance doors by others or MKAA support labor. If the items are moved to accommodate MKAA for a project or maintenance, MKAA will cover associated expenses.

## **Electrical Work**

Vendors or contractors wanting 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, and Special Items**

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

## **Badging and Scheduling**

Vendors are responsible for badging, coordinating with MKAA, scheduling inspections, loading and unloading materials, etc. Unscheduled delivery inspections will be refused at the dock.

## **Escorting by MKAA Personnel**

Vendors that perform work inside any electrical or communications room must be escorted by MKAA personnel. Work must be scheduled 48 hours in advance, and the escort fee is \$50 per hour. A purchase order with the vendor must be established in advance.

## **Points of Contact**

Facility Manager .....	865-342-3120
Dispatch .....	865-342-3088
Building Services (Custodial) .....	865-342-3047

# GENERAL AREA PUBLIC ADDRESS SYSTEM

Control Number: 402

Date Updated: March 2019

## Overview

The function of the microphones, in the public areas, 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 at 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. Once the terminal page is complete, re-key the microphone, and begin speaking again.

## Point of Contact

Tech Support (email: [technology@tys.org](mailto:technology@tys.org)) .....865-342-3348/4357 (HELP)

## **GUIDELINES FOR TENANT ADDITIONS AND MODIFICATIONS SUBMITTAL**

**Control Number: 403**

**Date Updated: March 2019**

**Attachment(s): Memorandum of Understanding / Certificate of Insurance Example**

### **Background**

The Tenant Handbook, along with the Tenant Lease, McGhee Tyson Airport Design Guidelines, and Concession Guidelines, provides guidance for tenant additions, modifications, and new leases. Before beginning any additions or modifications, tenants must submit a proposal for MKAA review and approval required in the Tenant Lease agreement.

### **Project Submittal Process**

MKAA's goal is threefold; understand the project in its entirety, verify business credentials, and ensure the work is performed safely and within security guidelines.

#### *Project Narrative*

The project narrative should answer the questions: "Who? What? When? Where? By whom?" to ensure that MKAA understands the scope of the project and the project can be reviewed in its entirety by all necessary staff members. This scope of work should include items such as drawings, equipment cut sheets, photos of the area, etc.

#### *Contractor Credentials and Contact Information*

MKAA must verify that all parties performing work are legitimate contractors that have proper insurance, permits, and specific licenses required for the project. Contact information must be captured for all parties working onsite in case of an emergency while on property. Escorting, badging, or vetting may be required depending on the location of the project.

#### *Memorandum of Understanding*

A Memo of Understanding must be submitted during the process. The Memo of Understanding is attached to this control number and must be signed by both the tenant and the contractors concerning potential damage on the property.

#### *Certificate of Insurance*

A Certificate of Insurance must be submitted during the process. The Certificate of Insurance must contain specific dollar amounts, depending on the scope of the project, and contain the following verbiage:

- The Metropolitan Knoxville Airport Authority as the certificate holder
- MKAA and its commissioners, officers, and employees as additional insured

- A 30 day prior written notice to the Airport Authority if the policy is changed or cancelled

Depending on the project, there may be some additional items requested. An example certificate is attached to this control number.

*Safety*

All work must be performed in an OSHA approved manner. If equipment is to be used (such as forklifts, Genie lifts, grinders, welders, etc.), MKAA must have the employees’ training records in advance.

A free “Hot Work Permit” will be issued in advance by the Fire Marshal for any welding or grinding type of work.

Safety Data Sheets for all chemicals, paints, solvents, and glues used on the project must be submitted in advance. This information is needed in order to assist with fire and medical responses.

*Notice to Proceed, Modify Submittal, or Project Declined*

After MKAA review proposals, the Facility Manager or designee will reply to the requestor with a written response. This response may be a “Notice to Proceed,” “Request for a modified submittal,” or “Project Declined.” Upon approval, MKAA staff will designate a Project Manager.

*Summary*

MKAA’s desire is not to slow down or present roadblocks for tenant additions or modifications. As the property owner, MKAA must understand the project, confirm contractors are qualified, and ensure that the work is performed in a safe and secure manner.

**Ticket Counter Modifications**

Ticket counters are property of MKAA. Any changes or modifications must be approved in advance.

**Point of Contact**

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



# MEMORANDUM OF UNDERSTANDING (MOU)

Between

Metropolitan Knoxville Airport Authority

and

---

*(Tenant Name)*

This is an agreement between Metropolitan Knoxville Airport Authority, hereinafter called MKAA and \_\_\_\_\_, hereinafter referred to as "Tenant".

I. Project Name \_\_\_\_\_

II. Parties Involved (*Tenant, General Contractor and Subcontractor Project Managers*)

1. \_\_\_\_\_ Contact # \_\_\_\_\_
2. \_\_\_\_\_ Contact # \_\_\_\_\_
3. \_\_\_\_\_ Contact # \_\_\_\_\_
4. \_\_\_\_\_ Contact # \_\_\_\_\_

IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES

That the above Tenant and Contractors are responsible for repairing and/or replacing any damages to the property belonging to or managed by the Metropolitan Knoxville Airport Authority (MKAA), which may occur during or as a result of the project named above.

II. EFFECTIVE DATE AND SIGNATURE

This MOU shall be in effect upon the signature of MKAA and the Tenant authorized official. It shall be in force starting \_\_\_\_\_.  
MKAA and the Tenant indicate agreement with this MOU by their signatures.

*Signatures and dates*

_____	_____
<b>Tenant</b>	<b>Date</b>
_____	_____
<b>MKAA</b>	<b>Date</b>



---

## MEMORANDUM

---

**FROM:** Mihai Smighelschi, Director of Properties, Metropolitan Knoxville Airport Authority

**DATE:** October 19, 2004, last revised on 5/22/2017

**RE:** Standard requirements for certificates of insurance submitted to Metropolitan Knoxville Airport Authority.

---

This memorandum details the standard requirements for all certificates of insurance submitted to Metropolitan Knoxville Airport Authority (MKAA). Failure to comply with these requirements constitutes a default of the agreement/lease/permit. The MKAA reserves the right to verify coverage and compliance with these requirements by contacting the insurance company directly.

### REQUIREMENTS:

The insurance company must be licensed to do business in the state of Tennessee.

The certificate must show the policy number, the required coverage amount as described in contract, scope of work or lease agreement and the coverage period.

**Additional Insured:** The MKAA and its commissioners and its officers and its employees must be added as additional insured on the insurance policy. As such, the following exact language must be on the certificate of insurance:

*"The Metropolitan Knoxville Airport Authority and its commissioners and its officers and its employees are named Additional Insureds on this policy".*

The MKAA reserves the right to verify compliance with the additional insured requirement by requesting the policy endorsement to be submitted in addition to the certificate of insurance.

**Notice requirement:** The certificate of insurance must provide that the coverage thereof may not be cancelled, reduced, allowed to lapse, or non-renewed without a 30 day prior written notice to the certificate holder. Language such as: "will endeavor to send 30 days notice" is not acceptable; correct language is: "will give 30 days notice".

### SUBMITTAL INSTRUCTIONS:

The certificate of insurance and the additional insured policy endorsement may be faxed to: (865) 342-3050, however the original certificate of insurance must be mailed to:

Metropolitan Knoxville Airport Authority Attn: _____ (Project Manager or Dept. Head) P.O. Box 15600 Knoxville, TN 37901
--



# HOUSEKEEPING

Control Number: 404

Date Updated: March 2019

## Guidance

All tenants are responsible for housekeeping on and behind ticket counters and terminal boarding gate counters. The housekeeping items include vacuuming the carpet, removing stickers and tags on counter surfaces, maintaining signage, and wiping down stanchions. These areas should remain free of objects on the floor and present a neat, clean, and 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 can also lead to door malfunctions.

MKAA Building Services Department provides regular housekeeping services in the common areas throughout the terminal. Contact Dispatch to request a response for any irregular housekeeping issues in these spaces, such as excess trash or waste in public areas or spills on floors or furnishings.

## Point of Contact

Dispatch ..... 865-342-3088

# KEYS AND LOCKS

Control Number: 405

Date Updated: March 2019

## Overview

For security and safety purposes, tenant lease spaces are secured by a standardized lock system. MKAA is responsible 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 used to secure a door or entrance, shall be compatible with, or will accept, interchangeable lock cores.” MKAA 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 MKAA’s Chief of Public Safety. Prior to remodel or construction activity affecting such doors and locks, all tenants must comply with the guidance in Control Number 403, “Guidelines for Tenant Additions and Modifications.”

### *Keys*

As stated above, MKAA will provide keys “compatible with the tenant’s needs.” 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 for them. MKAA will replace damaged keys, but tenants 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 three days in advance, and the tenant should state the reason for the request (replacing a lost or damaged key, new employee, etc.). When the keys are ready, they will be issued through the MKAA Badging Office.

## Points of Contact

Facility Manager .....	865-342-3120
Dispatch .....	865-342-3088
Badging Office.....	865-342-3044/3045



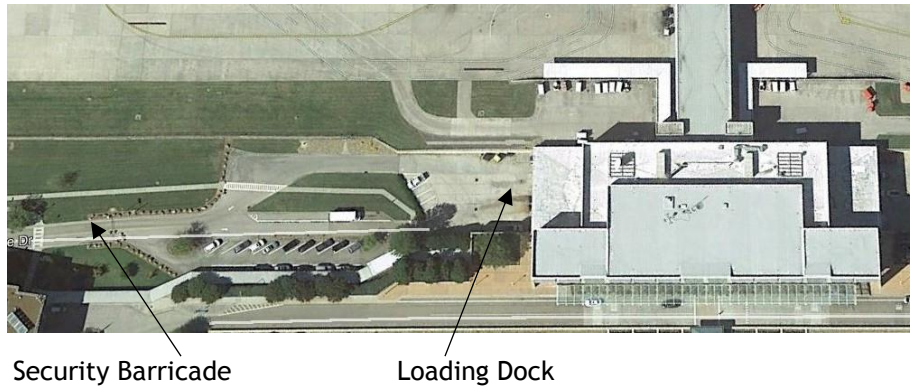
# LOADING DOCK

Control Number: 406

Date Updated: March 2019

## Location

The dock is located on the west side of the terminal facing the Airport Hilton. See the diagram below for details.



## Guidelines

Access to the loading dock is through a security gate behind the Airport Hilton. Vehicles will need to contact Dispatch to arrange for a Public Safety Officer to inspect the vehicle. Once through the gate, vehicles can proceed to the loading dock.

Airside access to the loading dock is through a SIDA door, activated by a wall-mounted push button (outbound) 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.

The shared loading dock is not a tenant leased area; it is for the joint use of all tenants. The dock is not to be used for permanent storage. All users are requested to observe good housekeeping principles, respect the needs of other tenants, and notice regulatory signs in the area.

## Caution

The terminal door on the loading dock is a SIDA door. SIDA entry procedures must be executed when using this door, and the door should only be used to access the loading dock, not as a routine entry and exit point. All badged personnel must swipe when entering from the outside, and escort procedures must be executed for non-badged personnel.

## Point of Contact

Dispatch ..... 865-342-3088

# **ELEVATORS (Restricted from Public Use)**

**Control Number: 407**

Date Updated: March 2019

## **Overview**

There are two restricted elevators (C2 and C3) on 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 passengers who would have trouble using the stairs. Passengers must be escorted when using these elevators.

## **Operation**

Swipe 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.

## **Caution**

- Once down the elevator, passengers will be in a SIDA location.
- 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, the door must be closed to prevent unauthorized persons from entering.

## **Point of Contact**

Dispatch ..... 865-342-3088

# **RESTROOMS**

**Control Number: 408**

Date Updated: March 2019

## **Location**

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 concourse
- Airport operations area

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

## **Point of Contact**

Dispatch ..... 865-342-3088



# SERVICE ANIMAL RELIEF AREA

Control Number: 409

Date Updated: March 2019

## Overview

In compliance 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 crosswalk to the west surface and Economy Lot. Appropriate signage and waste collection fixtures are installed.

A graphic of this area is attached to assist your agents with escorting passengers with a service animal to the area for relief needs.



Service Animal Relief Area

## Directions

1. Go to the first floor of the terminal.
2. Exit the west baggage claim area (Bag Belt #1) 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 crosswalk, the designated service animal relief area is between the service road and the sidewalk.

## Points of Contact

Dispatch (for security issues) ..... 865-342-3088  
Director of Airport Operations (for general questions)..... 865-342-3032  
Building Services (for cleaning supplies) ..... 865-342-3047

# SIGNAGE

Control Number: 410

Date Updated: March 2019

## 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 of 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 to signs posted in view of the traveling public and is not intended to restrict any tenant from posting appropriate signage in their private work areas. The paragraph below is excerpted from the Airport Lease and Use Agreement in 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, finishes, signage, furnishings, and other features to be used 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. MKAA 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 preferential use areas.

Per the lease agreement, all signage, graphics, fixtures, etc. must be approved by MKAA. Proposed new sign installations must be submitted in writing along with detail to understand color, finishes, location, etc. Contact the MKAA Facility Manager to coordinate your submittal.

## General Sign Guidelines

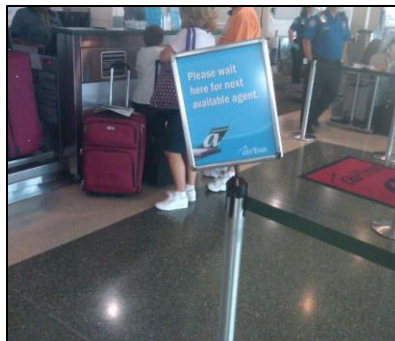
1. Approved in advance of posting
2. Printed and not handwritten
3. Displayed properly and maintained in good condition
4. Not be attached to ticket/boarding counters when branded or displaying a logo
5. Use the standard color, font, and size to match existing terminal signage

## Common Sign Problems

Branded signs attached to the side and front of the counter.



Too many signs posted 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.

## Points of Contact

Engineering (for Interior Design Guidelines) ..... 865-342-3021  
Facility Manager (to coordinate submittal for new signage) ..... 865-342-3120

# HOLIDAY DECORATIONS

Control Number: 411

Date Updated: March 2019

## Guidance

Holiday decorations may be displayed in the public areas of lease space throughout the terminal. These items should present a professional and pleasant environment for all terminal tenants and passengers. In addition, decorations must be “family-friendly” to reflect the look of the terminal building and must not disrupt the area’s intended use.

Holiday decorations in lease space may be displayed until MKAA representatives remove all other holiday decorations from the terminal. During the winter months, this typically occurs within the first week of January.

## Caution

Materials must be fire rated. Please carefully consider the potential fire risk of any decorations displayed. Contact the Fire Marshal in respect to the use of electrical devices and for approval of acceptable materials.

## Points of Contact

Facility Manager .....865-342-3120  
Fire Marshal.....865-342-3321

# SMOKING AREAS

Control Number: 412

Date Updated: March 2019

## Location

Smoking is only allowed in designated areas. These designated areas are shown in the images below and attached maps.



East Concourse Pass-Through Tunnel



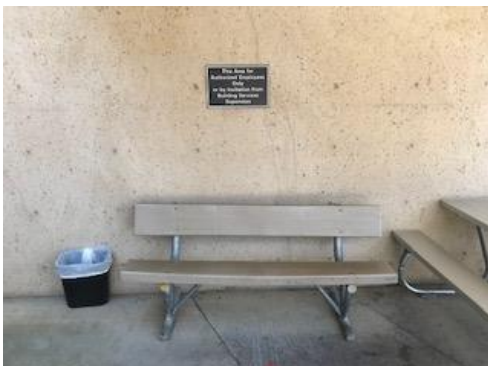
West Concourse Pass-Through Tunnel



Loading Dock A



Loading Dock B



East Service Area

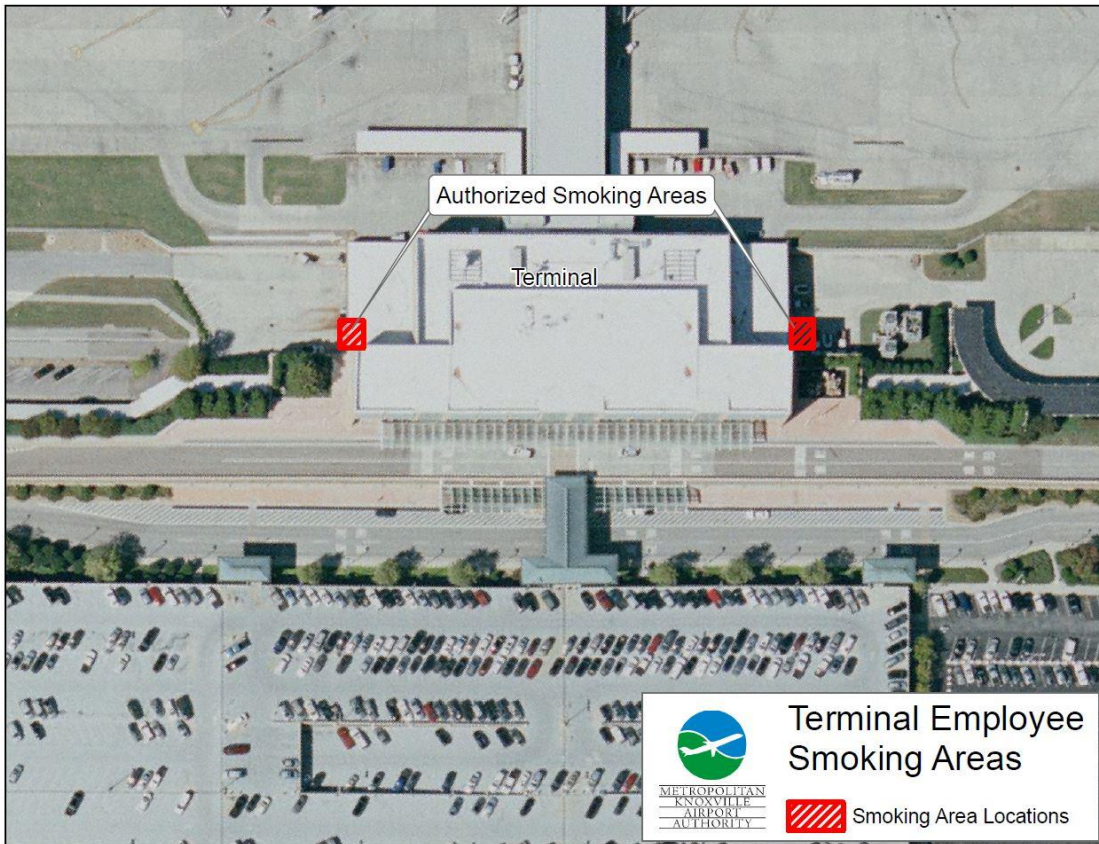
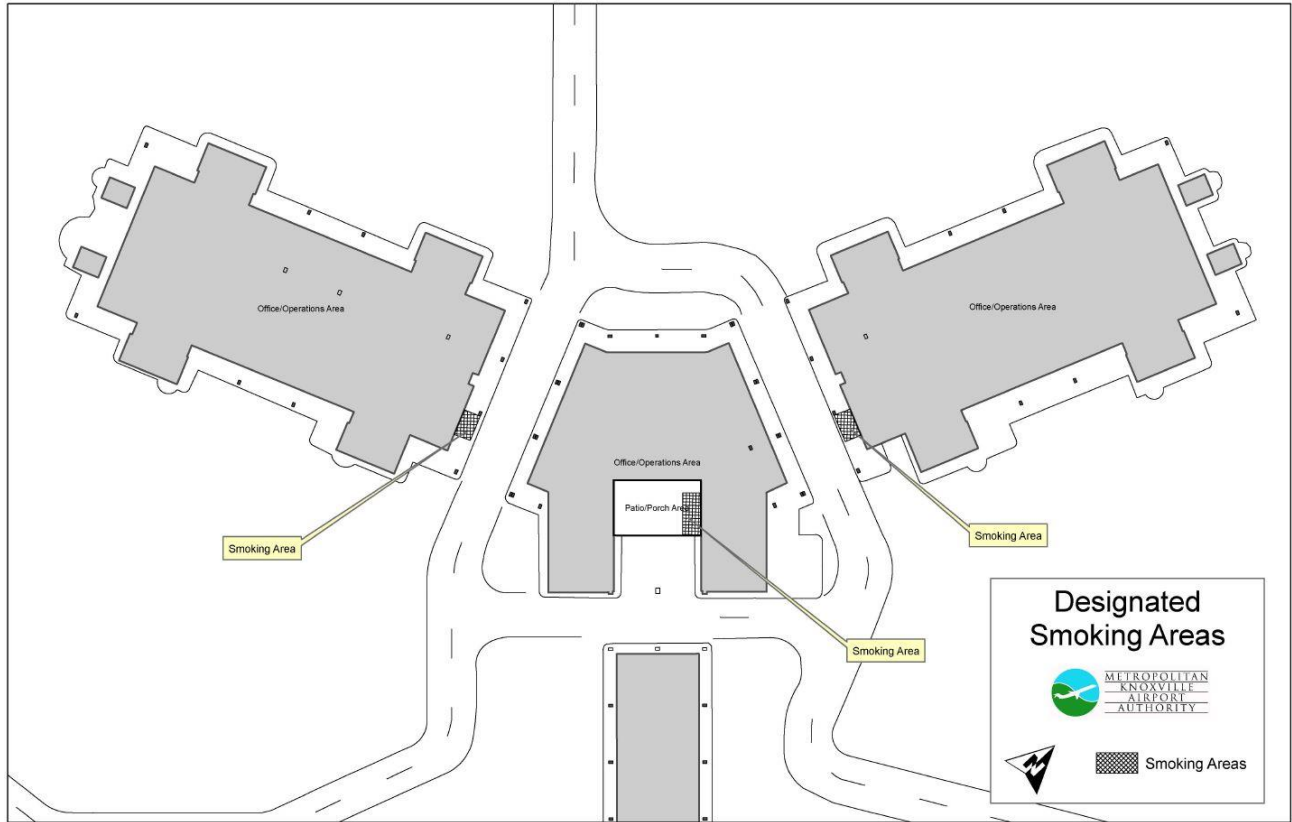
**Caution**

Travel to and from smoking areas in the SIDA does not alter or supersede the requirements of the airport security program or other TSA regulations. Individuals without SIDA access cannot travel to and from the designated smoking areas in the SIDA without an escort.

**Point of Contact**

Dispatch ..... 865-342-3088











# TERMINAL PUBLIC ADDRESS DIRECTIONS

Control Number: 413

Date Updated: March 2019

## Overview

The terminal public address system is provided to make announcements in the terminal.

## Operation

1. Using any nonpublic phone in the airport, dial extension 888.
2. When connected, two short beeps will be heard.
3. Enter the appropriate Zone Identifier, followed by the # key.
4. Start speaking once the microphone is live (nothing will be heard).
5. Press the orange release (Rls) button or hang up to disconnect.

## Notes

- Do not tap or blow on the mic/phone.
- If several tones are heard while speaking, the call was void; hang up, and try again.
- Speaking time is limited to 45 seconds.
- Boarding announcements and final boarding calls should only be announced in the Gate Zone/Area, not as an “All Page” throughout the entire airport.
- In gate areas use the PA microphone rather than the telephone interface.

## Zone Identifier List

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

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

## Points of Contact

Tech Support (email: [technology@tys.org](mailto:technology@tys.org)) .....865-342-3348/4375 (HELP)  
In case of an emergency, call Dispatch.....865-342-3088

# VENDING MACHINES

Control Number: 414

Date Updated: March 2019

## Location

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

## Guidance

You should direct all questions or any malfunctions that occur to the MKAA Property Manager.

## Point of Contact

Property Manager ..... 865-342-3011

# FOD CONTROL

Control Number: 500

Date Updated: March 2019

## 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 into 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.

FOD may be found anywhere that aircraft operate. It can be a serious problem on the aircraft parking ramps due to items dropped from passengers, ramp workers, mechanics, or baggage carts and other service vehicles.

## Guidance

The goal of FOD control is to ensure the safety of aircraft and personnel. FOD should be picked up whenever it is seen. MKAA provides conveniently placed “FOD Buckets” for each passenger boarding bridge to encourage FOD collection and disposal. Please empty the buckets regularly. Also, leaf blowers are available to help airline personnel keep their areas clean.

MKAA routinely sweeps the terminal ramp with both a sweeper truck and a towed “FOD Mat.” Tenants can do their part by ensuring employees do not litter. Also, please do not leave food scraps on the ramp as this creates a wildlife hazard by attracting birds. Finally, loose trash around the dumpsters is an ongoing problem. Please direct your employees to make sure that all trash makes it into the dumpsters, and that all dumpster doors are closed after depositing trash.



## Points of Contact

Dispatch (to report an immediate FOD hazard) ..... 865-342-3088  
Airfield Operations Duty Officer (for ongoing FOD issues) ..... 865-342-3177

# GROUND AIR CONDITIONING UNITS

Control Number: 501

Date Updated: March 2019

## Overview

The function of the ground air conditioning unit is to cool and heat the aircraft while at the gate. By using conditioned air, along with the ground power units (Control Number 502), 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 on a reel next to the ground air conditioning units.

## Operation

1. Remove the hose from the reel, and attach it to the aircraft via the external receptacle.
2. Move the “Cool/Vent/Heat” switch to the desired output.
3. Select the aircraft type, and push “Start.”
4. When finished, push the red button to stop.
5. Disconnect the hose from the aircraft, roll it onto the reel, and secure the reel to the carrier.



## Caution

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

## Maintenance Issues

Hoses left on the ground are ran over by the passenger boarding bridge and ramp equipment and suffer damage from the wheels and concrete. Hoses should be properly stored at all times when not in use, to avoid incurring significant replacement costs.



## Point of Contact

Dispatch ..... 865-342-3088

# GROUND POWER UNITS

Control Number: 502

Date Updated: March 2019

## Overview

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

## Location

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

## Operation

### *Power Connection Procedure*

**WARNING: When connecting/disconnecting power, ALWAYS ensure power is OFF**

1. Lower the power cable by turning and holding the appropriate hoist control switch (400 Hz AC or 28V DC) to “Down” until the bracket is at height where you can safely unhook the cable from the bracket.
2. Detach the power cable from the bracket by opening the spring-loaded clip and removing the metal harness.
3. Attach the power cable to the aircraft according to your airline’s standard operating procedure. Make sure it is completely inserted.
4. Turn the power on by following the steps below:
  - a. Push the appropriate GPU button for the desired power source.
  - b. Press the appropriate red “stop” button and hold for two seconds.
  - c. Press the appropriate green “start” button. If there is an issue with the GPU, the green light will flash. After four seconds, press “stop” and check plane connection.
  - d. Verify with the pilot that the ground power is on.



**NOTE:** The cord must be completely seated for power to flow. If power is not flowing to the aircraft, disconnect the power according to the disconnection procedure, reseal the power cable, and reactivate power.

### *Power Disconnection Procedure*

**WARNING:** When connecting/disconnecting power, ALWAYS ensure power is OFF

1. Press the red “Stop” button.
2. Disconnect the power cable from the aircraft.
3. Reconnect the cable to the hoist bracket.
4. Raise the hoist completely.

### **Caution**

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

### **Maintenance Issues**

GPU cables and cable ends are vulnerable to damage from being ran over or pulled across the ramp. Cable ends are especially easy to damage by dragging them across the ramp.



### **Point of Contact**

Dispatch ..... 865-342-3088

# LAVATORY DUMP STATION

Control Number: 503

Date Updated: March 2019

## Overview

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

## Location

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

## Operation

1. Open the garage door with the access key issued to each airline station manager. The key slot is located next to the door. A light switch is located just to the left of the garage door inside of the servicing station.
2. Push the lavatory service cart into the station, and align cart with the drain. Failing to align will cause the lavatory cart to dump directly on the ground, and the operator must clean up the spill.
3. The lavatory cart will break a beam that starts the water flow into the drain, or the operator can stand in front of the beam to start the water flow.
4. Dump the lavatory cart according to 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 the water to flow. A shovel is 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.



## Caution

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

## Point of Contact

Dispatch ..... 865-342-3088

# POTABLE WATER STATIONS

Control Number: 504

Date Updated: March 2019

## Overview

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

## Location

A potable water station is installed in the exterior wall at Gates 1-4 and 7-10.

## Operation

1. Open cabinet.
2. Unreel the hose. Pull the hose straight out to the desired length and carry to aircraft.
3. Attach the hose to the aircraft. The hose coupler 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 to lock the hose in place. Tug on the hose to ensure the hose is connected. If the hose will not lock in place, hold it in place.
4. Open the two valves on the hose. There are two 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 according to 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 locked in place).
8. Reel the hose back in. 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, guide the hose onto the reel. Wear gloves while reeling in the hose, to protect against friction burns.
9. A light is provided in the cabinet. To use the light, turn the light switch "On."



## Cautions

- Do not use potable water hose to fill lavatory service cart to avoid contamination.
- 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

Dispatch ..... 865-342-3088



# **RAMP MARKINGS**

**Control Number: 505**

Date Updated: March 2019

## **Policy**

MKAA is responsible for applying and maintaining pavement markings required for aircraft and vehicle movements, in common use ramp areas. Examples include vehicle driving lanes and aircraft taxi lane markings.

Airlines may request that MKAA apply additional customized markings within leased areas such as gate lead-in lines, aircraft safety boundaries, equipment stow-boxes, etc. If an agreement is reached with the individual airline, MKAA will provide materials and labor to complete these custom markings at the airline's expense.

## **Procedure**

Airline station managers should contact the MKAA Facility Manager and request MKAA to install customized ramp markings. The airline manager will provide:

1. Drawings approved by the airline's regional and property managers.
2. Layout of the work produced by the airline or airline's vendor.
3. Purchase order from the airline in advance for billing.

Airlines requesting to repaint their gate markings using an airline vendor must provide a submittal as outlined in Control Number 403, "Tenant Additions and Modifications."

## **Point of Contact**

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

# REMOTE PARKING FOR AIRCRAFT

Control Number: 506

Date Updated: March 2019

Attachment(s): Remote Parking Locations / Request for Gate Use or Remote Parking

## Overview

In addition to preferential gates (those assigned to a signatory airline through an “Airport Use and Lease Agreement”), aircraft may be accommodated at an MKAA-controlled gate and at four remote parking locations. The remote locations include three parking spots on the terminal ramp and a fourth parking area on the Charlie ramp. These locations are depicted on Attachment #1.

Unforeseen circumstances such as diversions, mechanical issues, medical emergencies, or weather delays may require short-notice use of these locations. Also, an airline may face a shortage of parking on their preferential gates and need to make an advanced reservation for overflow parking.

## Coordinating Parking

To request parking at MKAA controlled gates or a remote spot, contact MKAA Operations via email at [tys.ops@tys.org](mailto:tys.ops@tys.org), or call 865-342-3199. Request should include the information in Attachment #2. After assessing availability, Operations staff will respond to the request.

## Recurring Parking

Recurring reservations for parking needs at regularly-schedule times or recurring parking in a remote spot overnight will be honored on a “first-come, first-served” basis.

## Out of Service Aircraft

Aircraft that are out of service for an extended period (normally over 6 hours), should be parked on the Charlie Ramp if accommodations cannot be made at a preferential gate.

## Terminal Remote Spots

At the South and North Remote locations, red-dashed lines across the ramp corners represent the parking spot outer boundaries. These boundaries ensure safe clearance for aircraft using the yellow taxi line around the terminal perimeter. No part of a parked aircraft should extend beyond the red lines toward the terminal. Depending on the size of aircraft and parking orientation, the South and North Remote areas may accommodate more than one aircraft.

Romeo 2 remote parking will be used as a last resort, as this requires a closure of taxiway R2 (middle access to the ramp). Airlines using Romeo 2 remote should ensure that the parked aircraft does not interfere with aircraft using Gates 2 and 7.

## **Charlie Ramp Remote Parking**

Charlie Ramp is used for IROPS and lengthy mechanical issues, such as major aircraft repairs. Special coordination is required to deplane passengers on the Charlie Ramp due to TSA screening requirements. If the use of Charlie Ramp is necessary, notify MKAA Operations at 865-342-3199 for permission, then contact Dispatch to coordinate security escort for the passengers to the terminal. An MKAA-owned bus may be available for transportation with prior coordination.

## **Safety Guidance**

The use of remote parking presents unique hazards if passenger boarding or deplaning is involved. Passengers may be exposed to jet blast, aircraft movements, ground vehicle operations, and inclement weather. It is imperative that airlines take care to minimize these hazards.

In the interest of passenger safety, every effort should be made to use the passenger boarding bridges. If all gates are occupied, try to move an empty aircraft from the gate to the remote area, allowing passenger boarding and deplaning to take place at the gate. When a passenger boarding bridge is unavailable, the airline manager must ensure adequate personnel are available to escort passengers across the ramp. Notify Dispatch immediately when remote loading and/or unloading is anticipated. Coordination of Public Safety Officers will be made to ensure passenger safety and SIDA security.

## **Billing Report**

Airlines must include all remote parking and use of an Authority-controlled gate or gates other than leased preferential gates in monthly reports to MKAA.

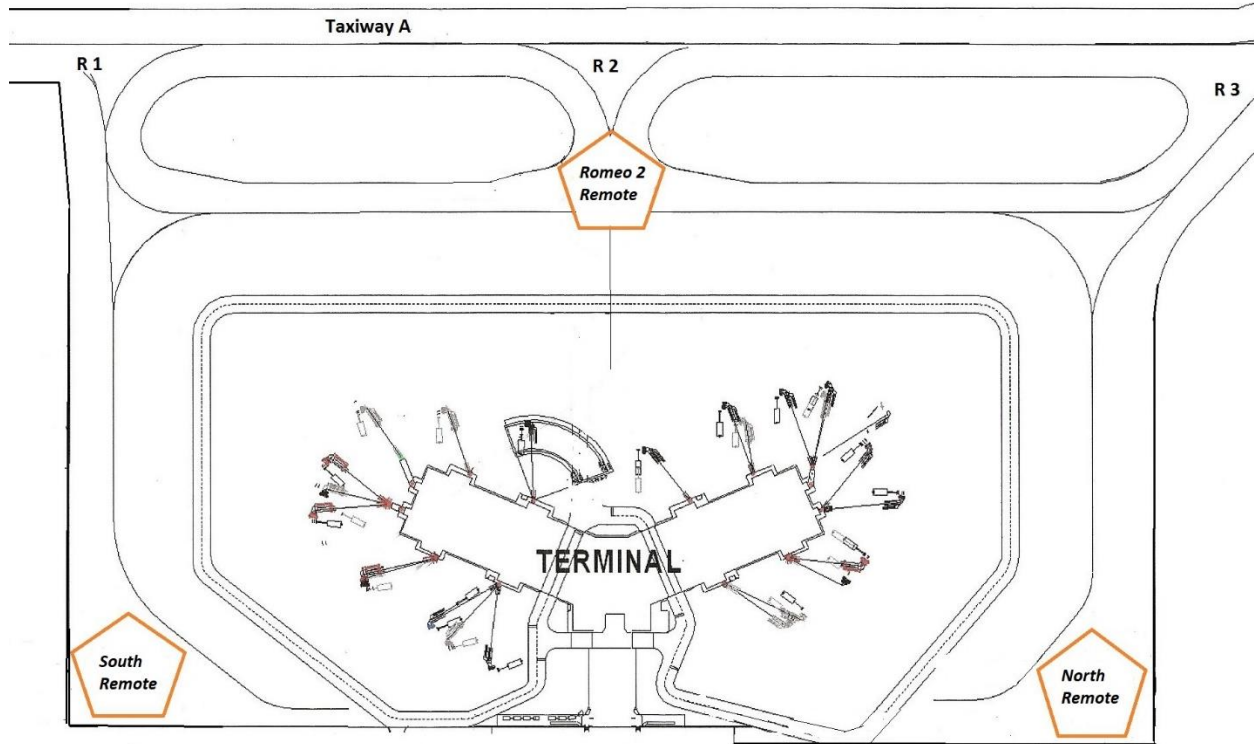
## **Additional Information**

The “Airport Use and Lease Agreement” includes in-depth information regarding aircraft accommodation on preferential use gates, gate scheduling and assignment procedures, maximum gate occupancy periods, gate use priority, IROPS, aircraft parking fees, etc.

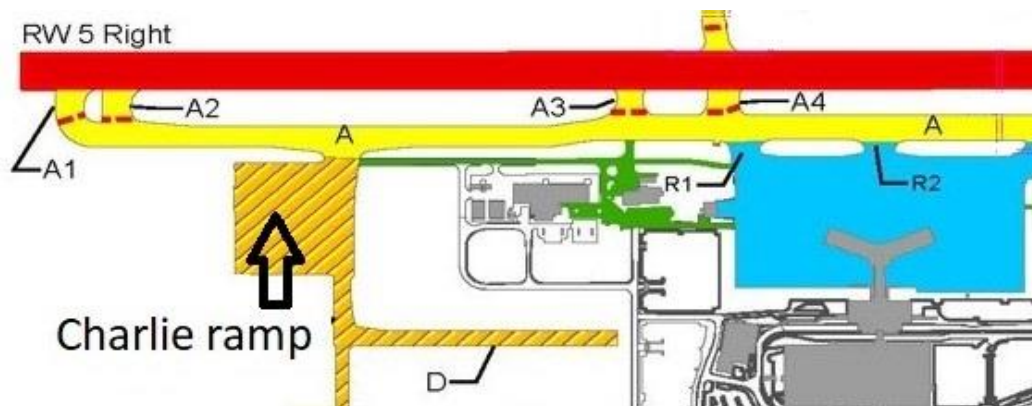
## **Points of Contact**

Remote Parking Coordination (email: [tys.ops@tys.org](mailto:tys.ops@tys.org))..... 865-342-3199  
Dispatch ..... 865-342-3088

# Attachment 1 Remote Parking Locations



Terminal Ramp Remote Parking



**Attachment 2  
Request for Gate Use or Remote Parking**

**Items below provided by airline:**

Airline: \_\_\_\_\_

Contact person: \_\_\_\_\_ Contact phone: \_\_\_\_\_

Date of operation: \_\_\_\_\_ Arrival time: \_\_\_\_\_ Departure time: \_\_\_\_\_

Flight #: In \_\_\_\_\_ Out \_\_\_\_\_ Aircraft Type: \_\_\_\_\_

**Reason for request:**

Medical \_\_\_\_\_ Weather \_\_\_\_\_ Diversion \_\_\_\_\_ Mechanical \_\_\_\_\_ Charter \_\_\_\_\_

Other reason (specify):

\_\_\_\_\_

Recurring reservation? If so, note dates and times here:

\_\_\_\_\_

Parking Location requested:

South Remote \_\_\_\_\_ Romeo 2 Remote \_\_\_\_\_ North Remote \_\_\_\_\_ Gate 6 \_\_\_\_\_ Charlie Ramp \_\_\_\_\_

**Items below for MKAA use:**

Person taking call: \_\_\_\_\_

Call date: \_\_\_\_\_ Call time: \_\_\_\_\_

Parking Location assigned:

South Remote \_\_\_\_\_ Romeo 2 Remote \_\_\_\_\_ North Remote \_\_\_\_\_ Gate 6 \_\_\_\_\_ Charlie Ramp \_\_\_\_\_

Other notes:

\_\_\_\_\_

Parking assignment and other notes are posted to MKAA Gate Use website: \_\_\_\_\_

# BAGGAGE LIFT SYSTEM

Control Number: 600

Date Updated: March 2019

## 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.

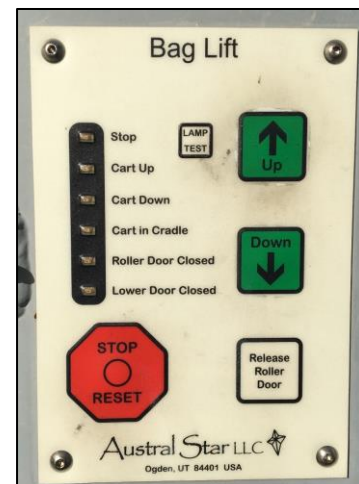
The system is used for baggage that is too large to fit into an overhead bin and also used when all overhead bins are full. Before departure the bags are placed on the baggage cart at the upper level (just inside the boarding bridge entrance) and are then lowered to the ramp for loading onto the aircraft. After arrival the bags are unloaded onto the cart, which is then 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 gate. The roll-up door is behind a pair of double doors and can be opened by the airport card swipe access system. The lower door is on the ramp level outside of the building.

## Operation

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. Specific operating procedures are beyond the scope of this publication. All regular service and repair is the responsibility of the Facility Maintenance Department; tenants should not attempt any repairs on their own. If unusual noises are heard or abnormal operation is observed, push the “Stop/Reset” button and call Dispatch to request maintenance assistance.



## Safety Warnings

- The baggage lift is not designed to carry people or animals.
- Riding in the bag cart or cradle could cause serious injury or death.
- Do not enter or work on 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 are to perform electrical maintenance.
- Sensors will prohibit operation when either lower or upper roller door is open. Do not operate the lift with either the lower or upper roller door open. Please notify maintenance immediately if the lift can be operated with either door open as the sensor has malfunctioned.
- 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 damaging the bag cart, lifting cradle, and structure.
- The bag cart rear brakes must be set for loading and unloading.

## Points of Contact

Dispatch (to request maintenance response) ..... 865-342-3088  
Facility Maintenance (to request training materials)..... 865-342-3054

# INBOUND BAGGAGE BELTS

Control Number: 601

Date Updated: March 2019

## Overview

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

## Locations

An inbound baggage belt is located on each side of the terminal on the ramp level. The belts serve a baggage claim area 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.

## Training

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

## Normal Operation

1. Swipe SIDA badge at the external baggage belt. The door leading to the inside of the terminal will begin to open. The baggage belt will begin moving.
2. Begin placing baggage on the belt.
3. After all bags have been placed on the belt and the last bag has gone inside, swipe SIDA badge.
4. 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.





## Abnormal Operations

### *Bag Belt Jams*

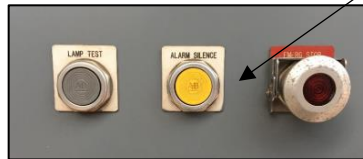
#### Causes

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

#### Solution

Do not attempt to clear the jam or enter the bag belt. Entering the bag belt area can cause serious injury if the belt were to inadvertently begin moving. Instead, follow the procedure below.

1. Disable the activated alarm by pushing the yellow “Alarm Silence” button on the main control panel.



2. Push the “Emergency Stop” button to ensure the bag belt does not inadvertently restart.



3. Call Dispatch to request maintenance assistance.
4. Lock-out/Tag-out: Upon being notified by Dispatch, an 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.
5. 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.
6. 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 the other 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 anytime 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 and follow the restart procedure at the end of this section.

### ***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 as illustrated in the images below.



If this safety device is activated and the person or object has been cleared from the cable with 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 the restart procedure on the next page.



### **Restart Procedure**

1. Swipe badge.
2. If badge swipe does not restart the baggage belt, push the black “Reset” button and push the green “Start” button. This panel is located beside the card reader.
3. If the “Reset” and “Start” button does not restart the baggage belt, switch the control switch located on the far end of the bag belt to “Off” and back to “Auto” then push the green “Start” button and swipe badge again.
4. If steps 1-3 do not restart the baggage belt, call Dispatch and report the issue.
5. If the baggage belt cannot be restarted, the other baggage belt may be used. Inform passengers of the carousel change.
6. Do not leave the bag belt unoccupied if the SIDA door is open or bags are on the belt.

### **Cautions**

- The door leading into the building is a SIDA door.
- The bag belt has many moving parts that can present a pinch or snag hazard.



### **Points of Contact**

Dispatch (to report a problem) ..... 865-342-3088  
Facility Maintenance (to request training)..... 865-342-3054

# **BIDS (Baggage Information Display System) and FIDS (Flight Information Display System)**

Control Number: 700

Date Updated: March 2019

## **Overview**

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

## **Operating Location**

There is a FIDS terminal located in each airline 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 operation of the systems. Training, instruction manuals, and technology support are provided by MKAA. Keeping the FIDS and BIDS systems up to date is the responsibility of each airline. The traveling public relies on these updates for accurate and 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**

Operations Manager (for orientation and training) .....865-342-3025

Technology (Email: [technology@tys.org](mailto:technology@tys.org)).....865-342-3348/4357 (HELP)

## **PASSENGER BOARDING BRIDGES (PBB)**

**Control Number: 701**

Date Updated: March 2019

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

### **Locations**

A PBB is located at each gate.

### **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.

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

### **Training**

MKAA administers an operator training program to ensure reliable and safe PBB operation. 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 station managers should reference the attached 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 PBB safety switches which are described below.

## 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 GPUs and PC Air units. The switches are attached at the back corner of the canopies. See the photos below for examples of switch locations.



## 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 and ensure there are no obstacles on the ramp during boarding and deplaning the aircraft.

## Warning

Failure to use or improper use of the safety switches can result in both passenger and employee injury. In addition, damage to both the aircraft and PBB can occur. All employees should be made aware of the hazards presented by not using or improperly using the safety switches.

## Points of Contact

Dispatch (to report maintenance issues) ..... 865-342-3088  
Passenger Boarding Bridge Coordinator (to request training) ..... 865-342-3054



## Operations & Maintenance Division Standard Operating Procedure

**Control Number:** 43

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

**Date:** January 3, 2006 (Updated 7/13/18)

**Authorized By:** Jennifer Giffin, Operations Manager

**Approved By:** Trevis Gardner, Vice President Operations

No person will be authorized to operate a Passenger Boarding Bridge (PBB) until training requirements have been satisfied:

1. Operator Initial
2. Operator Recurrent

No person will be authorized to train Passenger Boarding Bridge (PBB) operators until the following requirements have been satisfied:

3. Trainer Initial
4. Trainer Recurrent

**OPERATOR INITIAL TRAINING** - It is the user group's (Airlines/Service Providers) 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 two (2) hours of hands-on operation of the bridge under the guidance of a certified trainer. With successful completion of the Passenger Boarding Bridge Operator Training Checklist, a certified trainer may authorize an operator that demonstrated competency in Passenger Board Bridge operation.

The user Manager/Trainer shall provide a hard copy of the checklist to the MCAA Operations Support Staff Administrative Associate for record. The checklist will be reviewed for the following information: employee name, airport ID number, date training completed, and the corresponding information for the certified trainer. Upon review of the checklist, recommendation will be forwarded to Tom Aiken, Director of Public Safety, to request Passenger Boarding Bridge operating access to be added to the user's badge. This access will be set to expire one (1) calendar year, on the last day of the month, from the date of the training.

**OPERATOR RECURRENT TRAINING** - All authorized Passenger Boarding Bridge operators shall receive recurrent training annually. This refresher training should occur before expiration of their operating access, which is one (1) calendar year from the original

training. 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 same process for reporting the training to the Operations Support Staff Administrative Associate, as mentioned in “Operator Initial Training,” shall be completed.

**TRAINER INITIAL TRAINING** - It is MKAA’s responsibility to conduct “Trainer” certification. Only the Airport Operations Facility Maintenance Supervisor or their designated representatives, herein after referred to as Passenger Boarding Bridge Coordinator (PBBC), may provide this training. The training should consist of classroom training and a minimum of four (4) hours of hands-on operation of the bridge using the PBB manufacturer’s guidance. The PBBC must provide the Passenger Boarding Bridge Trainer Checklist to the Operations Support Staff Administrative Associate for record.

**TRAINER RECURRENT TRAINING** - Any employee certified as a Passenger Board Bridge “Trainer” shall receive recurrent training annually prior to January 31 of each year for recertification. This training should consist of a review of safety standards and hands-on operation of the bridge to the satisfaction of the PBBC. The Facility Maintenance Supervisor and the Operations Administrative Associate will coordinate training opportunities.

**AUDIT** - The Operations Support Staff Administrative Associate will complete an annual audit of the Passenger Boarding Bridge Training Records. At this time, coordination will occur with the Airline Manager or designated representative to remove employees, from Operations Department records, who are no longer employed.



# PASSENGER CONTROL STANCHIONS

Control Number: 702

Date Updated: March 2019

## Overview

Passenger control stanchions are available to all tenants. Stanchions are commonly used in the ticket counter and boarding gate areas. MKAA provides the passenger control stanchions to ensure uniformity of style and appearance. Tenants are responsible for cleaning and maintaining the appearance of the stanchions.

## Guidance

Provide MKAA Building Services with a request including the quantity and a sketch of the intended placement when requesting stanchions. Once approved, the stanchions will be ordered (delivery period is typically 90 day from order).



## Point of Contact

Building Services (Custodial) ..... 865-342-3047

# **WHEELCHAIRS**

**Control Number: 703**

Date Updated: March 2019

## **Overview**

Wheelchairs are provided by MKAA to help our airline customers meet the needs of passengers requiring assistance. These wheelchairs are attended by MKAA Customer Service Agents.

## **Location**

MKAA Customer Service Agents may be found throughout the terminal area. These agents can be identified by their orange vests. Call extension 3180 to request service.

## **Hours of Operation**

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

## **Guidance**

This service is a courtesy support service and may not always be available. Customer Service Agents cannot assist with aisle chairs (“straight backs”). The passenger must be in a regular wheelchair before assistance will be provided. Customer Service Agents cannot transport passengers up or down a passenger boarding bridge.

## **Storage**

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. MKAA owned wheelchairs may be stored in the space behind any vacant ticket counter location. Wheelchairs that are out of service or in need of repair will be stored in the Loading Dock A hallway and secured cage area.

## **Point of Contact**

Customer Service ..... 865-342-3180