

# AIRPORT SERVICE RESPONSIBILITIES:






## PARTNERS WORKING TOGETHER FOR A PLEASANT TRAVEL EXPERIENCE

Airports are often the first and last impression that travelers have about a community. The “airport experience” is influenced by many factors, including many that fall outside of the airport’s direct responsibility. In fact, airports are home to a number of federal agencies, tenants and airlines which operate independently yet can affect the passenger experience.

### WHO DOES WHAT IN THE AIRPORT?

Airports provide a physical location for many of the important activities that airlines or federal agencies actually control and oversee.

Consumer surveys show that American travelers are often unaware about who is responsible for rare, however inconvenient, experiences such as lost luggage, delayed flights, or delays at the security checkpoint. Here are the facts about who controls what at the airport:

SERVICE ISSUE	ENTITY IN CHARGE	AIRPORT RESPONSIBILITY
 <b>WHEN BAGGAGE IS LOST OR DELAYED</b>	Airlines are responsible for the entire baggage process, including finding and returning lost baggage to passengers	Airports help passengers locate the right airline contact to resolve problems
 <b>WHEN WAIT TIMES ARE LONG AT SECURITY</b>	The Transportation Security Administration is responsible for providing the equipment and personnel to screen passengers and baggage at every airport, and responding to increases in passenger load	Airports work with local TSA officials to improve security checkpoints
 <b>WHEN FLIGHTS ARE CANCELLED, DELAYED</b>	Airlines are responsible for schedule changes in such conditions as: responding to FAA air traffic issues; severe weather; mechanical-related issues; and pilot and flight attendant duty time requirements	When bad weather strikes, local airports call in extra staff to provide assistance; bring in cots and blankets for stranded passengers; arrange for food vendors to remain open after-hours; maintain well-stocked vending machines with passenger necessities
 <b>WHEN PLANES ARE ‘STACKED UP’ TO LAND, OR STUCK ON THE TARMAC FOR LONG PERIODS OF TIME</b>	Airlines work with airline dispatchers and FAA Air Traffic Control for flights to arrive and depart on time	Airports are vigilant about on-the-ground status across the airfield; once an airline makes the request, airports arrange for safe transfers from the aircraft to terminal
 <b>WHEN AIRPLANES LAND, BUT NO GATE IS AVAILABLE</b>	Gates are rented by airlines for flights to depart & arrive at gates on time, airlines are responsible for working with ground handlers to ensure proper staffing levels	Airports work with airline station managers about whether more assistance or gates may be needed