



TENANT DIRECTIVE

BWI: 005.2
DATE: July 31, 1992
DISTRIBUTION: B

**TITLE: SERVICE REQUESTS FOR LOADING BRIDGES, BAGGAGE CONVEYORS,
AND AUTOMATIC SLIDING GLASS DOORS**

I. REFERENCES

BWI Tenant Directive 005.1, Airport Maintenance and Repairs, dated July 10, 1986.

II. DIRECTIVE STATEMENT

This directive establishes procedures relative to the handling of "requests for service" performed by the consolidated mechanical system contractor (Butler Aviation, Inc.) under Contract No. MAA-MC-91-001.

III. GENERAL

A. Requests for Service:

"Requests for Service" relative to Contract No. MAA-MC-91-001 include the adjustment, correction of abnormal operation conditions, or repair of baggage conveyor belts not maintained by the airlines, and loading bridges and the automatic sliding doors in the Terminal Building. (See Attachment No. 1 for a list of equipment for which the Maryland Aviation Administration [MAA] is responsible).

B. Response Time

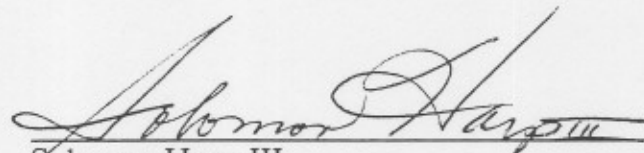
The response time by the contractor is as follows:

All equipment referenced in III.A:

0600 - 2200: 45 minutes, seven (7) days per week

IV. PROCEDURES

- A. All "Requests for Service" under Contract No. MAA-MC-91-001 will be directed to the contractor by one of two methods:
1. Tenants may direct service calls to the Airport Operations Center, (410) 859-7018, or;
 2. Tenants may submit a Work Order request (Form MAA-138, Attachment No. 2) in accordance with BWI Tenant Director 005.1.
- B. All requests called-in to the Airport Operations Center will be recorded on the BWI Maintenance/Custodial Service Log with particular attention given to the time the request was received, the nature of the problem, and the name of the requestor and organization making the request.



Solomon Harp III
Director of Operations
BWI Airport

SH:car

Attachments

IdentificationUserMaintenance Responsibilities

All - 47

LOADING BRIDGES

Maryland Aviation Administration

11 - High Drive
 2 - Standard Drive
 14 - Apron Drive
 3 - Sliding "T"
 17 - Full Service Radial
 47 - Total all Jetway

OUTBOUND CONVEYORS

1	United Airlines	United Airlines
2	Delta Airlines	Delta Airlines
3	Northwest	Northwest
3-A	Continental/America West	Maryland Aviation Administration
4	Air Ontario	Maryland Aviation Administration
5	American	American
6	Iceland Air	Maryland Aviation Administration
7	TWA	TWA
8	TWA	TWA
9	USAir	USAir
10	USAir	USAir
11	USAir	USAir
12	Ladeco/Butler/EI Al	Maryland Aviation Administration
13	Reboard	Maryland Aviation Administration
14	KLM/Gulf Air/Air Jamaica/Charters	Maryland Aviation Administration

AUTOMATIC SLIDING DOORS

All		Maryland Aviation Administration
84 - Vestibules		
18 - D/Y Commuter		
2 - Kiosk		
2 - IAB		

BAGGAGE CONVEYORS - INBOUND

		<u>No. of Plates</u>
1	United/Delta	Maryland Aviation Administration - 122
2	Northwest/Continental	Maryland Aviation Administration - 64
3	America West	Maryland Aviation Administration - 122
4	American/TWA	Maryland Aviation Administration - 122
5	USAir	Maryland Aviation Administration - 64
6	USAir	Maryland Aviation Administration - 122
7	International Arrivals	Maryland Aviation Administration
8	International Arrivals	Maryland Aviation Administration



Maryland Aviation Administration

Attachment No. 2

Work Order No. _____

Please print or type work order request giving details of work to be done. Return to Supervisor, Maintenance Operations, Division of Maintenance, MARYLAND AVIATION ADMINISTRATION.

Requested by _____ Date _____

Company/Section _____ Phone _____

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BELOW THIS LINE FOR MAA USE ONLY

Issue Date _____ Assignment _____ Approved _____

Completed Date _____ Supervisor/Foreman _____

The above work has been completed except as noted below:

DO NOT WRITE BELOW THIS LINE

SAMPLE