



TENANT DIRECTIVE

BWI: 209.1
DATE: October 16, 1986
DISTRIBUTION: B

TITLE: MOBILE LOUNGE (PLANEMATE) POLICY AND OPERATING PROCEDURES

I. REFERENCES:

- A. Airport Security Program, Baltimore/Washington International Airport.
- B. Federal Aviation Regulation Part 107, Airport Security.
- C. This Directive supersedes BWI Tenant Directive 209.1, dated July 21, 1982.

II DIRECTIVE STATEMENT:

- A. Transportation of passengers between the Terminal Building and aircraft parked on the outer perimeter or Cargo ramps at Baltimore/Washington International Airport (BWI) will be accomplished by a mobile lounge.
- B. The State Aviation Administration (SAA) owns the mobile lounge assets at BWI. The BWI Airport Operations Center is responsible for the scheduling and supervision of mobile lounge operations. Butler Aviation, as agent for SAA, operates and maintains the mobile lounges.
- C. Air carriers requiring mobile lounge support will make such requests to the BWI Airport Operations Center (859-7018).
- D. Mobile lounges will normally be available to accept passengers at a designated pickup point 30 minutes prior to the appointed pickup time. When conditions warrant, this may be reduced to 20 minutes during peak periods.

- E. Normally a mobile lounge will not be dispatched from one aircraft to another for the purpose of making an interline or intraline connection. Should such a transfer be required because of last minute aircraft mechanical delays or equipment changes, the Airport Operations Center should be contacted and approval obtained for the connection.
- F. Requests for mobile lounge service may be cancelled by an air carrier without a use charge if the cancellation is received by the Airport Operations Center prior to departure of the mobile lounge from the mobile lounge parking area.
- G. Only those persons in compliance with the BWI Airport Security Program and Federal Aviation Regulation Part 107 will be permitted to board a mobile lounge.

III. PROCEDURES:

A. Air Carrier:

- 1. Requests for mobile lounge service shall be directed to the BWI Airport Operations Center (859-7018).
- 2. Requests for mobile lounge service should be made well in advance of the required movement, or as soon as a reasonably accurate aircraft estimated time of arrival (ETA) or estimated time of departure (ETD), as appropriate, is known.
- 3. The ETA specified in the request shall be the time the aircraft is expected to reach its assigned parking spot. The ETD of the aircraft is the time the mobile lounge is to depart the Terminal Building.
- 4. Revisions to ETAs or ETDs should be reported to the Airport Operations Center (859-7018) as soon as possible.
- 5. The air carrier shall provide an agent on board each mobile lounge to assist in the on-loading and off-loading of passengers. BWI Airport assumes no responsibility for the transportation of airline agents to and from the Terminal.

6. When government inspectors are required to meet arriving international flights, the air carrier concerned shall arrange for transportation of the government inspectors to the aircraft. The inspectors may return to the Terminal Building on the mobile lounge.
7. Incapacitated, elderly, or infirm passengers may be boarded on a mobile lounge provided the on-board air carrier agent is present to render any necessary, immediate assistance to such passengers.
8. No food or beverage will be displayed, served, or consumed by passengers on the mobile lounges.
9. Intoxicated passengers will not be boarded on the mobile lounges. In the event an intoxicated passenger does board a mobile lounge and behaves in a disorderly manner, the passenger shall be removed by the responsible air carrier agent.
10. Stretcher cases will not be carried on mobile lounges. When a stretcher case is acceptable to an air carrier, arrangements must be made for boarding directly from an ambulance or other conveyance onto the aircraft.
11. Guide dogs will be acceptable for transport, via mobile lounge, only when accompanying a passenger requiring the services of the dog.
12. Children who are unaccompanied, if acceptable for air carrier transportation, may be transported on the mobile lounge provided measures for their protection and guidance will not require the attention of the mobile lounge operator.
13. Persons who are not ticketed passengers will not be permitted to accompany ticketed passengers on the mobile lounge nor ride out on a mobile lounge to greet an arriving flight.
14. Equipment, material, food, beverages, and/or supplies, belonging to or used by an air carrier, shall not be carried aboard or transported via mobile lounge.
15. Carry-on baggage meeting requirements set by the air carrier for carry-on board an air-

craft may be carried on the mobile lounge by a passenger.

16. Cargo, U. S. mail pouches, air express, freight, or company material shipments or company mail shall not be carried on mobile lounges.
17. Air carrier personnel are responsible for the elimination of hazards in the vicinity of the aircraft that may interfere with the operation of the mobile lounge.

B. Airport Operations Center:

1. Coordinate air carrier requests for mobile lounge support with Butler Aviation (859-4000).
2. Schedule and supervise mobile lounge operations.
3. Conduct mobile lounge operator training and licensing.
4. Report the non-operational status of a mobile lounge or any mobile lounge malfunction to the Service Contracts Supervisor, Division of Airports Facilities Maintenance, as soon as known.

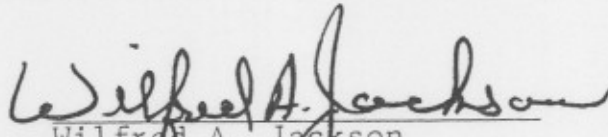
C. Butler Aviation:

1. Report mobile lounge status to the BWI Airport Operations Center (859-7018) each day prior to 8:00 a.m.
2. Receive and respond to requests for mobile lounge support from the BWI Airport Operations Center. In the event requests are received from any other source, immediately inform the BWI Airport Operations Center regarding the request. Butler Aviation is to take no action to honor such a request until such time as it is approved by the Airport Operations Center.
3. Start mobile lounge and perform equipment checkout at least 30 minutes prior to scheduled use.
4. Depart the Terminal with passengers only after being released by an air carrier representative.
5. Obtain clearance from FAA Control Tower prior to entering the movement area and before

crossing any taxiway or runway except when prior clearance to cross has been obtained.

NOTE: Movement area. The runways, taxiways, and other areas of the Airport which are utilized for taxiing, takeoff and landing of aircraft, exclusive of loading ramp and parking areas.

6. Do not attempt to connect or disconnect with an aircraft until all hazards or obstructions have been removed or corrected. On-board Closed Circuit Television (CCTV), as well as ground-guide personnel, will be used to ensure that mobile lounge movement areas are free of obstructions during approach to, or departure from, an aircraft.
7. Use utmost caution in connecting the mobile lounge to the aircraft and positioning the transition device or gangway. This action will ensure the safety of passengers moving between the mobile lounge and aircraft.
8. Pull away from the aircraft as soon as all the passengers are on or off the mobile lounge. But, do not pull away from an aircraft, leaving an open, unattended door, unless some other protection device is placed in the aircraft's doorway.


Wilfred A. Jackson
Manager, BWI Airport

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