



TENANT DIRECTIVE

Tenant Directive No.: BWI 005.2
Distribution List: B
Effective Date: October 1, 2021

Original Date: July 31, 1992
Revised: September 29, 2021

Approved by: *James W. Foltz*
Director, Office of Airport Operations

Date: 9/29/21

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

Purpose

The purpose of this Directive is to provide procedures for handling a "request for service" for Maryland Department of Transportation Maryland Aviation Administration (MDOT MAA) owned and maintained consolidated mechanical equipment.

Reference(s)

N/A

Scope

This Tenant Directive is applicable to all tenants who utilize MDOT MAA owned and maintained consolidated mechanical equipment such as the passenger loading bridges, baggage conveyors, and automatic sliding doors.

This Directive supersedes BWI Tenant Directive 005.2 dated July 31, 1992.

Definition(s):

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Responsible Party:

Manager, Contract Support

DIRECTIVE

I. Directive Statement

This Directive provides procedures for handling a "request for service" on MDOT MAA owned and maintained consolidated mechanical equipment such as the passenger loading bridges, baggage conveyors, and automatic sliding doors.

II. Definitions

- A. Request for Service means a formal request from a user that initiates a service action such as the adjustment, correction, or repair of abnormal operation conditions of baggage conveyor belts not maintained by the airlines; passenger loading bridges; or automatic sliding doors in the Terminal Building.
- B. Response Time means the amount of time taken to react to a service request which is 45 minutes.

III. Procedures

- A. All "requests for service" on MDOT MAA owned and maintained equipment shall be directed to the Airport Operations Center at 410-859-7018.
- B. All requests called in to the Airport Operations Center will be recorded in the Airport Operations Duty Log identifying the time the request was received, the nature of the problem, and the name and organization of the requestor.
- C. Airport Operations Center will immediately forward the request to MDOT MAA's contractor who will provide service in the stated response time.

ADDITIONAL INFORMATION

Contact Information:

Manager, Contract Support
410-859-7703