

Metropolitan Washington Airports Authority

June 1, 1990

ORDERS & INSTRUCTIONS**SUBJECT:** Mobile Lounge System Procedures and Operations

1. **PURPOSE.** To summarize in one document airport policy and operating procedures governing the operation of the mobile lounge/Plane-Mate system. Hereafter, reference to mobile lounge or lounges will mean mobile lounge and/or Plane-Mate unless otherwise specified.
2. **DISTRIBUTION.** This O&I is distributed at Washington Dulles International Airport to Metropolitan Washington Airports Authority (the Airports Authority) branch level and above, and to all air carriers, ground handling companies, and fixed base operators.
3. **CANCELLATION.** This O&I supersedes and cancels O&I IAD 9-0-1, Mobile Lounge System Procedures and Operations, dated July 25, 1985.
4. **BACKGROUND.** The transfer of passengers between the terminal building and aircraft, and between the terminal building and midfield concourses by mobile lounge is an integral part of the operational system at Washington Dulles International Airport. This O&I defines the functions and the rules and regulations as outlined by the Airports Authority regulations and the air carriers policies towards the transportation of passengers via the mobile lounge system. This O&I also outlines the responsibilities for air carrier and Airports Authority employees who operate the mobile lounges.
5. **POLICY.**
 - a. The mobile lounges will be used to provide transportation to passengers in one of two modes. Passengers are transported to and from the main terminal and midfield concourses in a shuttle mode, or between the main terminal direct to, or from, an aircraft. When it is necessary to transport passengers after the last mobile lounge has departed, air carrier vehicles may be used.
 - b. In addition to the published tariffs of specific air carriers concerning the boarding of passengers on their aircraft, use of the mobile lounge system will be subject to the applicable

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Federal Aviation Regulations (FAR's) and specifically those sections of Part 159.175, Rules Governing Mobile Lounge Service, listed below.

- (1) Any person may enter a mobile lounge except:
 - (a) An unaccompanied child under 5 years of age, unless accepted by the carrier for transportation in the aircraft and he/she is attended by the carrier or its agent.
 - (b) A person on a stretcher unless accepted by the airline and attended to ensure his or her safety.
 - (c) A person who appears to be intoxicated as determined by the air carrier or the Airports Authority.
 - (d) A person whose clothing or equipment including sports equipment is in such a condition that it might soil, stain, or otherwise damage the lounge or be inadmissible on board the aircraft according to the air carrier's regulations.
 - (e) Any other person who is not acceptable for transportation by the carrier and whose physical or mental condition creates a hazard for anyone in the lounge.
- (2) No carrier or passenger may carry in a mobile lounge any baggage, pet or animal, equipment, or other property, and no person may bring any of these things on board a lounge, except:
 - (a) Checked baggage of a passenger who arrives at the check-in counter after the baggage carts have departed for the aircraft and there is no other practical method of transportation.
 - (b) Domestic pets and animals that are allowed by the carrier to travel in the passenger compartment of the aircraft.
 - (c) "Carry-on" baggage that, when carried by the passenger, meets any size, weight, and number of pieces requirements set by the carrier.

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- (d) No person may display, serve, or consume any food or beverage in a mobile lounge and no carrier may allow any person to do so.
- (3) The Airport Manager may grant exceptions from paragraphs (1) or (2) of this section in any case showing that the use of other means of conveyance between the main terminal building and the midfield concourses or between the main terminal building and any aircraft would constitute an unusual hardship and that the persons or property to be transported on the mobile lounge have been or will be transported on a carrier's aircraft. Such an exception is granted only under conditions that will prevent danger or discomfort for any persons or injury to any property.
- c. In addition to the FAR Part 159.175 rules outlined above, the following Airports Authority rules are applicable to the use of the mobile lounge system:
- (1) Mobile lounge operators are not to be used as air carrier messengers.
 - (2) Airline personnel shall not lower the service stairways of either type vehicle without specific approval of the mobile lounge operator.
 - (3) Mobile lounge stairs are not to be lowered to accommodate food deliveries, mechanics, or agent transactions, if such operations would cause any delay in vehicle movement.
 - (4) Seeing eye dogs are acceptable for transport on mobile lounges.
 - (5) Except as provided in FAR Part 159.79, firearms may not be carried or worn on a mobile lounge.
 - (6) Freight or company material shall not be carried on a mobile lounge.
 - (7) Smoking is prohibited on mobile lounges.

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6. PROCEDURES. The following procedures outline the responsibilities of the airline, the mobile lounge supervisor, the mobile lounge dispatcher, and the mobile lounge operator.

a. Airline:

Items (1) through (11) apply to mobile lounges directly servicing aircraft:

- (1) The mobile lounge will normally be ready to accept passengers 20 minutes prior to scheduled arrival or departure. This time may be reduced to 15 minutes or less during peak periods.
- (2) Normally, the number of mobile lounges requested by the airlines will be assigned by the lounge dispatcher. One lounge may be assigned to arriving flights with no more than 100 total passengers, or to departing flights with no more than 72 total passengers, one Plane-Mate on arrivals with no more than 150 passengers, or departures with no more than 92 passengers. Passengers enplaning or deplaning for more than one aircraft operation shall not be combined in a single one-way trip.
- (3) Requests for mobile lounge service shall be directed to the mobile lounge dispatcher by telephone at 661-8291 or API 4257.
- (4) The airline is responsible for indicating in the request for mobile lounge service which aircraft door to use for loading or unloading passengers.
- (5) The arrival time specified in the request shall be the block time for the aircraft.
- (6) The departure time shall be the time the mobile lounge is expected to leave the terminal building.
- (7) Requests for mobile lounge service should be made well in advance, but not exceeding 8 hours prior to the required movement.
- (8) Requests for, revisions to, or cancellations of mobile lounge service should be directed to the mobile lounge dispatcher. Any other coordination should be obtained from the mobile lounge supervisor.
- (9) The boarding of passengers from the terminal building is the responsibility of the airlines. Passengers on a

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specific lounge must be passengers for that specific flight, airline personnel, or on the lounge with the approval of the dispatcher, mobile lounge supervisor, or an airport operations officer.

- (10) Airline personnel are responsible for the elimination of any hazards or obstructions in the vicinity of the aircraft or midfield gate area that may interfere with the operation of the mobile lounges.
- (11) When passenger stairs are used and the mobile lounge transition device is connected to the platform of the passenger stairs, the airline attendant will open, swing back, and secure the aircraft cabin door.

Items (12) through (14) apply to the building to building operation.

- (12) Mobile lounges operate in a shuttle mode between the main terminal and midfield concourses. The schedule for the shuttle service at each concourse is based on the needs of the tenants. The Airports Authority will use its reasonable best efforts to provide the shuttle service between the main terminal and the midfield concourses beginning 1 hour before any airline's first departure from the midfield concourse and will continue to operate on a regular basis until a half hour after the last scheduled flight arrives, even if that flight is later than its scheduled arrival.
- (13) Every effort is made to maintain the established shuttle schedules. After a mobile lounge departs the main terminal or the midfield, another will take its place as soon as practicable. Regardless of the number of passengers, mobile lounges will depart after waiting no more than 5 minutes for boarding passengers, however, a lounge may remain at the main terminal or midfield for a longer period if no passengers are waiting for transportation. Delays may occur due to aircraft push backs, taxiing aircraft, construction, or mechanical breakdowns.
- (14) Specific mobile lounge docks at the main terminal are dedicated to the shuttle operation. These docks are identified with appropriate signage. The Airports Authority reserves the right to designate different or additional docks from time to time upon reasonable notice to the airlines.

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b. Mobile Lounge Supervisor:

The mobile lounge supervisor is accountable for the supervision and coordination of all mobile lounge operations at the main terminal building.

c. Mobile Lounge Dispatcher:

The mobile lounge dispatcher is responsible for:

- (1) Recording all requests for mobile lounge services, relaying information to the lounge supervisor, scheduling lounges to aircraft and for the shuttle operations, and assigning mobile lounges to the terminal gates.
- (2) Assigning parking positions on the jet ramp for diverted and nonscheduled aircraft after coordinating with Airport Operations.

d. Mobile Lounge Operator:

- (1) The safe operation of the mobile lounge is the direct responsibility of the operator. The operator is trained on, and responsible for, all safety and emergency procedures associated with the operation of the lounge. The lounge operator shall:
 - (a) Depart the main terminal building with passengers, after being released by an airline representative.
 - (b) Depart the main terminal or the midfield concourse on schedule when operating a mobile lounge in the shuttle operation.
 - (c) Obtain a clearance from air traffic ground control to operate on an active taxiway. In adverse weather conditions, obtain clearance to cross taxiways T-1 and T-2.
 - (d) Leave the aircraft as soon as all passengers are on or off the mobile lounge when operating directly with an aircraft.
 - (e) Not pull away from an aircraft or a building leaving a door open and unattended unless ground stairs or some other protective device is placed in the door opening.

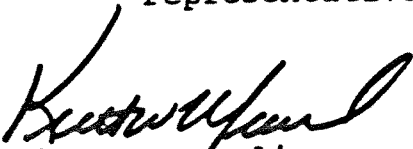
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7. CHARGES.

Charges for the use of the mobile lounge system are covered in the Airport Use Agreement under "Passenger Conveyance Charge." The passenger conveyance charge is shared by all airlines operating at Washington Dulles and represents the cost of operating the mobile lounge system. The fees are distributed entirely on a per enplaned passenger basis, and will be redistributed semi-annually in October and April to reflect the latest passenger activity data. Non-signatory carriers will be assessed a separate fee for the use of the mobile lounge system.

8. SPECIAL UTILIZATION OF MOBILE LOUNGE SERVICE.

- a. At the request of the State Department, Office of Protocol, a special mobile lounge will be provided at no charge for the following:
 - (1) Heads of State at all times.
 - (2) To new ambassadors or ambassador designates only on their first visit to the United States.
- b. In case of an emergency, at the direction of the Airport Manager or his designated representative, lounges may be used as a shelter or transporter for building or aircraft evacuation.
- c. Mobile lounge use may be approved for other groups on a fee basis during nonpeak periods whenever ample lounges and operators are available. The fee may be waived at the discretion of the Airport Manager, or his designated representative.


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