



CLT AOA Standards

City of Charlotte / Aviation Department

REVISION LIST

REVISION NUMBER	ISSUE DATE
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Revision 1	7/21/2016
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REVISION DESCRIPTIONS

- 1) Added exception criteria for performance of heavy maintenance on any airside gate or airside ramp area.
- 2) Added all fueling hoses/connections must be properly stowed/secured when not in use (pre-staging is not authorized).
- 3) Added Ground Service Equipment Fueling Operations section.
- 4) Updated Appendix D Aircraft Engine Run-Up Areas Map.
- 5) Added definition & violation entry for High Visibility Wear.
- 6) Added verbiage and fine schedule for companies when individual violators cannot be located.
- 7) Changed requirement for leaving vehicle unattended with engine running to include engaging the parking brake and chocked wheels.

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I. INTRODUCTION

The following information was prepared as a reference of the rules and regulations, therefore outlining the safety requirements which must be adhered to while operating on the Air Operations Area (AOA) at Charlotte Douglas International Airport (CLT). It is the responsibility of each employee/operator to ensure compliance with the CLT AOA Standards.

SAFETY IS THE TOP PRIORITY!



The apron working environment presents many challenges for safe operations. Difficulties can arise from the variety of functions being performed, high traffic volumes, limited apron space, time constraints, and poor weather or lighting conditions.

As such, the potential for accidents and injuries to occur in the apron environment is high. Reducing that potential requires a multidisciplinary effort by the many departments of Charlotte Douglas International Airport, airline employees, service providers, and contractors.

The concept of creating and fostering a positive safety culture on the apron is critical with the implementation of the CLT AOA Standards at Charlotte Douglas International Airport.

II. APPLICABILITY

These standards apply to all airport workers with unescorted or escorted access to the Air Operations Area (AOA) at Charlotte Douglas International Airport.

III. PURPOSE

The AOA Standards at CLT sets forth the rules and regulations for safe operation on the AOA. These are established through enforcement of federal, state and local regulations.

IV. SCOPE

All workers must comply with these standards, as well as all applicable laws, regulations, directives, and policies while conducting business on the AOA. Operators of motorized vehicles, carts, tugs, or other devices shall also abide by all rules and regulations set forth in any applicable statutes in addition to any regulations issued by the Aviation Director.

V. TERMS and DEFINITIONS

- **Air Operations Area (AOA)**
The AOA encompasses all portions of the airport designed and used for landing, takeoff, or surface maneuvering of aircraft. The AOA includes paved and unpaved areas, such as runways, taxiways, aprons, and parking areas. It is divided into two designated areas:
 - **Non-Movement Area**
The Non-Movement Areas are those areas on the AOA that are not controlled by the Air Traffic Control Tower (ATCT). The non-movement area includes all of the AOA aircraft aprons (air carrier, cargo, FBO, etc.).
 - **Movement Area (MA)**
The Movement Areas are those areas on the AOA that are under the control of the Air Traffic Control Tower (ATCT) and require their authorization, or “clearance”, to enter and operate. The Movement Area includes runways, taxiways, and associated safety areas.
- **Aircraft Safety Envelope**
The area on the surface of the apron that is covered by the shadow of the aircraft while the aircraft is motionless. Also known as: ***The footprint of the aircraft.***
- **High Visibility Wear**
Any clothing accepted as appropriate warning vests or other suitable garments marked with or made of reflectorized or high-visibility material that meets the requirement of ANSI/ISEA 107-2015 or updated standards and be worn as the outermost garment.
- **Runway Incursion**
A Runway Incursion is the unauthorized presence of an aircraft, vehicle, or person on the protected area of a surface designated for the landing and taking off an aircraft. As vehicle drivers, an incursion is also referred to as a Vehicle/Pedestrian Deviation (V/PD).
- **Safety Areas**
The Safety Area was established and designed to provide a measure of safety in the event of an aircraft’s excursion from the runway or taxiway by significantly reducing the extent of personal injury and aircraft damage during overruns, undershoots, and veer-offs.
- **Surface Incident**
A Surface Incident is an unauthorized movement within the designated Movement Area (excluding runway incursions) or an occurrence in an area associated with the operation of an aircraft that affects or could affect the safety of flight.

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- Vaporizer
A device with a heating element, used to vaporize a liquid. Examples: E Cigarettes & Vaping devices.

VI. MOVEMENT AREA IDENTIFICATION

- Taxiway Directional and Location Signage



- Non-Movement Area Boundary

**MOVEMENT/NON-MOVEMENT
AREA BOUNDARY LINES**



- Marks boundaries of the “Movement Area” and ramps.
- Dashed side = Movement Area
- Solid Side = Non-Movement Area
- Aircraft and vehicles operating in Non-Movement Areas are not necessarily in contact with ATC.



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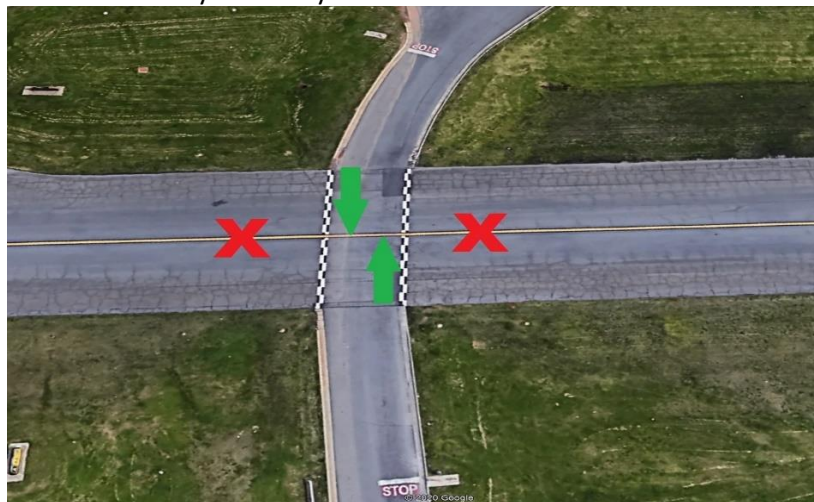
- Runway Holding Position Marking



- Movement Area Lighting- Taxiway



- Vehicle Roadway - Taxiway Intersection



VII. IMPORTANT AOA FACTS

A. Potential Indicators of an Aircraft Ready for Pushback

- Aircraft rotating beacon lit
- All ground equipment removed from aircraft
- Wing walkers in position either in roadway or behind wingtips

B. AOA Driver Endorsement

Charlotte Douglas International Airport has a Non-Movement Driver's licensing program. The Non-Movement course is required for ALL individuals operating any motorized vehicle on the AOA. Successful completion of the Non-Movement Driver program will result in the "DR" designation on the CLT SIDA Badge. No individual may operate a motorized vehicle on the AOA without the "DR" designation on their SIDA badge. Any driver without a "DR" endorsed CLT SIDA Badge must be under escort of CLT Airside Operations or a CLT Airside Operations approved representative. Having a "DR" endorsed CLT SIDA Badge does not authorize the badge holder to conduct a vehicular escort of another vehicle on the AOA. All vehicle escort requests shall be made through Airport Operations, 704-359-4012.

C. MA Driver Vehicle Certification

- Before entering the Movement Area you must have:
 - A valid driver's license
 - A valid CLT MA Badge
 - Proper vehicle equipment for visibility and communication with ATCT
 - Authorization or "clearance" from ATCT
 - Refer to the MA handbook for additional information on requirements.
- The MA certification expires every twelve (12) months. Drivers need to retake the MA recurrent course each year to renew their movement area driver privileges. The MA certification allows you to drive on the airport's movement area including runways, taxiways, and associated safety areas.

D. Vehicle Signage

- In accordance with FAA Advisory Circular 150/5210-20A (Ground Vehicle Operations), Charlotte Douglas International Airport requires all vehicles accessing the AOA have airport approved company logos that are at least 3 inches tall and affixed to both sides of the vehicle. In lieu of a company logo, the printed company name with letters measuring at least 3 inches will suffice.
- If the vehicle is a leased vehicle – (i.e. Penske, Uhaul, etc.) – the following rules apply:
 - If the vehicle is being escorted in and out simultaneously (the operator never leaves) without parking needs on the apron, then the professional logo of the leasing company will suffice as approved signage.
 - If the vehicle needs to park on the apron, the professional logo of the leasing company must be on both sides of the vehicle. Additionally, the operator must fill out and display a contact card.

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- All trailered vehicles (backhoes, light towers, etc.) must have either signage or logo indicating who they belong to but can be as general as a rental company name.

E. Foreign Object Debris (FOD)

- Foreign Object Debris, also known as FOD, is any nut, bolt, trash, or loose item on the AOA that has the potential to damage an aircraft. It is the responsibility of all tenants and employees to remove all FOD and properly dispose it in dumpsters located throughout the AOA.

F. Spills

- All HAZMAT spills (i.e. fuel, oil, hydraulic fluids, lavatory content, etc.) **MUST** be reported immediately by calling 704-359-4012. Inform Airside Operations on the location of the spill, as well as type and approximate amount of materials spilled. Once you have reported the spill, you must begin cleanup efforts immediately. Prevent persons and vehicles from walking or driving through the spill area until Emergency Response Vehicles arrive.
- Emergency Response for Spills
 - National Fire Protection Association (NFPA) 407: Standard Aircraft Fuel Servicing (Current Edition)
 - Charlotte Fire Department (CFD) shall be notified if a spill covers an area of 3 square meters (approximately 10 square feet) in any direction or is over 5 square meters (approximately 50 square feet) in area, continues to flow, or is otherwise a hazard to a person or property.
 - The spill shall be investigated to determine the cause, to determine whether emergency procedures were properly carried out, and to determine the necessary corrective measures.

VIII. AIRCRAFT OPERATIONS PROCEDURES ON THE AOA

Aircraft traffic operating on the Movement Areas of the airport are controlled by the FAA. The Non-Movement (non-FAA controlled) apron areas are controlled by the Apron Tower.

Apron and Pushback Control:

- Appendix E provides a diagram of CLT approved standard pushes from each gate area on the Terminal apron.
- Permission for pushback will be granted in the order in which requests are received.
- Airfield efficiency and safety will be enhanced by allowing aircraft in FAA-controlled areas (movement areas) to be expedited into taxi lanes (non-movement and non-FAA controlled areas) and into aircraft gates.

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- Aircraft requesting permission to push back onto the movement area or being released from a non-movement area, must contact FAA Tower prior to entering the movement area.
- Aircraft arrival and aircraft under power will be given priority over aircraft under pushback or being towed. Exceptions:
 - If the occupied gate or spot is needed for an inbound aircraft.
 - If there is a medical emergency aboard the aircraft.
- Aircraft will be advised of apron closure due to lightning or inclement weather and will be instructed to contact Apron Tower for a safe place in a controlled area to hold the aircraft until the apron is reopened.
- Aircraft requesting pushback onto a taxilane already congested with other aircraft may be advised to hold on the gate or spot until traffic is cleared.
- Aircraft requesting permission to enter a taxilane already congested will be advised to contact Apron Tower for a safe place to hold until traffic clears.

CLT reserves the right to amend this procedure at any time and notice of such amendment will be provided to all affected parties.

IX. GENERAL RULES FOR DRIVING ON THE AOA

- AIRCRAFT ALWAYS HAVE THE RIGHT OF WAY!
- No more than five (5) carts or pallets may be towed behind vehicles when operating on the AOA.
- Always ensure load has been properly secured before towing.
- Always ensure you have the proper height clearances:
 - Concourse A connector – **10'**
 - Concourse B connector – **8'10"**
 - Concourse C connector – **9'**
 - Concourse D connector – **7'10"**
 - Concourse E connector – **8'7"**
 - Tunnel Road Tunnels – **14'4"**
- Anyone involved in or observing an accident involving an aircraft, property damage, injury, or death, **MUST** report it **IMMEDIATELY** by calling Airport Emergency at 704-359-4911.
- Never drive between an aircraft that is deplaning passengers to the apron and the terminal.
- Beware of jet blast. **NEVER** drive behind an aircraft while engines are operating.
- No smoking on the AOA.

X. SPEED LIMITS

- On driving lanes only (as posted) – 25 MPH
- Close proximity to buildings – 10 MPH
- In close proximity to any aircraft – 5 MPH
- In the baggage make-up areas, concourse connectors. – 5 MPH

XI. IMPORTANT AIRPORT OPERATIONS PHONE NUMBERS

- Airport Operations..... 704-359-4012
- Credentialing Office.....704-359-4010
- Airport Snow Desk (seasonal).....704-359-4333
- Airport Building Maintenance.....704-359-4764
- Airport Administration.....704-359-4000

XII. APPLICABILITY OF REGULATIONS- UNSAFE DRIVING

These regulations apply to all persons acting as vehicle operators or in control of a ground vehicle within the perimeter fence of the airport. All such operators must abide by all laws, FAA regulations and directives (such as but not limited to, the regulations under Title 14 Code of Federal Regulations (CFR) Part 139), in addition to the applicable ordinances of the City of Charlotte, laws of the State of North Carolina, and the United States of America, which remain in full force and effect.

The Aviation Department is responsible for the enforcement of all airfield driving rules, regulations, and procedures. No ground vehicle may be operated on the airfield in an unsafe or dangerous manner, or in violation of applicable laws or regulations.

Failure to attend and complete corrective training will result in immediate revocation of the privilege for which the citation was issued.

A. Vehicle Operations During Low Visibility Conditions (SMGCS)

Apron safety and awareness is critical during low-visibility conditions. The airport implements driving restrictions when runway visibility deteriorates down to 1,200 feet and below 600 feet Runway Visual Range (RVR – the distance the pilot can see down the runway). These driving restrictions are a part of the Airport’s Low Visibility Program, also known as the Surface Movement Guidance and Control System (SMGCS) Plan.

All tenants are required to be familiar with and to adhere to the SMGCS Plan during low visibility conditions, which can be found at extranet.cltairport.com.

Snow, rain, freezing rain, and fog can affect the operation of the airport as well as your job duties. Precautions for inclement weather include:

- Give yourself plenty of time.
- Drive slower than normal.
- If equipped, utilize your vehicle’s rotating beacon for greater visibility.
- Plan your route to avoid steep or slippery areas.
- Inform a coworker which route you plan to take and when you will be back.
- Test the brakes, headlights, and windshield wipers on your vehicle prior to departing.

B. Vehicle Roadworthiness

- Before operating any motor vehicle on the airport, the driver must ensure that the vehicle is in roadworthy condition. No vehicle shall be operated which is not in a

mechanically sound and safe condition. The Aviation Department reserves the right to inspect and declare unfit for use on airport property any vehicle or piece of equipment that does not comply with all safety requirements.

- Vehicles designed to transport special goods (i.e. fuel tanker trucks) shall comply with all pertinent provisions of the U.S. Department of Transportation Regulations and Section 407 of the National Fire Protection Association Code, Standard for Aircraft Fuel Servicing.
- It is the responsibility of the vehicle owner and driver for ensuring the roadworthiness and operational safety of the vehicle.

XIII. ACTIONS IN CASE OF ACCIDENT

In the event of any of the following scenarios, Airside Operations must be contacted immediately by dialing 4911 from any airport phone or (704) 359-4911 from any outside line:

- Any accident involving injury or death to any person.
- All accidents which result in damage to any property must also be reported immediately to Airside Operations.
- Any accident involving an aircraft and/or vehicle.

Any vehicle involved in an accident shall not be moved until released by Airside Operations, Airport Security, Charlotte Fire Department, Charlotte Mecklenburg Police Department or other agency with investigative or regulatory oversight.

All persons involved in an accident and all witnesses shall remain at the scene of the accident until airport officials arrive. If witnesses cannot remain at the scene of an accident for reasons of other urgent duties, they shall contact Airside Operations immediately upon accomplishing their urgent duties.

XIV. ADMINISTRATIVE ENFORCEMENT PROGRAM

A. Procedures

CLT Operations may issue a Safety Citation for any violation committed on the airport for any unsafe action. These citations may be in addition to any other citations issued by the Charlotte Mecklenburg Police Department, Charlotte Fire Department, Security Operations, Transportation Security Administration, Corporate Safety Officers, or any other enforcement agency. The authority for such violation exists under laws and regulations such as, not limited to, 14 CFR Part 139 and FAA Advisory Circular 150/5210-20A.

B. Violations

Citations may be issued for unsafe or improper actions that occur within the AOA, which will include, but not limited to, aircraft aprons, vehicle roadways, and perimeter roadways.

C. Notice of Violation

The Aviation Director (or designee) shall be authorized to suspend or revoke driving privileges and require remedial training as outlined below. The following are specific offenses and their classification Tiers. The classification system represents a three Tier system & each violation is classified by either Tier 1 (T-1) “Minor”, Tier 2 (T-2) “Moderate” or Tier 3 (T-3) “Major”. In addition to the discretion of the Operations Director to levy a \$10,000 fine as indicated in section 15(d), the Operations Director also has the discretion to escalate or de-escalate the penalty tier in the event extraordinary circumstances exist, such as flagrant disregard of existing rules, amount of damage to persons or property that arose from a violation, the amount of initiative taken by the violator to take correction action and/or engage in subsequent remedial measures, and the level of cooperation from personnel. The mere act of appealing a violation, questioning assumptions CLT airport staff have about a possible or actual violation, or good faith disagreements about the circumstances arising from a violation or whether a violation exists shall not, in itself, result in a tier escalation.

Violations noted in RED will result in an immediate SIDA badge confiscation

Violations noted in BLUE are subject to a SIDA badge confiscation, under the discretion of CLT Airport Operations.

1. RIGHT OF WAY

- a. Failing to yield to an aircraft in motion. (T-2)
- b. Failing to yield to ground crew directing or marshalling an aircraft. (T-2)
- c. Failing to yield to emergency vehicles responding to an emergency. (T-2)
- d. Failing to yield to traffic with the right of way. (T-2)
- e. Unauthorized operation of vehicles within the leased spaces of another tenant. (T-2)

2. UNSAFE DRIVING

- a. Operating a vehicle that is unsafe or in a manner that is unsafe. (T-2)
- b. Operating a vehicle without functioning brakes or emergency brakes. (T-1)
- c. Operating a vehicle without functioning headlights/taillights. (T-1)

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- d. Failing to use headlights. (T-2)
- e. Violation of vehicle signage requirements (reference section 7). (T-2)
- f. Failure to close vehicle doors while in motion. (T-2)
- g. Operating a vehicle with a reduced field of view as a result of improper equipment placement or improper window maintenance. (T-2)
- h. Operating a vehicle with leaking fluids. (T-2)
- i. Operating/towing any fueling vehicle/cart/trailer or other device designed for the transport and transfer of Jet A, gasoline, diesel fuel or any other hazardous material under any concourse connector tunnel. (T-2)
- j. Conducting a vehicular escort without Airside Operations authorization. (T-2)
- k. Failing to stop at a posted stop sign or stop bar. (T-2)
- l. Failing to use due care which does not result in personal injury, significant property damage, or damage to aircraft. (T-2)
- m. Leaving vehicle unattended with engine running, without having the parking brake set and wheels chocked. (T-2)
- n. Driving underneath aircraft with a vehicle not designed to service aircraft. (T-1)
- o. Operating a vehicle without proper use of the seat belt. (T-2)
- p. Driving scissor-type or bucket-type vehicle with scissor or bucket extended. (T-2)
- q. Driving under a passenger loading bridge. (T-2)
- r. Driving at a speed of more than 5 MPH within an aircraft safety envelop. (T-2)
- s. Operating a vehicle while sending or reading data in a wireless communications device including, but not limited to, texting, emailing, web browsing, and instant messaging. (T-2)
- t. Operating a vehicle while wearing a headset, headphone, or listening device other than a hearing aid, headset for pushback purposes, or instrument for the improvement of defective human hearing. (T-2)
- u. Driving in excess of the apron speed when operating on the AOA or within the building structure. (T-2)
- v. Transporting passengers in any vehicle unless the vehicle is equipped with a seat intended for use by each passenger other than the driver. (T-2)
- w. Operating a vehicle without appropriate badge endorsement. (T-2)

3. PARKING

- a. Restricting access to fire hydrant, fire extinguisher, or other safety/life-saving equipment. (T-2)
- b. Blocking ingress/egress lanes in an emergency. (T-2)
- c. Blocking emergency access gates/doors. (T-2)
- d. Blocking of emergency exits, fire extinguishers, or fuel shutoff. (T-2)
- e. Parking in aircraft taxi lanes. (T-2)
- f. Improper parking. (T-2)
- g. Parking in emergency lanes. (T-2)
- h. Parking in a designated roadway. (T-2)
- i. Parking under passenger loading bridges. (T-2)
- j. Parking vehicles/equipment in the area between the vehicle service road and the dumpsters between the hours of Midnight and 5 AM, preventing access for purpose of waste removal. (T-2)
- k. Staging ground support equipment in unauthorized or non-leased areas. (T-2)
- l. Failure to display a valid vehicle contact card. (T-2) *See **Appendix B** for details*

4. MAINTENANCE

- a. Repairing, dismantling, cleaning, or servicing any vehicle, aircraft, or equipment in any area other than approved maintenance areas, except for minor repairs necessary to restore a temporarily disabled vehicle. (T-1)
- b. Performing heavy aircraft maintenance on any Airside Gate position or Airside Apron. (*Exception: if the requesting company has received a written approval from CLT Leadership prior to the start of performing maintenance*). (T-2)
- c. Unauthorized aircraft engine runs. (T-2)
- d. Abandoning equipment on the AOA. (T-1)

5. ACCIDENT

- a. Failing to report an accident. (T-2)
- b. Leaving the scene of an accident. (T-2)
- c. Negligence contributing to the accident, property damage, and/or personal injury. (T-2)

6. TOWING (Vehicle, Carts & Aircraft)

- a. Improper towing. This includes failure to adhere to pushback procedures. (T-2)
- b. Towing of more than 5 carts, dollies, or other equipment (T-1)
- c. Where a red tow line is present, all aircraft MUST be towed until the rears of the engines are beyond the red tow line. (T-2)
All Towing/Repositioning of aircraft **MUST** be coordinated through Apron Tower. See **Appendix A** for radio frequencies by location.

7. VEHICLE LANES

- a. Driving on wrong side of the road. (T-2)
- b. Driving wrong direction on one-way roadway. (T-2)
- c. Obstruction of driving lane without notification to Airside Operations. (T-2)
- d. Pedestrian traffic outside or in the vehicle roadway lanes (exception: wing-walkers). (T-2)
- e. Driving outside of marked roadway. (T-2)

8. GROUND SERVICE EQUIPMENT FUELING OPERATIONS

- a. Bypassing or disabling any safety device (including Dead-Man switch) on any ground service equipment fueling system or its components. (T-2)
- b. Failing to give immediate notification to Airside Operations of any fuel spill. (T-2)
- c. Fuel spills attributed to improper or negligent refueling. (T-2)
- d. Possession of smoking paraphernalia in your vehicle or on your person within fifty (50) feet of fueling operations. (T-3)

9. AIRCRAFT FUELING OPERATIONS

- a. Fueling or defueling aircraft inside a hangar or enclosed area without an approved LOA or in violation of approved LOA on file with Airside Operations. (T-2)
- b. Conducting aircraft fueling or defueling operations without properly bonding the aircraft and fueling truck/cart. (T-3)
- c. Leaving an aircraft fueling truck/cart unattended while connected to either/both the in-ground hydrant and/or the aircraft refueling point. (T-2)

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- d. All fueling hoses/connections must be properly stowed/secured when not in use (pre-staging is not authorized). (T-2)
- e. **Bypassing or disabling any safety device (including Dead-Man switch) on any aircraft fueling system or its components. (T-3)**
- f. Parking or storing a fueling Tanker Truck within fifty (50) feet of any building or within ten (10) feet of any other vehicle. (T-2)
- g. Failing to give immediate notification to Airside Operations of any fuel spill. (T-2)
- h. **Possession of any smoking paraphernalia in an aircraft fueling vehicle. (T-3)**
- i. **Possession of smoking paraphernalia on your person within fifty (50) feet of fueling operations. (T-3)**
- j. Use or placement of ignition sources within fifty (50) feet of fueling operations, fuel spills, or HAZMAT. (T-2)
- k. Unavailability of sufficient fuel spill absorbent materials on hand. (T-2)
- l. **Fuel spills attributed to improper or negligent fueling operations. (T-3)**
- m. Leaving fueling truck unattended with ignition keys remaining in/on the vehicle. (T-2)
- n. Failure to use calculated add gallon counter at any load rack when “topping off” any tanker designed for refueling aircraft. (T-2)
- o. Utilizing hydrant pit at an aircraft gate to “top off” any tanker designed for refueling aircraft without prior approval from Airside Operations. (T-2)
i.e. If load racks are out of service, to adversely impact flight operations, Menzies Aviation Management shall notify the Airside Operations Control Room on duty supervisor at 704-359-4012 to request permission to utilize hydrant pits to service tankers. Menzies Aviation shall provide sufficient information regarding the impact to flight operations including the specific reason that load rack(s) are out of service and duration that the hydrant pits will be utilized.
- p. Any violations of the NFPA 407 standards. (T-2)

10. FOD/DEBRIS

- a. Creating FOD. (T-2)
- b. Failing to pick up FOD. (T-2)
- c. Failure to avoid FOD hazards while operating a vehicle. (T-2)
- d. Failure to properly secure equipment that becomes FOD. (T-2)
- e. Accumulation of garbage, clutter, or litter around any airport gate or facility on Airport property. (T-2)

11. GENERAL SAFETY

- a. **Threatening or endangering any person on the AOA. (T-2)**
- b. **Operating a UAS unmanned aerial system (drone) on Airport property, without prior approval from the FAA and Airport Operations. (T-2)**
- c. Failing to comply with any safety-related instruction from an airport official. (T-2)
- d. Storing items and equipment in emergency exit stairwells. (T-2)
- e. Using BBQ grills, smokers, gas torches, welders, or any other device that causes an open flame without advance approval from Airside Operations. BBQ grills are permitted on the AOA under the

following restrictions: the BBQ grill is at least 50 feet away from aircraft, structure, or fueling operation and a fire extinguisher is readily available. The responsible party must notify Airport Operations at 704-359-4012 prior to the start and commencement of use. (T-2)

- f. Failing to give immediate notification to Airside Operations for HAZMAT spills. (T-2)
- g. Discharging or disposing of any material, liquid, or chemical on the ground or within any water drainage system. (T-2)
- h. Unauthorized use of a pedal-cycle or a motorcycle on the AOA. (T-2)
- i. Coordination of, or participation in, any unauthorized activity on the AOA without prior approval from Airside Operations. (T-2)
- j. Unauthorized feeding, harassment, or dispersing of wildlife or animals on CLT airport property. (T-2)
- k. Accumulation of flammable materials on the AOA or inside Airside Terminals. (T-2)
- l. Engaging in behavior, including failing to use due care, that could result in personal injury, property damage, or damage to an aircraft. (T-2)
- m. Failure to wear high visibility wear, outside of the footprint of the terminal building. (T-2)

12. CONSTRUCTION ON THE AOA

- a. Unauthorized use of a construction vehicle or equipment that poses a threat to safe aircraft operations. (T-2)
- b. Failure to maintain construction barricades. (T-2)
- c. Using non-approved barricades. (T-2)
- d. Improper lighting/markings of construction vehicles or equipment. (T-2)
- e. Improper parking of construction vehicles and/or equipment. (T-2)
- f. Improper marking/lighting of construction areas. (T-2)
- g. Improper or unauthorized stockpiling of construction materials. (T-2)
- h. Unmarked, uncovered, or unauthorized excavations. (T-2)
- i. Failure to request permission and NOTAM issuance for obstructions of Part 77 surfaces (cranes/equipment etc.). (T-2)

13. SMOKING ON THE AOA

- a. Smoking and/or the use of a vaporizer on the AOA. (T-2)

14. MOVEMENT AREA

- a. **Vehicle Pedestrian Deviation: Unauthorized presence on runways, taxiways, or their associated safety areas. (T-3)**
- b. **Operating on the Movement Area within ILS Critical Areas when being protected. (T-3)**
- c. **Failing to have the proper equipment needed to operate in the Movement Area. (T-3)**

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D. DISCIPLINE SCHEDULE

Failure to comply with the above CLT AOA Standards will result in immediate disciplinary action per the following disciplinary schedule. As described in this document, the Airport Operations Director or Assistant Director has the discretion to escalate or de-escalate the penalty tier or disciplinary action if unique circumstances exist to justify such modification. All infractions will be documented, tracked, and will remain on the individual's AOA driving record for 3 years. Additionally, any violations of the CLT AOA Standards determined to be egregious in nature by the Airside Operations Manager, may be subject to additional monetary fines and/or elevated disciplinary actions. The discipline schedule is as follows:

CLT	Tier 1	Tier 2
First Offense	Watch training video in the Credentialing office.	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge up to 3 days.
Second Offense	Watch training video in the Credentialing Office, suspension of SIDA badge up to 3 days.	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge from 3 to 7 days.
Third Offense	Watch training video in the Credentialing Office, suspension of SIDA badge from 3 to 7 days.	Watch training video in the Credentialing Office, complete company specific training, suspension of SIDA badge from 14 days to revocation of badge.
Fourth Offense	Watch training video in the Credentialing Office, suspension of SIDA badge from 14 days to revocation of SIDA badge.	Permanent Revocation of SIDA badge.
Tier 3		
All Tier 3 infractions will result in immediate suspension of SIDA credentials & penalties that may include:		
First Offense (Employee and Employer)	<ul style="list-style-type: none"> ▪ Up to a 10 calendar day suspension of SIDA badge ▪ Up to a 30 calendar day suspension of driver status ▪ \$100 fine to employee ▪ Up to a \$10,000 fine to the employer dependent on severity of violation. 	
Second Offense (Employee and Employer)	<ul style="list-style-type: none"> ▪ Permanent revocation of SIDA badge ▪ \$500 fine to employee ▪ Up to a \$10,000 fine to the employer dependent on severity of violation. 	
Third Offense (Employer)	<ul style="list-style-type: none"> ▪ Up to a \$10,000 fine to the employer dependent on severity of violation. 	

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On Tier 3 violations, the review panel will consist of the Airside Operations Manager, the Assistant Airside Operations Manager, Assistant Operations Director or designee. Any appeals would be submitted to the Airport Operations Director who will have the final decision on penalties levied. Information detailing the appeal process will be made to the appellant. Employee and employer fines must be paid within 30 calendar days. Failure to do so will result in an interruption of new badge requests and renewals until paid in full.

E. ADDITIONAL MONETARY FINES

The fines described herein are in addition to the costs borne by the violator to repair property damage it caused. The following are tiered badge reactivation fee schedule:

First Offense	\$100.00
Second Offense	\$200.00
Third Offense	\$300.00

(Note: There are some offenses which may warrant a badge revocation prior to the 2nd or 3rd violation. These items are notated in [BLUE](#).)

In the event the individual violator cannot be identified but the company can be, then the company shall be issued the violation and be subject to the below penalties. The violations will be tracked annually and reset on July 1st each year.

First Offense	Warning Issued to Company
Second Offense	\$200.00
Third Offense	\$300.00

Any Airlines that violates established Gate Pushback Procedures will be subject to the discipline schedule listed in exhibit C of the AUA. The violations will be tracked annually and reset on July 1st each year. The discipline schedule for pushback violations is as follows:

First Offense	Written Warning issued to the employer
Second Offense	\$500 fine assessed against the Air carrier
Third Offense	\$1,000 fine assessed against the Air Carrier
Fourth Offense	\$2,000 fine assessed against the Air Carrier and, for Air Carrier's parking violation, revocation or suspension of Air Carrier's aircraft parking privileges.
Fifth Offense	Event of default under Air carrier's AUA or Operating Agreement

At the Operations Directors discretion, chronic and/or blatant violations of safety procedures may result in fines of up to \$10K depending on the severity and circumstances of the violation(s). Appeals by Company, Tenant, Contractor fines can be submitted in writing to the Aviation Director for consideration.

Any tenant that is found generating FOD on the AOA or blocking a dumpster/compactor with equipment on the terminal apron will be subject up to a \$300 fine per occurrence.

F. APPEALS HEARING PROCESS

After receipt of the citation, the violator has an opportunity to appeal. The appeal process for the badge holders is on the back of the safety citation. The violator has three business days to appeal in writing to the Citation Review Board (“CRB”). All appeals must be submitted by email listed in the citation notification. The email address as of the date of publication is Safety@cltairport.com. The CRB, will hear evidence and issue a finding that supports CLT’s AOA Standards Program: Dismissed, Warning, Penalties.

In most cases, employees will be able to continue to use their badge while the adjudication process moves forward, with the exception of severe violations. For Tier 2 appeals resulting in the confiscation of a SIDA badge or for disqualifying violations (Tier 3), where a person's Badge is or can be immediately and/or permanently revoked, the employee will be offered a scheduled revocation hearing arranged by the Airside Operations Manager or their designee. At this meeting, all the information and facts related to the violation will be reviewed and evaluated to ensure the penalties assessed are appropriate for the severity of the violation. Every effort will be made to complete this process as soon as possible but may take up to 30 days. After the hearing, the violator has up to 30 days to appeal the findings. However, in the event of a short-term badge suspension, every effort will be made to have the appeal heard as early as possible.

Upon notification of the decision of the CRB, the violator has 30 days to appeal the decision in writing to the Operations Director. In case the Operations Director is not available, the violator will need to appeal to the Chief Operating Officer. The email address for this appeal will be provided in the letter with the decision of the CRB. Information detailing the appeals process will be made available to the appellant.

XV. EMPLOYER RESPONSIBILITIES

It is the employer’s responsibility to ensure that its employees understand and obey the rules and regulations contained within these standards. The following steps should be taken to ensure a safe operating environment within the AOA:

Training: Employers should conduct appropriate training to ensure that all personnel have read and fully understand the guidelines set forth within these standards.

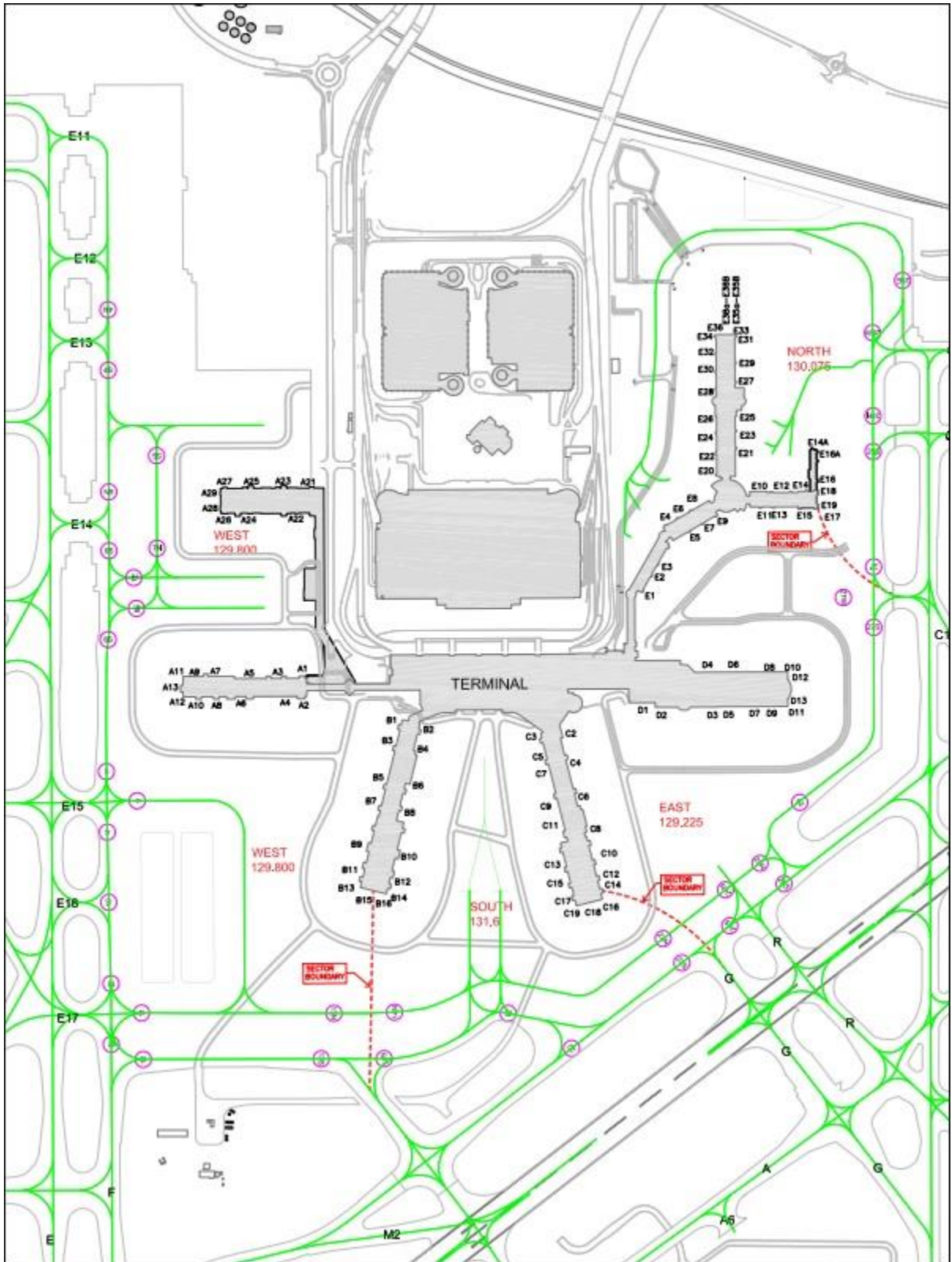
Monitoring: Employers should monitor their personnel and ensure that they have knowledge of the regulations and are adhering to the rules set forth within these standards.

Follow-Up: Employers will be notified of any citations issued to their employees. Therefore, employers should follow-up on all citations issued to their employees and ensure that appropriate action is taken to prevent further incidents.

Nothing in these standards shall be construed or interpreted as creating or establishing the relationship of employee and employer between the City of Charlotte and any tenants, vendors, contractors, subcontractors, or any individuals working for said entities.

A digital copy of these standards can be found at <https://www.cltairport.com/business/credentialing>

APPENDIX A - APRON RADIO FREQUENCIES



APPENDIX B - VEHICLE CONTACT CARDS



PROJECT

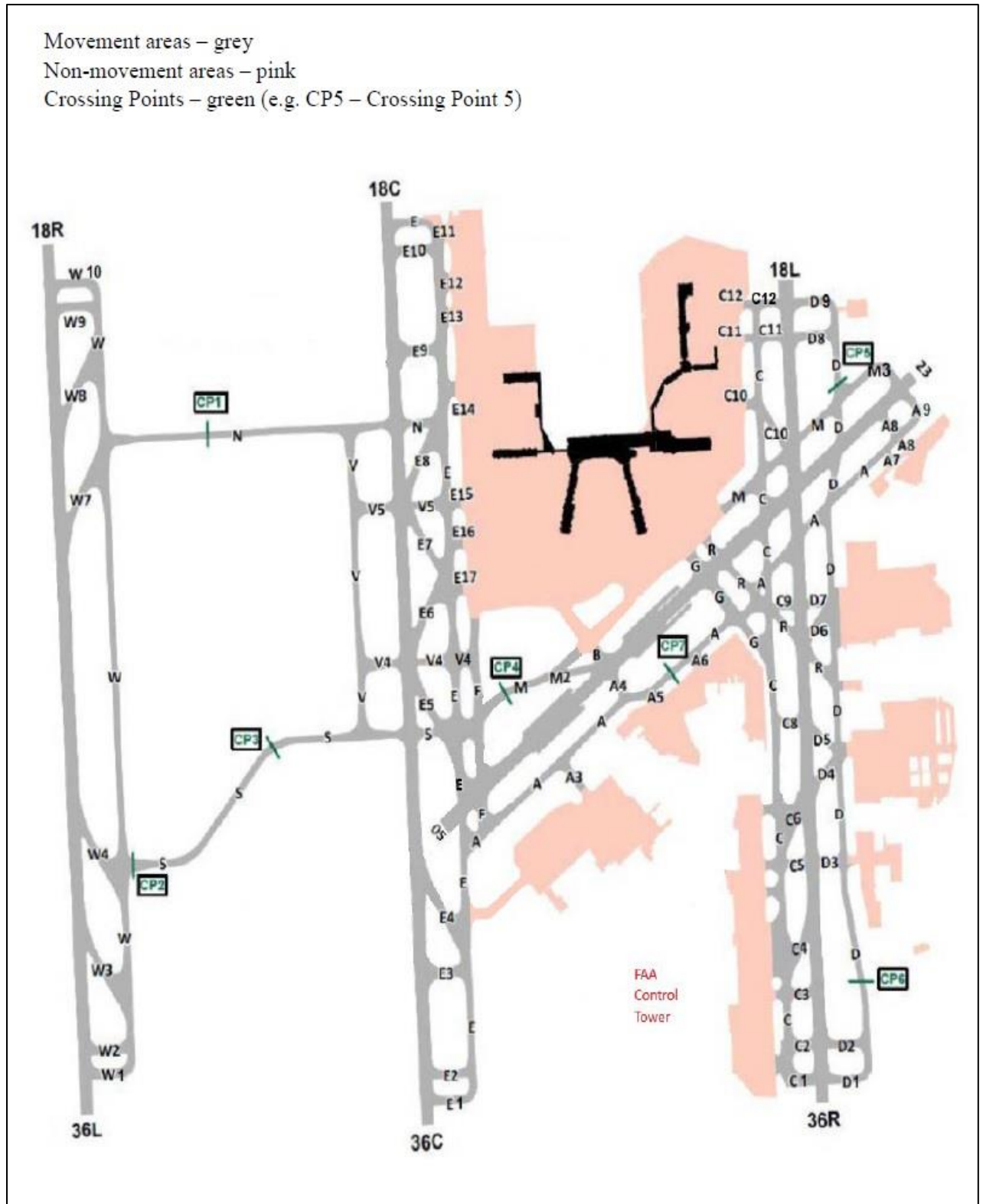
- ☐ SIDA
- ☐ AOA
- ☐ Non-SEC

DRIVER NAME

PHONE NUMBER

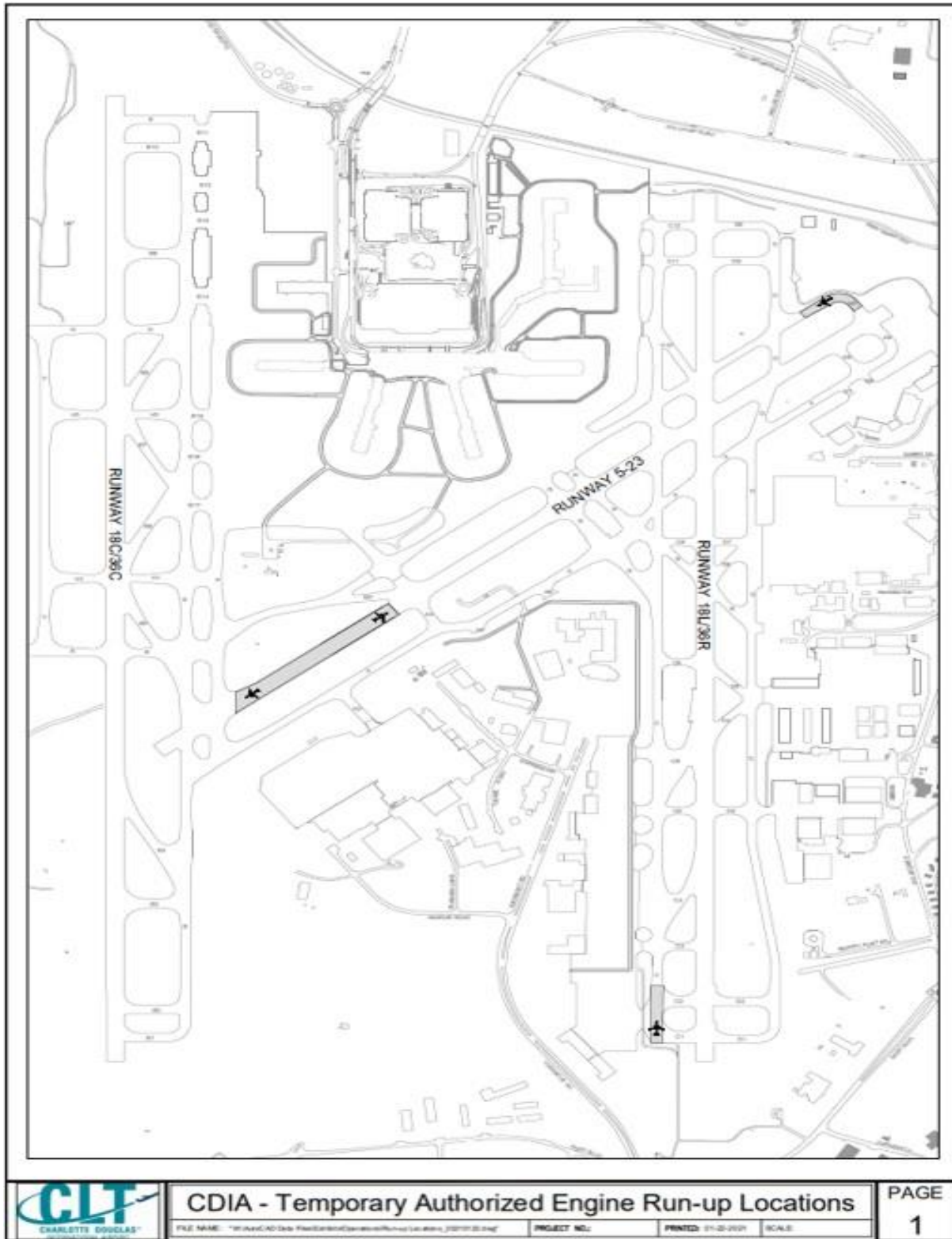
- Ensure required vehicles such as vendors, concessionaires, and contractors display (VCC) Vehicle Contact Card in vehicle front windshield window/dashboard with contact information being visible and readable to observers.
- Vehicles **not required** to display Vehicle Contact Card include: CLT city vehicles, law enforcement, government marked vehicles, emergency vehicles and vehicles being escorted in & out simultaneously without parking needs on the ramp.
- Vehicles parking in leased spaces which are owned by the owner of the vehicle are recommended to have a VCC; however, it is not required.

APPENDIX C – MOVEMENT AREA MAP

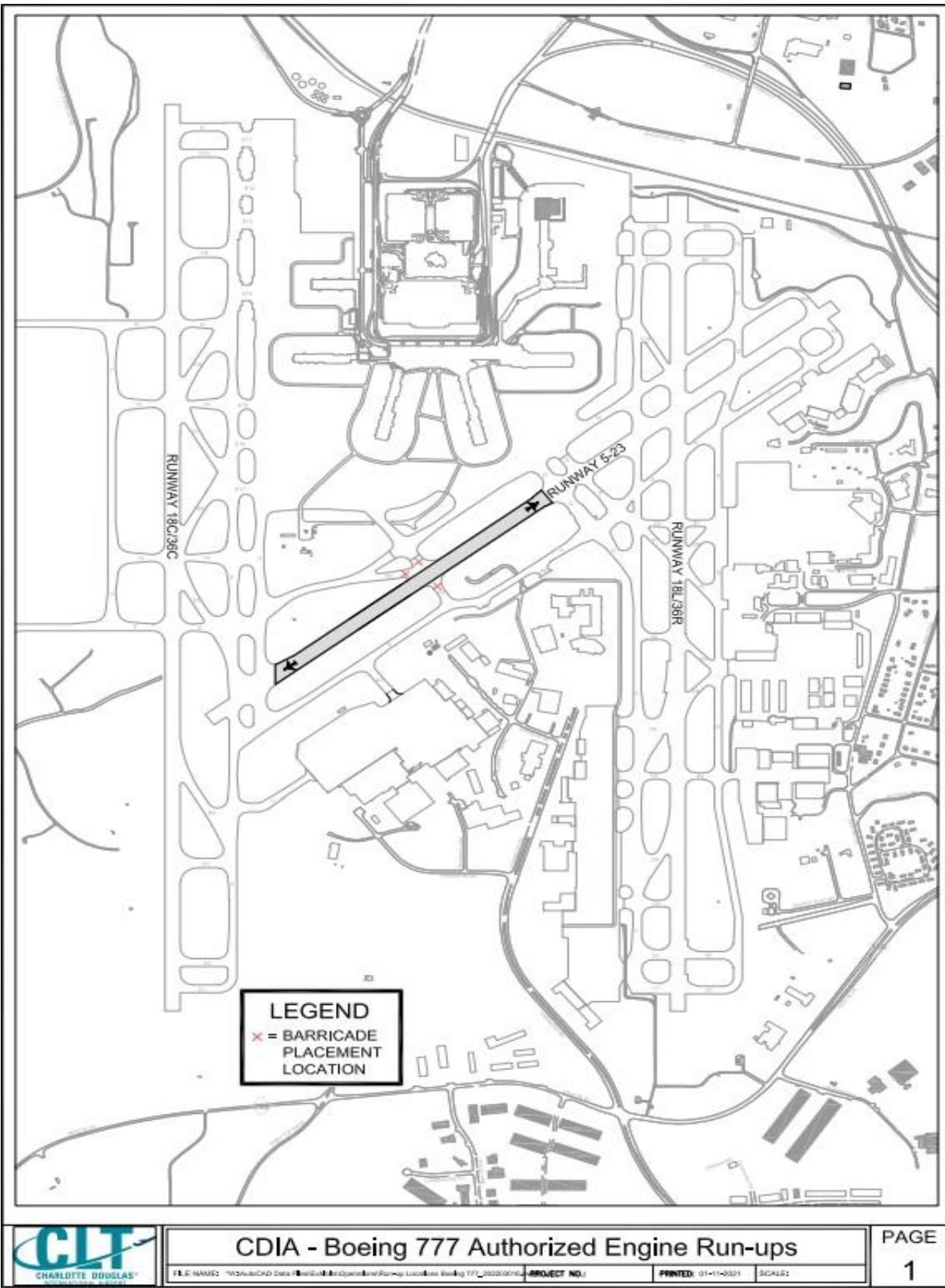


APPENDIX D - AIRCRAFT ENGINE RUN-UP AREAS

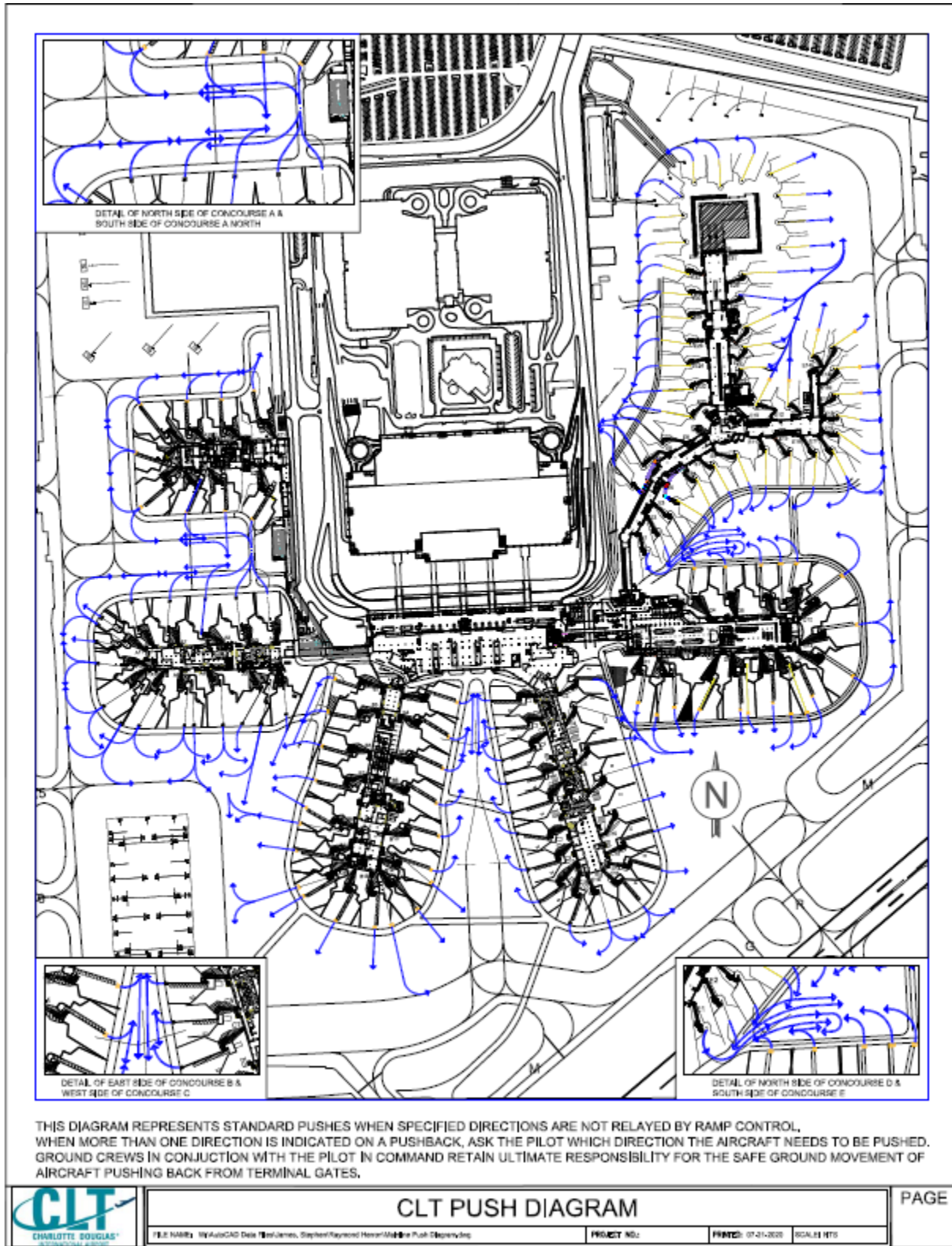
(Procedure can be found with Airside Operations)



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APPENDIX E - CLT PUSH DIAGRAM



APPENDIX F – AUA EXHIBIT C

EXHIBIT C

CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT
PROCEDURES FOR PARKING AND
GATE USE, ASSIGNMENT AND SCHEDULING

PURPOSE:

The City and the Air Carriers agree that the availability of Common Use Gates, Preferential Use Gates and parking positions at the Airport is limited and requires frequent coordination among the City and the Air Carriers. The following *Procedures for Parking and Gate Use, Assignment and Scheduling* (collectively, “Procedures”) are established to govern the advance scheduling of flight activity at all Gates, the assignment of aircraft to those Gates and overnight and hardstand parking of aircraft at the Airport.

EFFECTIVE DATE:

These Procedures shall take effect on July 1, 2016 , subject to Section II.1(c) of these Procedures.

Section I – Definitions

The following definitions shall be applicable whenever the specific term is used in these Procedures:

<u>Definitions</u>	
<i>Advance Schedule</i>	An Air Carrier’s monthly flight schedule submitted as required under Section II.3 of these Procedures, subject to each Signatory Airline’s right to amend its Advance Schedule in accordance with Section 4.11.3 of its AUA.
<i>Air Carrier</i>	A carrier certificated by the Secretary of the U.S. Department of Transportation as a Passenger Carrier under 49 U.S.C. § 41102 or a Cargo Carrier under 49 U.S.C. § 41103.
<i>Airline Use and Lease Agreement or AUA</i>	The airline use and lease agreement executed between the City and each Signatory Airline operating at the Airport, as each may be amended from time to time in accordance with the AUA.
<i>Airport</i>	The realty and improvements generally known and designated as the Charlotte Douglas International Airport.
<i>Airport Operations Division or Airport Operations</i>	The Airport division of the City that is responsible for operational management of the Airport.

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Arrival	An inbound flight by an Air Carrier to deplane passengers, baggage and cargo at the Airport.
Aviation Director	The Aviation Director of the Airport or his/her successor, or the person, division, department, bureau, or agency designated by the City to exercise functions equivalent to those now exercised by the Aviation Director or his/her successor.
City	City of Charlotte, North Carolina.
City-Owned Equipment	Collectively, those certain fixtures, equipment, systems and improvements owned by the City and located throughout the Airport in furtherance and support of the air transportation business and related operations of Air Carriers at the Airport, including without limitation the passenger loading bridges owned by the City and the Shared Use Terminal Equipment.
Common Use Gate	Each Gate designated by the City in accordance with the AUA to be used in common by Air Carriers operating at the Airport, and shall not be deemed to include any Preferential Use Gate.
Departure	An outbound flight by an Air Carrier to enplane passengers, baggage and cargo to a specific destination.
Domestic Flight	An aircraft arriving at the Airport from an airport located within the United States or carrying passengers that do not require clearance by FIS at the Airport.
Emergency Flight	Any aircraft with an emergency due to a safety, security or other issue that is required to arrive at the Airport. Stated emergencies may include, without limitation, "medical on-board" or "request for law enforcement officer or security to meet the aircraft."
Flight Discontinue Date	The date upon which service for a particular flight shall terminate.
Flight Effective Date	The date upon which service for a particular flight shall commence.
FIS or Federal Inspection Services	Those services provided by federal agencies responsible for the inspection of passengers, baggage and cargo entering the United States including, without limitation, U.S. Customs and Border Protection, U.S. Immigration and Customs Enforcement, and U.S. Department of Agriculture.
FIS Facility	The Federal Inspection Services facility located in the Terminal Building.
Forty-Five Day Review	The review by Airport Operations of each Air Carrier's Advance Schedule for a period of forty-five (45) days, as further described in Section II.3 of these Procedures.

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Gate	An area of the Terminal Building made up of a Holdroom and a portal or stairwell, if any, through which passengers must pass to board or deplane an aircraft.
Gate Requesting Airline	A Scheduled Airline seeking to operate at a Preferential Use Gate that is leased to a Signatory Airline.
Holdroom	An area associated with a Gate for the staging of passengers waiting to board an aircraft at a Gate.
International Flight	An aircraft arriving at the Airport that is not a Domestic Flight and is carrying passengers and/or cargo that require clearance by FIS at the Airport.
International Gate	A Gate that provides passengers deplaning from an International Flight direct access to the FIS Facility.
Irregular Operation	An off-schedule arrival or departure of a Scheduled Operation at a particular Gate or any flight that is not a Scheduled Operation at a particular Gate, but needs to operate at that Gate for reasons outside Airline's control or for other commercially reasonable purposes.
Non-Signatory Airline	Any Air Carrier that is not a Signatory Airline.
Operating Agreement	The agreement executed between the City and a Non-Signatory Airline operating at the Airport, or the agreement executed between the City and each Affiliate of a Signatory Airline operating at the Airport, or any other authorization issued by the City to a Non-Signatory Airline operating at the Airport, each as applicable.
Period of Use (For Arrivals)	For a Scheduled Operation at a Preferential Use Gate, the Period of Use shall commence thirty (30) minutes prior to the time scheduled for an Arrival. The Period of Use shall terminate sixty (60) minutes after the time scheduled for an Arrival or upon the Air Carrier's completion of the deplaning process, whichever occurs first.
Period of Use (For Departures)	For a Scheduled Operation at a Preferential Use Gate, the Period of Use shall commence sixty (60) minutes prior to the time scheduled for a domestic Departure and ninety (90) minutes prior to the time scheduled for an international Departure. The Period of Use shall terminate upon the actual departure of the aircraft from the Gate or thirty (30) minutes after the time scheduled for the departure, whichever occurs first; provided, however, that the scheduled departure time shall be extended if the aircraft is being boarded and actively prepared for departure, and in such instances, the extension shall extend only to the completion of the active boarding process.

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<i>Preferential Use Gate</i>	A Gate assigned by the City to a Signatory Airline on a preferential use basis in accordance with its AUA, and shall be deemed to include a Preferential Use International Gate.
<i>Preferential Use International Gate</i>	An International Gate assigned by the City to a Signatory Airline on a preferential use basis in accordance with its AUA.
<i>Scheduled Airline</i>	An Air Carrier performing scheduled passenger service operations at the Airport.
<i>Scheduled Operation</i>	A Scheduled Airline's operation (arrival or departure) that occurs pursuant to a schedule that is published in the Official Airline Guide (OAG) or any successor publication forty-five (45) days prior to the first day of the month in which Airline's schedule would take effect, and that is also submitted to the City in an Advance Schedule as required under the Procedures, subject to each Signatory Airline's right to amend its Advance Schedule in accordance with Section 4.11.3 of its AUA.
<i>Shared Use Terminal Equipment</i>	Equipment owned and installed by the City for use in passenger processing, including without limitation, equipment casework, flight information displays ("FIDS"), gate information displays ("GIDS"), boarding gate readers, passenger processing workstations, seating and self-service kiosks (for boarding passes and bag tagging), and other shared use technology (e.g., reservation system portal open to all Air Carriers at the Airport).
<i>Signatory Airline</i>	A Passenger Carrier that (a) had at least four hundred (400) daily Seats Delivered (as defined in the AUA) at the Airport on an average annual basis for the twelve (12) months immediately preceding the effective date of its AUA, or commits to have Scheduled Operations commencing no more than one hundred eighty (180) days after the effective date of its AUA for such Passenger Carrier that would yield at least four hundred (400) daily Seats Delivered at the Airport on an average annual basis, and (b) has executed an AUA with the City. An Affiliate of a Signatory Airline shall not be a Signatory Airline.
<i>Terminal Building</i>	Those areas and facilities described in Exhibit H of the AUA.
<i>Turnaround</i>	A flight by an Air Carrier that deplanes passengers, baggage and cargo at the Gate, remains at the Gate, and then enplanes passengers, baggage and cargo from the Gate for the purpose of departing a flight to a destination other than the Airport.

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Section II – Procedures

1. Authority, Implementation and Amendments

- a. The Airport Operations Division shall be responsible for the administration and implementation of these Procedures. The Airport Operations Division is located at 5501 Josh Birmingham Prkwy, Charlotte, NC 28208, and may be reached at (704) 359-4012.
- b. The Airport Operations Division will use its best efforts to assign and schedule Gates in a fair and efficient manner pursuant to these Procedures and applicable terms of the AUA.
- c. These Procedures are subject to change by action of the Aviation Director. Air Carriers will be provided thirty (30) days' advance written notice of proposed amendments or other changes to these Procedures to allow for review and comment. The Aviation Director shall have the final authority to amend or rescind these Procedures and shall, at his/her sole discretion, approve and effect any such amendment(s) or rescission in writing; provided, however, that no such amendment shall conflict with the terms of each AUA or Operating Agreement. Air Carriers will be notified in writing of any amendments or other changes to these Procedures at least thirty (30) days prior to implementation.

2. Duties

The City, in its sole discretion, will designate the appropriate Airport Operations staff to perform the duties below. Likewise, each Air Carrier, in its sole discretion, shall designate the appropriate Air Carrier staff to perform their respective duties listed below:

Duties:	
<u>Airport Operations shall:</u>	<ul style="list-style-type: none"> ○ Receive and review Advance Schedules and Remain Over Night (RON) and other parking requests; ○ Evaluate and identify priorities in Gate/flight scheduling; ○ Assist Air Carrier(s) in scheduling flights based on Gate availability ○ Develop Gate usage schedules and make daily Gate assignments and reassignments (real-time and otherwise); ○ Communicate Gate assignments and availability to Airport staff, Air Carriers and ground handlers; ○ Identify and resolve Gate use conflicts with proposed schedules; ○ Maintain Gate use records and statistics; ○ Ensure proper notification and distribution among the City, Air Carriers, and ground handlers of these Procedures and related rules, directions and notices; ○ Facilitate monthly Gate management meeting, typically held on the third (3rd) Wednesday of each month at 10:00 a.m.; and ○ Implement the Gate access priority system described in these Procedures.

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<p><u>Air Carriers shall:</u></p>	<ul style="list-style-type: none"> ○ Provide timely, accurate and complete aircraft and flight information to Airport Operations in accordance with these Procedures, including, without limitation, Advance Schedules in the form required by Airport Operations during the Authority's transition to Extended Airline System Environment ("EASE™"), and thereafter in the form attached to these Procedures as Attachment A once the Authority notifies Air Carriers that the Authority's transition to EASE™ is complete; ○ Submit to Airport Operations information regarding changes to aircraft fleet mix, major changes to numbers of flights, and new service or destinations as soon as the Air Carrier is aware of such changes; ○ Participate in the City's monthly Gate management meeting; ○ Provide to Airport Operations and (where applicable) FIS representatives reasonable notification of all Irregular Operations, and immediate notification of all flight delays, cancellations, schedule changes, emergencies and other matters affecting Airport operations in accordance with these Procedures; ○ Notify Airport Operations about, and obtain requisite approvals for, RON parking, hardstand aircraft parking and South Cargo parking at the Airport in accordance with these Procedures; and ○ Comply with these Procedures and related rules, directions and notices issued by Airport Operations or the City.
<p><u>Conflict Resolution:</u></p> <ul style="list-style-type: none"> • <i>Airport Operations shall use its best efforts to resolve conflicts arising under these Procedures.</i> • <i>If Airport Operations is unable to resolve a conflict arising under these Procedures, the Aviation Director shall have final authority for conflict resolution.</i> 	

3. Gate Planning Process

Gate planning will be accomplished by Airport Operations on a continuous basis using guidelines outlined in this Section. The planning process will include a Forty-Five-Day Review consisting of Airport Operations's review of each Air Carrier's Advance Schedule.

<u>Each Air Carrier shall:</u>	
○	Submit its Advance Schedule(s) in the form required by the Authority during its transition to EASE™, and thereafter in the form attached to these Procedures as Attachment A (available for download at http://www.cltairport.com) once the Authority notifies Air Carriers that the Authority's transition to EASE™ is complete.
○	Email the completed Advance Schedule form to Airport Operations at GateScheduling@cltairport.com not later than the fifteenth (15 th) day of the month that immediately precedes the full calendar month before the first day on which the Air Carrier's Advance Schedule would take effect (e.g., the Advance Schedule for the month of November is due not later than September 15 th). The "Effective Date" of the Advance Schedule is the first day of each month, regardless of whether the schedule changes within each month.

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<input type="radio"/>	Submit an Advance Schedule for the Forty-Five Day Review even if the Air Carrier's Scheduled Operation(s) have not changed from the prior month, and if the Air Carrier's Scheduled Operation(s) are likely to extend for more than thirty (30) days.
Airport Operations shall:	
<input type="radio"/>	Review each Air Carrier's Advance Schedule
<input type="radio"/>	Confirm aircraft activity for that month, and provide a forum for discussing schedule problems of the past and current months. If Airport Operations deems it necessary, a weekly Gate plan may be prepared.
<input type="radio"/>	Publish a monthly master schedule for Common Use Gate allocation based on the results of the Forty-Five Day Review. The resulting schedule showing all approved Gate use times will be submitted to the Air Carriers at least twenty-one (21) days prior to the first day of the month in which the Air Carrier's schedule would take effect.

4. Scheduling and Use of Common Use Gates

- a. Airport Operations will use the following guidelines for scheduling at Common Use Gates:
- Each category of flight will be allocated a fixed period of time on a Common Use Gate according to the type of aircraft being used to operate the flight as specified in the table below (although it is understood and agreed that Airport Operations may schedule flights that necessitate an overlap in Air Carriers' time to set-up and tear down):

Maximum Gate On and Off Block Times (In minutes)			
	<u>Turnaround</u>	<u>Arrival Only</u>	<u>Departure Only</u>
Domestic Flight/Wide – Body	180	90	90
International Flight/Wide Body			
Domestic Flight/Narrow – Body	90	45	45
International Flight/Narrow Body	120	90	90

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- A Turnaround flight with a scheduled ground time in excess of the applicable maximum specified in the table above will be treated as two separate flights, an independent Arrival Only and a separate independent Departure Only.
- Air Carriers must advise Airport Operations when a flight scheduled to arrive at or depart from a Common Use Gate deviates by more than fifteen (15) minutes from the scheduled time.
- A flight exceeding the applicable maximum ground time specified in the table above may be required to tow-off the Common Use Gate.
- If an Air Carrier requires time at the Common Use Gate in excess of the maximum applicable ground time specified in the table above, the Air Carrier must notify Airport Operations, and is subject to approval or denial in the sole discretion of Airport Operations. If an Air Carrier fails to vacate the Common Use Gate at the scheduled time without the express approval of Airport Operations to remain at the Common Use Gate, and such failure interferes with another Air Carrier's use of the Common Use Gate, or with other Airport operations, the City may, in addition to using any other remedies specified in these Procedures, impose the following fines and remedies:

OFFENSE:	Action:
First	Written warning issued to Air Carrier.
Second	\$500 fine assessed against Air Carrier
Third	\$1,000 fine assessed against Air Carrier
Fourth	\$2,000 fine assessed against Air Carrier and, for Air Carrier's aircraft parking violation, revocation or suspension of Air Carrier's aircraft parking privileges (as Airport Operations shall elect in its sole discretion)
Fifth	Event of Default under Air Carrier's AUA or Operating Agreement
Reset Period: On July 1 of every year, the offense level will be reset and all subsequent offenses will begin at the first level offense.	
* All decisions regarding enforcement of these Procedures and imposition of remedies shall be made by the Aviation Director, whose decision shall be final.	

- b. Airport Operations will be guided by the following Priority Schedule System for Common Use Gates set forth below. The following flights are listed in descending order of priority:

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Priority Scheduling System for Common Use Gates*	
On Advance Schedule***	
All International Flights	
Signatory Airline Domestic Flights	First Priority: <i>Not leasing any Preferential Use Gate(s)</i>
	Second Priority: <i>Leasing Preferential Use Gate(s)</i>
Non-Signatory Airline Domestic Flights	
Not On Advance Schedule***	
Signatory Airline International Flights	
Non-Signatory Airline International Flights	
Signatory Airline Domestic Flights	First Priority: <i>Not leasing any Preferential Use Gate(s)</i>
	Second Priority: <i>Leasing Preferential Use Gate(s)</i>
Non-Signatory Airline Domestic Flights	
All Other International Flights**	
All Other Domestic Flights**	
<p><i>*In all instances, within each level of priority, flights will be prioritized in the following order:</i></p> <ol style="list-style-type: none"> <i>1. Turnaround Flight</i> <i>2. Arrival Only Flight</i> <i>3. Departure Only Flight</i> <p><i>**"All Other Flights" does not include Air Carriers that have given Airport Operations a specific time commitment during which they will be operating at the Airport (i.e., seasonal carriers).</i></p> <p><i>***When two or more flights meet the description of any of the individual categories above:</i></p> <ul style="list-style-type: none"> <i>• A flight operated by an aircraft with a higher capacity has priority over a flight operated by an aircraft with a lower capacity, where capacity is defined by the number of seats.</i> <i>• A Scheduled Operation has priority over an Irregular Operation. Where two flights are Irregular Operations, the flight whose estimated time is farthest from its scheduled time has priority over the other flight.</i> 	

5. Scheduling and Use of Preferential Use Gates

Each Signatory Airline shall have a scheduling priority at all of its Preferential Use Gates for all of its Periods of Use with respect to its Scheduled Operations, subject to the terms of Section 4.11 of its AUA and these Procedures. A Gate Requesting Airline's use of a Signatory Airline's Preferential Use Gates shall be governed by the terms of Section 4.11 of such Signatory Airline's AUA. A Gate Requesting Airline shall be charged by the City for use of a Signatory Airline's Preferential Use Gates in accordance with Section 4.12 of such Signatory Airline's AUA.

6. General Gate Use and Scheduling Procedures

General Gate Use and Scheduling Procedures	
<input type="radio"/>	Airport Operations shall implement Gate assignments for Common Use Gates on a day-to-day basis.
<input type="radio"/>	Unless previously agreed by the affected Air Carriers with concurrence from Airport Operations or otherwise consistent with these Procedures, other aircraft must not be scheduled or allowed to use any portion of an Air Carrier's Period of Use.
<input type="radio"/>	An early Arrival may enter an assigned Gate at any time prior to its scheduled arrival time, provided the preceding aircraft assigned to that Gate has departed and the Gate is available.
<input type="radio"/>	Any change(s) to an Air Carrier's Gate assignment must be approved in advance by Airport Operations by contacting Airport Operations at (704) 359-4012 for a real-time change, or emailing projected schedule change(s) to GateScheduling@cltairport.com . No aircraft may taxi onto an open Gate, or unilaterally relocate to another Gate, without such prior approval.
<input type="radio"/>	Notwithstanding anything in these Procedures to the contrary, Emergency Flight accommodation shall have priority over all other Gate scheduling. Every effort will be made to accommodate Emergency Flights on an unassigned Gate or at a Gate that will cause the least impact on other Air Carriers' operations.
<input type="radio"/>	If a Gate with a passenger loading bridge is inoperable or out of service, Airport Operations will use its best efforts to accommodate the affected flight on another Gate with a passenger loading bridge or on a Gate without a passenger loading bridge.
<input type="radio"/>	Airport Operations reserves the right, in its reasonable discretion, to require an Air Carrier to tow off an aircraft from a Gate at any time (including, without limitation, an aircraft with a pre-approved extended ground time) to an alternative parking position if airfield operations have been disrupted, or if Airport Operations can find no other reasonable

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	means of accommodating another Scheduled Operation; provided, however, that a Signatory Airline shall retain scheduling priority in the event said Signatory Airline's Irregular Operation at its Preferential Use Gate interferes with a Gate Requesting Airline's use of such Preferential Use Gate. In that instance, the Signatory Airline shall work with and make commercially reasonable efforts to accommodate the Gate Requesting Airline at another Preferential Use Gate of the Signatory Airline that is located in the same Concourse as that Preferential Use Gate and can accommodate the size of the Gate Requesting Airline's aircraft.
○	Subject to the requirements of these Procedures, Airport Operations will attempt to re-assign an aircraft that lost priority to another Common Use Gate or Preferential Use Gate at the first available time, at the highest level of priority that is consistent with the original priority level of the flight; provided, however, that such reassignment shall not displace an Air Carrier operating on-time. Reassignment of a previously assigned Common Use Gate may be required. The reassignment of on-time flights will be limited to only those times when a higher priority flight is delayed or, as agreed upon by the affected Air Carriers. Airport Operations will attempt to re-assign an aircraft to a Gate in close proximity to the Air Carrier's normal operational area.

7. Training and Equipment Use

All personnel operating City-Owned Equipment for or on behalf of Air Carrier must have received required training from either authorized City or Airport personnel or from Air Carrier's personnel trained as trainers by City or Airport personnel in the operation of said equipment before attempting use. Each Air Carrier shall maintain for at least two (2) years the training records for each member of Air Carrier's personnel expected to operate City-Owned Equipment for or on behalf of Air Carrier, which records shall show each such individual's successful completion of the required training course(s). Each Air Carrier's use of equipment at the Gate shall not include equipment owned by or proprietary to another Air Carrier, and shall instead be limited to the City-Owned Equipment. It is the sole responsibility of each Air Carrier to ensure compliance with this provision.

8. Remain Over Night (RON) Parking

- a. Air Carriers are required to obtain approval from Airport Operations for Remain Over Night (RON) parking assignments at Common Use Gates by contacting Airport Operations via email at GateScheduling@cltairport.com or via telephone at (704) 359-4012 prior to any such RON. Once approved, RONs at Common Use Gates shall be subject to the Air Carrier's payment of applicable fees and charges then in effect.
- b. Air Carriers (including Gate Requesting Airlines) are required to notify Airport Operations as described in subsection 8(a) above for RONs at Preferential Use Gates that are not listed on the then current Gate schedule produced by Airport Operations. Subject to Gate demand each morning and to Irregular Operations throughout the evening, an Air Carrier may RON its aircraft at its Preferential

Use Gate as long as no Gate Requesting Airline has been assigned to said Preferential Use Gate.

9. Hardstand Parking of Aircraft

Airport Operations is responsible for the management of the hardstand parking areas, which include the west hardstand, north hardstand, and South Cargo parking areas. Air Carriers shall coordinate all parking requests with Airport Operations via email at GateScheduling@cltairport.com or via telephone at (704) 359-4012 prior to repositioning any aircraft to a hardstand parking position.

- Parking requests will be granted on a space available basis.
- Aircraft will not be allowed to park on Airport public parking positions (hardstand) for longer than the scheduled parking time assigned, and in no event longer than twenty-four (24) hours, or for the express reason of staging aircraft without prior approval of Airport Operations.
- Air Carriers must provide to Airport Operations a twenty-four (24) hour contact number for emergency purposes.
- When instructed by the Aviation Director (or his/her designee), the operator of any aircraft parked or stored at the Airport shall move said aircraft from the place where it is parked or stored. If the operator refuses to comply with such instructions, the Aviation Director (or his/her designee) may order such aircraft moved at the expense of the Air Carrier, without liability for damage that may result in the course of such moving.

10. South Cargo Parking of Aircraft

Airport Operations is responsible for the management of the South Cargo parking areas, which include all aircraft parking locations south of Runway 5/23. These parking positions are assigned by Airport Operations, with the exception of exclusive leaseholds (*i.e.*, FedEx and UPS). Air Carriers shall coordinate all parking requests with Airport Operations via email at GateScheduling@cltairport.com or via telephone at (704) 359-4012 prior to repositioning any aircraft to a hardstand parking position.

- Aircraft shall have a minimum of thirty (30) minutes of scheduled separation between flights. In actual day-to-day operations, however, Airport Operations may assign parking positions for use as soon as they become available, particularly during peak times.
- Air Carriers with year-round operations will have priority over seasonal, unscheduled, or chartered airline operations.
- Aircraft will be scheduled based on the following priorities:

Type of Flight Operation	Priority
Turnaround Flight	Primary
Departure Only	Secondary
Arrival Only	Third
Unscheduled flights/Irregular Operations	Fourth

Charlotte Douglas International Airport

Charter flights/Single-Use Permit Operators	Fifth
Aircraft Parking Only	Sixth

- Each Air Carrier shall submit to Airport Operations a complete schedule of all aircraft operations for the Airport South Cargo parking positions in accordance with the schedule below:

Effective Date	Schedule Submittal Due Date
January 1	November 1
July 1	May 1

- The "Effective Date" of the schedule is the first day of each month shown above, regardless of whether the schedule changes within a month covered by the schedule. All schedules must be submitted in the form required by the Authority during its transition to EASE™, and thereafter in the form attached to these Procedures as **Attachment A** (available for download at <http://www.cltairport.com>) once the Authority notifies Air Carriers that the Authority's transition to EASE™ is complete. Completed forms shall be mailed to GateScheduling@cltairport.com. Submission is required even if the Air Carrier's schedule does not change each month.
- Air Carriers submitting schedule changes or ad-hoc charter operations will receive planned aircraft parking position assignments after Air Carriers with submitted flight schedules have been accommodated.
- Extended parking requests, including weekend layovers, shall be directed to Airport Operations via email at GateScheduling@cltairport.com, and will be granted or denied on a case-by-case basis depending on the Airport's operational and scheduling needs. It is the Air Carrier's responsibility to make any necessary arrangements to move its aircraft immediately when directed to do so by Airport Operations.
- Air Carriers must provide to Airport Operations a twenty-four (24) hour contact number for emergency purposes.
- Air Carriers operating at the South Cargo ramp areas must notify Airport Operations immediately prior to the loading or unloading of livestock, and promptly after the spill or release of fuel, hydraulic fluid, hazardous substances, or any other substance on the Ramp.

Attachment A

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Revised: May 24, 2023

Appendix G – Airport Properties Map

