

AIR CARRIER GUIDE



Orlando International Airport
Greater Orlando Aviation Authority

Rev'd 03/2014

AIR CARRIER GUIDE
ORLANDO INTERNATIONAL AIRPORT

SUMMARY OF CHARGES & REQUIREMENTS

General Requirements

In order to ensure that your new service into the Orlando market realizes the greatest likelihood of success, the following items will need to be addressed prior to commencement of operations.

- ➔ **Operating Agreement**
 - Letter of Authorization**
 - Operating Permit**
- ➔ **Fuel System Fees**
- ➔ **Contract Security**
- ➔ **Insurance Certificate**
- ➔ **Airline Operating Certificates/Authority**
- ➔ **Flight Schedule Submission Form**
- ➔ **Landing Rights Approval – International Flights Only**
- ➔ **Artwork**
- ➔ **Service Provider Notification Form**

Operating Agreement - Resolution

The rate resolution adopted by the Authority on October 16, 2013, effective November 1, 2013, as amended from time to time ("Rate Resolution"), to establish the permitted activities and operating terms and conditions of Airlines, and Rates and Charges payable by Airlines, with respect to the use and occupancy of the Airport.

Airlines must execute one of the following:

- Letter of Authorization – The Letter of Authorization ("LOA") between the Greater Orlando Aviation Authority (the "Authority") and Airline for use of certain terminal space at Orlando International Airport ("OIA"), on an exclusive or preferential basis referred to as the "Committed Premises" and all of Airlines' operations at OIA, whether or not such operations are conducted in the Committed Premises solely in connection with Airlines' Air Transportation Business.
- Operating Permit – Airlines that desire to pay for their use and occupancy of the facilities on an activity basis need only execute an Operating Permit.

Airlines are classified as follows:

- Airlines providing scheduled service to the Airport
- Airlines operating from the Authority's Common Facilities
- Airlines operating from the facilities of a Fixed Base Operator (FBO)
- Cargo carriers using facilities other than the Terminal Facilities

Contract Security

The Contract Security may be in the form of a contract bond, irrevocable letter of credit or other security acceptable to the Authority. The Contract Security is an amount equal to the greater of 3 months of the highest aggregate fees and charges anticipated in a 12 month period or \$5,000.

Letters of credit on U.S. banks are the preferred form of security. For more information, call the Commercial Properties Department, (407) 825-3835.

Insurance Certificate

An Airline is required to provide the Authority with an original copy of an insurance certificate with evidence of:

\$200,000,000 – Airline Liability/Commercial General Liability
\$1,000,000 – Liquor Liability
\$5,000,000 – Hangarkeepers Liability
\$5,000,000 – Comprehensive Automobile Liability
\$50,000,000 – Terrorism or War Risk
\$10,000,000 – Environmental Liability
\$200,000,000 – Aircraft Liability
\$1,000,000 – Business Automobile Liability
Workers' Compensation – Florida Statutory
Employer's Liability \$1,000,000/\$1,000,000/\$1,000,000
Umbrella Liability or Excess Liability

The insurance certificate will also be required to name the *Greater Orlando Aviation Authority* as additional insured

For further details, please contact the Commercial Properties Department at (407) 825-3835.

Airline Operating Certificates/Authority

Provide a copy of government required Airline Operating Certificate or Authority

An airline must hold all necessary certificates or permits from appropriate federal or state agencies having jurisdiction to provide air transportation services on the routes it is serving to and from Orlando International Airport.

Flight Scheduling Requirements

Confirmation of flight schedules is based on timely receipt of schedule submissions in a format as provided in the Authority's Terminal Operations – Airline Operations Procedures (Attached Exhibit 5) Further information on scheduling can be obtained from the Terminal Operations - Airline Division at (407) 825-2052; SITA: MCOAPXH.

Landing Rights – International Flights Only

Provide confirmation of Landing Rights Approval by U.S. Customs and Border Protection Service. Orlando International Airport is considered a Landing Rights Airport. For more information about Landing Rights requirements, please contact U.S. Customs Service and Border Protection Supervisor at 407-825-4360, FAX number 407-825-4369, or via email at landingrights-mco@CBP.DHS.gov .

Monthly Landing Reports

Airline is required to provide the Authority with a Landing Report (attached as Exhibit 1) with the total number of enplaning and deplaning domestic and international passengers (including on-line and interline passengers), total pounds of domestic and international enplaned and deplaned mail, express and freight carried by airline and the number of landings by airline by type and series of aircraft. For further information, please contact Finance Department at (407) 825-2004.

Airline Artwork Requirements

Airlines must submit logo information to allow for proper display of the Airline information on all Airport displays. Contact the AOC at 407-825-3840 for required formats.

Rates and Charges

The Authority's current rates and charges to include PFC, for airlines are attached as Exhibit 2. The Authority's PFC reporting and remittance requirements are attached as Exhibit 3.

For additional information on Rates and Charges, contact Commercial Properties at – (407) 825-2345.

For additional information on Passenger Facility Charges, contact PFC Accountant – Finance Accounts Receivable – (407) 825-2004.

Fuel System Fees

The OIA Fuel System is operated by the Orlando Fuel Facilities, LLC on behalf of the Authority and the airlines. All air carriers that use the Fuel System for storage or throughput fuel must have an agreement with the LLC. Aircraft Services International Group (ASIG) is under contract to the LLC to operate and maintain the Fuel System on behalf of the LLC. Contact the ASIG MCO Fuel Facility Manager at (407) 825-2529 for further information.

The OIA Fuel System Lease Agreement between the Orlando Fuel Facilities, LLC and the Authority became effective on March 1, 2009. The fees charged to Members and Non-Contracting Users are stated on Exhibit 2.

Aeronautical Service Providers at MCO

As a new air carrier starting service in Orlando, you have a variety of options in the handling of your operation(s) at MCO. You may:

1. Elect to handle your own operations, with your own personnel
2. Elect to use an Airline currently operating at MCO (handled at an Authority approved gate)
3. Choose an Authority approved Specialized Aeronautical Service Operator(s)

Authority approved Specialized Aeronautical Service Operator(s) may provide the following services:

1. Air Carrier Fueling
2. Line Maintenance Services
3. Ramp Services (above & below-the-wing)
4. Passenger Services
5. Air Cargo Services
6. Misplaced baggage delivery

Services, charges and other contractual items may be negotiated directly with the Aeronautical Service Operator(s).

List of Authority approved Service Providers and contact information is attached as Exhibit 4.

Station Representation

The Authority encourages carriers to be represented by a local station manager, as an enhancement to the tenancy relationship, as well as contributing to overall service quality. Representatives are invited to participate in several forums where airline interests can be represented and concerns addressed. Please refer to the Terminal Operations, Airline Operations Procedures attached as Exhibit 5 for more details.

Tour Operator Information - please contact the Authority's Marketing Dept. at (407) 825-3132.

Employee Parking

The Authority provides parking for airline employees, including non-based crew. Parking permits and billing is handled through the Authority's Landside Administrative Services Office which may be reached at (407) 825-2622.

Employee ID Badges

Information on obtaining airport identification can be obtained by contacting (407) 825-2035. Completion of an Airfield Safety & Security Program (ASSP) class is required before ID badges are issued which allow access to secured areas. Classes may be scheduled by contacting Airside Operations at (407) 825-3817. Additional information is available on the Authority's website www.orlandoairports.net under the Airport Business section, Access Control.

Permit Program

Any company or individual that requires unescorted access to do business at the airport will be required to execute a permit agreement with the Authority. Please contact the Commercial Properties Dept. at 407-825-2345 or 407-825-2369. This program does not include vendors who require occasional access to the airport.

Cargo Information

Orlando International Airport has a well-developed cargo infrastructure with space to expand. There is easy access to the Interstate and Expressway systems and frequent, non-stop air service to more U.S. markets than any other Florida city.

The following services are available:

- a) Fueling for all-cargo aircraft, including bonded fuel.
- b) All-cargo aircraft loading/unloading.
- c) Cargo warehousing, including handling, consolidation and forwarding.
- d) U.S. Customs/Agriculture inspection.
- e) U.S. Customs Centralized Examination Station.
- f) U.S. Department of Agriculture Plant Inspection Station.
- g) 205 acre Foreign Trade Zone with bonded warehousing.

Other services, rates and other terms are negotiated directly with the providers. Ramp, handling, warehouse and other commercial space is available for lease from the Authority and third party developers.

Attachments

- Exhibit 1 Landing Report Form

- Exhibit 2 Rates and Charges

- Exhibit 3 PFC Summary and Report Forms

- Exhibit 4 List of Service Providers

- Exhibit 5 Terminal Operations - Airline Operations Procedures

**Orlando International Airport
Schedule of Rates and Charges
Effective October 1, 2024**

LANDING FEE

- All Airlines \$2.2023 per 1,000 lbs. Maximum Gross Landed Weight

PASSENGER FACILITY CHARGE

- \$4.50 per enplaned passenger

SECURITY SCREENING CHECKPOINT FEE

- \$1.17 per enplaned passenger

COMMON USE BAGGAGE FEES

- \$2.22 Baggage Handling System Fee per passenger (enplaned and deplaned)

TERMINAL FACILITY FEES

	Narrow Body (Groups I-IV)	Jumbo (Group V)	Super Jumbo (Group VI)
Base Facility – Airside & Landside	\$973.00	\$1,459.50	\$1,946.00
Airside Only - Turn	\$603.00	\$904.50	\$1,206.00
Airside Only - Arrival	\$301.50	\$452.25	\$603.00
Airside Only - Departure	\$301.50	\$452.25	\$603.00
Landside Only	\$370.00	\$555.00	\$740.00
Arrival Only	\$301.00	\$451.50	\$602.00
Departure Only	\$672.00	\$1,008.00	\$1,344.00

TERMINAL FACILITY DESCRIPTIONS

- **Base Facilities** – Landside – contiguous ticketing positions, queue space, bag make-up, curbside and CUTE/CUSS for up to 3 hours; Airside – holdroom, apron, jetway, CUTE/CUSS, PC air and 400hz
- **Airside Only–Turn** - Holdroom, apron, jetway, CUTE/CUSS, PC air and 400hz
- **Airside Only–Arrival** - Holdroom, apron, jetway, CUTE/CUSS, PC air and 400hz
- **Airside Only–Departure** – Holdroom, apron, jetway, CUTE/CUSS, PC air and 400hz
- **Landside Only** – Contiguous ticketing positions, queue space, bag make-up, curbside, CUTE/CUSS
- **Arrival Only** – Holdroom, apron, jetway, CUTE/CUSS, PC air, 400hz and baggage claim
- **Departure Only** – Contiguous ticketing positions, queue space, bag make-up, curbside and CUTE/CUSS for up to 3 hours. Along with holdroom, apron, jetway, CUTE/CUSS, PC air and 400hz
- **Facility Occupancy times and/or units** may vary by Aircraft Group Class. Refer to the Airline Operations Procedures for details.

**Orlando International Airport
Schedule of Rates and Charges
Effective October 1, 2024**

ADDITIONAL FACILITIES AND EXTENDED USE FEES

	Narrow Body (Groups I-IV)	Jumbo (Group V)	Super Jumbo (Group VI)
One Ticketing Position (per half hour)	\$36.00	\$36.00	\$36.00
Pier/bag make-up (per hour)	\$224.00	\$224.00	\$224.00
Extended Gate Occupancy (per hour)	\$302.00	\$453.00	\$604.00
Terminal Apron - Enplane or Deplane	\$1,001.00	\$1,501.50	\$2,002.00

- Additional facilities requested: assignment is based upon availability and the Authority's approval.

	Narrow Body (Groups I-IV)	Jumbo (Group V)	Super Jumbo (Group VI)
Extended Gate Penalty Fee – Every 10 Min (Section 7.1e, 7.6h & 12.8c)	\$302.00	\$453.00	\$604.00
FIS Penalty Fee Per Occurrence (Section 11)	\$1,000.00	\$1,000.00	\$1,000.00
Bag Make-up Penalty Fee Per Occurrence (Section 9.2a3)	\$1,000.00	\$1,000.00	\$1,000.00

- Refer to the Airline Operations Procedures Sections noted above for details.

AIRCRAFT PARKING FEES

- **Terminal Gate and Apron Parking**

	Narrow Body (Groups I-IV)	Jumbo (Group V)	Super Jumbo (Group VI)
RON on Gate (2200-1000)	\$617.00	\$925.50	\$1,234.00
Terminal Apron Parking (12-hour increments)	\$182.00	\$273.00	\$364.00

- **Remote Aircraft Parking (Non-Terminal - North & West Ramp Areas)**

	Narrow Body (Groups I-IV)	Jumbo (Group V)	Super Jumbo (Group VI)
Remote Parking (12-hour increments)	\$136.50	\$204.75	\$273.00

- **Long Term** – The current Long-term rate is \$1.00 per square foot. Long-term aircraft parking, if available, may be leased through a separate agreement with the Authority at the North and West airfield ramp areas. The Authority reserves the right to adjust Long-term rates based on appraisal.

**Orlando International Airport
Schedule of Rates and Charges
Effective October 1, 2024**

FEDERAL INSPECTION SERVICES FEES

- **FIS Fee** - \$6.00 per person on board, including but not limited to infants, crew, non-revenue, etc. This fee is charged to all international flights using the Federal Inspection Station facilities. There may be additional charges imposed by US Customs and Border Protection.
- **Off-Schedule Fee** - Federal Inspection Station Overtime Charges for Off-Schedule International Flights

From Scheduled Arrival	Narrow Body	Jumbo	Super Jumbo
00 – 59 minutes	\$0.00	\$0.00	\$0.00
60 – 119 minutes	\$440.00	\$660.00	\$880.00
120 – 179 minutes	\$660.00	\$990.00	\$1,320.00
180 minutes and over	\$880.00	\$1,320.00	\$1,760.00

- Off-schedule notification must be received at least 48 hours prior to scheduled arrival to avoid the above charges.

ANNUAL ACCESS GATE (Participating Airlines Committed Gates)

	Narrow Body (Groups I-IV)	Jumbo (Group V)	Super Jumbo (Group VI)
Airline Equipment	\$111,181.00	\$166,771.50	\$222,362.00
Apron	\$113,964.00	\$170,946.00	\$227,928.00
Holdroom	\$655,075.00	\$982,612.50	\$1,310,150.00
Common Use Ticketing/Bag Makeup (per gate, Terminal C only)	\$642,757.00	\$964,135.50	\$1,285,514.00

NON-TERMINAL – REMOTE OPERATIONS TURN FEE (Part 135 Operators)

Aircraft Size Category	Category 1 1 – 60 seats	Category 2 61 – 100 seats	Category 3 101 – 250 seats
Fee per Operation	\$88.00	\$232.00	\$505.00

- For Part 135 Operators with Part 380 approval to conduct commercial passenger flights through the FBO.

TERMINAL PREMISES RATES

	Annual Rate Per Square Foot
Terminal Premises – Enclosed Space	\$226.93
Terminal Premises – Unenclosed Space	\$20.00

FUEL SYSTEM FEES

- **Hydrant Fuel System Fee** - a per gallon fee to utilize the hydrant fuel system at the Terminal gates. The current rate for non-members is \$0.125 per gallon and collected by the LLC as agent for the Authority.
- **Non-Hydrant Fuel System Fee** - The LLC is required to charge both Members and Non-Contracting Users a fee of \$0.025 per gallon for direct (into-plane) fueling through the Fuel System other than through use of the hydrant system. This fee is not applicable to FBO retail fuel sales.

**Orlando International Airport
Schedule of Rates and Charges
Effective October 1, 2024**

SERVICE PROVIDER PERMITS

- All companies providing aeronautical and/or non-aeronautical services on airport property are required to enter into a contractual-use agreement with the Aviation Authority. For aeronautical services refer to the Aeronautical Service Standards on our website at www.orlandoairports.net in the 'Airport Business' section.

- **Airport Services**
 - Administrative Fee \$250 (per application)
 - Annual Airport Access Fee \$1,500
 - Monthly Concession Fee 10% of gross revenue (certain exemptions apply)
 - Security Deposit the greater of 3 months of Concession Fee or \$2,500

- **In-flight Catering Services**
 - Administrative Fee \$250 (per application)
 - Annual Airport Access Fee \$1,500
 - Monthly Concession Fee 7% of gross revenue
 - Security Deposit the greater of 3 months of Concession Fee or \$2,500

- **Baggage Handling and Delivery Services from Off-Airport Locations**
 - Administrative Fee \$250 (per application)
 - Annual Airport Access Fee \$1,500
 - Monthly Concession Fee 5% of gross revenue
 - Security Deposit the greater of 3 months of Concession Fee or \$2,500

All fees are subject to change with notice.

For additional information, please refer to the Greater Orlando Aviation Authority website at www.orlandoairports.net in the "Airport Business" section or contact the Aviation Authority's Real Estate Department at 407-825-2345.

**Passenger Facility Charge
Summary of Collection and Remittance Procedures
Orlando International Airport**

This document is intended to advise air carriers and their agents of the required and recommended procedures for the collection and remittance of Passenger Facility Charges (PFC) to Orlando International Airport. This document is intended only as a guide; the Code of Federal Regulations (CFR 14 Part 158) as implemented by the Federal Aviation Administration is the standard for administering the PFC program, which governs in all respects.

1. Amount of PFC:

\$4.50 per enplaning passenger.

2. Collection period:

Beginning February 1, 1993 and continuing for a period in which the total authorized collection amount has been reached. Notice of the charge expiration date is provided in each of the PFC Application Notifications that are sent to each airline. The current charge expiration date is June 1, 2019 as indicated in the Notice to Collect Passenger Facility Charge # 07-11-C-00-MCO.

3. Collection of PFCs on tickets:

For each one-way trip shown on the complete itinerary of an air travel ticket, issuing air carriers and their agents shall collect a PFC from a passenger only for the first two airports where PFCs are imposed. For each round trip, a PFC shall be collected only for enplanements at the first two enplaning airports and the last two enplaning airports where PFCs are imposed. On international travel, the carrier is required to collect PFCs on tickets only for the last airport at which the passenger is enplaned prior to departure from the U.S. The air carrier and their agents shall collect the PFC based on the itinerary at the time of issuance. Any changes in the itinerary initiated by the passenger that requires an adjustment of the amount paid by the passenger are subject to collection and refund of the PFC as appropriate.

4. Handling of PFCs:

Collecting carriers and their collecting agents (PFC collectors) shall be responsible for all funds from the time of collection to remittance. PFC collectors shall establish and maintain a financial management system to account for PFCs. PFC revenue must be accounted for separately by PFC collectors, although the revenue may be commingled with the company's other sources of revenue.

The PFC revenue is to be regarded as trust funds held by PFC collectors as agents, for the beneficial interest of the public agencies imposing PFCs. All PFC revenue collected and held by the PFC collectors is property in which the collectors hold only a possessory interest and not an equitable interest. Each PFC collector shall be required to disclose the existence and amount of funds regarded as trust funds in its financial statements.

5. Collection compensation:

As compensation for collecting, handling and remitting the PFC revenue, the PFC collector shall be entitled to retain:

- (a) \$0.11 of each \$4.50 PFC remitted
- (b) Any interest or other investment return earned on PFC revenue between the time of collection and remittance to the public agency.

6. Remittance of PFC funds:

PFCs are to be remitted on a monthly basis no later than the last day of the following calendar month in which they were collected (or if that date falls on a weekend or holiday, the first business day thereafter).

Remittances should be sent to the following address:

Greater Orlando Aviation Authority
PFC Account
P.O. Box 917094
Orlando, FL 32891-7094

All remittances are to be made in U.S. dollars payable to the Greater Orlando Aviation Authority (GOAA) with "PFC funds" referenced on the remittance advise or check. Attached is a blank "Monthly Reporting Form" that should be submitted with each remittance. If a tour operator or air carrier agent is remitting PFC payments for an air carrier(s), the name(s) and amount collected for each air carrier should be indicated.

7. Reporting requirements:

Each air carrier and their agents that collect PFCs shall file quarterly reports with GOAA. A blank copy of a quarterly reporting form is attached. The report shall be filed on or before the last day of the calendar month following the end of each calendar quarter. The report may be faxed to the attention of the PFC Accountant, Revenue Control, Finance Department, Greater Orlando Aviation Authority, fax number (407) 825-2259.

8. Annual PFC Audits:

Each collecting carrier or carrier's agents that collect more than 50,000 PFCs annually shall provide for an audit at least annually of its PFC account. The audit shall be performed by an accredited independent public accountant and may be of limited scope. The accountant shall express an opinion on the fairness and reasonableness of the carrier's procedure for collecting, holding and dispersing PFC revenue. The opinion shall also address whether the quarterly reports fairly represent the net transactions in the PFC account.

The Greater Orlando Aviation Authority hereby requests a copy of each PFC audit that is performed on an annual basis. The audits should be sent to the attention of the PFC Accountant, Greater Orlando Aviation Authority, One Airport Blvd., Orlando, FL 32827.

9. Amendments to this policy:

The Authority has the right to supplement, amend or terminate this guide at any time.

PFC MONTHLY REPORT

Schedule of Passenger Facility Charge Revenue
Collected, Refunded, Withheld, and Remitted
for Orlando International Airport

For Month Ending _____

CARRIER NAME _____

ADDRESS _____

CONTACT NAME _____

PHONE NUMBER __ (____) _____

FAX NUMBER __ (____) _____

AMOUNT COLLECTED	LESS REFUNDS	NET AMOUNT COLLECTED	LESS COMPENSATION	NET AMOUNT REMITTED
\$	\$	\$	\$	\$

Revised April 14, 1998

PFC QUARTERLY REPORT

Schedule of Passenger Facility Charge Revenue
Collected, Refunded, Withheld, and Remitted
for Orlando International Airport

For Quarter Ending _____

CARRIER NAME _____

ADDRESS _____

CONTACT NAME _____

PHONE NUMBER __ (____) _____

FAX NUMBER __ (____) _____

EMAIL ADDRESS _____

MONTH	AMOUNT COLLECTED	LESS REFUNDS	NET AMOUNT COLLECTED	LESS COMPENSATION	NET AMOUNT REMITTED
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$

Revised April 14, 1998

Total Remitted for the Quarter \$ _____

**Aeronautical Service Providers
Orlando International Airport
November-24**

Commercial Aviation

Fixed Base Operators (FBO)

	Company Name	Point of Contact	Phone	E-Mail
1	Atlantic Aviation	Michelle Hartmann	407-851-8304	michelle.hartmann@atlanticaviation.com
2	Signature Flight Support	Eddie Cabrera	407-825-6999	eddie.cabrera@signatureflight.com

Airline (ITP) Fueler (Terminal Gates)

	Company Name	Point of Contact	Phone	E-Mail
1	Atlantic Aviation	Michelle Hartmann	407-851-8304	michelle.hartmann@atlanticaviation.com
2	Menzies Aviation	Eric Hamilton	407-810-3903	eric.hamilton@menziesaviation.com
3	PrimeFlight Aviation	Kenneth Reaves	808-651-4026	kreaves@primeflight.com
4	Signature Flight Support	Eddie Cabrera	407-825-6999	eddie.cabrera@signatureflight.com

Airline Line Maintenance

	Company Name	Point of Contact	Phone	E-Mail
1	Alpha-Tech Aviation Services	Guillermo Pichardo	305-582-9850	gpichardo@alphatechaviation.com
2	Certified Aviation Services	Daniel Hurtado	407-432-0939	dhurtado@certifiedaviation.com
3	F & E Aircraft Maintenance (FEAM)	Adam Maska	407-793-0201	amaska@feam.aero
4	Jet Aircraft Maintenance	Richard Reynolds	407-825-6405	rreynolds@jetgroup.net
5	Professional Ocean Services	Janette Suarez	786-286-9957	janette.suarez@professionalocean.com
6	Flight Tech	Alejandro Madriz	786-448-9968	amadriz.flighttechworldwide.com
7	Sky Aerospace Engineering	Dr. Joseph A. Fernandez	407-544-4461	mro@jetsae.com
8	STS Line Maintenance	William (Bill) Pike	352-459-7877	william.pike@stslm.com
9	Xtreme Aviation LLC	Cristian Mansilla	786-419-1485	cris@xtreme.aero

Ramp Services - Note: MCO is not currently accepting new ground handling entrants.

	Company Name	Point of Contact	Phone	E-Mail
1	AGI Ground (fka ATS)	Jose Lozano	321-350-6769	jolozano@agi.aero
2	Dnata	Raymond McKoy	321-230-6165	raymond.mckoy@dnata.us
3	Falcon Airport Services	Juan Carlos Martinez	407-404-8903	Jc.martinez@falconairportservices.com
4	Menzies Aviation	Eric Hamilton	407-810-3903	eric.hamilton@menziesaviation.com
5	Quantem Aviation Services	Mike Hoffman	407-488-9731	mhoffman@qasllc.aero
6	Swissport SAUSA	Troy Wollenbecker	857- 205-9468	troy.wollenbecker@swissport.com
7	Triangle Services of Florida	Teresita Toro Gutierrez	407-205-3797	tgutierrez@triangleservices.com

Passenger Services

	Company Name	Point of Contact	Phone	E-Mail
1	AGI Ground (fka ATS)	Jose Lozano	321-350-6769	jolozano@agi.aero
2	Dnata	Raymond McKoy	321-230-6165	raymond.mckoy@dnata.us
3	Falcon Airport Services	Juan Carlos Martinez	407-404-8903	Jc.martinez@falconairportsservices.com
4	Matrix Aviation Services	Rossana Hurtado	407-404-9147	rossana@matrix-aviation.com
5	Menzies Aviation	Eric Hamilton	407-810-3903	eric.hamilton@menziesaviation.com
6	Quantem Aviation Services	Mike Hoffman	407-488-9731	mhoffman@qasllc.aero
7	Swissport SAUSA	Troy Wollenbecker	857- 205-9468	troy.wollenbecker@swissport.com
8	Triangle Services of Florida	Teresita Toro Gutierrez	407-205-3797	tgutierrez@triangleservices.com
9	Professional Aviation Marketing	Pamela Gundelach	305-593-5050	pgundelach@professional1.com
10	Unifi Aviation	Dakota Bonnell	843-360-2681	dakota.bonnell@unifiservice.com

Aircraft Cleaning Services (interior cabin cleaning, exterior, engine, APU)

	Company Name	Point of Contact	Phone	E-Mail
1	ABM Aviation	Michael Clupper	386-473-5130	Michael.clupper@abm.com
2	AeroCore Technologies	Marshall Mosher	704-877-4642	marshall.mosher@aerocore.aero
3	Menzies Aviation	Eric Hamilton	407-810-3903	eric.hamilton@menziesaviation.com
4	Certified Aviation Services	Daniel Hurtado	407-432-0939	dhurtado@certifiedaviation.com
5	DASH Aero	David Allen	317-439-5000	david@dash-aero.com
6	Dnata	Raymond McKoy	321-230-6165	raymond.mckoy@dnata.us
7	EcoServices	Richardo Leon	407-825-3473	ricardo.leon@ecopower.aero
8	Eulen America	Jonathan Jimenez	305-527-5397	jjimenez1@eulen.com
9	Falcon Airport Services	Juan Carlos Martinez	407-404-8903	Jc.martinez@falconairportsservices.com
10	Flightline Support Group	Al Mantilla	908-487-4330	al.mantilla@flightlinesg.com
11	Industrial Cleaners	Sam Avola	407-823-8967	sam6510@msn.com
12	Mai Boat Service	Kenny Mai	321-440-8542	kennymai99@yahoo.com
13	Menzies Aviation	Eric Hamilton	407-825-1616	eric.hamilton@menziesaviation.com
14	National Aviation Services	Jack McCown	704-987-3336	jmccown@nataviation.com
15	PrimeFlight Aviation	Kenneth Reaves	808-651-4026	kreaves@primeflight.com
16	Prospect of Orlando	John Voyles	407-282-0670	john.voyles@prospectair.com
17	Triangle Services of Florida	Teresita Toro Gutierrez	407-205-3797	tgutierrez@triangleservices.com

Catering Services

	Company Name	Point of Contact	Phone	E-Mail
1	Flying Food Group	Roger Raghunath	407-851-8297 ext 16	rraghunath@flyingfood.com
2	Gate Gourmet	William Restituto	407-530-6491	brestituto@gategroup.com
3	Sky Chef	Gary Whittaker	407-851-7590	gary.whittaker@lsgskyschefs.com

Air Cargo Services

	Company Name	Point of Contact	Phone	E-Mail
1	Air General	Andy Reeves	407-924-7110	andy.reeves@airgeneral.com
2	AGI Cargo (fka Alliance Ground)	Angel Rosario	407-230-1076	arosario@agi.aero
3	Crane Worldwide Logistic	Mike Wojnowski	407-850-5550	mike.wojnowski@cranewww.com
4	Fastmile Delivers	Tommy Rodriguez	407-970-2976	tommy.rodriguez@nindeliveries.com
5	MBM Delivery & Logistics	Amir Danesh	703-661-4802 ext 159	amirdanesh@mbmlogisticsllc.com
6	Quantem Aviation Services	Mike Hoffman	407-488-9731	mhoffman@qasllc.aero
7	Tri-Star Airport Handling	Rita Boregas	321-732-8070 x 606	rita@tristarcargo.us

Communications

	Company Name	Point of Contact	Phone	E-Mail
1	Aeronautical Radio	Teresa Armiger	410-266-4108	teresa.armiger@collins.com
2	SITA	Brian Smith	407-748-1432	brian.smith@sita.aero

Aircraft Ground Service Equipment Maintenance (GSE)

	Company Name	Point of Contact	Phone	E-Mail
1	AGI Ground	Jose Lozano	321-350-6769	jlozano@agi.aero
2	Fortbrand Services	Anthony Almonte	954-459-5912	Anthony@fortbrand.com
3	Swissport SAUSA	Troy Wollenbecker	857- 205-9468	troy.wollenbecker@swissport.com
4	Textron Ground Support Equipment	John Gautreau	321-289-6214	jpgautreau@textron.com

Mishandled Baggage Delivery

	Company Name	Point of Contact	Phone	E-Mail
1	BAGS	Jose Miranda	863-582-1577	jmiranda@maketraveleasier.com
2	Roadie	Matt Finger	404-310-3139	mfinger@roadie.com

Off Airport Baggage Check-in

	Company Name	Point of Contact	Phone	E-Mail
1	BAGS	Jose Miranda	863-582-1577	jmiranda@maketraveleasier.com

Security Services

	Company Name	Point of Contact	Phone	E-Mail
1	ACTS Aviation Security	Deborah Young	407-801-4805	dyoung@acts-sec.com
2	Allied Universal	Ryan Leneweaver	321.280.3110	ryan.leneweaver@aus.com
3	Falcon Airport Services	Juan Carlos Martinez	407-404-8903	Jc.martinez@falconairportervices.com
4	Global Security Associates	Angelo Santiago	516-647-8858	asantiago@globaleliteinc.com
5	Master Lightning Security Solutions	Miguel Suarez	626-337-2915 Ext. 2001	miguel@mlssc.com
6	Prospect of Orlando	John Voyles	407-282-0670	john.voyles@prospectair.com
7	SCIS Air Security Corporation	Marcus Navarro	407-765-8810	mnavarro@scisairsecurity.com
8	Unifi Aviation	Dakota Bonnell	843-360-2681	dakota.bonnell@unifiservice.com

Skycap Services & Wheelchair Services - *Note: MCO is not currently accepting new wheelchair entrants.*

	Company Name	Point of Contact	Phone	E-Mail
1	ABM Aviation	Michael Clupper	386-473-5130	Michael.clupper@abm.com
2	BAGS	Jose Miranda	863-582-1577	jmiranda@maketraveleasier.com
3	Falcon Airport Services	Juan Carlos Martinez	407-404-8903	Jc.martinez@falconairportervices.com
4	G2 Secure Staff	Brian Haskin	407-825-7413	bhaskin@g2securestaff.com
5	Maximus Global Services (MGS)	Geovanni Rivera	786-953-4294	grivera@mgs-holdings.com
6	Prospect of Orlando	John Voyles	407-282-0670	john.voyles@prospectair.com

Other Aeronautical Related Services

(includes avionics, drug/alcohol testing, haz-mat handling, GSE preventative maintenance, K9 cargo screening, airline lounge mgmt, etc)

	Company Name	Point of Contact	Phone	E-Mail
1	24/7 On Site	Steve Heuel	361-353-4647	sheuel@247onsite.net
2	American K-9 Detection Services	Hector Joglar Garcia	386-479-6592	hector.joglar@constellis.com
3	AGI Post (fka Cargo Force)	Ryan McKenzie	863-845-8016	emckenzie@agi.aero
4	Exam Services of Central Florida	Lynn Blank	407-248-2080	lynn.examservices@cfl.rr.com
5	Florida Flight	Billy Rumzi	407-438-6615	rumzi.b@gmail.com
6	Global K9 Protection Group	Jeff Koehl	334-487-1727	jkoehl@gk9pg.com
7	Midlands Testing Services	Lorelee Byrd	402-983-9590	midlandstestingservices@yahoo.com
8	MSA Security	Lawrence Alfano	212-509-1336	lafano@msasecurity.net
9	Sodexo Operations	Ben Moore	832-693-9738	ben.moore@sodexo.com
10	SodexoMagic	Charles Johnson	312-758-2049	charles.johnson@sodexomagic.com
11	Thales Avionics	Alisa Marsingill	407-812-2681	alisa.marsingill@us.thalesgroup.com
12	Univar Solutions USA	Jennifer Yruegas	303 829-7951	jennifer.yruegas@UnivarSolutions.com

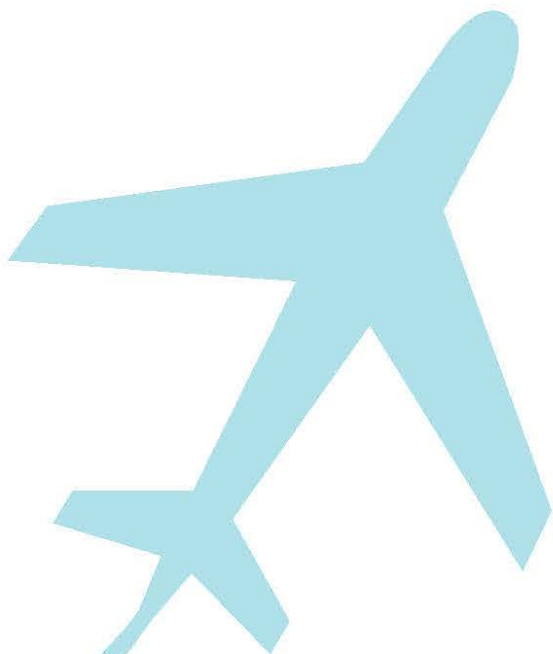
General Aviation

Mobile Aircraft Repair and Maintenance

	Company Name	Point of Contact	Phone	E-Mail
1	Constant Aviation	Nathan Romney	469-323-4081	nromney@contantaviation.com
2	Just Jets Services	William Damm	407-342-2752	bill.damm@justjetservices.com
3	Stevens Aerospace & Defense Systems	Dendall Wood	864-678-6257	dwood@stevensaerospace.com
4	Rapid AOG	Kelvin Cordero	816-727-4369	k.cordero@rapidaog.net

Aircraft Cleaning, Washing and Detailing

	Company Name	Point of Contact	Phone	E-Mail
1	Immaculate Flight	Tim Bloch	980-297-8615	tbloch@immaculateflight.com



AIRLINE OPERATIONS PROCEDURES
ORLANDO INTERNATIONAL AIRPORT

Effective October 1, 2019

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List of Exhibits:

Exhibit A – Airline Operations Contact Information

Exhibit B – Maintenance Responsibilities, Services, Operating Expenses and Work Order System

SECTION 1 - DEFINITIONS

The following words, terms and phrases, whenever used herein, shall have the following meaning:

1.1 Airline shall mean a passenger air carrier providing scheduled or nonscheduled service at the Airport. Such airlines and services are further defined as follows:

- a) **Non-Participating Airline** shall mean an Airline that has not committed to paying for a gate or other passenger processing facilities on an annual basis under a LOA and has not executed the Rate and Revenue Sharing Agreement.
- b) **Participating Airline** shall mean an Airline that has committed to paying for access to a gate(s) and other passenger processing facilities on an annual basis and has executed a Rate and Revenue Sharing Agreement.

1.2 Airport shall mean the Orlando International Airport.

1.3 Airport Operations shall mean the Authority's Airport Operations Department.

1.4 Annual Access Gate shall mean the right to occupy and use a Gate, but not any particular Gate, at an annual cost (as opposed to being charged on an activity basis), as assigned from time to time by the Authority and using the methodology as described in the Rate Resolution.

1.5 AOC shall mean the Airport Operations Center, which is the point of contact for all operational matters pertaining to the Committed Premises and Common Use Premises.

1.6 Authority shall mean the Greater Orlando Aviation Authority, created pursuant to Chapter 57-1658, Special Laws of Florida 1957, as replaced by Chapter 98-492, Laws of Florida, as amended, and, for purposes of carrying out and exercising the obligations, rights and duties of such entity hereunder, its board and executive staff, as the context requires.

1.7 Authority's Website shall mean the official website of the Orlando International Airport, which may be accessed at www.orlandoairports.net.

1.8 Committed Premises shall mean Exclusive Use Premises, Preferential Use Premises, Annual Access Gates and passenger processing facilities assigned to an Airline on an annual basis pursuant to a LOA.

1.9 Common Use Premises shall mean Airline premises, other than Committed Passenger Processing Facilities and Exclusive Use Premises, that are assigned by the Authority from time to

time for use and occupancy by an Airline and paid for on an activity basis, whether by Facility Fee or Common Use Baggage Charges, and shall include, for example, ticket counters, baggage make-up, Baggage System, Gates, hold rooms, aprons, and loading bridges. Common Use Premises may be designated as such from time to time in the Authority Policies and Procedures.

1.10 CUPPS shall mean Common Use Passenger Processing System.

1.11 CUSS shall mean Common Use Self Service System.

1.12 CUTE shall mean Common Use Terminal Equipment, which shall include Common Use Passenger Processing System (CUPPS), Common Use Self Service System (CUSS) and Biometric Exit Gates.

1.13 Domestic Flight shall mean an aircraft flight originating at or destined for an airport within the fifty (50) United States, District of Columbia, Puerto Rico, the U.S. Virgin Islands, or another U.S. territory.

1.14 Exclusive Use Premises shall mean those portions of the Terminal available for use and occupancy for a fixed monthly amount, and assigned to an Airline on an exclusive basis. Exclusive Use Premises may be designated as such from time to time in the Authority Policies and Procedures.

1.15 Equivalent Schedule Season shall mean consecutive Summer Seasons (two summers, current summer scheduling period compared to previous summer) or consecutive Winter Seasons (two winters, current winter scheduling period compared to last winter) as opposed to consecutive seasons (a summer and winter season). The Summer Season commences on the last Sunday in March and ends on the last Saturday in October; the Winter Season commences on the last Sunday in October and ends on the last Saturday in March.

1.16 Extended Gate Occupancy shall mean any time in excess of the time allotted for the use of a Gate as defined herein.

1.17 FIS shall mean the Federal Inspection Services facilities located in the Terminal.

1.18 Gate shall mean the aircraft parking position, apron areas for ground service equipment operations, loading bridge, and passenger holdroom.

1.19 Historical Preference shall mean the preference given to an Airline's flight schedule that was approved by the Senior Director or designee and operated in the previous Equivalent Schedule Season. This preference is assigned during the advanced flight schedule submission process based on the original submission. Historical Preference shall have priority over other proposed activity when the following criteria are met:

- a) The proposed flight activity is submitted within the due dates for the relevant Schedule Submission periods.
- b) The scheduled arrival and departure times are within a ten (10)-minute window of the originally approved activity in the Equivalent Schedule Season provided a minimum buffer time of 20 minutes prevails.
- c) The proposed equipment type is the same as, or similar to, the previously approved activity in the Equivalent Schedule Season and does not impact Gate assignments.
- d) The type of service (e.g. International Post-Cleared Flight, International Pre-Cleared Flight or Domestic Flight) is the same as the previous Equivalent Schedule Season.
- e) The proposed historical flight operated at least eighty percent (80%) of the time during the period allocated in the previous Equivalent Schedule Season.

1.20 International Flight shall mean an aircraft flight originating at, or destined for, an airport outside the fifty (50) United States, District of Columbia, Puerto Rico, the U.S. Virgin Islands, or another U.S. territory.

1.21 Irregular Operation shall mean any aircraft flight operating off schedule or delayed, or as otherwise described in these procedures.

1.22 Letter of Authorization (LOA) shall mean a written commitment by an Airline, in a form acceptable to the Authority, to pay a periodic rate for Committed Premises for a stated duration, as opposed to an activity basis.

1.23 MCO shall mean the International Air Transport Association (IATA) Code for Orlando International Airport.

1.24 Passenger Processing Facilities shall mean check-in areas, baggage areas, Gate, and associated facilities.

1.25 Periods of Use shall mean, for Scheduled Operations, the Maximum Gate Occupancy Period (as defined in herein).

1.26 Post-Cleared Flight shall mean an international arriving flight requiring FIS services.

1.27 Pre-Cleared Flight shall mean an international arriving flight that typically does not require FIS services.

1.28 Priority Access Gate shall mean those Terminal Gates and related holdrooms assigned, from time to time by the Authority, to an Airline pursuant to a LOA for use and occupancy at a periodic rate and to which such Airline will have scheduling priority over other users, in accordance with the requirements herein.

1.29 Remote Parking shall mean the use of any aircraft parking position that does not have direct access to the airside building through a passenger boarding or otherwise.

1.30 Resolution shall mean the Second Amended and Restated Resolution of the Greater Orlando Aviation Authority relating to Airline Rates and Charges and Airline Operating Terms and Conditions for the Use of Facilities and Services at Orlando International Airport, adopted October 16, 2013, as amended from time to time.

1.31 RON Parking shall mean any aircraft approved to occupy a Gate (other than a live arrival and/or departure) for any duration of time between the hours of 2200L to 1000L hours local.

1.32 Schedule Submission shall mean a report to be submitted by an Airline as required herein, providing such detail as the Authority may reasonably require regarding the Airline's schedule of flights at the Airport.

1.33 Schedule of Rates & Charges shall mean, tariffs, costs, rates, and charges established for each Fiscal Year by the Authority, including, but not limited to: Landing Fees, monthly charges for Committed Premises and other assigned Exclusive Use Premises, Facility Fees, FIS Fees, Airline Equipment Charges, Apron Use Fees and Common Use Baggage Charges.

1.34 Scheduled Operations shall mean an Airline's operation (arrival or departure) that occurs pursuant to a schedule that is submitted to the Authority in a Schedule Submission as required under Section 5.

1.35 Senior Director of Airport Operations (Senior Director) shall mean the individual or position responsible for coordinating, applying and enforcing all operating procedures governing the use of the Authority's Common Use Premises. The Senior Director shall act as a liaison between the Authority and the Airlines serving the Airport and shall be responsible for conducting the administration of the FIS, consistent with the policies established from time to time by the Authority.

1.36 Service Provider shall refer to any company permitted by the Authority to provide aeronautical services (i.e., ground, passenger handling services, etc.) for one or more airlines.

1.37 Utilization Threshold shall mean the threshold determined by the Authority in which an Airline must meet in order to be assigned a Priority Access Gate.

All capitalized terms not otherwise defined herein shall have the meanings given to such terms in the Resolution.

SECTION 2 - GENERAL

The Authority is committed to providing adequate facilities for Airlines to enter, and expand service at, the Airport.

In order to promote competition and ensure access for the broadest number of Airlines and air service offerings, the Authority has established procedures that include Flight Schedule Submission Procedures, Gate Prioritization Policies, Ticketing Position/Gate Assignment Procedures and general operational guidelines for the use of the Airport facilities.

Any questions regarding these Airline Operating Procedures (Procedures) should be directed to the Senior Director or designee.

SECTION 3 - PURPOSE

The purpose of these Procedures is to promote and facilitate the efficient use of Airport facilities while ensuring equitable treatment of all Airlines. Any Airline using facilities at the Airport will be required to comply with all procedures, rules, and other provisions of these Procedures applicable to its use of such facilities.

The Authority reserves the right to modify, revise, or adjust these Procedures periodically in order to meet its objectives of the highest and best use in assigning the Airport facilities for use and occupancy by Airlines.

SECTION 4 - RESPONSIBILITIES

The Authority's Airport Operations is responsible for the management of the facilities at the Airport. These facilities include Gates, ticket counters, baggage claim, baggage make-up, and other related facilities. Airport Operations monitors the usage of these facilities and works with all Airlines to assign or reassign facilities to optimize usage.

Common use equipment will be installed throughout the Airport to permit the use of gates and other terminal facilities by all Airlines.

The Authority and the Airlines shall have those maintenance and repair responsibilities set out on Exhibit B hereto.

The Authority shall be responsible for the installation, maintenance, and upkeep of the common use equipment. All other requests for maintenance services should be handled in accordance with Exhibit B of these Procedures.

4.1 Airport Operations shall have the following responsibilities:

- a) Develop facility operational schedules**
 - 1.** Seasonally – Completed in conjunction with the summer and winter scheduling season and deadlines for international flight Schedule Submissions. The purpose of seasonal schedules is to determine Gate and other facility availability.
 - 2.** Monthly – Used primarily to verify Gate assignments and availability.
 - 3.** Weekly and/or Bi-weekly – Provides a weekly look ahead intended to be used by the Airlines, ground handlers, Transportation Security Administration (TSA), Customs and Border Protection (CBP), concessionaires, maintenance and others.
 - 4.** Daily – Provides confirmation of planned Gate assignments.
- b) Review Airline schedules, resolve conflicts, assign or reassign facilities, and/or remote aircraft parking positions as required.**
- c) Communicate real-time facility assignments or changes, facility constraints or other operational impacts or restrictions on a real-time basis.**
- d) Amend these Procedures as needed.**

4.2 Airlines shall have the following responsibilities:

- a) Provide to Airport Operations the names, titles, and contact information, including telephone and e-mail information, of two (2) individuals, one corporate scheduler and one local representative, authorized to:**

1. Submit airline flight schedules
 2. Request facilities for Airline use
- b) Provide to Airport Operations the names, titles, and contact information, including telephone numbers and e-mail information, of:
1. Authorized Station Representation
 2. Two (2) Emergency Contacts
- c) Maintain and keep current the contact information for the above individuals.
- d) Provide timely and accurate flight schedules to Airport Operations.
- e) Provide estimated passenger counts no later than 3 days prior to activity. This information will be used for planning purposes relative to operations at the check-in, security checkpoint, Gate and FIS areas.
- f) Provide immediate notification to the AOC, at 407-825-3840, of all off schedule flights, specifically those flights (arrivals and departures) that deviate from scheduled arrival times by 10 +/- minutes. Impacts to facility utilization may include gate-scheduling issues, conflicts, arrival or departure delays. Immediate notification to the AOC will ensure a timely resolution.
- g) Verify facility assignments through the use of the Authority's resource management system portal or via a call to the AOC. Airlines are encouraged to verify gate assignment 1 hour prior to arrival. Comply with Airport Operations directions regarding facility assignments.
- h) Report to the AOC, on a real-time basis, any maintenance or operational issues regarding the facilities or Authority provided equipment prior, during, or after use. Failure to report may have an adverse effect to subsequent users.
- i) Submit IATA Type B messages, or other format acceptable to the Authority, to **MCOAPXH** for all flights. Messages types shall include the following:
1. Movement messages (MVT) which shall include:
 - i. "Persons on Board" to include crew
 - ii. Arrival times (ETA) from wheels up from originating station
 - iii. Bags on board
 2. Load Messages (LDM)
 3. Baggage Source Messages (BSM)
 4. Diversion (DIV)
 5. Passenger Transfer Messages (PTM)

SECTION 5 - SCHEDULE SUBMISSIONS

5.1 General Guidelines

- a) The Schedule Submissions shall document all flights to be operated by an Airline and any Affiliates at the Airline’s Committed Premises and Authority’s Common Use Premises by day of the week and time of day.
- b) The Schedule Submissions shall be sent to MCOSchedules@goaa.org.
- c) Schedule Submissions shall be submitted to the Authority in the approved Standard Schedules Information Manual (SSIM) electronic format (see Section 5.4). The SSIM submission shall include a turn-report (pairings) to determine the amount of time an aircraft spends on each Gate.
- d) Each Airline is required to define its hours of operation and provide contact names and phone numbers for gate and flight schedule matters.
- e) Airlines may claim that the Schedule Submissions are trade secrets, as defined in Florida Statutes Section 812.081, and, as a result, are exempt from disclosure under Florida’s Public Records Law, Florida Statutes Chapter 119. Airlines claiming the exemption must follow the requirements of Chapter 119 for making such claim. In the event such Schedule Submission is determine by a court or other authority not to be exempt from Chapter 119, the claiming Airline shall reimburse the Authority for all fines, penalties, costs and expenses, including legal fees to defend against or respond to any requests for disclosure, incurred by the Authority relating to any request that the Schedule Submissions be disclosed.

5.2 Domestic Submittals

- a) Airlines are encouraged to submit a 6 month schedule on a rolling monthly basis to assist with seasonal facility planning.
- b) All Airlines must submit a Domestic Flight Schedule Submission to the Authority no later than the first day of the month, two (2) months prior to the month in which the requested flight schedule is to become effective. The table below provides guidance for determining the submission deadline.

Flight Schedule Month	Task	Date Due
January	Domestic Flight Schedule to MCO	November - 1
February	Domestic Flight Schedule to MCO	December - 1
March	Domestic Flight Schedule to MCO	January - 1
April	Domestic Flight Schedule to MCO	February - 1

May	Domestic Flight Schedule to MCO	March - 1
June	Domestic Flight Schedule to MCO	April - 1
July	Domestic Flight Schedule to MCO	May - 1
August	Domestic Flight Schedule to MCO	June - 1
September	Domestic Flight Schedule to MCO	July - 1
October	Domestic Flight Schedule to MCO	August - 1
November	Domestic Flight Schedule to MCO	September - 1
December	Domestic Flight Schedule to MCO	October - 1

5.3 International Submittals

Airlines planning to operate International Flights shall adhere to the IATA Seasonal Calendar (summer or winter seasons) when submitting a proposed flight schedule to the Authority. At the request of CBP, airlines shall also submit the Landing Rights Submittal Form to the Authority at MCOSchedules@goaa.org for verification that gates and associated landside facilities are available prior to submission to CBP for any Pre-Cleared Flight and Post-Cleared Flight. Upon verification that the facilities are available, the Authority will forward an Airline's Landing Rights Request form to CBP for approval.

5.4 Schedule Submission Format

All Schedule Submissions shall be submitted by e-mail to MCOSchedules@goaa.org in the electronic SSIM format to allow the information to be processed by the Authority's facility/gate management software. All submissions must include:

- a) Flight number
- b) International Civil Aviation Organization (ICAO) 3-letter airline identifier
- c) International Air Transport Association (IATA) 2-letter airline identifier
- d) Type of aircraft including model and series (in the IATA Standard)
- e) City pairs – origin/destination airport
- f) Show all linked (pairing) arrivals and departures as linked flights
- g) Arrival and departure times (Coordinated Universal Time (UTC))
- h) Schedule beginning and end dates
- i) Day(s) of operation
- j) Passenger configuration

5.5 Authority Response to Schedule Submissions

- a) The Authority will respond to all Schedule Submissions within fifteen (15) calendar days after the later of receipt of the Schedule Submissions or the referenced submission deadline dates in Sections 5.2 and 5.3 of these Procedures.
- b) When the Authority responds to the Schedule Submissions, an Airline will be provided with an approval or denial, and available adjustment options based on the original Schedule Submissions.

5.6 Late Schedule Submissions

An Airline that submits the flight Schedule Submissions after the required advance notice period will be assigned to Gates, if available, after all other on-time Schedule Submissions have been accommodated in accordance with the priorities specified in Section 6.

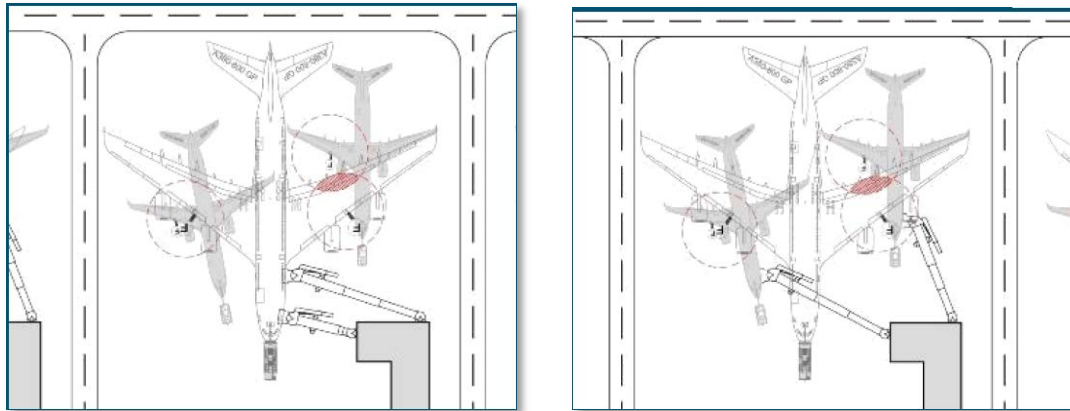
5.7 Changed Scheduled Submissions

- a)** If an Airline requests changes to a previously approved Schedule Submissions, then the provisions regarding late schedule submissions described in Section 5.6 shall apply to any flight for which there is:
 - 1.** A change of equipment type that impacts Gate assignments or
 - 2.** A change to the scheduled arrival or departure time greater than ten (10) minutes or that would cause the scheduled buffer period between such flight and the preceding or succeeding flights at the assigned Gate to be reduced below the minimum buffer period. Refer to Section 7.3, Gate Buffer Periods, for more information.
- b)** The Authority reserves the right to amend the facilities schedule as necessary to allow additional Airlines to use the facilities.
- c)** Airlines will have seventy-two (72) hours to respond to any of the Authority's proposed adjustment options required to accommodate the proposed schedule. The Authority shall consider, but is not obligated to follow, any Airline response in making the final scheduling decisions.

SECTION 6 – GATE TYPES & RIGHTS TO GATES

6.1 Gate Types

- a) Narrow Body (NB) – FAA Design Groups I-IV
- b) Jumbo (JB) – FAA Design Group V
- c) Super-Jumbo (SJB) – FAA Design Group VI
- d) Multiple Apron Ramp Systems (MARS) - Gates which can accommodate a single superjumbo aircraft or two Groups I through III aircraft.



- e) International/Swing Gates
- f) Domestic Gates

6.2 Gate Access Rights

Subject to the Schedule Submission and Gate Scheduling Priorities and Use requirements, access to Gates may be gained as follows:

- a) Annual Access – Access to a Annual Access Gate allows an Airline to pay an annual fee to gain access to a Gate or Gates assigned the Authority. The Airline is required to declare the number and type of Annual Access Gates required at the commencement of each period as designated by the Authority. The location of the Gate(s) may change as needed to accommodate operational needs and efficiencies. Some or all Gates may be granted priority access.
- b) Priority Access – An Airline may request Priority Access to Annual Access Gates if the Airline’s scheduled and actual activity meets the established Utilization Threshold.
 - 1. The assignment of a Priority Access Gate is subject to availability as determined by the Authority.
 - 2. The Authority’s Operations Department will work with the Airline’s authorized representative to schedule flight activity on the Priority Access Gates.

3. Schedules will be submitted in accordance with the procedures outlined in this document.
4. The Priority Access Gate(s) will not be considered for use by other Airlines during the seasonal Gate planning process.
5. Priority Access Gates shall be assigned on a first priority basis to an Airline, except:
 - a. The Authority may, when no other Gate is available on that airside, schedule another Airline's activity on the gate no earlier than two months in advance of planned activity. Another Airline shall not be scheduled on a Priority Access Gate for a period in excess of one month.
 - b. A Priority Access Gate(s) may be used to accommodate Irregular Operations
 - c. A Priority Access Gate may be used in the event of an emergency.
6. In the event of an irregular operation or emergency condition, an Airline's impacted flights will be accommodated at the closest available Gate.
 - b) Per Turn Access – Airlines can gain access to a Gate or Gates on a per use basis. Payment is per use.

6.3 Utilization Threshold

- a) Utilization Threshold for the initial year, Fiscal Year 2020 (October 2019 – September 2020) is 6.0 turns per Gate per day.
- b) The Utilization Threshold will be calculated on an annual basis in order to take into account schedule seasonality. Rounding up for any utilization of less than 6.0 turns will not be considered.
- c) Gate Utilization reports will be available to Airlines on, at minimum, a quarterly basis.
- d) Utilization will be weighted using a weighting factor of 1.0 for NB and 1.5 for JB/ SJB aircraft. For example, the use of a Gate for 3 JB operations in a day will be reflected as 4.5 (3 turns X 1.5) turns.
- e) The Utilization Threshold will be recalculated annually, at a minimum. For the purposes of the calculation, Gate usage will be based on an analysis by the Authority of the most efficient use of Gates reasonably possible given historical usage for the prior 12 months, with satisfaction for the Fiscal Year 2020 Utilization Threshold based on Fiscal Year 2019 usage. The Utilization Threshold may be increased or decreased in response to Terminal operational needs. Airlines will be advised of impacts to their Priority Gates no later than 30 days after recalculation and any changes will be effective no earlier than 60 days after notification.

6.4 Allocation of Priority Access Gates

- a) Priority Access Gates will be allocated on a seasonal basis but may be changed throughout the year to accommodate operational needs, including but not limited to:
 - 1. Adjacency considerations for growing airlines
 - 2. Facility rebalancing or to resolve congestion concerns
 - 3. Airline relationship and passenger conveniences or connections
- b) The number of Priority Access Gates assigned may be limited due to geographical location, operational consideration, type of Gate and Gate availability.
- c) Airlines will be required to submit flight schedules in accordance with Section 5 of this policy in order to be eligible for a Priority Access Gate.
- d) Use of the Gate(s) will be coordinated with the Authority's scheduling coordinator and published in accordance with the guidelines herein.

6.5 Equipment at Gates

- a) Airlines with propriety equipment installed on Gates in the North Terminal Complex prior to October 1, 2019 and from this date forward will be required to comply with one of the following options:
 - 1. Make provisions to co-locate the Authority's common use equipment which may require an Airline to replace their equipment with small form factor PCs and small form factor printers.
 - 2. Replace propriety equipment with common use equipment.
- b) When a gate is used for an international departure, Airlines are required to use the Authority's Biometric Exit Gates.
- c) Backwall Monitors/GIDs – Where Airlines display GIDs on the backwall monitors, an A/B switch will be installed to allow other users access to the monitors.
- d) Installation of ground service equipment on jetways and ramp areas will be reviewed and approved on a case by case.
- e) South Terminal Gates will be equipped with the Authority's common use equipment.

6.6 Allocation of Jumbo and Super Jumbo Gates

- a) An Airline committing to pay the annual gate access fee for a Jumbo or Super Jumbo Gate may fly aircraft of smaller sizes into the Gate without additional fees. In such case, the Airline may choose to pay the annual cost for the largest aircraft flown into such Gate, in which case all non-overlapping flights will be covered by the single annual Gate cost.
- b) If an Airline is assigned a Gate by GOAA for Per Turn Access that can accommodate aircraft larger than the one flown by such Airline, the Airline will pay the Facility Fee associated with the size of the aircraft, not the size of the Gate.

SECTION 7 – GATE SCHEDULING PRIORITIES & USE

7.1 Gate Scheduling Priorities

a) North Terminal Complex International Gates

In determining the Gate assignments between Airlines with overlapping scheduled flights, Historical Preference will govern and then the following priorities will be used:

1. Participating Airlines - Post Cleared flights
2. Non-Participating Airlines - Post Cleared flights
3. Participating Airlines – Domestic and Pre-Cleared
4. Non-Participating Airlines – Domestic and Pre-Cleared
5. Ad-hoc

b) North Terminal Complex Domestic Gates and all South Terminal Complex Gates

In determining the Gate assignments between Airlines with overlapping scheduled flights, Historical Preference will govern and then the following priorities will be used:

1. Participating Airlines
2. Non-Participating Airlines
3. Ad-hoc

- c) Should more than one Airline be afforded the same priority level, other factors as determined by the Senior Director or designee will be considered.
- d) An emergency flight shall have priority over all other flights. Every effort will be made to accommodate emergency flights on an unassigned Gate or a Gate that will cause the least impact on all Airline operations.
- e) Failure to relocate an aircraft as directed by Airport Operations will be subject to an Extended Gate Occupancy Fee, as published in the Authority's Schedule of Rates and Charges, for the first ten (10) minutes and for every ten (10) minutes or portion thereof until the aircraft is relocated or departs.
- f) An Airline that fails to provide the Authority with a timely Schedule Submission will lose Historical Priority.

7.2 International Arrival Priority Over Departures

When two or more flights are gated at International Gates leading to a shared sterile corridor, the on schedule arriving flight has priority to deplane over boarding activities for the departing flight.

7.3 Gate Buffer Periods

- a) To allow for off-scheduled flights, a minimum buffer period of thirty (30) minutes will be allocated between the scheduled departure time of one flight from a Gate and the scheduled arrival time of the next flight at the Gate.

- b) The scheduled buffer period may be reduced if the Airline(s) operating the successive flights expressly agrees to a reduced buffer period, but in no event shall such scheduled buffer period be less than twenty (20) minutes, unless a single Airline or its identified affiliates have successive flights on a Gate and they have agreed to a shorter buffer period.

7.4 Gate Occupancy Information

- a) The time allowed on a Gate is the lesser of the actual scheduled time or the Maximum Gate Occupancy Period as defined below:

Activity Type	NB	JB	SJB
Arrival and Departure	120 mins	180 mins	180 mins
Arrival	60 mins	90 mins	90 mins
Departure	60 mins	90 mins	90 mins

- b) Operations which exceed these times may be required to tow to another Gate or a remote hardstand. In principle, flights with the longest turn times are the first to be required to tow. Those with the shortest turn times will be offered the closest remote hardstand to their departure Gate or customary Gate location. The Airline will be required to split the operation into an arrival segment and a departure segment.
- c) Gate times in excess of the Maximum Gate Occupancy Period must be coordinated and approved by the Authority. Approval will be granted based on availability and Airlines will be charged an Extended Gate Occupancy Fee, as published in the Authority’s Schedule of Rates and Charges, for every sixty (60) minutes or portion thereof a Gate is occupied beyond the Maximum Gate Occupancy Period.
- d) Any activity associated with towing the aircraft will be the responsibility of the Airline or its authorized representative. An Airline’s failure to tow an aircraft may result in additional fees and/or other corrective action from the Authority. If there are multiple flights with ground times in excess of the Maximum Gate Occupancy Period, priority to remain on a Gate will be given to flights with the shortest ground times. The flight with the longest ground time will be required to tow to another Gate or to a remote parking position.
- e) An aircraft operating off-schedule shall make every attempt to minimize Gate occupancy times to avoid impacting other previously scheduled operations. An Airline must be prepared to remove the aircraft from the Gate if it is anticipated to impact the next scheduled arrival aircraft, assuming it is safe to do so.
- f) Preliminary Gate assignments are subject to change based on Gate availability for actual arrival and departure times on the day of operation. Airlines are required to

provide to Airport Operations aircraft movement information via an IATA Type B message.

- g)** Airlines shall leave all facilities, including gate holdroom area (bag sizers, signage, branded materials, etc.) and the areas adjacent to the aircraft parking positions, such as the sidewalk and the passenger boarding bridges (interior and exterior), in a usable condition, which includes the removal of all trash, foreign object debris (FOD), and ground service equipment.

7.5 Assignment of Flights to Specific Gates

In assigning flights to Gates, the Authority will, when feasible, assign the successive flights of the same Airline to the same Gates or in close proximity to each other, and/or take into account the operational preferences of Airlines to Gates and consider the capacity of all available Authority Gates.

7.6 General Gate Procedures

- a)** Airlines must notify the AOC when a flight scheduled to arrive or depart from a Gate deviates by more than fifteen (15) minutes from the scheduled time.
- b)** An aircraft that does not have an approved Gate assignment (e.g., a diverted flight), or arrives at the Airport more than ten (10) minutes early/late for its Gate assignment, will be considered an “Irregular Operation.”
- c)** Irregular flights will be reassigned to the next available Gates. Such reassignments(s) shall not interfere or otherwise cause delay to other flight(s) operating on time.
- d)** When any flight arrives earlier than its Scheduled Time of Arrival (STA), it may be required to hold until its scheduled Gate or alternate facilities become available.
- e)** Scheduled Domestic Flights and pre-cleared flights scheduled on domestic gates will be priority for gating over an off-scheduled flight. However, based on operational efficiencies, the on schedule flight may be reassigned to another Gate.
- f)** In the best interests of passengers, irregular International Flights waiting more than thirty (30) minutes for a Gate reassignment will be accommodated on the next available Gate, regardless of the planned schedule. When making such accommodations, the Authority will make every effort to minimize the impact to subsequent flight operations.
- g)** Irregular Operations for which reasonable advance notification is provided to the Authority will be given priority over flights for which such advance notification is not provided.
- h)** The Authority, upon at least sixty (60) minutes’ notice, may require an Airline to promptly remove an aircraft subject to RON Parking or other inactive flight from a Gate if, in the Authority’s sole discretion, the Authority determines that such removal is necessary in an emergency or to allow another flight to be accommodated, to the

extent that another Gate is not available or convenient. An Airline’s failure to comply with such removal may result in the Authority charging the Airline an Extended Gate Occupancy Fee, as published in the Authority’s Schedule of Rates and Charges for every ten (10) minutes or portion thereof until the aircraft is relocated or departs.

- i) In the event a Gate becomes unavailable due to a jet bridge or other mechanical breakdown, the Authority will accommodate the Airline originally scheduled on that Gate on other Gates, if available, on a first come first served basis.
- j) It is the Authority’s standard practice to leave an international Gate on each of the international wings open each night for medical situations, mechanical situations, diversions, or other situations that may arise.

7.7 Gate Aircraft Parking Placard

An Airline or its Affiliates shall not park at a Gate an aircraft that is larger than the maximum aircraft size specified for the Gate and shall comply with all other provisions of these Procedures governing the operation of Gates, including all associated equipment, systems, supplies, and the storage of ground service equipment.

- a) Each passenger boarding bridge has a Gate placard that denotes the aircraft mix for each gate along with the associated “ stop bar” used to safely park the aircraft.

Example of placard

GATE 93	
STOP BAR	AIRCRAFT
A	B757-200W / 300W (1L) (2L) MD87 / 90
B	CRJ-700 / 900 MD80 EMB-190 / 195
C	B717 B737-100 / 200 / 300W / 400 / 500W / 600 / 700W / 800W / 900W EMB-170 / 175
D	A318 A319 A320 A321

- b) Gate placards and associated information are maintained and updated by the Authority.
- c) Airlines should direct any questions they have regarding aircraft parking to the AOC.

7.8 Emergency Flights

Emergency flight accommodation shall have priority over all other Gate scheduling.

7.9 Mechanical Delays

- a) The Authority may require a departing aircraft delayed for mechanical reasons to be relocated from a Gate to a remote aircraft parking position under the following conditions:

1. Within thirty (30) minutes prior to the next scheduled flight arrival at the Gate.
 2. Within one (1) hour past the original scheduled departure on a Gate without imminent scheduled activity.
- b) It is in the Authority's discretion to allow an Airline to reposition its aircraft to another Gate for no more than one (1) hour; thereafter, the aircraft must be relocated to a remote aircraft parking position.

7.10 Relocation of Aircraft

The Authority reserves the right, in its sole discretion, to relocate an aircraft, with sixty (60) minutes notice to an Airline, from any assigned Gate for operational reasons. The Authority will provide alternative parking at another Gate or remote aircraft parking position within the terminal area when possible.

7.11 Scheduling of RONs

- a) AOC will coordinate all requests for RON parking for all gates.
- b) Any Airline desiring to use a Gate for overnight parking shall submit a request for such parking to the AOC by emailing **billingsubmissions@goaa.org**. RON Parking assignments will be based on availability and will be scheduled by the AOC.
- c) The status of the request will be communicated to the Airline and Airfield Operations by 1600L each day. However, the Authority reserves the right to alter the assignment or adjust requested times based on operational changes throughout the day. Priority of RON Parking assignments will be as follows:
 1. The aircraft will be scheduled as a turn (latest arrival/earliest departure) off of the RON Parking Gate.
 2. Flights that depart from the RON Parking Gate prior to or at 0700L from the Airline's normal airside.
 3. An Airline requesting a RON Parking Gate on the airside of their operation.
 4. Flights that depart from the RON Parking Gate prior to or at 0700L from an Airline not on their normal airside.
- d) If RON Parking cannot be accommodated at a Gate, the Airline will be offered alternate overnight parking within the north, west, or other ramp areas.
- e) Unauthorized aircraft found parked in an unassigned space will be reported to the AOC and the Airline will be billed accordingly.

The fee for RON Parking is applied to all aircraft remaining on a Gate longer than the allowable occupancy any time between the hours of 2200L to 1000L. The RON Parking fee is in addition to any other fees payable for activities associated with a live arrival and/or departure. If such activity exceeds the allowable occupancy period by less than an hour the extended gate fee will be charged in lieu of a RON.

Upon completion of use, and no later than twenty-four (24) hours after use, the Airline shall submit details of the overnight parking of aircraft in the Authority's accepted electronic format to billingsubmissions@goaa.org. If the Airline neglects to submit such information to the AOC, the Authority shall charge for usage based on the published Schedule of Rates and Charges.

7.12 Scheduling Remote Parking

- a) AOC will coordinate all requests for remote parking at the following locations:
 - 1. All airside hardstands
 - 2. West ramp
 - 3. North ramp
- b) Any Airline desiring to use remote parking shall submit a request for such parking to the AOC by emailing billingsubmissions@goaa.org. Remote parking assignments will be based on availability and will be scheduled by the AOC.
- c) The Authority reserves the right to alter the assignment or adjust requested times based on operational changes throughout the day.
- d) Unauthorized aircraft found parked in an unassigned space will be reported to the AOC, may be required to relocate and will be invoiced at a rate of 3 times the Remote Parking applicable fee.
- e) The fee for Remote Parking is charged in twelve (12)-hour increments per the Schedule of Rates and Charges.

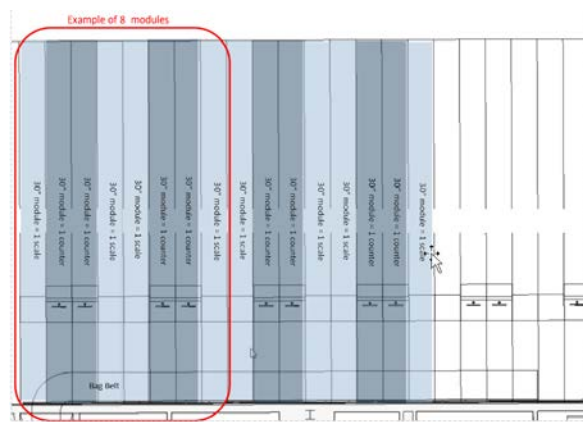
7.13 Aircraft tow/escort

- a) All Airlines must coordinate tow/escort activities with the AOC. The AOC will confirm the following:
 - 1. Airline has an assigned position (hardstand / gate)
 - 2. Aircraft type
 - 3. Flight # in and Flight # out
 - 4. Tail number
 - 5. Time of TOW ***to*** and Time of TOW ***back***
- b) TOW/escort should be coordinated with as much advance notice as possible. Lack of advance notification may result in a delay while available resources are identified and dispatched to assist.

SECTION 8 – TICKETING/CHECK-IN FACILITY SCHEDULING

8.1 Ticket/Check-in Counter/Modules

- a) A ticket counter is defined as a ticket counter millwork capable of handling one check-in computer and one agent.
- b) A ticket module is defined as a 30” segment in the ticketing area designed to accommodate a single ticket counter, a scale, a bag drop or other ticketing function as configured to meet the Airline’s operation.



8.2 Ticket/Check-in Counter Allocation

a) Annual Access Gates – North Terminal – Preferentially leased positions

Number Gates	Ticket Counters/Modules		
	NB	JB	SJB
1	4/8	6/12	8/16
2	8/16	10/20	12/24
3	12/24	14/28	16/32
4	16/32	18/36	20/40
More than 4 gates	+ 2/4 per gate if requested and available	+ 2/4 per gate if requested and available	+ 2/4 per gate if requested and available

b) Annual Access Gates – South Terminal

1. Assigned on a Common Use Basis according to the number of Annual Access

Gates. The ticketing area will be equipped with the Authority’s common use equipment. The minimum number of counters/modules assigned will be based on the following guidelines subject to availability and operational needs.

	Ticket Counters/Modules		
Number of Annual Access Gates	NB	JB	SJB
1	4/8	6/12	8/16
2	8/16	10/20	12/24
3	12/24	14/28	16/32
4	16/32	18/36	20/40
More than 4 gates	+ 2/4 per gate if requested and available	+ 2/4 per gate if requested and available	+ 2/4 per gate if requested and available

2. Backwall/Branding Allowances – If the positions are not in use or staffed, or the passenger activity is limited, the following guidelines may be used to determine the branding opportunities at the ticketing areas.

	Ticket Counters/Modules		
Number of Gates	NB	JB	SJB
1-5	Up to 4/8	Up to 4/8	Up to 4/8
6+	At the discretion of the Authority’s Operations Department		

c) Per Turn Operations – North & South Terminal - Assigned on a Common Use Basis; however assignments will be based on the following guidelines for simultaneous/overlapping operations if available.

	Ticket Counters/Modules		
Number of Simultaneous Flights	NB	JB	SJB
1	4/8	6/12	8/16

2	8/16	10/20	12/24
3	12/24	14/28	16/32
4	16/32	18/36	20/40
More than 4 simultaneous flights	+ 2/4 per flight if available	+ 2/4 per flight if available	+ 2/4 per flight if available

8.3 Ticket Counter Queue Space

a) Airlines with a LOA for Committed Premises

1. Ticket counter queue space is limited to the queue space associated with Committed Premises ticket counter positions (i.e., within the lateral edges of the leased ticket counters and extending out away from the ticket counter to the common use walkway), as identified in the exhibits of the LOA.
2. An Airline’s request for additional queue space will be assigned, if available, as determined by the Authority and an Airline may be charged for such additional space in accordance with the Authority’s published Schedule of Rates and Charges.

b) Airline operations conducted on a Per Turn basis will be assigned positions for the duration of the allowable check-in duration. The Authority will assign additional queue space as conditions warrant and the Airline will be charged in accordance with the Authority’s published Schedule of Rates and Charges.

c) Airlines may be charged for queuing activities that extend beyond the Airline’s assigned ticketing positions. The charges will be based on the amount of ticket counter frontage or queue space used.

d) Stanchion Layout – The Authority will provide stanchions for queue management prior to scheduled activity.

8.4 Request for Additional Facilities

a) Airlines may request additional ticket counter positions on a per use basis, based on availability determined by the Authority, and will be charged in accordance with the Authority’s published Schedule of Rates and Charges.

b) Requests may be submitted with the Schedule Submissions, however, ticket counter allocations will published one week in advance of the operating period. Requests shall be directed to AOC@goaa.org.

c) Airlines may request extended check-in times and, if approved by the AOC, will be charged in accordance with the Authority’s published Schedule of Rates and Charges.

SECTION 9 – BAGGAGE HANDLING SYSTEM (BHS) SCHEDULING

9.1 Baggage Claim Occupancy – North Terminal

- a) All baggage claim devices are Common Use Premises.**
 - 1. The Authority will assign a baggage claim device(s) to Airlines based upon flight schedules submitted to the AOC.
 - 2. All efforts will be made to assign a baggage claim device(s) in a consistent manner and to include the preferred location and times requested by the Airlines.
 - 3. In the event of conflicting requests, the Authority will assign an available baggage claim device(s) so as to minimize delays and inconvenience to passengers.
- b) The Authority retains the right to assign baggage claim devices based on other factors such as the Airline’s:**
 - 1. Size of aircraft
 - 2. Flight activity
 - 3. Inbound bag count
 - 4. Simultaneous/multiple operations
 - 5. Baggage claim device availability

9.2 Baggage Make-Up Occupancy – North Terminal

- a) Airlines with a LOA for Committed Premises**
 - 1. The Authority’s bag make-up devices differ in size and configuration throughout the baggage make-up areas. In an effort to standardize the assignment of these devices, the Authority has determined the “usable” linear measurement of the devices and developed a “pier equivalency” (average of 41 linear feet per pier) for each baggage make-up device.
 - 2. Airlines assigned a baggage make-up device(s) as part of their Committed Premises will be assigned a baggage make-up device(s) based on a ratio of 0.7 pier per Gate assigned in a LOA or the carousel equivalent of 0.7 of a pier per Gate assigned. Standard rounding principles will apply (i.e., an Airline with one Gate would be assigned one pier, but would not be assigned a second pier until a third Gate is leased). As an example, pier allocations would be as follows:

Gates	X 0.7	Piers	Gates	X 0.7	Piers	Gates	X 0.7	Piers	Gates	X 0.7	Piers
1	0.7	1	6	4.2	4	11	7.7	8	16	11.2	11
2	1.4	1	7	4.9	5	12	8.4	8	17	11.9	12
3	2.1	2	8	5.6	6	13	9.1	9	18	12.6	13
4	2.8	3	9	6.3	6	14	9.8	10	19	13.3	13
5	3.5	4	10	7	7	15	10.5	11	20	14	14

3. Airlines shall staff the baggage make-up device concurrent to the start of check-in activity. An Airline’s failure to staff the baggage make-up device may result in the Authority taking action to ensure baggage system operability, including but not limited to, the Authority suspending check-in activity, disabling the baggage belt, or utilizing contracted labor that may be billed back to an Airline at the rate paid by the Authority plus a \$1,000 administrative fee.

b) Baggage Make-up Device Types

1. **Flat Plate Carousel** – Each side of a flat plate carousel is equivalent to one (1) pier.
2. **Slope Plate Carousel** – A slope plate carousel will be assigned a “pier equivalency” factor based on an average of 41 LF. For example, if a carousel were 159 LF, the equivalent pier unit would be 159LF/41LF or 3.9 pier equivalents. An Airline assigned four (4) Gates on a LOA would be assigned four (4) Gates X 0.7 pier or 2.8 pier equivalent or seventy-two percent (72%) of the carousel.

The Authority retains the right to assign more or less pier equivalents based on other factors such as, but not limited to, the Airline’s:

- i. Average gate utilization
- ii. Flight activity
- iii. Bag count
- iv. Simultaneous operations
- v. Baggage make-up availability

a) Airlines using Common Use Premises

1. Occupancy time for baggage make-up devices is three (3) hours per flight, based upon flight close out time.
2. Common baggage make-up facility assignments will be a pier or pier equivalent as determined by the AOC/BHS on a flight-by-flight basis,

depending on location and availability.

3. The BHS Division will provide day of resource assignments of baggage makeup and baggage claims through the use of a rolling 3 day planning schedule.
 4. The Authority will exercise its best efforts to assign common baggage make-up devices at the locations and times preferred.
 5. The Authority will assign available baggage make-up facilities to minimize delays to passengers and baggage and operational inconveniences to the requesting Airlines.
- b) Every effort will be made to maintain consistency in the assignment of baggage make-up devices.

9.3 Non-Conveyable Items – North Terminal

- a) Checked items exceeding the dimensions of 54”L 28”W 28”H must be processed through the common use non-conveyable location. There are two common use non-conveyable locations at the main (North) terminal.
1. **Terminal A Level 2:** Next to Bag Claim # 9
 2. **Terminal B Level 2:** Next to Bag Claim # 27
- b) All Airlines are responsible to have an authorized Airline representative transport and drop off all checked items exceeding 54”L 28”W 28”H at the common use non-conveyable location. The authorized Airline representative must notify the TSA agents by pressing the doorbell at the applicable drop-off location. All items must be handed off to and accepted by the TSA for inspection.
- c) Unique items requiring special screening (live animals, electric wheelchairs, etc.) must be taken to the back door of the non-conveyable location for TSA screening. TSA will complete screening and the item(s) will be returned to the authorized Airline representative for delivery to the applicable baggage make up area.
- d) All Airlines are responsible to collect the non-conveyable items after inspection.

9.4 South Terminal C – Baggage Handling System

- a) The South Terminal C baggage handling system is an Individual Carrier System (ICS) that is being designed, built, operated, and maintained by the BHS vendor with oversight from the Authority.
- b) ICS requires inbound baggage to be transported and managed in individual carriers. As a result, there will be select locations and/or induction points where airlines may be required to load individual bags directly into individual carriers for processing. This could be accomplished via installed conveyor belts when applicable or direct loading into carriers based on facilities and/or function. Inbound drop locations will be assigned by the Authority.

- c) Outbound baggage will be delivered to one of six baggage makeup rooms that are distributed throughout the airside building. Each of the baggage makeup rooms contains approximately 13 stainless steel chutes that are approximately 6’6” wide. Baggage will be delivered to the appropriate baggage room and chutes based on the flight schedule submitted to the AOC.
- d) The ICS includes an Early Bag Storage (EBS) which meters checked baggage for departing flights.

9.5 Baggage Make-up Occupancy – South Terminal

- a) All baggage make-up devices are Common Use Premises.
 - 1. The BHS Division will provide day of resource assignments of baggage makeup and baggage claims through the use of a rolling 3 day planning schedule.
 - 2. The Authority will assign available baggage make-up facilities to minimize delays to passengers and baggage and operational inconveniences to the requesting Airlines.
 - 3. All efforts will be made to assign a baggage make-up device(s) in a consistent manner and to include the preferred location based on scheduled departure gate assignment.
- b) The Authority retains the right to assign baggage make up devices for flights based on factors such as the Airline’s:
 - 1. Size of aircraft
 - 2. Flight activity
 - 3. Outbound bag count
 - 4. Simultaneous/multiple operations
 - 5. Departure gate proximity and availability
- c) Baggage will be batched by flight number within the Early Bag Storage Facility and delivered to the appropriate baggage room and chutes at pre-determined time slots prior to flight departure.
- d) Chutes are not designed to house or store active bags for pickup and must be removed to accommodate baggage volume when dispatched to the applicable chutes/pick up locations. Airlines are expected to remove baggage from specific chutes in an expeditious manner.
- e) Delays in removing bags from applicable chutes may result in baggage processing delays and/or the reassignment to different facilities to ensure efficient baggage flows are maintained. In the event there are specific delays in recovering baggage from assigned chutes, check-in activity may be suspended until the airline collects the baggage from the chutes. The Authority may utilize contract labor that may be billed back to an Airline at the rate paid by the Authority plus a \$1,000 administrative fee.

9.6 Baggage Claim Occupancy – South Terminal

- a) All baggage claim devices are Common Use Premises.

1. The Authority will assign a baggage claim device(s) and drop locations to Airlines based upon flight schedules submitted to the Authority.
 2. All efforts will be made to assign a baggage claim device(s) in a consistent manner and to include the preferred location.
 3. The Authority will assign an available baggage claim device(s) so as to minimize delays and inconvenience to passengers.
- b)** The Authority retains the right to assign baggage claim devices based on other factors such as the Airline's:
1. Size of aircraft
 2. Flight activity
 3. Inbound bag count
 4. Simultaneous/multiple operations
 5. Baggage claim device availability

9.7 Non-Conveyable Items – South Terminal

- a)** Checked items exceeding the dimensions of 54”L 28”W 28”H must be processed through the common use non-conveyable location on level 1 of the landside building.
- b)** All Airlines are responsible to have an authorized Airline representative transport and drop off all checked items exceeding 54”L 28”W 28”H at the common use non-conveyable location. All items must be handed off to and accepted by the TSA for inspection.
- c)** Unique items requiring special screening (live animals, electric wheelchairs, etc.) must be taken to the non-conveyable location for TSA screening. TSA will complete screening and the item(s) will be returned to the authorized airline representative for delivery to the applicable baggage make up area.
- d)** All air carriers are responsible to collect the non-conveyable items after inspection.

SECTION 10 - AUTHORITY PROVIDED EQUIPMENT AND SUPPLIES

10.1 CUTE

- a)** The Authority provides paper stock for boarding pass and bag tag printers for the CUPPS and CUSS equipment. Abuse of such paper stock, such as Authority provided paper stock used outside of the Authority or wasted, will result in a charge back to the airline.
- b)** If an Airline chooses to use its own paper stock, it must be approved by the Authority and removed from the printers at the end of flight activity or as requested by the Authority. The Airline will be responsible for reinstalling the Authority's paperstock.
- c)** For any issues or concerns with CUTE, an Airline should contact the Contract Provider. The contact information for the Contract Provider is listed in Exhibit A – Airline Operations Contact Information.

10.2 Electronic Displays

Airlines must submit current logo information to the Authority to allow for proper display of an Airline's information on all Airport displays. Airlines should contact the Airline Division for information regarding the required formats for logos and dynamic brand packages where applicable.

SECTION 11- FEDERAL INSPECTION STATION (FIS)

The Authority schedules and maintains the FIS facilities.

All Airlines must advise the AOC, TSA and CBP representatives (when applicable), at the earliest opportunity, of any irregular operations or other matters affecting operations at the FIS.

Airlines are responsible for verifying that all passengers and bags are presented to CBP for processing. Airline staff should be available from the time the flight arrives until the last passenger has been processed to include passenger(s) held in secondary inspection, clearance of all bags from the facility, and passengers in recheck.

In the event the Authority has to provide representation on behalf of the Airline to assist passengers or a passenger's bag through the inspection process, the Airline will be charged all staff costs incurred plus \$1,000 per occurrence.

SECTION 12 - GENERAL

The Authority will exercise its best efforts to accommodate delayed, off-schedule, and other irregular aircraft operations; or requests for additional time or facilities at Gates, counters, baggage handling and other areas equitably and in cooperation with all affected Airlines.

12.1 Additional Facilities

- a) An Airline's requests for additional facilities on a per use basis must be submitted in writing by the Airline or its authorized representative to AOC@goaa.org. The Authority will assign additional facilities based on:
 - 1. The established schedule priorities outlined in these Procedures;
 - 2. A demonstrated need for additional facilities; or
 - 3. On a first come, first serve basis.
- b) Approval of an Airline's request for additional facilities on a per use basis are based on availability as determined by the Authority. Preliminary approval may be granted in advance for a season or a month, however, airlines will be required to check the resource management portal for confirmation one day prior to operation.
- c) Fees for additional facilities will be charged to an Airline in accordance with the Authority's published Schedule of Rates and Charges.

12.2 Extension of Facility Occupancy Times

The Authority may extend the facility occupancy times, subject to availability. Any Airline exceeding the stated facility occupancy times will promptly vacate said facility at the time directed by the Authority, subject only to delays caused by officials of the Department of Homeland Security (DHS) in connection with the exercise of their responsibilities with respect to the movement of persons and property to and from the United States.

12.3 Facility Maintenance

In the event an Airline facility becomes unavailable due to preventative maintenance or other mechanical breakdowns that inhibits passenger processing, the Airline originally scheduled at that facility will be accommodated at an alternate facility, if available, on a first come first served basis.

12.4 Right of Way

Public areas and exit egress areas must remain clear and in compliance with applicable safety regulations.

12.5 Unauthorized Use of Facilities

Unauthorized use of Authority facilities may result in a combination of cumulative facility fees,

finances, safety and/or security violations. This includes unauthorized storage for vehicles, equipment and items such as stanchions, free standing signs, etc., owned by an airline or its service provider.

12.6 Irregular Operations

All Airlines must advise the AOC, TSA and CBP representatives (when applicable), at the earliest opportunity, of any irregular operations or other matters affecting operations at the Airport.

12.7 Aircraft Maintenance

- a) Airlines may not conduct aircraft maintenance at the Gates or within the terminal areas, except pre-departure or post-arrival routine maintenance (i.e. line maintenance) incidental to the immediate operation of the aircraft, which does not disrupt normal operations at the Gate or surrounding areas.
- b) The Authority shall assign Airlines performing non-routine post arrival and pre-departure aircraft maintenance to remote parking areas outside of the Terminal area.
- c) Starting or running of aircraft engines for maintenance purposes while an aircraft is positioned at a Gate is strictly prohibited, with the exception of idle engine runs approved by the Authority.

12.8 Ground Service Equipment

- a) The servicing/repair of ground service equipment is not permitted at any Gate or in terminal areas unless specifically authorized by the Authority.
- b) An Airline may stage any ground service equipment necessary to support its flight operations in the apron areas only at the Gate assigned for that flight.
- c) An Airline may set-up and stage equipment ten (10) minutes prior to an aircraft's scheduled arrival and remove such equipment within ten (10) minutes after push back of the aircraft for departure. An Airline's or an Airline's authorized agent's (ground service provider) failure to remove equipment promptly may result in an Extended Gate Occupancy Fee being charged in accordance with the Authority's published Schedule of Rates and Charges, for every ten (10) minutes or portion thereof until the Gate area is cleared.
- d) An Airline shall direct a request for storage of ground service equipment (GSE) not required for an active flight to the AOC and designated storage areas shall be assigned to the Airline as available.
- e) An Airline and/or the service provider shall maintain an equipment inventory and identify in writing the number and types of equipment to be stored when making a request for storage of GSE.
- f) An Airline and/or service provider may be required to submit a list of its current GSE inventory quarterly to the AOC.

12.9 Flight Cancellations

Airlines are required to notify the AOC as soon as possible of all scheduled flight cancellations.

12.10 Dispute/Issue Resolutions

An Airline can contact the AOC at 407-825-3840 or AOC@goaa.org for any questions regarding facility conflicts/disputes.

SECTION 13 - MONTHLY MEETINGS

13.1 Station Representation

The Authority invites Airline Representatives to participate in several forums so Airline interests can be represented and concerns can be addressed. For Committee chairpersons and contact information see Exhibit A.

On the fourth (4th) Thursday of each month, the following three (3) meetings occur in succession:

- a) Baggage Committee
- b) The Security Sub-Committee
- c) The Orlando Airline Station Managers Council - Operational and other issues of mutual concern to Airlines and their relationship with the Authority and the TSA are addressed at this meeting.

The above meetings start at 8:30 am and take place in the Greater Orlando Aviation Authority's Board Room, 3rd Level, Main Terminal.

13.2 International Operations & Use of FIS

The Terminal Operations Airline Division hosts a meeting to discuss topics related to the international Airlines' use of Airport facilities and the processing of international passengers through the FIS. The meeting is attended by representatives of the Airlines, Authority, CBP, and TSA. ***The meeting is held the second (2nd) Tuesday of each month at 12:00 pm (noon) in the Authority's Board Room, 3rd Level, Main Terminal.***

13.3 Facility Scheduling Meetings

- a) Monthly meetings will be held to verify gate assignments and availability.
- b) Bi-weekly or weekly meetings may be held as necessary to address scheduling issues.

SECTION 14 - FEES & CHARGES

The following fees and charges are published in the Authority’s Schedule of Rates and Charges and are adjusted at least on an annual basis. The Schedule of Rates and Charges may be found on the Authority’s Website at www.orlandoairports.net. The Schedule includes, but is not limited to, the following:

14.1 Facility Fees

Facility Fees are user fees applicable to any Airline facilities, which include Gates, aprons, hold rooms, ticketing positions, baggage devices, and curbside facilities, which are scheduled on a per use basis.

14.2 FIS Fees

FIS fees are based upon all “persons on board” per flight. The maximum aircraft capacity shall be used if an Airline fails to submit such information to the AOC.

14.3 Extended Gate Occupancy

This fee is charged for extended use of Gate facilities in excess of the allotted amount of time.

14.4 RON

The fee for RON parking is billed according to the Schedule of Rates and Charges for aircraft type and will apply to aircraft occupying a Gate between the hours of 2200L and 1000L.

14.5 Remote Parking

The fee for remote parking will be billed in eight (8) hour increments.

14.6 Equipment Training Fee

Airlines requesting use of any Authority training room/conference room must contact the AOC at 407-825-3840 or via e-mail at AOC@goaa.org. Fees will be charged to Airlines as applicable and will be stated in the AOC’s response to the requesting Airline.

14.7 Off Schedule Fee

- a) This fee is charged to Post-Cleared International Flights that operate off schedule..
The amount of an Off Schedule Fee will be based on the following times listed below:

0 – 59 Minutes from scheduled arrival
60 – 119 Minutes from scheduled arrival

120 – 179 Minutes from scheduled arrival
180 + Minutes from scheduled arrival

- b) If the Authority receives notification about an off schedule Post-Cleared International Flight forty-eight (48) hours prior to a scheduled arrival, overtime (OT) charges may not apply.

14.8 Usage Reporting

- a) Airlines requesting the use of the Passenger Processing Facilities must contact the AOC at 407-825-3840 prior to use. The Authority will assign the Passenger Processing Facilities based upon availability. Upon completion of use, or no later than twenty-four (24) hours after use, an Airline must submit details, in the Authority’s accepted electronic format, to billingsubmissions@goaa.org. If an Airline neglects to submit such information to the Airport Operations Billing/Scheduling Coordinators, the Authority shall charge for usage based upon the Authority’s published Schedule of Rates and Charges per the maximum aircraft configuration.
- b) Airlines can contact the AOC for more information regarding the required electronic reporting format.

14.9 Billing Inquiries or Disputes

- a) An Airline can contact the Airport Operations Billing/Scheduling Coordinators at billingsubmissions@goaa.org or 407-825-2052 for facility usage inquiries or the Authority’s Finance Department for billing inquiries. Such contact must be no later than thirty (30) days after the issuance of an invoice.

EXHIBIT A

A.1 Airline Operations Contact Information

The table below contains contact information for various departments and entities at Orlando International Airport. All telephone numbers begin with (407)-825 – followed by a 4-digit extension unless otherwise noted.

Contact Entity	Contact Extension
Senior Director of Operations – Tom Draper	7110
Airfield Operations	2036
Airport Information	2352
Airport Operations Center (AOC)	3840
AOC Billing	3801
Supervisor, Airport Scheduling and Billing	2052
Airline Division Supervisor	2273
Baggage Coordination Center (BHS Control)	2247
*Baggage Committee – Contact AOC for current chairperson	3840
BHS Supervisor	2282
Central Plant / Work Orders	4000
Common Use Contract Provider	2448
Communications Center	2065
GOAA Access Control	2062
Landside Operations Supervisor	2123
Orlando Police Department (non-emergency)	2085
Security Operations Center (SOC)	3000
*The Security Sub-Committee – Contact AOC for current chairperson	3840
*The Orlando Airline Station Managers Council – Contact AOC for current chairperson	3840
Transportation Security Administration (TSA)	(407) 563-6681
U.S. Customs and Border Protection	4326 / 4360

***The Chairperson changes every January.**

EXHIBIT B

B.1 Maintenance Responsibilities, Services, Operating Expenses and Work Order System

a) Landside Terminal Building Area

G = GOAA Responsibility A = Airline Responsibility N/A = Not Applicable		Ticket Counter	Bag Claim	Queue Space	Airline Ticket Office (ATO) Includes Exclusive Use Restrooms	Bag Service Office	Bag Drop	Bag Make-Up & In-Line Bag Screening	Other Office Space	Tug Drive	Joint Use Corridors and Restrooms
Maintenance & Repairs											
A	Air Conditioning , including the chilled or hot water, air distribution and controls.	G	G	G	G	G	G	G	G	G	G
B	Electrical to the point of use	G	G	G	G	G	G	G	G	G	G
C	Electrical at the point of use. Includes light bulbs, light fixtures, switches, receptacles, and all other electrical appliances. See note (iv).	G	G	G	A	A	G	G	A	G	G
D	Water & Sewer to/from point of use	N/A	N/A	N/A	G	G	G	G	G	G	G
E	Plumbing fixtures, sewage stoppages, all plumbing appliances. See note (iv).	N/A	N/A	N/A	A	A	N/A	N/A	A	G	G
F	Finishes including paint, wall repairs, ceiling systems, doors, and floor finishes. Apron markings, within leased lines, are maintained and modified, as directed by the Airline and by GOAA in accordance with notes (iv) and (v).	G	G	G	A	A	G	G	A	G	G
G	Structural	G	G	G	G	G	G	G	G	G	G
H	Fire Protection	G	G	G	G	G	G	G	G	G	G
I	Airline Internal Intercom Systems	A	N/A	A	A	A	N/A	N/A	A	N/A	N/A
J	Public Address Systems	G	G	G	G	G	G	G	G	N/A	G
K	Elevators	G	G	N/A	N/A	N/A	N/A	N/A	N/A	N/A	G
L	CUTE/CUSS/CUPPS	G(vi)	N/A	N/A	G(vi)	G(vi)	N/A	N/A	G(vi)	N/A	N/A
M	LCD Backwall	G(vi)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Building Services											
A	Custodial Services and rubbish removal	G	G	G	G	G	G	G	G	G	G
B	Pest Control (x)	G	G	G	G	G	G	G	G	G	G
C	Signage (vi)	G (i)	G	A	A	A	G	G	A	G	G
Loading Bridges and Bag Handling											
A	Loading Bridges including pre-conditioned air, ground power, and loading bridge maintenance. (iv)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
B	Baggage Handling Systems , including controls, power, bells and mechanical	G	G	N/A	N/A	N/A	G	G	N/A	G	N/A

b) Airside Terminal Building Area

G = GOAA Responsibility A = Airline Responsibility N/A = Not Applicable		Holdroom	Jetways	Offices (All Levels and Includes Exclusive Use Restrooms)	Storage Rooms	Crew Bases	Club Spaces	Cage Areas	Breezeways	Apron	Joint Use Corridors and Restrooms
Maintenance & Repairs											
A	Air Conditioning , including the chilled or hot water, air distribution and controls.	G	G	G	G	G	G	G	N/A	N/A	G
B	Electrical to the point of use	G	G	G	G	G	G	G	G	G	G
C	Electrical at the point of use. Includes light bulbs, light fixtures, switches, receptacles, and all other electrical appliances. See note (iv).	G	G	A	A	A	A	A	G	G	G
D	Water & Sewer to/from point of use	G	N/A	G	G	G	G	G	G	G	G
E	Plumbing fixtures, sewage stoppages, all plumbing appliances. See note (iv).	G	G	A	A	A	A	A	G	G	G
F	Finishes including paint, wall repairs, ceiling systems, doors, and floor finishes. Apron markings, within leased lines, are maintained and modified, as directed by the Airline and by GOAA in accordance with notes (iv) and (v).	G	G	A	A	A	A	A	G	G	G
G	Structural	G	G	G	G	G	G	G	G	G	G
H	Fire Protection	G	G	G	G	G	G	G	G	G	G
I	Airline Internal Intercom Systems	N/A	N/A	A	N/A	A	A	N/A	N/A	A	N/A
J	Public Address Systems	G	G	G	N/A	G	G	N/A	N/A	N/A	G
K	Elevators	N/A	N/A	N/A	N/A	A(iv)	G(ix)	N/A	N/A	N/A	N/A
L	CUTE/CUSS/CUPPS	G(vii)	N/A	G(vii)		G(viii)	G(viii)	N/A	N/A	N/A	N/A
M	LCD Backwall	G(vii)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Building Services											
A	Custodial Services and rubbish removal	G	G	G(viii)	A	G	G	A	G	A(ii, iii)	G
B	Pest Control (x)	G	G	G	G	G	G	G	G	G	G
C	Signage (vi)	G(i)	A	A	A	A	A	A	N/A	G	G
Loading Bridges and Bag Handling											
A	Loading Bridges including pre-conditioned air, ground power, and loading bridge maintenance. (iv)	N/A	G	N/A	N/A	N/A	N/A	N/A	N/A	G	N/A
B	Baggage Handling Systems , including controls, power, bells and mechanical	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	G	N/A

c) Footnotes

- i.** An Airline is responsible until such time that the Authority installs signage.
- ii.** An Airline is responsible for the removal of fluid spillage from aircraft parking positions.
- iii.** Airlines are responsible to remove FOD and trash from aircraft parking areas, sidewalks, and ramp space for their use (Daily). FOD cans will be emptied daily and disposed of appropriately. The Authority will perform periodic ramp scrubbing and sweeping.
- iv.** An Airline is responsible for all repairs and maintenance using the work order process. The Authority will complete the repairs and the Airlines will reimburse the Authority for the costs of the repairs. Labor rates include salaries, benefits, vehicles, and consumable items.
- v.** All modifications or alterations must be approved, in writing, by the Authority prior to work commencing. Any modification or alterations accomplished by the Airlines that has not been approved by the Authority will be removed and any cost or expense will be reimburse by the Airline to the Authority. Any authorized modifications or alterations that penetrate either the roof membrane or exterior wall membrane that late result into environmental issues that can be contributed to the quality of work performed as a result of the penetration will be reimburse by the Airline to the Authority.
- vi.** Regulatory signage completed by the Authority and billed back to an Airline. All other public use and way finding signage are the Authority's responsibility.
- vii.** The Authority is responsible for all maintenance and repairs. An Airline reimburses the Authority through an O&M charge.
- viii.** Office spaces will be cleaned between nine (9) pm and five (5) am Monday through Friday. Any additional cleaning during the day can be accomplished by a third party company at the Airlines expense.
- ix.** Any elevators or building alternations to support Crew Basis or Club Rooms will be constructed utilizing the Authorities elevator or building standards. The elevator will be turned over to the Authority on completion of the work. The continued maintenance of the elevator(s) will be performed under the Authority's elevator contract and any fees if required will be reimbursed as necessary.
- x.** Airlines are required to store food items properly in their lease space to reduce the pest control problems.

B.2 Point of Contact Form for an Airline’s Authorized Individual to Submit Work Order Requests

The Greater Orlando Aviation Authority (GOAA) is requesting your assistance to provide the names of individuals who are authorized to place general work order requests that do not require immediate attention to the GOAA Central Plant Dispatch Office. Depending upon the nature of the work performed, labor and materials may be charged back to your organization. This Point of Contact (POC) will be the authorized person(s) who will be responsible for requesting the work and, in some cases, assuring payment for the requested services, if applicable.

The POC will be key when resolving any matters related to billing, work orders, or customer service issues. Depending on the size of your organization, you may wish to have more than one POC; however, larger multi-shift organizations may request up to five (5) POCs. This information does not obligate tenant responsibility; it will be used solely as a point of reference for work order services.

Naturally, any requests that do require immediate response may be requested by anyone. Your cooperation in this effort to ensure a smooth operation transition is greatly appreciated.

Please complete the POC form on the next page. If you have any questions, please contact the GOAA Maintenance Department at 407-825-2420 or via e-mail at POCinfo@goaa.org.

TO PLACE A WORK ORDER call the GOAA Central Plant at (407) 825-4000 or e-mail to [**wo@goaa.org**](mailto:wo@goaa.org) attention: **[Insert name]**

Attention:

GOAA Maintenance Department

POCinfo@goaa.org

The below named person(s) is/are assigned as **Point of Contact (POC)** representing:

(name of company / dba)

located at (physical location or space ID)

and is the authorized POC to place GOAA work orders not requiring immediate response. Depending upon the nature of the work performed, labor and materials may be charged back to tenant. This Point of Contact (POC) will be the authorized person who is responsible for requesting work orders and assuring payment for the requested billable services, if/when applicable. The POC will be key when resolving any matters with billing, work orders or customer service issues.

Authorized POC(s) – please provide up to four (4) POCs:

POC Name:	_____	POC Name:	_____
Position/Title:	_____	Position/Title:	_____
Phone/ext.:	_____	Phone/ext.:	_____
Email:	_____	Email:	_____
POC Name:	_____	POC Name:	_____
Position/Title:	_____	Position/Title:	_____
Phone/ext.:	_____	Phone/ext.:	_____
Email:	_____	Email:	_____

(Manager Name PRINTED)

Date

(Manager Signature)

Manager's phone /ext.

Please forward this letter via email to POCinfo@goaa.org

All completed POC authorization forms are due upon any changes.

For GOAA Work Orders call (407) 825-4000 or email wo@goaa.org.

B.3 Example of Work Orders and Space Identification

GOAA Work Orders and Space ID

Please help us to ensure smooth processing of GOAA work orders throughout the Airport community. The GOAA staff has labeled each facility space with a space location ID plaque, which may also be referred to as the room number, for the main terminal and the airside. Noted below are two actual size examples of what the plaques look like:

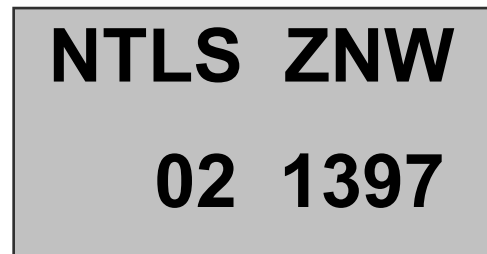
Example 1:

**Room number 4832 of Wing 6 on
Level 1 of Airside 1**



Example 2:

**Room number 1397 on the northwest side
of Level 2 of the Landside North Terminal**



In the case of a room with a door, the plaque will be located over the primary doorway. In the case of an open area, the plaque will be located in an obviously visible place within the space.

The space ID is vital to identifying the service location. At this time, we are requesting that as you place any work orders with GOAA's Central Plant Dispatch Office you provide the space ID of the location to be serviced.

GOAA work orders may be placed at (407)-825-4000 or wo@goaa.org.

As always, your cooperation in this effort is greatly appreciated.

B.4 Maintenance Contact Information

Central Plant Dispatch

Phone numbers:

- i.** Internal - extension 4000
- ii.** External - (407) 825-4000

E-mail address:

wo@goaa.org

All Maintenance Department work orders or emergencies may be called in or emailed to the Central Plant Dispatch at the above phone number and email address.

Remember to provide the specific space ID number located in your space, for example, in the terminal **NTLS.ZNW.02.1391** or on the airside **AS01.W06.01.4832**.

UPDATES AND REVISIONS

Revision Date	Section	Comments