Orlando International Airport

GREATER ORLANDO AVIATION AUTHORITY

Airline Operating Procedures

October 1, 2026

Table of Contents

SECTION 1 - DEFINITIONS **4**

SECTION 2 - GENERAL **9**

SECTION 3 - PURPOSE **9**

SECTION 4 - RESPONSIBILITIES **10**

4.1 Airport Operations shall have the following responsibilities: **10**

4.2 Airlines shall have the following responsibilities: **10**

SECTION 5 - SCHEDULE SUBMISSIONS **12**

5.1 General Guidelines **12**

5.2 Domestic Submittals **12**

5.3 International Submittals **13**

5.4 Schedule Submission Format **13**

5.5 Authority Response to Schedule Submissions **14**

5.6 Late Schedule Submissions **14**

5.7 Changed Scheduled Submissions **14**

SECTION 6 – GATE TYPES & RIGHTS TO GATES **15**

6.1 Gate Types **15**

6.2 Gate Access Rights **15**

6.3 Utilization Threshold **16**

6.4 Allocation of Priority Access Gates **17**

6.5 Equipment at Gates **17**

6.6 Allocation of Jumbo and Super Jumbo Gates **17**

SECTION 7 – GATE SCHEDULING PRIORITIES & USE **18**

7.1 Gate Scheduling Priorities **18**

a) International Gates 18

b) Domestic Gates 18

7.2 International Arrival Priority over Departures **19**

7.3 Gate Buffer Periods **19**

7.4 Gate Occupancy Information **19**

7.6 General Gate Procedures **20**

7.7 Gate Aircraft Parking Placard **21**

7.8 Emergency Flights **22**

7.9 Mechanical Delays **22**

7.10 Relocation of Aircraft **22**

7.11 Scheduling of RONs **23**

7.12 Scheduling Remote Parking **23**

7.13 Aircraft tow/escort **24**

SECTION 8 – TICKETING/CHECK-IN FACILITY SCHEDULING 25
8.1 Ticket/Check-in Counter/Modules 25
8.2 Ticket/Check-in Counter Allocation 25
8.3 Ticket Counter Queue Space 27
8.4 Request for Additional Facilities 28

SECTION 9 – BAGGAGE HANDLING SYSTEM (BHS) SCHEDULING 29
9.1 Baggage Claim Occupancy – North Terminal 29
9.2 Baggage Make-Up Occupancy 29
9.3 Non-Conveyable Items – Terminals A & B 32
9.5 Terminal C – Baggage Handling System 33
9.7 Baggage Claim Occupancy –Terminal C 34
9.8 Non-Conveyable Items – Terminal C 35

SECTION 10 - AUTHORITY PROVIDED EQUIPMENT AND SUPPLIES 36
10.1 CUTE 36
10.2 Electronic Displays 36

SECTION 11- FEDERAL INSPECTION STATION (FIS) 37

SECTION 12 - GENERAL 38
12.1 Additional Facilities 38
12.2 Extension of Facility Occupancy Times 38
12.3 Facility Maintenance 38
12.4 Right of Way 38
12.5 Unauthorized Use of Facilities 38
12.6.1 Irregular Operations 39
12.7 Aircraft Maintenance 39
12.8 Ground Service Equipment 39
12.9 Flight Cancellations 40
12.10 Dispute/Issue Resolutions 40

SECTION 13 - MONTHLY MEETINGS 41
13.1 Station Representation 41
13.2 International Operations & Use of FIS 41
13.3 Facility Scheduling Meetings 41

SECTION 14 - FEES & CHARGES 42
14.1 Facility Fees 42
14.2 FIS Fees 42
14.3 Extended Gate Occupancy 42
14.4 RON 42
14.5 Remote Parking 42
14.6 Equipment Training Fee 42
14.7 Off Schedule Fee 43

14.8 Usage Reporting 43
14.9 Billing Inquiries or Disputes 43

EXHIBIT A 44
A.1 Airline Operations Contact Information 44
a) Airside Terminal Building Area 46
b) Footnotes 47
B.2 Point of Contact Form for an Airline's Authorized Individual to Submit Work Order Requests 48
B.3 Example of Work Orders and Space Identification 50
B.4 Maintenance Contact Information 51

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.flymco.com**.

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 s**hall mean the Federal Inspection Services facilities located at the Airport.

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

1.19 **Historical Preference** shall mean the preference given to an Airline's flight schedule that was approved by the Senior Vice President of Operations - MCO 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 city pair and activity in the Equivalent Schedule Season.
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 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 Fourth 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 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 **Self Bag Drop** shall mean an automated system that allows passengers to check in and/or drop off their luggage without assistance from airline staff.

1.36 **Senior Vice President of Airport Operations MCO** 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 Vice President of Operations - MCO 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.

1.37 **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.

1.38 **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 Vice President of Operations - MCO 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 related 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 on 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 using 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 on subsequent users.

i) Submit IATA Type B messages, or other format acceptable to the Authority, to **MCOAPXH** for all flights. Message 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. A flight is considered approved only when confirmation is given by both GOAA and CBP. Any changes to the initial submission shall be submitted to GOAA and CBP at least 30 days prior to the first day of the month on which the flight is to be operated.

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 (Actual City Codes must be provided)
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 twenty-one (21) 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. For flight activity that did not meet the 30-day cutoff such as charters and IROP's, these flights are handled on a case-by-case basis.

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

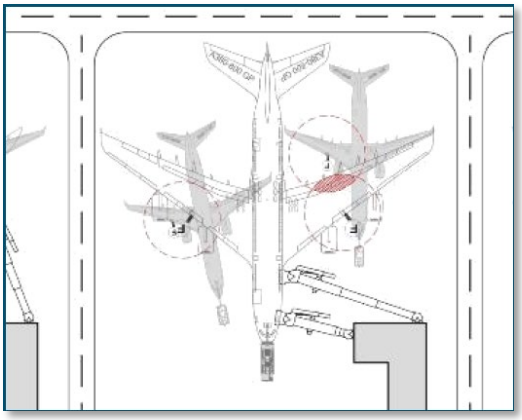
6.1 Gate Types

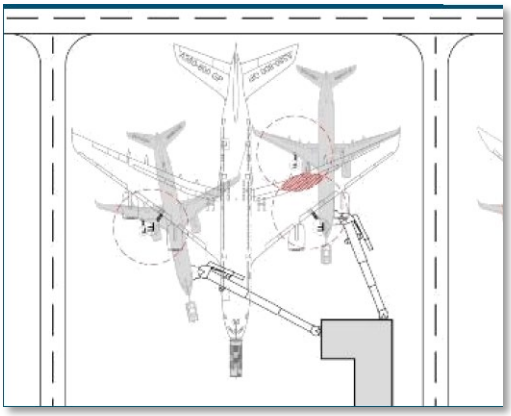
a) Narrow Body (NB) – FAA Design Groups I-IV

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 an Annual Access Gate allows an Airline to pay an annual fee to gain access to a Gate or Gates assigned by 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 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 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 Priority Access is 6.0 turns per Gate per day.

b) The Utilization Threshold will be calculated on a fiscal year 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. 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 fiscal year 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, and 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) When a gate is used for an international departure, airlines are required to use the Authority's Biometric Exit Gates.

b) Installation of ground service equipment on jetways and ramp areas will be reviewed and approved on case-by-case basis.

c) 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) 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. All Post-Cleared International Scheduled flights originating outside of the North American continent (Long Haul International Service).
3. Longest serving
4. Non-Participating Airlines - Post Cleared flights
    a. Long Haul (Europe and south America)
    b. Short Haul (central America – Caribbean)
    c. Longest serving
5. Ad-hoc

b) Domestic 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 Vice President of Operations - MCO 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 twenty (20) 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 fifteen (15) 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 lessor of the actual scheduled time or the Maximum Gate Occupancy Period as defined below:

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

b) Operations which exceed these times may be required to be towed 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.

g) Airlines shall leave all facilities, 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 gate hold room area (bag sizers, signage, branded materials, etc.) 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) In the event a Gate becomes unavailable due to the previous airline leaving Ground Support Equipment that blocks access to a gate, the previous airline may be charged with extended gate fees.

k) It is the Authority's standard practice to leave an international Gate open each night for medical, mechanical, diversion 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 provided, maintained and updated by the Authority.

c) Airlines should direct any questions they have regarding aircraft parking to the AOC.

d) Airline provided placards are prohibited.

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 the 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 within 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) On the day of operations, the AOC will coordinate all requests for RON parking for all gates and hardstands.

b) Any Airline desiring to use a Gate for overnight parking shall submit a request for such parking to the AOC by emailing **AOC@goaa.org**. RON 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. Priority of RON Parking assignments will be as follows:

1. The aircraft will be scheduled as a turn (latest arrival/earliest departure) off 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.

7.12 Scheduling Remote Parking

a) The Scheduling and Billing Team (MCOSchedules@goaa.org) will coordinate all requests for remote parking at the following locations:

1. All airside hardstands
2. West ramp
3. North ramp
4. Alert Site
5. Remote 239 (Terminal C)
6. Remote 254 (Terminal C)

b) Any Airline desiring to use remote parking shall submit a request for such parking to the Scheduling and Billing Team by emailing **MCOSchedules@goaa.org**. Remote parking assignments will be based on availability and will be scheduled by the Scheduling Team.

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.

f) Day of requests will be coordinated by the AOC.

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***

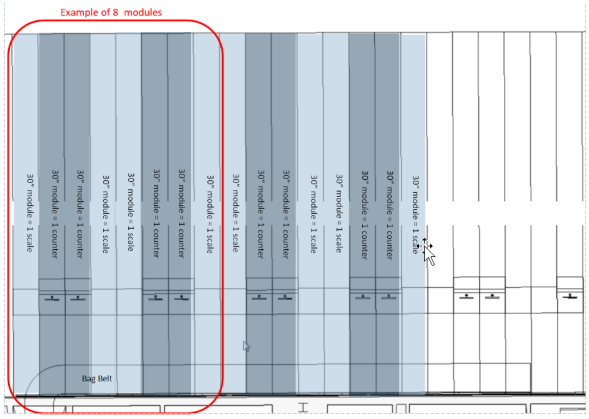
b) TOW/escort should be coordinated with as much advance notice as possible. Lack of advance notification may result in a delay while available resources are identified and dispatched to assist.

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 –Terminals A & B – Preferentially leased positions

	Ticket Counters/Modules		
Number 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 available	+ 2/4 per gate if available	+ 2/4 per gate if available

b) Annual Access Gates –Terminal C

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.
2. All ticket counter assignments will be contiguous
3. Ticket counters are scheduled for three-hour increments
4. Check-in counters close 1 hour prior to scheduled time of departure for international flights & 30 minutes for domestic flights
5. Landside fees shall apply to counters opened for cancelled flights. (Please see schedule of rates and charges for current fees)

	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 available	+ 2/4 per gate if available	+ 2/4 per gate if available

6. **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 –Assigned on a Common Use Basis; assignments will be based on the following guidelines for simultaneous/overlapping operations if available.

d) All ticket counter assignments will be contiguous

e) Check-in counters close 1 hour prior to departure for international flights & 30 minutes for domestic flights

	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 Fees.

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.

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

e) In the event the Authority is required to manage an airline queue, The Authority may utilize GOAA and contract labor that may be billed back to an airline at the rate paid by the Authority and/or a $1,000 administrative fee.

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 be published one week in advance of the operating period day of requests shall be directed to MCOSchedules@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. At any time, any carrier can use any bag claim

1. The Authority will assign a baggage claim device(s) to airlines based upon flight schedules submitted to Scheduling and Billing group at **GOAASB@GOAA.org**.
2. All efforts will be made to assign a baggage claim device(s) in a consistent manner to include the preferred location and times requested by the airline.
3. On the day of operations, in the event of conflicting requests, the Authority BHS Group (BHS@goaa.org) 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 airlines:

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

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
1	0.7	1
2	1.4	1
3	2.1	2
4	2.8	3
5	3.5	4

Gates	X 0.7	Piers
6	4.2	4
7	4.9	5
8	5.6	6
9	6.3	6
10	7	7

Gates	X 0.7	Piers
11	7.7	8
12	8.4	8
13	9.1	9
14	9.8	10
15	10.5	11

Gates	X 0.7	Piers
16	11.2	11
17	11.9	12
18	12.6	13
19	13.3	13
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.
3. **Chute (Terminal C)**

   Baggage chutes are designed to present baggage at an angle and have sensors to detect when a bag is ejected or when the chute is full.

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

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

c) 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 Authority will exercise its best efforts to assign common baggage make-up devices at the locations and preferred times.

d) 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.

e) 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

f) Airlines are required to remove baggage from make-up devices in an expeditious manner.

g) Baggage Makeup Staffing

a. Terminals A and B, 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 the airline at the rate paid by the Authority plus a $1,000 administrative fee.

h) Terminal C, Airlines shall staff the baggage make-up device based on baggage volume and staff scheduling. Coordination with the C Terminal Baggage Handling System Control Room shall occur if the baggage makeup is not staffed at assigned time for baggage to arrive at the chutes.

Chutes full of baggage with no air carrier representatives clearing baggage will impact the entire C terminal baggage system. It is imperative that air carriers have necessary personnel in place to receive baggage at the allotted baggage arrival time.

i) Delays in removing bags from applicable make-up devices will 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 make-up unit, check-in activity may be suspended until the airline collects the baggage. 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.

9.3 Non-Conveyable Items – Terminals A & B

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 for collecting the non-conveyable items after inspection.

9.4 Self Bag Drop Terminals A & B

a) Airlines approved to utilize self-bag drop units are responsible for providing sufficient staff to maintain the operation of the self-bag drop units.

b) Maintenance and bag jam clearance on the self-bag drop units remains the responsibility of the airline. Systems installed by the airline that interfere with the removal of cladding on the GOAA BHS must provide personnel to remove the cladding as needed for preventive maintenance. (All GOAA BHS assets receive a monthly preventive maintenance action.)

c) Airline representatives working around self-bag drop units must be vigilant for passenger's items which may require the use of a tub for safe transport of the item through the BHS (bags with straps, car seats, etc.). The airline representative must proactively ensure such items are placed in a tub for safe transport. The airline utilizing self-bag drop units retains full responsibility for the security of access to the bag belt system. Only bags belonging to a passenger traveling with the baggage are allowed in the BHS.

d) Early bag check and early check in– airlines utilizing self-bag drops may allow passengers to check in and check bags for all scheduled flights of the day based on sufficient space in the make-up area and staffing to maintain control of the checked baggage as required

9.5 Terminal C – Baggage Handling System

a) The South Terminal C baggage handling system is an Individual Carrier System (ICS) that is operated and maintained by the BHS vendor with oversight from the Authority.

b) ICS requires inbound baggage to be transported and managed by individual totes/trays. As a result, there are select locations and/or induction points where airlines are required to load individual bags directly into individual baggage trays ~~carriers~~ for processing. Inbound induction points may be assigned by the Authority.

c) Outbound baggage will be delivered to one of the baggage makeup areas that are distributed throughout the airside building. Each of the baggage makeup areas contains stainless steel chutes. Baggage will be delivered to the appropriate baggage chute(s) based on the flight schedule submitted to the AOC.

d) The ICS includes Early Bag Storage (EBS) which meter checked baggage for departing flights. Carriers are strongly encouraged to develop early baggage storage parameters.

e) All carriers operating in Terminal C will be required to provide Inbound and outbound baggage sortation messages (BSM).

9.6 Baggage Make-up Occupancy –Terminal C

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 may be batched by flight number within the Early Bag Storage Facility and delivered to the appropriate chute(s) at pre-determined time slots prior to flight departure.

d) Chutes are not designed to house luggage for pickup and must be removed to accommodate additional volume when dispatched to the applicable chutes/pick up locations. Airlines are required to remove baggage from chutes in an expeditious manner.

e) Delays in removing bags from applicable chutes will 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.

9.7 Baggage Claim Occupancy –Terminal C

a) All baggage claim devices are Common Use Premises.

1. The Authority will assign a baggage claim device(s) and may assign induction point 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 airlines:

1. Size of aircraft
2. Flight activity
3. Inbound bag count
4. Simultaneous/multiple operations
5. Baggage claim device availability

9.8 Non-Conveyable Items – Terminal C

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 transported to the assigned baggage make up area.

SECTION 10 - AUTHORITY PROVIDED EQUIPMENT AND SUPPLIES

10.1 CUTE

a) The Authority provides paper stock for boarding pass, bag tag and laser 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 paper stock.

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

a) Airlines must submit current logo information for FIDS and GIDS to GOAA to allow for proper display of an Airline's information on all Airport FIDS and GIDS displays. Airlines should contact the Wayfinding and Signage Department for information regarding the required formats for logos and dynamic brand packages where applicable. Call 407-825-4392 or email **signage@goaa.org**

b) Issues with the Ticket Counter Display or day of changes (e.g. position identifiers) are handled by the AOC and can be contacted at x3840.

c) Required formats to display the carrier's logo on GIDS, FIDS and www.FlyMCO.com are as follows:

- Website – 156 x 28 .png format and be in color and non-transparent
- FIDS – 240 x 38 .png format and be transparent and white
- GIDS – 798 x 225 .png format and be transparent and white
- GIDS FULL – 1920 x 1080 .png and be full color and non-transparent
- Video Wall Logo – 1920w x 1080h
- Terminal C FIDS – 940 x 360 .png (Transparent) or .svg (vector)
- Terminal C GIDS – 1920 x 1080 .png (Transparent) or .svg (vector)
- Terminal C Video Wall Logo – 1920 x 1080 .png (Transparent) or .svg (vector)

SECTION 11- FEDERAL INSPECTION STATION (FIS)

The Authority schedules and maintains the FIS facilities.

11.1) 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 FIS.

11.2 Passenger Processing

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.

11.3 Baggage

The Authority has set baggage delivery standards to ensure efficient flow of passengers and baggage through the FIS.

a.) Narrow Body baggage delivery into the FIS is as follows:
   1. First bag inducted into the system within 20 minutes from aircraft block.
   2. Last bag inducted into the system within 45 minutes from aircraft block.

b.) Wide Body baggage delivery into the FIS is as follows:
   1. First bag inducted into the system within 20 minutes from aircraft block
   2. Last bag inducted into the system within 60 minutes from aircraft block.

11.4 Non-Compliance

In the event the Authority must provide representation on behalf of the Airline to assist passengers or a passenger's bag through the inspection process or failure to meet delivery times, the Airline may be charged $1,000 per occurrence. Additionally, failure to meet the delivery times may result in a delay in processing of flight crews.

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, fines, safety and/or security violations. This includes unauthorized storage for vehicles, equipment and items such as stanchions, free standing signs, etc.

12.6.1 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 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) All ULD containers (LD3, LD6, etc.) when not in use are required to be secured to a transport dolly or storage device.

f) 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.

g) 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 9:00 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 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 baggage makeup assignments.
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 twelve (12) hour increments.

14.6 Equipment Training Fee

Airlines requesting use of any Authority training room must contact the GOAA's Scheduling and Billing Team at 407-825-3801 or via e-mail at **GOAASB@GOAA.ORG**. Fees will be charged to Airlines as applicable and will be stated in 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-scheduled 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 enter passenger counts via the Veovo Portal. If an Airline neglects to submit such information 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 RMS Coordinator at ext. 3831 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 **GOAASB@goaa.org** or 407-825-3801 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 Vice President of Operations - MCO	7110
Airfield Operations	2036
Airport Information	2352
Airport Operations Center (AOC)	3840
AOC Billing	3801
Supervisor, Airport Scheduling and Billing	2052 / 3843
Airline Division Supervisor	2273 / 2295
Terminal A and B Baggage Coordination Center (BHS Control)	2247
Terminal C Baggage Coordination Center	2242
Baggage Committee – Contact AOC for current chairperson	3840
BHS Supervisor (Terminal's A and B)	2282
Central Plant / Work Orders	4000
Common Use Contract Provider (SITA)	2448
Central Plant / Work Orders	4000
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
Airline Station Managers Council – Contact AOC for current chairperson	3840
Wayfinding and Signage	4392
Transportation Security Administration (TSA)	(407) 563-6681
U.S. Customs and Border Protection	4326 / 4360

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** include 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**

a) 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**

b) 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 for removing FOD and trash from aircraft parking areas, sidewalks, and ramp space for their use (Daily). 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 have not been approved by the Authority will be removed and any cost or expense will be reimbursed by the Airline to the Authority. Any authorized modifications or alterations that penetrate either the roof membrane or exterior wall membrane that later result in 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 ten (10) pm and six (6) 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 for 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.

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** 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 airsides. 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 airsides **AS01.W06.01.4832**.