

**AERONAUTICAL SERVICE OPERATOR  
MINIMUM STANDARDS**

**2006**

**ORLANDO INTERNATIONAL AIRPORT**

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## **SECTION 1**

# **GENERAL INFORMATION**

### **PURPOSE**

This document stipulates the minimum requirements for any company that proposes to provide aeronautical services at Orlando International Airport. The purpose of the minimum standards is to establish a minimum acceptable level of service and by no means implies a right to provide services.

### **INTRODUCTION**

Standards establishing the minimum acceptable qualifications, level and quality of service, and other conditions that are required of those proposing to provide aeronautical services at the Airport have been adopted at Orlando International Airport.

The adoption and enforcement of such standards insures that the Aeronautical Service provider is reasonably competent, willing and able to discharge both its service obligations to its customers and its economic obligations to the airport community, and thereby protects the aviation user, the public and the airport community. Standards thus established and applied promote economic stability by discouraging unqualified applicants and fostering the level of services desired by the public and the Greater Orlando Aviation Authority at the Airport.

### **CONDUCT OF AN AERONAUTICAL SERVICE OPERATOR**

It is the policy of the Greater Orlando Aviation Authority to extend the opportunity for providing an aeronautical service to any entity meeting the Authority's published standards for that service, subject to availability of suitable space at the Airport to conduct such activities. The Orlando International Airport Master Plan provides the basis for determining whether suitable space is available.

### **APPLICABILITY**

These Standards apply to any person or entity that provides one or more services defined in these Standards at Orlando International Airport except for the following:

1. No provision of these Standards shall be deemed to prohibit any person from performing aeronautical services with respect to its own aircraft; and
2. No provision of these Standards shall be deemed to prohibit any Signatory Airline from performing Aeronautical Services for scheduled or charter carriers at the

Signatory Airline's exclusively leased or preferential gate(s) with their own direct employees.

3. Signatory Airlines may provide fueling services to any scheduled or charter carriers that have entered into an Operating Agreement with the Authority, at the Signatory Airline's exclusively leased or preferential gate(s) with their own direct employees.

### **EFFECTIVE DATE**

These Standards shall become effective on \_\_\_\_\_, 2006.

**APPROVED :** \_\_\_\_\_  
Steve Gardner, Interim Executive Director

### **AMENDMENT TO EXISTING STANDARDS**

Upon approval by the Executive Director, any reference in any Authority agreement to such prior standards shall be deemed to be a reference to these Minimum Standards.

### **RIGHT TO AMEND STANDARDS**

The Greater Orlando Aviation Authority reserves the right to adopt amendments to these Minimum Standards as it determines they are necessary or desirable to reflect current trends of commercial airport activity and availability of property for lease, for the benefit of the general public or the operation of the Airport.

### **WAIVERS**

The Authority may, in its sole discretion, waive all or any portion of the Minimum Standards set forth herein for the benefit of any government or governmental agency performing non-profit public services to the aircraft industry, or performing public services to the aircraft industry, or performing emergency medical or rescue services to the public by means of aircraft, or performing fire prevention or firefighting operations. The Authority may further temporarily waive any of the Minimum Standards for non-governmental Operators where the Authority, in its sole discretion, deems such waiver to be in the best interest or welfare of the Airport's operation.

## **CATEGORIES OF AERONAUTICAL SERVICE OPERATORS**

The two categories of Aeronautical Service Operators at Orlando International Airport are:

- 1. Fixed Base Operator**
- 2. Specialized Aeronautical Service Operator**

This category is further classified according to their specialty:

- Air Carrier Fueler
- Air Carrier Line Maintenance
- Aircraft Repair Station
- Ramp Services
- Passenger Services
- Air Cargo Services
- Multiple Specialized Services
- Other Aeronautical Services

**SECTION 2**

**APPLICATION PROCEDURES**

1. Application to provide aeronautical services must be made in accordance with these Minimum Standards and signed by all parties owning an interest in the business including each partner, director, or corporate officer. The Application is attached to this document as Appendix "A".
2. The original application, together with all required documentation, shall be submitted to:

**Senior Director of Commercial Properties  
Greater Orlando Aviation Authority  
One Airport Boulevard  
Orlando, Florida 32827-4399**

3. Applicants shall furnish the following supporting documents as evidence of organizational and financial capability to provide the proposed activities:
  - a. Business Plan - a written proposal detailing the nature of the proposed aeronautical service to be provided, space and facility requirements and the proposed location on the Airport.
  - b. Financial Statement - a current financial statement prepared in accordance with standard accounting principles by a certified public accountant (CPA). Applicant must submit a report from all principals for a corporation or partnership. The Airport shall be entitled to consider the financial statement in evaluating the applicant's financial ability to provide reasonable, safe and adequate aeronautical services to the public. The Executive Director in his sole discretion with respect to a Specialized Aeronautical Services Operator may waive this requirement.
  - c. Credit Report - a current credit report covering all business activities in which the applicant has participated within the past ten years. Applicant must submit a report for all principals for a corporation or partnership.
  - d. Personnel - a listing, with resumes, of key personnel to be assigned to the Orlando International Airport along with a description of their duties and responsibilities.
  - e. Evidence of Insurance with policy coverage that conforms to the requirements of the Aviation Authority's Insurance Requirements as outlined in Section 1130.00 of the Authority's Policy and Procedures. A copy is attached as Appendix "F".

- f. Where applicable, a copy of any signed written agreement/contract between the applicant and an airline currently serving Orlando International Airport (MCO) together with a written statement from such airline to the Authority that the applicant meets the airline's standards for the services to be provided.
- g. Such other information as the Authority may require.

### **ACTION ON APPLICATION**

1. **The Authority may deny any application, or reject any proposal to operate any aeronautical service on the Airport, if, in its opinion, it finds any one or more of the following:**
  - a. The applicant does not meet published qualifications, standards and requirements established by these Minimum Standards.
  - b. The applicant has supplied the Authority, or any other person, with false or misleading information or has failed to make full disclosure in their application or in the supporting documents.
  - c. There is no appropriate, adequate or available space on the Airport to accommodate the applicant at the time of application.
  - d. The proposed activity conflict with the Airport's Approved Airport Layout Plan, or which will create a safety hazard as determined by the Authority or by the FAA through the review Form 7460-1.
  - e. The proposed activity requires the Authority to spend funds or to supply materials/manpower that the Authority is unwilling to spend or supply.
  - f. The proposed activity will result in depriving existing Operators of portions of the area in which they are operating; will result in congestion of aircraft or buildings; or will unduly interfere with the operations of any present Operators, or prevent free access to such operations.
  - g. The proposed activity or operations have been or could be detrimental to the Airport.
  - h. The applicant has violated any of the Orlando International Airport Minimum Standards and/or Rules and Regulations, or the standards and regulations of any other airport, the Civil Air Regulations, the Federal Aviation Regulations, any other statutes, ordinances, laws or orders applicable to the Airport or any other airport.

- i. The applicant has defaulted in the performance of any lease or other agreement with the Authority.
- j. The applicant's credit report or financial statement contains information that would create operational questions regarding the applicant's abilities to conduct the proposed operation.
- k. The applicant does not have, or appear to have, access to the operating capital necessary to conduct the proposed operation.
- l. The applicant is unable to obtain sufficient insurance, financial sureties or guarantors to protect the interest of the Authority, the City of Orlando, the FAA or other appropriate governmental entities.
- m. The applicant has been convicted of any crime, or has violated any county ordinances, state or federal laws.
- n. The Authority determines that the bid or proposal is not in the best interest of the health, safety, welfare, necessity or convenience of the traveling public.
- o. The applicant is unable to qualify for unescorted access to the Airport Security Areas as required by Title 49 of the Code of Federal Regulations Part 1542.209 or Part 1544.229. These requirements include criminal history records checks.

### **SECTION 3**

## **GENERAL REQUIREMENTS**

### **Land**

- a. A Fixed Base Operator must lease property at the Airport directly from the Authority to comply with the provisions of these Standards.
- b. A Specialized Aeronautical Services Operator, if required to lease property, may either lease such property directly from the Authority, or sublease from another airport tenant, subject to approval by the Authority in accordance with the provisions of the applicable lease documents.

### **Hangars and Other Buildings**

- a. If required by these Standards the Operator shall lease or construct a hangar for aircraft storage and shall lease or construct sufficient buildings to accommodate offices and shops to support their activities on the Airport.

### **Aircraft Parking Apron**

- a. If required by these Standards the Operator shall lease or construct sufficient paved aircraft parking apron within its leasehold premises to meet the size required for their aeronautical activity. The Operator shall provide any paved taxiways necessary for access to the Airport's taxiway system.

### **Equipment**

- a. The specific equipment requirements specified in these Standards shall be deemed satisfied if the Operator owns, leases or otherwise has sufficient access to the equipment to provide the applicable aeronautical services promptly on demand without causing any flight delays or other operational impacts on aircraft at the Airport. All equipment must be maintained in operating condition and good appearance. The equipment must be painted in a uniform manner with the company name and logo prominently displayed.
- b. An applicant under the Specialized Aviation Service Operator categories will be required to obtain a letter from each airline they will be contracted to naming the equipment to be furnished and including a statement from the airline that they concur that this is satisfactory to the airline.

- c. If required by the Orlando International Airport rules and regulations all vehicles operating at the Airport shall have required permits and registrations, including permits for operation on the Air Operations Area (AOA).
- d. All vehicles operating at the Airport shall be clearly designated with the name of the Operator on the vehicle.

### **Personnel and Training**

- a. All non-management personnel in the AOA shall be suitably uniformed with the name of the company prominently displayed. All personnel in the AOA shall display security badges in a conspicuous manner at all times.
  - 1. An adequate number of qualified and, where applicable, licensed employees shall be on duty at all times to provide a level of service consistent with these Standards.
  - 2. At least one qualified supervisor shall be on duty when any aeronautical services are being performed..
- b. Each Operator shall establish a written training program to ensure that all employees are thoroughly trained and qualified to perform the tasks to which they are assigned. The training program shall contain detailed instruction in proper operating procedures for each job classification.

### **Contract Security**

- a. All Operators are required to maintain a security deposit with the Authority. Such Contract Security shall be equal to: (i) the Executive Director's estimate of three months' fees or other charges to be payable by the Operator to the Authority in connection with its operations under these Standards or (ii) \$5,000, whichever is greater. The Operator shall, prior to commencing operations at the Airport, provide Authority with a cash deposit, contract bond, irrevocable letter of credit or other security acceptable to the Authority to guarantee the faithful performance by the Operator of its obligations under the Standards and its Operating Agreement with the Authority.
- b. The Authority shall review the Contract Security annually, and, based on the Operator's payment history for the previous twelve (12) consecutive months, shall revise the amount to be in compliance with the requirements stated above.

### **Insurance Requirements**

- a. The Operator shall procure and continuously maintain in effect throughout the term of its activities upon the Airport at Operator's sole expense, insurance of the types and in at least such minimum amounts as set forth in Section 1130.00 of the Authority's Policy and Procedures for the respective categories of aeronautical services involved. A copy of the Policy is included as an appendix to these Standards. In the event of any of conflict between these Minimum Standards and the Authority's Policy on Insurance Requirements, the provisions of the Insurance Requirements shall prevail.

### **Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

### **Operating/Permit Agreement**

- a. No applicant may provide an aeronautical service at the Airport until entering into a written operating agreement with the Authority. The operating agreement shall be in a form acceptable to the Authority, shall specify which types of aeronautical services the Operator is authorized to provide, and shall contain, without limitation, provisions for an operating fee payable to the Authority, insurance, indemnification, environmental requirements and a security deposit or other form of contract security as required in these Standards.

### **Subcontracting**

- a. A Fixed Base Operator shall not subcontract any fueling services.
- b. Generally, Specialized Aeronautical Services Operators may not subcontract any of the services they are authorized to provide. Exceptions are noted in the individual categories.

### **Required Fees and Payments**

- a. The exact fees and payments will be determined on an individual basis and incorporated into the Operating Agreement.

**SECTION 4**

**MINIMUM STANDARDS**

The following standards have been developed after consideration of the elements outlined in Section 3 with attention to their applicability at the Orlando International Airport. The standards are grouped according to the specific type of activities to which they pertain and any applicant desiring to provide these services at the Airport must meet the standards pertaining to that type of aeronautical service.

The standards set forth herein are the minimum which the Authority will require in agreements authorizing an entity to provide an aeronautical service at the Airport, and, unless specifically limited herein, do not preclude the applicant from seeking greater operating authority than the minimum required.

The Authority reserves the right to adjust and/or combine the square footage of building space or area required herein for each aeronautical service if more than one aeronautical service is to be provided by one entity.

The Authority reserves the right to review and amend these Minimum Standards as necessary.

**SECTION 5**

**FIXED BASE OPERATOR**

This section sets forth the minimum standards for a Fixed Base Operator (FBO) at Orlando International Airport.

**STATEMENT OF CONCEPT**

A Fixed Base Operator engages in and furnishes a full range of aeronautical activities and services to the public, which shall include, as a minimum, the following:

**1. Fueling**

Fixed Base Operators are permitted to engage in the public business of retail sales and dispensing of aviation fuels to general aviation and military aircraft on their leasehold area. No other Operator shall be permitted to engage in this specific aeronautical business activity. Also, FBOs may provide “into-plane” or contract fueling on other areas on the airport. In addition, an FBO may provide contract fueling services to air carriers at the terminal gates provided they meet the requirements of Section 6 of these standards.

**2. General Aviation Services**

An FBO is typically required to provide numerous support services to the flying public. These services include, but are not limited to: pilot lounges, conference rooms, flight planning areas, weather services, hangar storage, aircraft and tie-down, ground handling, aircraft interior and exterior cleaning, catering, rental cars, limosine services, aircraft charter (FAR 135) and gratuitous passenger transportation.

**3. Emergency Assistance**

The FBO is required to provide emergency services to disabled general aviation aircraft on the Airport. This includes towing or transporting of disabled aircraft having a gross landing weight not in excess of 70,000 pounds to the Leased Premises at the request of the owner or operator of the disabled aircraft or the Executive Director, or his representative.

**4. Collection Agent**

The FBO may act as the collection agent, when requested by the Authority, with respect to any landing fees which are applicable to general aviation aircraft arriving at the Airport.

**5. Other Services**

- b. The FBO may provide other specialized aeronautical services on its leasehold area subject to the approval of the Aviation Authority. These requests would be reviewed and approved on a case-by-case basis.
- b. The FBO may provide other specialized aeronautical services to air carriers at the terminal gates subject to the Aviation Authority's approval and provided they meet the requirements of these standards.

**MINIMUM STANDARDS**

**1. Land**

- a. Must lease enough land to provide adequate space for: hangars and other buildings; paved private auto parking; paved aircraft apron; paved pedestrian walkways; fuel storage facilities; and all storage, servicing utilities and support facilities.

**2. Hangars and Other Buildings**

- a. Must lease or construct a hangar to provide a minimum of 20,000 square feet for aircraft storage. The hangar door width shall be at least 125' and the clear door height shall be at least 27'.
- b. In addition to the hangar, an additional 7,500 additional square feet of lounge, offices, flight planning facilities, pilot waiting areas, public restrooms and telephone facilities must be leased or constructed. If the Operator in this category elects to provide Aircraft Maintenance Services, either directly or through a contract with an approved sublessee, then an additional 5,000 square feet of shops and spare parts storage shall be constructed or leased.

**3. Aircraft Parking Apron**

- a. The aircraft parking apron must be a minimum of 217,800 square feet (five acres).

**4. Fuel Storage Facilities**

- a. Shall lease sufficient land for underground or above-ground fuel storage tanks to be constructed and operated in accordance with all applicable environmental requirements on the FBO's leased premises.
- b. The total storage capacities shall be at least 50,000 gallons for turbine fuel and 10,000 gallons for aviation gasoline to assure an adequate supply at all times.

- c. The storage system must include adequate fuel spill prevention features and containment capabilities, together with an approved fuel spill containment and countermeasures control plan.
- d. The FBO shall be required to undertake at its expense any environmental testing which the Executive Director may request from time to time, and any remedial actions which the Executive Director may determine to be necessary or appropriate as a result of such testing.

**5. Mobile Dispensing Equipment**

- a. The FBO shall provide at least three (3) metered filter-equipped mobile dispensing trucks for dispensing the two (2) types of fuel, with separate dispensing pumps and meters required for each type of fuel.
- b. At least two (2) of the mobile dispensing trucks must be used for turbine fuel with each having a minimum capacity of at least 5,000 gallons.
- c. The remaining mobile dispensing truck shall be for aviation gasoline with a capacity of at least 1,000 gallons.
- d. All dispensers must have bottom-refilling capabilities and turbine fuel dispensers must have single point refueling capabilities.
- e. All dispensers shall meet all applicable safety requirements, with reliable metering devices subject to independent inspection.
- f. All equipment shall be maintained and operated in accordance with OSHA and local and State industrial codes

**6. Aircraft Service Equipment**

- a. The FBO shall procure and maintain tools, jacks, tugs, towing equipment, tire repairing equipment, ground power units, emergency starting equipment, portable compressed air tanks, oxygen cart and supplies, fire extinguishers, mobile passenger stairs, chocks, ropes, tie-down supplies, crew and passenger courtesy transportation vehicles and a "Follow-Me" vehicle, as appropriate and necessary for the servicing of aircraft types normally expected to use the FBO facilities.

**7. Hours of Operation**

- a. All FBOs shall provide aircraft fueling and line services twenty-four (24) hours daily, every day, including holidays or during such other hours as may be mutually agreed upon in writing by the Authority and FBO.

**8. Personnel and Training**

- a. Line Service: At least two (2) fully trained and qualified fuel service personnel shall be on duty at all times while the facility is open for business. One must be a responsible and qualified supervisor.
- b. Maintenance: At least one (1) FAA-licensed aircraft mechanic shall be made available promptly upon request. The FBO can meet this requirement by contracting with a Specialized Aeronautical Service Operator authorized to conduct Aircraft Maintenance at the Airport.
- c. All fuel and line service personnel shall be suitably uniformed with the name of the company prominently displayed.
- d. There shall be at least one person on duty 24 hours per day, seven days a week to act as supervisor, customer service representative, ramp attendant, landing/parking fee collector and dispatcher for General Aviation activity.
- e. All fuel service personnel shall have successfully completed an approved line technician safety course. National Aviation Transportation Association (NATA) or equivalent is acceptable.

**9. Insurance Requirements**

- a. Each FBO is required to provide insurance in the types and limits specified by the Aviation Authority.

**10. Airport Security**

- a. Each FBO shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**11. Operating Agreement**

- a. A written agreement, properly executed by the Greater Orlando Aviation Authority and the Operator, is a prerequisite to tenancy on the Airport and the commencement of any operations thereon.

**12. Required Fees and Payments**

- a. Information relative to rental fees and charges applicable to the aeronautical services included herein will be made available to the prospective Operator at the time of application or during lease negotiations.

## SECTION 6

### SPECIALIZED AERONAUTICAL SERVICES OPERATOR

### AIR CARRIER FUELING

#### STATEMENT OF CONCEPT

An Air Carrier Fueler is a person, firm, corporation or other entity acting as the “Into-Plane Agent” of an air carrier at the terminal gates. An Air Carrier Fueler provides the following services:

- a. The into-plane delivery and quality control of contract aviation fuel of all grades ordinarily used and required by air carriers serving Orlando International Airport, and,
- b. The delivery of aviation oils and lubricants of all types and grades ordinarily required by air carriers utilizing the Airport.

#### MINIMUM STANDARDS

##### **1. Experience**

- a. An Operator proposing to engage in air carrier fueling shall have a minimum of 5 years experience fueling air carrier aircraft through a hydrant system at either large or medium hub airports. At the time of application, the Operator must have at least three (3) other fueling operations at large or medium hub airports.
- b. An Operator shall be able to satisfy the Authority that they are familiar and can comply with the following:
  - i. FAA Advisory Circular 150/5230 – Aircraft Fuel Storage, Handling, and Dispensing at Airports.
  - ii. NFPA 407 – Standard for Aircraft Fuel Servicing
  - iii. FAA Advisory Circular 00-34 Aircraft Ground Handling and Servicing

##### **2. Facilities**

- a. An Operator performing air carrier fueling shall have executed a Fuel System Access Agreement with the Airlines and the Authority for access to the Authority’s Fuel System.

- b. This Operator will be required to lease or sublease space at the Airport in support of its activities. The type and amount of space would be dependent on the size of the operation. An example of the type of space required to be leased is: office area, operations area and break room. Also, additional space away from the terminal area must be leased to park, store and maintain equipment when it is not actually being used.

### **3. Equipment**

- a. An Operator performing air carrier fueling shall maintain equipment in sufficient quantities and of sufficient type to service all aircraft handled by the Operator and which shall include the following:
  - 1. Two truck-mounted hydrant refueling vehicles capable of uplifting 600 gpm and compatible with the Authority's hydrant system. One of the units shall be equipped with a high-lift device if the Operator plans to service widebody aircraft.
  - 2. Two towed hydrant refueling units capable of uplifting 300 gpm and compatible with the Authority's hydrant system.
  - 3. Two tow tugs or other vehicles capable of repositioning the towable units.
  - 4. A dedicated fuel spill team consisting of a minimum of two properly trained individuals with a sufficient supply of absorbent materials and the vehicular means to transport this material for the immediate containment and subsequent clean up of a fuel spill and proper disposal of any hazardous waste created by any fuel spill. The training requirements, methods of disposal and clean up are all subject to approval by the Authority's Environmental division.
  - 5. Any deviations from this portion of the Standards may be requested in writing for the Authority's consideration.

### **4. Hours of Operation**

- a. The Operator shall provide services in a timely manner during the hours specified by the air carrier.

### **5. Personnel and Training**

- a. The Operator shall employ, and have on duty during the appropriate business hours, sufficient trained personnel to meet the airline's requirements. Fueling personnel should be of sufficient number to safely operate the fueling system and to meet the airline's requirements.
- b. Training for Supervisory Personnel – At least one supervisor must have completed an aviation fuel training course at an approved FAA/Industry sponsored fueling course. Following initial training the supervisor should be able

to correctly answer the areas outlined in FAA Advisory Circular 150/5230-4 CHG 1, Appendix 7, 4.b. 1 through 12.

- c. The Operator shall have a duly appointed supervisor during business hours with the authority to represent and act for and on the behalf of the Operator.
- d. Clothing - All employees will be appropriately clothed (garments other than silk, polyesters, nylon with wool, or other static generating fabrics; shoes containing no taps, hobnails, or other materials which could generate sparks on pavement) in uniforms with the name of the company prominently displayed.
- e. Training for Line Personnel – as outlined in FAA Advisory Circular 150/5230-4 CHG 1, Appendix 7, 4.c. 1 through 13.

## **6. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

## **7. Airport Security**

- a. All Specialized Aeronautical Service Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

## **8. Operating/Permit Agreement**

- a. An Operator in this category may contract directly with and provide services to any Signatory or Non-Signatory Air Carrier at OIA provided they shall:
  - i. Execute an Operating Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Operating Agreement.
  - ii. Execute a Fuel Systems Access Agreement with the Airline and the Authority.
- b. Each Operator shall provide the Authority with a copy of all signed written agreements or contracts with airlines currently serving Orlando International Airport (MCO).
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreements or contracts with any airline by using the form supplied in these Standards.

**9. Required Fees and Payments**

- a. This category of Operator may be required to pay an annual privilege fee to the Aviation Authority for the right to dispense fuel at the terminal gates.
- b. Information relative to other rental fees and charges applicable to the aeronautical services included herein will be made available to the prospective Operator at the time of application.

**SECTION 7**

**SPECIALIZED AERONAUTICAL SERVICES OPERATOR**

**AIR CARRIER LINE MAINTENANCE**

**STATEMENT OF CONCEPT**

An Aircraft Line Maintenance Operator is a person, firm, corporation or other entity that provides routine and non-routine line maintenance in accordance with an Air Carrier's instructions and procedures. These Operators are mobile and often provide their services from a step van that is a well-equipped mobile workshop.

**MINIMUM STANDARDS**

**1. Facilities**

- a. The actual facilities will depend on the services rendered to the airlines and the availability of space at the Airport. Equipment parking needs will likewise be handled individually. However, due to the limited space for equipment and vehicle parking at the Airsides, all vehicles are to be removed from the AOA between service calls.

**2. Equipment**

- a. The Operator shall have all of the tools and equipment required to perform the services outlined in the Operator's contract with the Air Carrier, unless they are provided by the Air Carrier.
- b. The Operator will provide certification from the Air Carrier to the Aviation Authority in writing that the company is qualified and properly trained to perform the services required.

**3. Hours of Operation**

- a. The Operator shall provide services in a timely manner during the hours specified by the air carrier.

**4. Personnel and Training**

- a. The Operator shall have in its employ, and on duty during the appropriate business hours, sufficient trained personnel to meet the airline's requirements.

- b. The Operator shall have a duly appointed supervisor during business hours with the authority to represent and act for and on the behalf of the Operator.
- c. All employees will be in uniform with the name of the company prominently displayed.

**5. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**6. Airport Security**

- a. All Specialized Aeronautical Service Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**7. Operating/Permit Agreement**

An Operator in this category may contract directly with and provide services to any Signatory or Non-Signatory Air Carrier at OIA provided they shall:

- a. Execute an Operating Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Operating Agreement.
- b. Each Operator shall provide the Authority with a signed copy of all agreements or contracts with an airline(s) serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in these Standards.

**8. Required Fees and Payments**

- a. Information relative to rental fees and charges applicable to the aeronautical services included herein will be made available to the prospective Operator at the time of application.

**SECTION 8**

**SPECIALIZED AERONAUTICAL SERVICES OPERATOR**

**AIRCRAFT REPAIR STATION**

**STATEMENT OF CONCEPT**

An Aircraft Repair Station Operator is a person, firm, corporation or other entity providing maintenance, repair, rebuilding, alteration or inspection of an aircraft or any of its component parts. An Aircraft Repair Station must be certified by the Federal Aviation Administration under FAR 145 to perform aircraft maintenance and shall provide only those maintenance and inspection services permitted by its FAA certification. This category shall also include the sale of aircraft parts and accessories, but such is not an exclusive right.

**MINIMUM STANDARDS**

**1. Land**

- a. The Operator shall lease enough land to provide space for all buildings and support facilities; paved private auto parking; paved aircraft apron (if required); a paved taxiway connecting to the airport taxiway system (if needed); a paved pedestrian walkway; all storage facilities.

**2. Hangars and Shops**

- a. The Operator shall lease or construct a hangar or shop facilities of at least 5,000 square feet to conduct its business.

**3. Aircraft Apron**

- a. The Operator shall lease or construct at least 43,560 square feet (1 acre) of paved aircraft parking and storage area if necessary to support its activities.

**NOTE:** The requirements of 1-3 above may be satisfied by an approved sublease of such space from an FBO.

**4. Aircraft Service Equipment**

- a. The Aircraft Maintenance Operator shall at all times maintain an adequate supply of all necessary parts, equipment and accessories with a minimum value of \$100,000.
- b. If the Operator is involved with moving aircraft, they shall have, or lease, at least one aircraft tug of sufficient power or braking weight to handle any air carrier aircraft that the operator is permitted to service under the operator's FAA certificate.
- c. All of the tools and equipment required under the operator's FAA certificate.

**5. Hours of Operation**

- a. The Leased Premises shall be open and services available at least eight (8) hours a day, five (5) days a week.
- b. The Operator shall provide for services during off-hours through an "on-call" system.

**6. Personnel and Training**

- a. The Operator shall have in its employ, and on duty during the appropriate business hours, trained personnel in such numbers as are required to meet the Minimum Standards set forth in a safe and efficient manner, but never less than one (1) person currently certified by the FAA with ratings appropriate to the work being performed, and who holds an airframe, power plant or an aircraft inspector rating, plus one (1) additional person not necessarily rated.
- b. The Operator shall maintain during business hours, a responsible person in charge to supervise its operations on the Airport and with the authorization to represent and act for and on behalf of the Operator.
- c. All employees will be in uniform with the name of the company prominently displayed.

**7. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**8. Airport Security**

- a. All Specialized Aeronautical Service Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**9. Operating/Permit Agreement**

- a. Execute an Operating Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Operating Agreement.
- b. Each Operator shall provide the Authority with a signed copy of all agreements or contracts with airline(s) currently serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in these Standards.

**10. Required Fees and Payments**

- a. Information relative to rental fees and charges applicable to the aeronautical services included herein will be made available to the prospective Operator at the time of application or during lease negotiations.

## **SECTION 9**

### **SPECIALIZED AERONAUTICAL SERVICES OPERATOR**

#### **RAMP SERVICES**

##### **STATEMENT OF CONCEPT**

A Ramp Services Operator, or “ground handler,” is a person, firm, corporation or other entity that engages in providing the following services to the airlines at the terminal facilities. The actual services to be provided will vary from airline to airline. This list is not intended to be all-inclusive and is provided as an example of the types of services that are typical of this category.

- Aircraft Marshalling and Parking
- Ramp to Flight Deck Communication
- Loading and Unloading of Passengers or Baggage
- Starting of Aircraft
- Moving of Aircraft
- Exterior Cleaning
- Interior Cleaning
- Lavatory Service
- Water Service
- Cooling and Heating
- Cabin Equipment and Inflight Entertainment Material
- Storage of Cabin Material
- Flight Operations and Crew Administration
- Baggage Handling

The safe and secure handling of passengers’ baggage from the aircraft to the Federal Inspection Station (FIS) and from the recheck belt at the FIS to the baggage claim area will be done in accordance with the standards adopted by the Authority and attached as Appendix “C”.

##### **MINIMUM STANDARDS**

###### **1. Facilities**

- a. Shall lease space to provide for storage of ramp equipment when it is not in use.
- b. Shall have access to an area designated as “Flight Planning Room” for crews of commercial air carriers serviced by the operator. This room shall be available 24 hours per day, seven days per week and shall include:

1. Area for weather service, flight planning and filing sufficient to meet the needs of the commercial flight crew which shall be not less than 75 square feet.
2. Access to men and women's rest rooms for the use of the commercial flight crew.
3. Public telephones, SITA or comparable telex equipment and dedicated direct line or automatic dial FAA/FSS telephone.
4. A crew lounge, if required by the airline and available from the Authority.

**2. Equipment**

- a. Shall maintain equipment in sufficient quantities and type to provide the services desired by the airline and to service all aircraft used by the airline at MCO.

**3. Hours of Operation**

- a. Shall have services available as required by the airline.

**4. Personnel**

- a. One General Manager, with a minimum of five (5) years experience, on duty during regular business hours and assigned to MCO 40 hours a week. At least one Supervisor, with a minimum of two (2) years experience, on duty when customer's aircraft is on the ground.
- b. All personnel shall be properly uniformed with the company name prominently displayed.

**5. Contract Security**

- a. As specified in the Operating Agreement.

**6. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**7. Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport.

The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**8. Operating/Permit Agreement**

- a. Execute an Operating Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Operating Agreement.
- b. Each Operator shall provide the Authority with a signed copy of all agreements or contracts with airline(s), currently serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in these Standards.

**9. Required Fees and Payments**

- a. As specified in the Operating/Permit Agreement.

**SECTION 10**

**SPECIALIZED AERONAUTICAL SERVICES OPERATOR**

**PASSENGER SERVICES**

**STATEMENT OF CONCEPT**

Passenger Services are those activities that may be subcontracted by an air carrier to a firm specializing in these activities to better assist their arriving and departing passengers. Typical activities to include the following:

**1. Representation and Accommodation**

- a. If required, arrange guarantee or bond to facilitate the Carrier's activities.
- b. Liaise with local authorities.
- c. Indicate that the Operator is acting as an agent for the Carrier.
- d. Inform all interested parties concerning movements of the Carrier's aircraft.
- e. Effect payment, on behalf of the Carrier.

**2. General Services**

- a. Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.
- b. Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.
- c. Provide or arrange for special equipment, facilities and specially trained personnel for assistance to:
  1. Unaccompanied minors
  2. Disabled passengers
  3. VIPs
  4. Transit without visa passengers (TWOVs)
  5. Deportees
  6. Others
- d. Take care of passengers when flights are interrupted, delayed or cancelled according to instructions given by the Carrier. If instructions do not exist, deal with such cases according to the practice of the airline's governing tariffs.
- e. If applicable, arrange storage of baggage in the Custom's bonded store if required.

- f. Notify the Carrier of complaints and claims made by the Carrier's clients and process such claims, as mutually agreed.
- g. Handle lost, found, or damaged property matters and storage as mutually agreed.
- h. Report to the Carrier any irregularities discovered in passenger and baggage handling.
- i. Provide or arrange for:
  - 1. Check-in position(s)
  - 2. Service counter(s)/desk(s) for other purposes
  - 3. Lounge facilities
- j. Provide or arrange for personnel and/or facilities for porter or skycap services. This activity may be subcontracted to a firm that specializes in these activities.

### **3. Arrival/Departure Services**

- a. Passenger ticketing and seat assignments.
- b. Baggage tagging.
- c. Boarding information and ticket lift.
- d. Supervision of passengers while on the ramp.
- e. Passenger supervision for Border Protection and U.S. Customs Service.
- f. Supervision and responsibility for tour operators who may be present.
- g. Posting for the public the flight number and the name of the airline, tour operator and handling companies for each flight handled by the operator.
- h. Other passenger services as may be approved by the Authority.
- i. Direct passengers from aircraft (through controls, if required) to connecting flights or to the landside terminal baggage claim area.
- j. Compliance with all FAA or TSA Security Directives.

## **MINIMUM STANDARDS**

### **1. Facilities**

- a. Have access to the Authority ticket counters.
- b. Lease or sublease office space for supervisory and support personnel.
- c. Shall maintain sufficient numbers of wheelchairs and aisle chairs as required by the airline and/or Aviation Authority.
- d. Shall have access to the Authority loading bridges and received training in the operation of this equipment.
- e. Shall have access to an Authority approved baggage make-up and claim area.

- f. Shall lease a designated area for lost and damaged baggage. Airline leased space or space leased by a baggage delivery service may be used to meet this requirement.

**2. Equipment**

- a. This Operator shall have the usual and typical equipment, either owned or leased, for providing the services necessary to the airline.

**3. Hours of Operation**

- a. This Operator shall have services available as required by the airline and the capability to handle early or late flight operations as directed by either the airline or the Authority.

**4. Personnel and Training**

- a. While providing passenger-handling services, the operator shall have at least one supervisor on duty, with a minimum of one-year experience.
- b. Employees engaged in passenger handling shall be trained in and familiar with:
  - 1. Passenger ticketing and check-in services.
  - 2. Border Protection and U.S. Customs rules and procedures.
  - 3. Orlando International Airport's ground transportation system and the services available for the handicapped.
  - 4. Such employees shall possess the appropriate foreign language capability for foreign flights being handled.
  - 5. Common Use Terminal Equipment (CUTE)
  - 6. Security requirements as required by the TSA, Carrier or Authority
  - 7. Other as required by the Airline
- c. All personnel shall be uniformed with the company name prominently displayed.

**5. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**6. Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**7. Operating/Permit Agreement**

- a. Execute an Operating Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Operating Agreement.
- b. Each Operator shall provide the Authority with a signed copy of all written agreements or contracts with airline(s), currently serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in these Standards.

**8. Required Fees and Payments**

- a. Passenger Service Operators are required to pay the Authority a minimum monthly payment of the greater of ten percent (10%) of Gross Receipts or One Hundred Dollars (\$100.00). Passenger Services Provider's Gross Receipts shall be computed and audited in accordance with the provisions of the Operating Agreement.

**SECTION 11**

**SPECIALIZED AERONAUTICAL SERVICES OPERATOR**

**AIR CARGO SERVICES**

An Air Cargo Services Operator may provide either or both of the following types of air cargo services:

**1. Air Cargo Handler**

- a. An Air Cargo Handler is a person(s), firm(s) or corporation(s) engaged in the business of loading or unloading air cargo (excluding passenger baggage, and also excluding over-the-counter items weighing less than 70 pounds and handled over the ticket counter in the passenger terminal) on or off an aircraft. An owner or operator of an aircraft that uses its own employees to load or unload air cargo on or off such aircraft shall not be considered an Air Cargo Handler as defined herein.

**2. Cargo Warehouse Operator**

- a. A Cargo Warehouse Operator is a person(s), firm(s) or corporation(s) engaged in the business of processing air cargo through a warehouse located on the Airport, who takes care of the administrative control of the air cargo and performs the physical handling and control of such air cargo on behalf of an airline, agent, customs house broker, consolidator, break bulk agent, handling agent, shipper or consignee or other party. The Cargo Warehouse Operator may also provide or arrange for the surface transportation of air cargo to and from an aircraft for a customer, but may not engage in the business of loading or unloading air cargo on or off an aircraft unless the Cargo Warehouse Operator meets the minimum standards to provide such service and has executed an Agreement with the Authority authorizing such service.

**MINIMUM STANDARDS**

**1. Facilities**

- a. The Air Cargo Handler must lease or sublease adequate space and facilities at the Airport to store its equipment, to operate its business, and to accommodate its employee parking requirements. Specific aircraft minimum ramp space requirements are as follows:
  - Narrow-bodied Aircraft.....29,000 s.f. (116’ x 250’)
  - Wide-bodied Aircraft.....58,000 s.f. (232’ x 250’)

- b. The Cargo Warehouse Operator must lease or sublease a minimum of 2,000 square feet of combined warehouse and office space at the Airport plus adequate space to store equipment to operate its business and to accommodate its employee parking requirements. An Operator in this category may satisfy this requirement if it has a written agreement with a Signatory airline under which the Operator has the right to use at least the minimum space required under these standards to provide its services to a third party from the Signatory airline's space. This agreement must be approved by the Authority.

## 2. Equipment

- a. The Air Cargo Handler must have the use of sufficient and appropriate equipment to serve the customer's aircraft. The following minimum equipment list shall serve as a guideline:
  - 1. Three baggage tugs and tow bars for baggage equipment and freight carts
  - 2. Two lower deck container/pallet loaders
  - 3. One main deck container/pallet loader
  - 4. 28-pallet dollies and 16 container dollies or an equal amount of equivalent equipment
  - 5. One belt loader
  - 6. Non-motorized equipment, including but not limited to, freight carts and aircraft tow bars.
- b. The Cargo Warehouse Operator must have the use of the following minimum equipment:
  - 1. One floor scale certified by the State of Florida in accordance with applicable legal requirements
  - 2. One forklift, having a minimum 4,000 lb. rating, LP gas or electric with pneumatic tires or equivalent
  - 3. If surface transportation of cargo is provided, one tug, having a minimum 5,000 lb. draw bar pull or equivalent.

## 3. Hours of Operation

- a. Shall have services available as required by customers.

## 4. Personnel and Training

- a. Shall have sufficient uniformed personnel to provide the services desired by the customer.

**5. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**6. Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**7. Operating/Permit Agreement**

- a. Execute an Operating/Permit Agreement with the Aviation Authority and provide the Authority with all the necessary documents and deposits as outlined in the Operating Agreement.
- b. Provide the Authority with a signed copy of all agreements or contracts with airline(s) currently serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in these Standards.

**8. Required Fees and Payments**

- a. The Air Cargo Handler shall pay the Authority a minimum monthly payment of the greater of ten percent (10%) of Gross Receipts or One Hundred Dollars (\$100.00). Without limiting anything herein, Gross Receipts shall include: operations conducted at a ramp that is leased to such Air Cargo Services Operator or any ramp areas at the Airport. Air Cargo Services Operator's Gross Receipts shall be computed and audited in accordance with the provisions of the Operating Agreement.
- b. In the event of conflict between the provisions of said Operating Agreement and generally accepted accounting principles or general accepted auditing standards, the provisions of the Operating Agreement shall control, and the provisions of the Operating Agreement shall not be limited by such principles or standards.
- c. The Cargo Warehouse Operator shall pay the Authority a monthly payment of One Hundred Dollars (\$100.00) as a privilege fee.

**SECTION 12**

**SPECIALIZED AERONAUTICAL SERVICE OPERATOR**

**MULTIPLE AERONAUTICAL SERVICES**

**STATEMENT OF CONCEPT**

This section is applicable to any Specialized Aeronautical Services Operator that engages in any two (2) or more of the specialized aeronautical services for which Minimum Standards have been developed. The retail sale of aviation fuels and lubricants are not allowed under this category. These activities are reserved solely for Fixed Base Operators as set forth in Section 5 of this document.

**MINIMUM STANDARDS**

**1. Land**

- a. If required by the Standards, this Operator shall lease, either from the Authority or sublease from another tenant, subject to the approval of the Authority, an area that is equal to the total area required by the sum of the minimum land area required under the individual specialized services the Operator is providing.

**2. Hangars and Other Buildings**

- a. If required by the Standards, this Operator shall lease or construct hangar facilities providing a total square footage that is equal to the total area required by the sum of the minimum hangar size required under the individual specialized services the Operator is providing.

**3. Aircraft Apron**

- a. If required by the Standards, this Operator shall lease or construct paved aircraft parking apron that provides a total square footage that is equal the total area required by the sum of the minimum apron area required under the individual specialized services the Operator is providing.

**4. Hours of Operation**

- a. The Operator shall maintain the longest hours of operation required elsewhere in these Minimum Standards for the aeronautical service being provided

**5. Personnel**

- a. The Operator shall have in its employ and on duty during the appropriate business hours, uniformed, trained personnel in such numbers as are required to meet the Minimum Standards for the aeronautical services to be provided. Multiple responsibilities may be assigned to meet the personnel requirements for each specialized aeronautical service being performed.

**6. Equipment**

- a. The Operator shall provide the facilities, equipment and services required to meet the Minimum Standards for the aeronautical services provided.

**7. Insurance**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.
- b. The Operator in this category shall obtain, as a minimum, that insurance coverage which is equal to the highest single coverage requirement of all the aeronautical services being performed by the Operator. All required insurance shall meet the Authority's Insurance Requirements.

**8. Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**9. Operating/Permit Agreement**

- a. Execute an Operating Agreement with the Aviation Authority and provide the Authority with all the necessary documents and deposits as outlined in the Operating Agreement.
- b. Provide the Authority with a signed copy of all agreements or contracts with airline(s) currently serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in these Standards.

**9. Required Fees and Payments**

- a. As specified in the Operating/Permit Agreement.



## **SECTION 13**

### **SPECIALIZED AERONAUTICAL SERVICE OPERATOR**

### **OTHER AERONAUTICAL SERVICES**

#### **STATEMENT OF CONCEPT**

The purpose of this section is to address the various aeronautical services that are too specialized to reasonably permit the establishment of specific minimum standards for each. When specific aeronautical services are proposed which do not fall within the categories in this document, minimum standards will be developed on a case-by-case basis, taking into consideration the desires of the proponent, the needs of the Authority, and the need for such service at Orlando International Airport.

Listed below are some of the services that are included in this category:

- Ground Service Equipment (GSE) Maintenance
- Baggage Delivery
- Janitorial
- Security Services
- Drug Testing
- Communications
- Skycap, Check-in Services and Baggage Runners
- Airline Crew Transportation (Pickup and Drop Off)
- Aircraft Cleaning and Washing
- Aircraft Cabin Cleaning
- Employment Agencies

All companies intending to provide services at OIA must have the appropriate insurance coverage and a permit from the Aviation Authority before they will be allowed to do business on the property.



**SECTION 13**  
**AIRCRAFT GROUND SERVICE EQUIPMENT (GSE)**  
**MAINTENANCE**

**STATEMENT OF CONCEPT**

This Specialized Aeronautical Service Operator maintains aircraft ground support equipment for tenants at Orlando International Airport. This category includes GSE rental services to airlines and other specialized maintenance services such as contract maintenance support for baggage systems and passenger loading bridges. Tenants performing any vehicle maintenance must comply with these minimum standards in order to operate from any facilities located on the Airport. All work shall be performed in properly equipped shops with trained mechanics.

**MINIMUM STANDARDS**

**1. Facilities**

- a. The facility shall be structurally suitable and code compliant with appropriate fire separation per current City of Orlando Fire and Building Code for occupancy and use.
- b. Fire protection and detection equipment shall be maintained in good working order and shall be inspected and tested in compliance with applicable codes.
- c. Floors shall be kept clean and free of oil and grease. Only environmentally friendly water solutions or detergents, floor-sweeping compounds, and grease absorbents shall be used for cleaning floors.
- d. Sufficient amounts of oil absorbent shall be on hand to control any type of hazardous materials spill. Employees will be trained on proper procedures for deploying and cleaning up such a spill.
- e. All floor drains shall be equipped with an oil/water separator maintained according to GOAA policy 1300.03 (available on request) and City of Orlando Ordinance. The GSE Operator is required to protect any oil/water separator equipped floor drains to minimize any contaminants from entering the wastewater system.
- f. Any welding, cutting, or other “hot work” shall be done only in those areas approved by the Aviation Authority. These areas must be kept free of all combustibles. All equipment shall be in good working order and approved fire extinguishers shall be available in accordance with Fire Code.
- g. Generally, all maintenance activities shall be done within the facility. Any large equipment that cannot fit into the facility, such as large fuel tankers or pushback tugs, may have periodic light maintenance work, as defined in this Standard, done

elsewhere on the leased premises provided all appropriate safety measures and spill containment requirements are met. Any maintenance, with a few exceptions, on a terminal gate or anywhere on an Airside is strictly prohibited. Typical emergency maintenance that might be allowed in a gate area is:

- Changing a flat tire (i.e., immediately exchanging a flat tire and wheel for a new replacement). Equipment shall not be jacked up and the wheel and tire removed and taken back to the shop for repairs.
- Changing fan or accessory belts, provided this can be done without jacking the vehicle up and within 20 minutes.

Any emergency maintenance in the terminal areas should be coordinated through Airfield Operations (407.825.2036) on a case-by-case basis.

Maintenance that is strictly forbidden in a gate area includes: any oil and filter changes, welding, and other hazardous operations.

- h. Any vehicle washing shall be done in accordance with the approved Stormwater Pollution Prevention Plan (SWPPP) for the facility and best management practices (BMP). If you are in doubt about the correct methods contact the Authority's Environmental Division (407.825.3463) for guidance.
- i. All GSE facilities shall comply with GOAA policies, local, state, and federal law. If there is a conflict between the GOAA policy and the City of Orlando Code, the City Code shall prevail.
- j. Painting – Vehicle touch up painting, within the limits defined by EPA, is allowed provided it meets all other criteria. Painting of entire vehicles will only be allowed in a properly designed and ventilated paint booth.
- k. Smoking is permitted in designated areas in accordance with Florida Statute Chapter 386, FAR 139.321 and GOAA policy 140.02. No smoking is permitted on the AOA.
- l. Vehicle Parking – All vehicles shall be parked in an orderly fashion in properly striped and designated areas.

## **2. Material Storage**

- a. Material storage must be kept in a neat and orderly fashion. Trash should be removed on a daily basis or as necessary so as to not accumulate. Tools and maintenance materials should not be left lying around the floor space. At no time, shall any item be placed in a position that would impede the emergency egress from the facility. All storage shall comply with all applicable codes.

- b. Any flammables, combustibles, or other hazardous materials shall be stored in approved containers in a properly identified and designated location within the building away from occupied areas. This area shall also be clearly marked on the floor and with overhead signage.
- c. All Hazardous Waste will be stored in approved containers and disposed of properly according to the Federal Resource Conservation and Recovery Act (RCRA).
- d. Material Safety Data Sheets (MSDS) of all hazardous materials are to be kept on site, both on the interior and exterior of the premises, and shall have identifying markers indicating the chemical, quantity stored on site and location. All MSDS shall be kept current and readily available to provide in an emergency or inspection.
- e. Liquids shall be stored in approved closed containers compliant with all applicable codes. Bulk quantities of liquids should be stored in a safe location on the outside of the building in a manner and location as designated by the Authority's Environmental Division.
- f. Any pressurized cylinders, not currently being used, shall be secured and stored in compliance with all applicable codes. Large quantities of cylinders should be stored in a safe location on the outside of the building in a manner and location approved by the Authority.
- g. Approved metal receptacles with self-closing covers shall be utilized for the storage or disposal of oil-soaked waste or cloths.
- h. Combustible rubbish shall be placed in approved covered receptacles until removed to a safe place for disposal. Contents shall be removed on a daily basis.
- i. Material storage outside of the facility should be maintained in a clean and neat fashion and shall be away from areas of emergency exits or fire protection devices. Stored items shall be secured at all times so as to not pose a hazard to aircraft or vehicles.

## **1. Equipment**

- a. This Operator shall have the usual and typical equipment and trade fixtures, either owned or leased, for providing the services necessary to the tenant.
- b. Any GSE Operator needing to store equipment shall do so either on their leased premises or off-premise on Authority-owned apron. The GSE Operator shall be required to enter into a lease for the off-premise storage area with the Authority at the prevailing rate per square foot.
- b. Disabled Equipment – The GSE Operator shall have the means to remove disabled equipment from the operational areas of the airport within the times set below:

- Ramp or Gate Areas – Any disabled equipment shall immediately be removed from the area.
- Service Roads – Disabled equipment shall be removed within 30 minutes.

The GSE Operator may elect to do this with their own equipment or they can satisfy this requirement with a contract with a towing firm that can respond within the specified times. If the Authority has to remove any vehicles because of non-responsiveness on the part of any GSE Operator, the cost to remove the vehicles will be cost plus a 25% administrative mark up.

- c. Unserviceable equipment storage is not allowed and shall be removed from the premises within 30 days. Equipment waiting on parts shall also be repaired within 30 days or be removed off-site for storage.
- d. The Authority reviews these Standards on a frequent basis and reserves the right to amend the minimum equipment a requirement if, in its sole discretion, it determines that having the additional equipment is in the best interests and safety of the tenants.

## **2. Hours of Operation**

- a. This Operator shall have services available as required by the customer.

## **3. Personnel and Training**

- a. The Operator shall have at least one supervisor on duty at all times with a minimum of one-year experience.
- b. All personnel shall be uniformed with the company name prominently displayed.
- c. Employees shall be trained on a regular basis on the operation of fire protection equipment and emergency procedures. This would include knowing where emergency contact information is stored and how to report a fire or environmental emergency.
- d. An authorized employee or other designated properly trained person shall make a daily inspection of the facility and shall be responsible for the prompt removal or repair of any hazardous condition, including proper maintenance and safety devices and the immediate removal or proper storage of accumulations of combustible materials.
- e. All employees will be trained on proper procedures for handling and cleaning up any hazardous wastes.

- f. Training records shall be maintained on-site and be available for inspection upon reasonable notification.

4. **Inspection**

- a. The facility may be inspected at any time for compliance to this standard or any other applicable codes by the Authority or other code compliance entities.

5. **Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the specific types of insurance coverage's applicable for their operation in the limits specified by the Authority.

6. **Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

7. **Operating/Permit Agreement**

- a. The Operator must have a fully executed and approved Operating/Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents, deposits and fees as outlined in the Agreement or in these Standards before entering into a lease for space on the Airport.
- b. Each Operator shall provide the Authority with a signed copy of all written agreements or contracts with customers at the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any customer(s) by using the form supplied in these Standards.

8. **Required Fees and Payments**

- a. All GSE Operators are required to pay the Authority a minimum monthly payment of the greater of ten percent (10%) of Gross Receipts or One Hundred Dollars (\$100.00). Gross Receipts shall be computed and audited in accordance with the provisions of the Permit Agreement. Any work performed for a Signatory airline is exempt from the Gross Receipts.

9. **Enforcement**

- a. Any GSE Operator found violating any of these minimum standards shall be required to correct the deficiency within 15 days of being notified by the Authority. If the violation is not corrected, the GSE Operator's Permit and security media will be canceled and they will lose the privilege of working at OIA.

10. **Definitions**

- a. Light Repairs: fluids and filter changes, lubrication, inspection, and similar minor automotive maintenance work.

Examples of minor repairs would be:

- Engine tune-ups
- Brake system repairs
- Small component change outs
- Tire repair and rotations
- Paint touch up

- b. Heavy Repairs: work that would require specialized training and tools to perform.

Examples of major repairs would be:

- Engine Overhauls
- Repairs that would require draining or removing the fuel tank or opening the fuel system.
- Welding or other "Hot" work.
- Body and fender work
- Any painting in excess of the maximum allowed by EPA

## **SECTION 14**

# **NON-COMMERCIAL HANGAR**

### **STATEMENT OF CONCEPT**

This section provides guidance for those individuals that desire to lease property directly from the Authority to construct a privately owned hangar. The following minimum operating standards shall apply:

### **MINIMUM STANDARDS**

1. **Land**

- a. The leasehold shall contain not less than 43,560 square feet (one acre) of land to provide adequate space for all buildings; paved aircraft parking apron; paved automobile parking, vehicular driveways and service access ways, any required minimum building setbacks from edges of the leasehold and any required stormwater ponds. If the Tenant desires to construct its own aviation fuel farm facility, such facility shall be located within the leasehold area, subject to applicable building and fire codes. In addition to the minimum leasehold requirement for hangar facilities, the Tenant shall provide at its own expense, paved taxiway access to the Airport's existing taxiway system. All aircraft pavement proposed by Tenant shall be designed and constructed in full conformance with applicable Authority and FAA standards for the largest type of aircraft approved to use the premises.

2. **Buildings**

- a. A building shall be constructed which will provide a minimum of 10,000 square feet of aircraft storage space, plus properly conditioned space for workshops, offices, storage, employee lounge area and restroom facilities. The total building area shall be at least 12,000 square feet. The paved aircraft parking apron shall be at least 20,000 square feet in area.

3. **Personnel**

- a. Properly trained, uniformed and certificated persons shall be on duty during hours of operation. The Tenant shall submit to the Executive Director evidence of the training in safety procedures received by each person who will conduct aviation fuel dispensing operations on its premises.

4. **Permitted Uses**

- a. Lessee shall use the leased premises solely for storage, maintenance and servicing of their own aircraft. No commercial aeronautical activity of any kind shall be permitted on the premises unless authorized in the lease agreement with the Authority. Lessee shall not sell, barter, trade, share, sublease or in any other manner provide hangar space to any other airport tenant or user, or to any other aircraft except those aircraft owned or leased for the exclusive use of the tenant designated in the lease agreement with the Aviation Authority. Commercial aeronautical activity is herein defined as the operation of any business for the exchange, trading, buying, hiring, selling or bartering of any commodities, goods, services or property of any kind or any other revenue-producing activity, whether or not a profit is produced. Hangar, office, shop or ramp space may be shared, subleased or used by others with the approval of the Authority. Lessee shall not exercise any other rights or privileges reserved to Fixed Base Operators or Specialized Aeronautical Service Operators at the Airport under these Minimum Standards.

5. **Fuel**

- a. Lessee's may use the FBO of their choice to provide fuel.

6. **Insurance Coverage**

- a. Each Tenant is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

7. **Specific Use of Premises Conditions**

- a. Aircraft based and serviced upon the premises shall be directly owned by, or exclusively leased in writing for a minimum period of six (6) months to the tenant. No aircraft owned, leased, borrowed or otherwise used by employees of the tenant shall be permitted on the premises unless approved in writing by the Aviation Authority.
- b. All maintenance and service work conducted on the premises and performed on the tenant's aircraft shall be performed only by direct, full-time permanent employees of the tenant, or by any FBO or SASO based upon the Airport which have written agreements with the Authority authorizing such Operators to conduct said activities.
- c. A tenant must be a person, individual, firm, company, corporation, partnership or a joint venture which has substance under State Law and a specific legal identity

and corporate purpose as registered with the Secretary of State in such tenant's state of corporate residence. Said corporate purposes shall not in any way, shape or form be related to the use, ownership, maintenance or operation of aircraft or hangar activities, or to any commercial aviation activity or enterprise. The use and ownership of a tenant's aircraft must be incidental, and not relative to, the corporate purpose of the tenant.

d. The following operations are defined as hazardous and are specifically not allowed on the premises:

- Fuel Transfer (other than refueling of aircraft)
- Welding
- Torch cutting
- Torch soldering
- Doping
- Spray Painting



**APPENDIX "A"**  
**APPLICATION FOR PERMIT**

**FIXED BASE OPERATOR or**  
**SPECIALIZED AERONAUTICAL SERVICES OPERATOR**

**SECTION 1 – COMPANY INFORMATION**

a.	Company Name <i>(As it will appear on the permit. Please specify Corporation, Joint Venture or Sole Proprietorship)</i>	
b.	Corporate Name if (a) is a d/b/a:	
c.	Type of Entity:	
d.	State of Incorporation:	
e.	Date of Incorporation:	
f.	List of corporate officers	

**SECTION 2 – PROPOSED SERVICES**

Place a check in the box provided below for the aeronautical services that the applicant is requesting to provide at Orlando International Airport. Include a five year business plan giving details of the proposed business.

- Fixed Base Operator
- Air Carrier Fueling
- Air Carrier Line Maintenance
- Aircraft Repair Station
- Ramp Services
- Passenger Services
- Cargo Services
- Multiple Aeronautical Services
- Other Aeronautical Services (Specify the services to be provided in the box below)

- Private Non-Commercial Hangar

**SECTION 3 – CONTACT INFORMATION**

a.	Corporate Address:	
	Web Site:	
	Contact Person:	
	Title:	
	Phone Number:	
	Facsimile Number:	
	Cell Phone Number:	
	E-mail Address:	

b.	Local Address (if different):	
	Contact Person:	
	Title:	
	Phone Number:	
	Facsimile Number:	
	Cell Phone Number:	
	E-mail Address:	

c.	Authorized Representative:	
	Title:	
	Address:	
	Phone Number:	

	Legal Notice Address:	
--	-----------------------	--

**SECTION 4 – BUSINESS BACKGROUND**

- a. Number of Years in business: \_\_\_\_\_

- b. Where have you done business before? Indicate below the type of business and the number of years. (e.g. FBO – 10 years, Aircraft Maintenance - 5 years, etc.)

	<b>Type of Activity</b>	<b>Number of Years</b>	<b>Location (Airport)</b>
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

**SECTION 5 – CUSTOMER INFORMATION**

List all air carriers or airport tenants with whom applicant has contracts, the effective dates of contracts and type of service to be provided in the space provided below. Please provide a letter from each airline as noted in Sections 3.4.b and 2.3.f of these Standards.

<u><b>Airline/Tenant</b></u>	<u><b>Effective Date</b></u>	<u><b>Type of Service</b></u>

**SECTION 6 – REFERENCES**

Please provide the name, address and telephone number of an airport employee who supervised or is otherwise familiar with your activities at each airport where you operated during the past three (3) years (*attach additional sheets as necessary*):

Reference 1

Contact Person:			
Company			
Title:			
Address:			
Phone Number:		Fax Number:	
Cell Phone:		E-mail address:	

Reference 2

Contact Person:			
Company			
Title:			
Address:			
Phone Number:		Fax Number:	
Cell Phone:		E-mail address:	

Reference 3

Contact Person:			
Company			
Title:			
Address:			
Phone Number:		Fax Number:	
Cell Phone:		E-mail address:	

Reference 4

Contact Person:			
Company			
Title:			
Address:			
Phone Number:		Fax Number:	

Appendix "A"- Application

Cell Phone:		E-mail address:	
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**SECTION 7 – MANAGEMENT EXPERIENCE**

Attach resumes for the principals and key staff for the proposed business. Please be sure that the experience of such owner or manager, including type of experience, number of years of experience and number of years of experience at particular airports are included in the resume.

**SECTION 8 – SPACE REQUIREMENTS**

Indicate the amount, type and preferred location of space needed to support the activity (administrative, operational and other needs):

	<b>Type of Space</b>	<b>Approximate Size (Square Feet)</b>	<b>Preferred Location On Airport</b>
1.	Office		
2.	Breakroom		
3.	Equipment Parking		
4.	Storage (air-conditioned)		
5.	Storage (no air-conditioning)		
6.	Other (specify)		
7.			
8.			
9.			
10.			

**SECTION 9 – ADDITIONAL INFORMATION**

- a. As a general rule, agreements for Specialized Aeronautical Service providers will be renewed on an annual basis, and shall contain a thirty (30) day cancellation clause by either party to the agreement.

Appendix "A"- Application

- b. Applicants who are approved for a permit, and require Air Operations Area (AOA) access must complete the Airport Safety and Security Program (ASSP) sponsored by the Greater Orlando Aviation Authority prior to submitting an application for an identification badge. Class times and scheduling information are available by calling the Airside Operations Department at 407-825-3817.

The following items must be on hand prior to start of operations:

- A fully executed Agreement with the Greater Orlando Aviation Authority
- A security deposit
- Proof of insurance (Insurance Certificate) as required by the type of agreement
- Copies of all signed contracts between the applicant and airline(s) currently serving Orlando International Airport, together with the required written statement from the airline(s).

- d. Return this completed application, along with the items listed below, to the:

Greater Orlando Aviation Authority  
Senior Director of Commercial Properties  
One Airport Boulevard  
Orlando, FL 32827-4399

- Current Audited Financial Statement
- Credit report with three credit references
- Five year Business Plan

Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Phone Number \_\_\_\_\_



**APPENDIX “B”**  
**DEFINITIONS**

The following terms used in these Standards shall have the following meanings:

**AOA** – (See Air Operations Area.)

**AERONAUTICAL ACTIVITY** - Any activity commonly conducted at airports which involves, makes possible or is required for the operation of aircraft, or which contributes to or is required for aircraft, or which contributes to or is required for the safety of such operations. The following activities, commonly conducted on airports, are Aeronautical Activities within this definition:

- a. Aircraft sales and services.
- b. Airframe and powerplant repair services.
- c. Aircraft rental services.
- d. Flight training services.
- e. Aircraft charter and air taxi services.
- f. Radio, instrument or propellor repair services.
- g. Aerial applications (crop dusting, firefighting, etc.)
- h. Aviation fuels and petroleum products sales.
- i. Sale of aircraft parts.
- j. Sale or rental of aircraft hangar, parking and tie-down space.
- k. Air carrier operations.
- l. Air freight or cargo operations.
- m. Banner towing and aerial advertising.
- n. Ground servicing of air carrier aircraft.
- o. Aerial photography or survey.
- p. Aircraft washing and cleaning services (interior and exterior).
- q. Any other activities which because of their direct relationship to the operation or repair of aircraft can be appropriately regarded as an Aeronautical Activities.

**AIRPORT** - Orlando International Airport (MCO)

**AIRPORT FUELING SYSTEM** – means an arrangement of aviation fuel storage tanks, pumps and associated equipment, such as filters, water separators, hydrants, cabinets, and pits installed at an airport designed to service aircraft at fixed positions.

**AIR CARRIER** - means a person who undertakes directly by lease, or other arrangement, to engage in air transportation and who holds or is required to hold an Air Carrier Certificate or Operating Certificate under FAR part 119.

**AIRCRAFT FUEL SERVICING HYDRANT VEHICLE (HYDRANT VEHICLE)** – means a vehicle equipped with facilities to transfer fuel between an aircraft fuel hydrant and an aircraft.

**AIRCRAFT FUEL SERVICING TANK VEHICLE (FUELER)** – means a tank vehicle (tank truck; tank, full trailer; tank, semi trailer) designed for and employed in the transportation and transfer of fuel into or from an aircraft.

**AIR OPERATIONS AREA (AOA)** - means that portion of the Airport used or intended to be used for landing, take off or surface maneuvering of aircraft including the hangar and cargo areas and aircraft parking aprons.

**APRON** - those areas of the Airport within the AOA designated for the loading, unloading, servicing, or parking of aircraft.

**AUTHORITY** - means the Greater Orlando Aviation Authority (GOAA).

**AUTHORIZED AREAS OF THE AIRPORT** - means a common use area open to the Aeronautical Services Operator and all other similarly situated users of the Airport, or space under the exclusive control of the Authority or a tenant of the Authority in which the Aviation Services Operator is permitted to operate by the Authority or such tenant, as applicable.

**CITY** - the City of Orlando, Florida, a municipal corporation existing under the laws of the State of Florida.

**EXCLUSIVE RIGHT** - a power, privilege, or other right excluding or debarring another from enjoying or exercising a like power, privilege or right. An Exclusive Right may be conferred either by express agreement, by imposition of unreasonable standards or requirements, or by any other means. Such a right conferred on one or more parties but excluding others from enjoying or exercising a similar right or rights would be an Exclusive Right. The granting of an Exclusive Right to conduct an aeronautical activity on an airport developed or improved with federal funds is expressly forbidden by law.

**EXECUTIVE DIRECTOR** - means the chief executive officer of the Authority, or their designee.

**FEDERAL AVIATION ADMINISTRATION (FAA)** - the federal aviation agency established by the Federal Aviation Act of 1958, as amended, and re-established in 1967 under the Department of Transportation.

**FIXED BASE OPERATOR (FBO)** - an operator engaged primarily in fueling and line services to General Aviation aircraft.

**GREATER ORLANDO AVIATION AUTHORITY (GOAA)** - a public body existing under the laws of the State of Florida, or its successor in interest.

**MINIMUM STANDARDS** – the qualifications which are established as the minimum requirements to be met as a condition for the privilege to conduct an aeronautical activity on the Airport. All operators will be encouraged to exceed the minimums; none will be allowed to operate under conditions below the minimum. These minimum standards are not intended to be all-inclusive, as the operator of a commercial venture which is based on the Airport will be subject additionally to all applicable Federal, State and local laws, orders, codes, ordinances and other similar regulatory measures, including any Airport Rules and Regulations promulgated by the Authority.

**MOVEMENT AREA** - the runways, taxiways and other areas of an airport that are utilized for taxiing, air taxiing, takeoff and landing of aircraft.

**NON-MOVEMENT AREA** - specifically designated portions of the AOA that may include aircraft loading ramps and aircraft parking areas.

**NON-SIGNATORY AIRLINE** - is licensed by the Authority to operate at Orlando International Airport for a term of up to one year. Space is allocated to the carriers according to scheduling criteria set by policy not in conflict with the Signatory Airline Agreements. Non-Signatory Airlines have no long-term financial commitment to the Authority. Non-Signatory Airlines may be “Scheduled” or “Charter” as the Authority may define these from time to time. All cargo airlines are included as ono-signatory airlines.

**OPERATIONAL AREAS:**

1. **Landside** - Those areas generally not involved in aircraft movement or operation.
2. **Airside** - Those areas generally involved in any aircraft movement or operation, i.e., runways, taxiways, ramps, tie-down areas, hangar areas, etc.

**OPERATOR** – a person or persons, firm, company, joint venture, partnership or corporation engaging in any commercial aeronautical activity on the Airport. An Operator may be classified as either a Fixed Base Operator (FBO) or a Specialized Aeronautical Services Operator.

**REPAIR STATION** - a Federal Aviation Administration approved facility utilized for the repair of aircraft. Activities may include repair and maintenance of airframes, power plants, propellers, radios, instruments and accessories.

**RESTRICTED AREA** - Any area of the Airport posted to prohibit entry or to limit entry or access to specific authorized persons.

**SIGNATORY AIRLINE** - means an air carrier which has executed an Orlando Airline – Airport Lease and Use Agreement with the Authority.

**SPECIALIZED AERONAUTICAL SERVICES OPERATOR (SASO)** - an Operator that is authorized to engage in one or more of the following specialized aeronautical support services:

- a. Air Carrier Fueling
- b. Air Carrier Line Maintenance
- c. Aircraft Repair Station
- d. Ramp Services
- e. Passenger Services
- f. Cargo Services
- g. Other Aeronautical Services

**SPACE/USE AGREEMENT (SUA)** - a written agreement with the authority authorizing a person, firm, corporation or entity to conduct business and/or occupy space at Orlando International Airport for up to one year.

**TERMINAL GATES** - as used in this document refers to the aircraft parking locations at Airsides 1, 2, 3, and 4.



## **APPENDIX “C”**

### **BAGGAGE DELIVERY PERFORMANCE REQUIREMENTS**

	<u>NARROW BODY</u>	<u>WIDE BODY/JUMBO</u>
First Bag in Customs	0:08	0:10
Last Bag to Customs	0:20	0:28
First Bag to Terminal	0:33	0:33
Last Bag to Terminal	0:47	0:55



**CHANGES TO AERONAUTICAL SERVICE OPERATOR**  
**MINIMUM STANDARDS**  
**FEBRUARY 2003**

**PAGE**

- i Section 5 – Reference to “General Aviation” deleted. Global document change.
- 2. Language revised to bring Standards into compliance with MII Ballot 02-06.
- 4. “General Aviation” deleted (global change).
- 5. Senior Director of Commercial Properties – Title correction (global change)
- 7. Item “o” added to clarify unescorted access
- 9. 6. **Contract Security** – language clarified and made consistent.
- 10. 9. **Operating Agreement** – “Environmental Requirements” added.
- 12. Section 5 Heading – changed from “General Aviation Fixed Base Operator” to “Fixed Base Operator” (global change)
- 12. **Statement of Concept** – Format changed for clarity
- 16. **Statement of Concept** – language changed to enhance clarity
- 17. Minimum Standards - 2. **Facilities** – “Maintain” added.
- 18. 8. **Operating Agreement** - a. – Reformatted
- B-1 Definitions – “**Air Carrier**” added
- B-2 Definitions – “**Fixed Base Operator**“(FBO) put in correct alphabetical order.
- B-4 Definitions – “**Terminal Gates**” added.

**CHANGES TO AERONAUTICAL SERVICE OPERATOR**  
**MINIMUM STANDARDS**  
**FEBRUARY 2004**

**Title** Title Page added.

**Section 1 - General Information**

Page 3 - **Amendment to Existing Standards**, reference to “*Standards of Operation and Maintenance for a Fixed Base Operator at Orlando International Airport*” deleted.

Page 4 - **Categories of Aeronautical Service Operators** – Specialized Aeronautical Service Operator categories added for clarification.

**Section 2 – Application Procedures**

Page 5 – paragraph e. – Reference is made to Section 1130.00 of the Authority’s Policy & Procedures being added as Appendix “F”.

**Section 3 – General Requirements**

Page 10 – Subcontracting – Paragraph b. amended to allow certain SASOs to subcontract.

**Section 6 – Air Carrier Refueling**

Page 17 – Minimum Standards 1. Experience – Paragraph b. amended with specific references to FAA and NFPA safety requirements.

Page 18 – 5. Personnel Training – Specific FAA training standards and criteria for both supervisory and line personnel.

**Section 9 – Ramp Services**

Page 26 – Statement of Concept – Aircraft Marshalling and Parking combined into a single service category.

**Section 10 – Passenger Services**

Page 30 – Reference to U.S. Immigration & Naturalization and Customs Service changed. (Global document change)

Page 31 – Same

**Section 13 – Other Aeronautical Services**

Page 39 – A list of typical services or activities that might be included in the category was developed to assist both prospective operators and staff.

**Appendix “B” – Definitions**

Page B-1 Airport Fueling System added.

Page B-2 Aircraft Fuel Servicing Hydrant Vehicle added.

Page B-2 Aircraft Fuel Servicing Tank Vehicle added.

**Appendix “F”**

Insurance Requirements added.

Appendix “D” – Changes to Standards

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**CHANGES TO AERONAUTICAL SERVICE OPERATOR  
MINIMUM STANDARDS  
April 2006**

**Global Changes** - Date changed to 2006.  
Header & Footer modified for easier reading and reference.  
Reference to Operating/Permit Agreement included.

**Section 1 - General Information**

Page 2 – **Purpose** and **Introduction** rewritten for clarity.

Page 3 – **Right to Amend Standards** – minor editorial changes for conciseness.

**Section 5 – Fixed Base Operator**

**Minimum Standards** 2. Hangars and Other buildings – Minimum hangar door width and height added.

**Section 11 – Air Cargo Services**

Page 33 – Facilities – space requirements reduced to two aircraft types; narrow body and wide body. Minimum leased area updated.

**Section 13 – Other Aeronautical Services**

Page 39 – GSE added as a category.

Page 40 – GSE minimum standards inserted.

**Section 14 – Non-Commercial Hangar**

Entire section removed and replaced with revised text.

**Appendix “D”** – Updated to include the 2006 changes.

**Appendix “F”**

Most recent Insurance Requirements added

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**APPENDIX “E”**

**Notification of Addition or Cancellation of a Contract**

Date: \_\_\_\_\_

Senior Director of Commercial Properties  
Greater Orlando Aviation Authority  
One Airport Boulevard  
Orlando, Florida 32827-4399

**Company Name:** \_\_\_\_\_,

hereby notifies the Greater Orlando Aviation Authority of the following:

Has a New Contract with:

<u>Airline/Tenant</u>	<u>Effective Date</u>	<u>Type of Service</u>

Has Terminated Contract with:

<u>Airline/Tenant</u>	<u>Effective Date</u>	<u>Type of Service that was Provided</u>

Sincerely,

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Please fax to the Commercial Properties Department at (407) 825-2472.

## APPENDIX “F”

### INSURANCE REQUIREMENTS

GOAA Procedures Section 1130.00 Risk Management is added as an appendix to the Standards for customer convenience. Please contact the Risk Management department at 407.825.2858 if you have any questions concerning insurance requirements.

#### **OBJECTIVE**

To establish minimum insurance requirements for Authority contractors (as defined herein).

#### **METHOD OF OPERATION**

#### **Definitions**

**Adverse Material Change.** Any reduction in the limits of the insurer’s liability; any reduction, non-renewal, or cancellation of any insurance coverage; or any increase in the insured’s self-insured retention.

**Aircraft Operations Area (AOA).** All areas for which aircraft have access.

**Automobile Liability Insurance.** Insurance coverage for claims, suits, and damages for bodily injury or property damage arising out of the ownership, maintenance, use, loading, or unloading of the Contractor’s owned, non-owned, or hired automobiles or other motor vehicles used in the performance of the work for the Authority or in the operation of Contractor’s business on Authority premises.

**Aviation Liability Insurance.** Insurance coverage for claims, suits, and damages for bodily injury or property damage arising out of the ownership, maintenance, use, service or repair of any aircraft, and which also includes the standard coverages provided under a commercial general liability policy.

**Commercial General Liability Insurance.** Insurance covering claims, suits, and damages for bodily injury, property damage, and certain types of commercial damages arising out of events involving premises, operations,

products, completed operations, and fire legal liability for which the Contractor has liability regardless of whether the injury or damage occurs on or off the Contractor's premises.

**Combined Single Limit.** A policy of insurance having a combined single limit for bodily injury and property damage coverages.

**Contract.** A written agreement between the Authority and a Contractor creating and evidencing the Contractor's obligations to the Authority. A contract does not include a purchase order issued through the Authority's Purchasing Department.

**Contractor.** Any non-governmental party providing goods or services to the Authority pursuant to a contract, or any party that is required to provide insurance coverage in connection with its use of or presence within the Authority's facilities or properties.

**Department.** The department within the Authority responsible for creating a contract and responsible for forwarding Form RM-5 (Exhibit "A") to Risk Management.

**Employer's Liability Insurance.** Insurance coverage issued as Coverage B to Workers' Compensation Coverage for damages for bodily injury by accident or disease sustained by any employee of a Contractor arising out of and in the course of an employee's employment by the Contractor.

**Evidence of Insurance.** A current ACORD certificate of insurance or its equivalent executed by the insurer, or its agent or broker, evidencing that a policy of insurance and any endorsements required by this Procedure or the contract have been issued, together with a Statement of Agent/Broker form for construction and design contracts, which is attached as Exhibit "B," executed by the Agent/Broker.

**Excess or Umbrella Liability Insurance Coverage.**

Insurance covering claims, suits, and damages for which a Contractor is legally responsible after primary limits of underlying insurance coverage or policies have been exhausted.

**Hangar Keeper's Legal Liability Insurance.** Insurance covering claims, suits, and damages for damage to or destruction of the aircraft of others while in the insured's care, custody, or control during storage, repair, or safekeeping of the aircraft.

**Non-Signatory Airline.** An airline that provides passenger service to Orlando International Airport, but that has not entered into an Airline-Airport Lease and Use Agreement or Fuel System Lease Agreement with the Authority.

**Nose Coverage (also known as Prior Acts Coverage).** An endorsement to a claims-made form of liability insurance policy, such as Professional Liability Insurance, that provides coverage for events that occurred before the policy was issued.

**Professional Liability Insurance.** Insurance covering claims, suits, and damages for losses caused by the acts, errors, or omissions of a licensed professional or other Contractor providing certain specialized services as identified in the attached Exhibit "C."

**Property Insurance.** Insurance covering claims, suits, and damages for losses incurred with respect to a structure or its contents.

**Signatory Airline.** An airline that provides passenger service to Orlando International Airport and that has entered into an Airline-Airport Lease and Use Agreement and a Fuel System Lease Agreement with the Authority.

**Special Event Insurance.** Insurance covering claims, suits, and damages arising out of a special event or function occurring on Authority property or which is sanctioned or sponsored by the Authority. Coverage will include premises, operations, products, fire legal liability,

completed operations, and any other specific coverage required by the contract.

**Workers' Compensation Insurance.** Insurance coverage for employees' injury or illness for which a Contractor is legally responsible as provided in applicable statutes.

**Department  
Responsibilities**

Each Department shall ensure that the minimum provisions of this Procedure are incorporated in all of its contracts. Contract indemnification language or insurance requirements that are atypical or not previously used should be approved by the Senior Director of Administration or designee. Prior to the Authority's execution of a contract, the Department shall ensure that the minimum requirements are met or an exemption is approved in the manner set forth below. A Department may include insurance requirements in a contract that exceed the minimum provisions of this Procedure.

The Department shall maintain all insurance documentation with the Contractor's file in the Department.

The Department shall track insurance renewals or if renewal tracking has been assigned to Insurance Data Services (IDS) the department shall forward appropriate information to Insurance Data Services (IDS) to monitor the expiration of the Contractor's insurance policies. The Department shall review reports provided by IDS as indicated in procedures guidelines and take whatever action it deems necessary to secure compliance with the contract's insurance requirements. The Department shall advise Risk Management of the status and seek assistance as required.

**Policy Changes**

All contracts shall require a minimum of thirty (30) days prior written notice of any adverse material change in Contractor's required insurance coverage, except that a minimum of ten (10) days prior written notice of cancellation for non payment must be provided.

**Insurer Ratings**

All contracts shall require Contractors to obtain all required insurance coverages from insurers that have a

current A.M. Best rating of B+ and VI or better. If a workers' compensation insurer is approved to issue insurance policies in the State of Florida, the requirement for an AM Best rating of B+ and VI or better may be waived by the Executive Director or designee.

**State Approval of Insurers**

Insurers rated by AM Best at less than A- and VIII must be approved to issue insurance policies in the State of Florida. If the amount of insurance required in the contract is equal to or exceeds \$25,000,000, the Executive Director or designee may waive the requirement for approval to issue insurance policies in the State of Florida.

**Contractor's Insurance is Primary**

All contracts shall require that the insurance provided by Contractor will apply on a primary basis and that any insurance maintained by the Authority, except Builders Risk Insurance, will be excess and will not contribute to the insurance provided by or on behalf of Contractor

**Indemnity**

All contracts having an estimated contract value exceeding \$50,000.00 or involving work that subjects the Authority to a relatively high degree of potential risk as determined by Risk Management shall contain a hold harmless and indemnity agreement in favor of the Authority. A Department may require a hold harmless and indemnity agreement in any of its other contracts.

**Additional Insured**

All contracts for which this Procedure specifies a minimum insurance requirement shall require that an additional insured endorsement be included in all insurance policies, except Professional Liability and Workers' Compensation Insurance. Any such endorsement shall include as additional insureds, the Greater Orlando Aviation Authority, the City of Orlando, and their members (including, without limitation, members of the Authority's Board and the City's Council and the members of the citizens' advisory committees of each), officers, agents, and employees. Alternatively, the endorsement may indicate that additional insured status applies when required by contract or blanket additional insured applies.

Notwithstanding the above, the Department may waive the additional insured endorsement requirement for federally-

funded construction contracts if the additional cost of such endorsement would not be an expense eligible for federal participation or reimbursement.

**Evidence of  
Insurance**

All contracts for which this Procedure specifies a minimum insurance requirement shall require Contractors to provide Evidence of Insurance. Upon receipt of any Contractor's Evidence of Insurance, the Department shall complete Section I of Form RM-5, Notice of Contract, which is attached as Exhibit "A." The Department shall forward the completed Notice of Contract form to Risk Management, together with the Evidence of Insurance and a copy of the insurance and indemnification provisions of the subject contract.

Risk Management will review the Evidence of Insurance and Notice of Contract Form for compliance with the Authority's requirements. Risk Management will complete Section II of Form RM-5 and return the form along with the Evidence of Insurance to the Department.

**Automobile  
Liability Insurance**

Each Contractor operating one or more motor vehicles on the Authority's premises in the performance of their work shall purchase and maintain Automobile Liability Insurance in the amounts set forth in this section. A Contractor's Automobile Liability Insurance shall not be subject to a self-insured retention or deductible exceeding \$10,000. Higher deductibles may be allowed, providing the insurer is required to pay claims from first dollar at 100% of value without a requirement that insured party pay its deductible prior to that time. Higher deductibles or higher self-insured retentions may also be allowed if a Letter of Credit is submitted with terms acceptable to the Aviation Authority in the amount of the difference between the limit set forth in this policy and the self-insured retention or deductible amount set forth in the contractor's insurance policy.

Contractors requiring AOA decals for vehicles for unescorted access to the AOA at Orlando International Airport shall purchase and maintain Automobile Liability Insurance from insurers with AM Best ratings consistent

with the requirements in the section titled “Insurance Ratings” and with policy limits of not less than \$5 million Combined Single Limit. Contractors having unescorted access to the AOA at Orlando Executive Airport shall purchase and maintain Automobile Liability Insurance with policy limits of not less than \$1 million Combined Single Limit.

Contractors holding permits pursuant to the Authority’s Ground Transportation Rules and Regulations that do not have AOA access shall purchase and maintain Automobile Liability Insurance with policy limits as required by Chapter 55 of the City of Orlando Code and by the Authority’s Ground Transportation Rules and Regulations, as such Code and Regulations may be amended from time to time. The Department may specify additional coverages or higher limits for ground transportation concessions contracts.

Contractors operating one or more motor vehicles on Authority premises for which the use of motor vehicles is directly involved in the performance of their work, except pick-up and delivery services, shall purchase and maintain Automobile Liability Insurance with policy limits of not less than \$1 million Combined Single Limit covering each motor vehicle operated on Authority property.

All other contractors including those operating one or more motor vehicles on Authority premises solely for pick-up or delivery activities or for which the use of motor vehicles is not directly involved in the performance of their work shall purchase and maintain Automobile Liability Insurance with policy limits of not less than \$100,000.00 for injuries per person in any one accident or occurrence and \$300,000.00 in the aggregate for injuries per occurrence or accident, with \$50,000.00 for property damage in any one accident or occurrence, or \$300,000.00 Combined Single Limit Insurance will cover each motor vehicle operated on Airport property or non-owned and hired vehicles if the use of motor vehicles is not directly involved in the performance of their work.

Authority employees who require AOA stickers for their

privately owned vehicle or a privately leased vehicle for Authority business shall provide evidence of liability insurance coverage in the amount of at least \$100/300/50 or \$300,000 combined single limits.

**Aviation  
Liability Insurance**

Signatory Airlines operating at Orlando International Airport shall purchase and maintain Aviation Liability Insurance in accordance with the Airline-Airport Lease and Use Agreement entered into by and between the Authority and the Signatory Airline.

Non-Signatory Airlines operating at Orlando International Airport shall purchase and maintain Aviation Liability Insurance with policy limits in accordance with their agreement with the Authority. Owners of aircraft parked pursuant to a Space Use Permit at Orlando Executive Airport shall purchase and maintain Aviation Liability Insurance with policy limits of not less than \$1 million Combined Single Limit per occurrence.

**General  
Liability Insurance**

Each Contractor whose contract has an estimated value exceeding \$50,000 or involves work that subjects the Authority to a high degree of potential risk as determined by Risk Management shall purchase and maintain Commercial General Liability Insurance in the coverage amounts set forth in this section and having a self-insured retention or deductible not exceeding \$10,000 if the value of the written agreement with the Authority is less than \$1,000,000 and not exceeding \$100,000 if the written agreement or contract with the Authority is \$1,000,000 or more. Higher deductibles may be allowed, providing the insurer is required to pay claims from first dollar at 100% of value without a requirement that insured party pay its deductible prior to that time. Higher deductibles or higher self-insured retentions may also be allowed if a Letter of Credit is submitted with terms acceptable to the Aviation Authority in the amount of the difference between the limit set forth in this policy and the self-insured retention or deductible amount set forth in the contractor's insurance policy.

\$1 million Combined Single Limit per occurrence if the Contractor's work does not require the presence of the

Contractor or its employees, subcontractors, or other representatives within the AOA of Orlando International Airport.

\$5 million Combined Single Limit per occurrence if the Contractor's work requires the presence of the Contractor or its employees, subcontractors, or representatives within the AOA of Orlando International Airport.

Fixed Base Operators at Orlando International Airport shall maintain Commercial General Liability Insurance with policy limits of not less than \$25 million Combined Single Limit per occurrence. Fixed-Base Operators at Orlando Executive Airport shall maintain Commercial General Liability Insurance with policy limits of not less than \$5 million Combined Single Limit per occurrence. The Commercial General Liability Insurance policy for each fixed-base operator that operates a hangar facility shall include Hangar Keeper's Legal Liability Insurance.

**Professional  
Liability Insurance**

Except as may otherwise be approved in accordance with the Exceptions/Waivers section below, each contract having an estimated value exceeding \$50,000 for services provided pursuant to a professional license or for services described in the attached Exhibit "C" shall require the Contractor to purchase and maintain Professional Liability Insurance with policy limits of not less than \$1,000,000 per claim, and including appropriate nose coverage for the period of time the Contractor has provided services to the Authority. Self-insured retentions or deductibles should not exceed \$10,000 for written agreements or contracts with the Authority with a value of less than \$1,000,000 and should not exceed \$100,000 for agreements or contracts with a value of \$1,000,000 or more. Higher deductibles may be allowed, providing the insurer is required to pay claims from first dollar at 100% of value without a requirement that insured party pay its deductible prior to that time. Higher deductibles or higher self-insured retentions may also be allowed if a Letter of Credit is submitted with terms acceptable to the Aviation Authority in the amount of the difference between the limit set forth in this policy and the self-insured retention or deductible amount set forth in the contractor's insurance policy.

**Umbrella  
Liability Insurance**

The minimum policy limit requirements of this Procedure may be met by a primary Liability Insurance Policy and an Umbrella or Excess Liability Insurance Policy.

**Property  
Insurance**

Each Contractor leasing any building from the Authority or owning any building on land leased from the Authority shall purchase and maintain Causes of Loss – Special Form (Insurance Services Office) Property Insurance covering the value of the building (including any leasehold improvements), and the building or leasehold’s contents, with limits not less than the insurance coverage requirements set forth in the lease agreement or, if the lease agreement is silent, the full replacement cost of the building (including any leasehold improvements) and the contents thereof. The Authority shall be listed as a loss payee on each such Property Insurance policy with respect to the building and any leasehold improvements. A Contractor leasing space in the terminal complex or leasing only a portion of a building owned by the Authority shall insure its leasehold improvements and contents in accordance with the provisions set forth above, and, if required by the applicable lease, shall pay a portion of the Authority’s insurance with respect to the facility.

**Waiver  
Of Subrogation**

All contracts requiring Property Insurance shall contain a waiver of subrogation clause in favor of the Authority.

**Workers’  
Compensation  
And Employers  
Liability  
Insurance**

All Contractors that have employees working on Authority property shall purchase and maintain Workers’ Compensation and Employer’s Liability Insurance. Policy limits of Employer’s Liability Insurance shall not be less than \$100,000 “each accident,” \$500,000 “disease policy limit,” and \$100,000 “disease each employee.” If the Contractor is self-insured, the Contractor shall provide proof of self-insurance and authorization to self-insure as required by applicable state laws and regulations.

Contractors holding permits pursuant to the Authority’s Ground Transportation rules and regulations that also lease space on Authority property must provide workers’ compensation insurance or certify that they do not have employees performing services on Authority property and

are in compliance with Workers' Compensation Statutes as indicated in Exhibit D.

**Other Agencies'  
Contracts**

If the Authority procures goods or services pursuant to the terms of a State of Florida or other governmental entity's contract with the vendor, then the minimum insurance requirements for the Authority's contract will be the same as those contained in the other governmental entity's contract. Contractors holding permits pursuant to the Authority's Ground Transportation rules and regulations that also lease space on Authority property must provide workers' compensation insurance or certify that they do not have employees performing services on Authority property and are in compliance with Workers' Compensation Statutes as indicated on Exhibit A.

**Exceptions/Waivers**

As may be necessary or in the best interests of the Authority to increase competition, reduce the Authority's expenses, or as otherwise may be deemed appropriate under the circumstances, the Executive Director or the Deputy Executive Director may waive, reduce, or otherwise modify any of the requirements established by this Procedure, including, without limitation, reducing policy limit requirements, waiving certain coverages, or authorizing larger self-insured retentions. The Executive Director or designee may waive requirement for approval to issue insurance policies in the State of Florida if the required insurance amount is equal to or exceeds \$25,000,000 or the insurer is rated by AM Best at A-and VIII or better. The Executive Director or designee may waive the AM Best rating of B+ VI or better for workers' compensation insurers if they are authorized to provide insurance policies in the State of Florida.

**APPROVAL AND  
UPDATE HISTORY**

**Last Approval**

Authority Board: August 17, 2005  
Executive Director: December 4, 2003

**Supersedes**

All previous.

**EXHIBIT "A"**  
**NOTICE OF CONTRACT**

TO: GOAA RISK MANAGEMENT, Fax: (407) 825-2100, Extension: 2629, with Contractor's Certificate(s) of Insurance Coverage and the Insurance Requirements from the Agreement

**FROM:** \_\_\_\_\_ ; **Extension:** \_\_\_\_\_ ; **Fax:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**AGREEMENT NUMBER:** \_\_\_\_\_

**TYPE:** \_\_\_\_\_

**NUMBER OF PAGES:** \_\_\_\_\_

**SECTION I.**

Contractor (or Other Party) Name: \_\_\_\_\_

*As it will appear in Authority records*

**Was Agreement reviewed by**

**Who reviewed?**

**Legal?** \_\_\_\_\_

**Does Contractor or Other Party lease or occupy GOAA property?**

**If "yes", what?**

**Does Contractor or Other Party maintain any GOAA property?**

**If "yes", what?**

**If applicable, where will user operate? Airside: \_\_\_\_\_ Landside: \_\_\_\_\_ Both: \_\_\_\_\_**

**Summarize Contractor's or Other Parties Operations:**

**SECTION II.** (to be completed by Risk Management)

Risk Management has reviewed the evidence of insurance for this Agreement and finds the following:

\_\_\_\_\_ **Evidence of Insurance is satisfactory.**

\_\_\_\_\_ **Evidence of Insurance needs to be modified as shown.**

\_\_\_\_\_ Contract requires \_\_\_ days notice of any change in insurance coverage; evidence of insurance indicates \_\_\_ days.

\_\_\_\_\_ **"Additional insured" wording is not as specified in Contract.**

\_\_\_\_\_ **Insurer does not meet Authority requirements.**

\_\_\_\_\_ **Amount of insurance coverage is less than Contract requires.**

\_\_\_\_\_ **Evidence of insurance is expired.**

\_\_\_\_\_ **Other:**

**SECTION III.**

**Department has provided appropriate data to Insurance Data Services to monitor insurance renewals.**

\_\_\_\_\_  
**Authorized Department Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Authorized Risk Management Signature & Date:**

**EXHIBIT "B"**

**STATEMENT OF AGENT OR BROKER**

Insured: \_\_\_\_\_

Contract Number/Name: \_\_\_\_\_

Your insured is required to provide Evidence of Insurance to the Greater Orlando Aviation Authority (hereafter "Authority"). In order for the Authority to determine if your insured's contractual obligations have been fulfilled, the Authority requires the current ACORD form certificate of insurance AND the completion of this Statement of Agent or Broker.

In order for your insured's Evidence of Insurance to be acceptable to the Authority, you must affirm (check) all items on the following checklist:

\_\_\_\_ I represent to Authority that I am authorized by each of the insurers to complete this Statement of Agent or Broker.

\_\_\_\_ A copy of the certificate has been sent to each of the insurers.

\_\_\_\_ I have verified and confirmed an A.M. Best Rating of B+, VI or better for each insurer from the AM Best's Insurance Reports except with respect to the following.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_ I am aware that the Authority requires 30 days notice of any adverse material changes in the coverages or nonrenewal of the policies listed on this certificate. I have requested an endorsement to such effect An adverse material change includes any reduction in the limits of the insurer's liability, any reduction, non-renewal or cancellation of any insurance coverage or any increase in the insurer's self-insured retention.

\_\_\_\_ I have requested each insurer endorse its policies to state: "The Greater Orlando Aviation Authority, the City of Orlando and their members (including, without limitation, members of the Authority's Board and the City's Council and members of the citizens advisory committees of each), officers, agents and employees, are hereby included as additional insureds as required by the terms of the Contract between the named insured party and the Greater Orlando Aviation Authority." Or alternatively to state, "additional insured status applies when required by contract" or "blanket additional insured applies". I have requested an endorsement to such effect.

\_\_\_\_ The coverage provided by the policies shown is primary in respect to any valid and collectible insurance that the Authority may possess.

\_\_\_\_ None of the policies (except Excess Umbrella or Professional Liability) contains a self-insured retention or deductible with respect to third-party coverage. If you cannot affirm this statement, please specify which policy (ies) contain(s) a self-insured retention or deductible and the amount.

Policy # \_\_\_\_\_ Coverage \_\_\_\_\_ Self-Insured Retention \$ \_\_\_\_\_  
Deductible \$ \_\_\_\_\_

Policy # \_\_\_\_\_ Coverage \_\_\_\_\_ Self-Insured Retention \$ \_\_\_\_\_  
Deductible \$ \_\_\_\_\_

\_\_\_\_\_ Each of the insurers will pay third party claims from first dollar at 100% value without a requirement that the insured party pays its retention or deductible prior to such time. If not, please explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ All of the insurers shown on the Certificate of Insurance are authorized or approved to write the coverages shown in the State of Florida.

\_\_\_\_\_ I have completed this Statement and my signature appears on the Certificate of Insurance provided.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Broker/Agency Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

EXHIBIT "C"

**BUSINESS PROFESSIONS**  
ELIGIBLE FOR PROFESSIONAL LIABILITY INSURANCE

<b>Accountants</b>	<b>Human Resource Consultants</b>
<b>Advertising Agencies</b>	<b>HVAC &amp; Plumbing</b>
<b>Contractors</b>	
<b>Alarm Monitoring Services</b>	<b>Insurance Agents</b>
<b>Appraisers</b>	<b>Internet e-Commerce Services</b>
<b>Artists &amp; Layout Designers</b>	<b>Interior Designers</b>
<b>Architects</b>	<b>Investment Counselors</b>
<b>Auctioneers</b>	<b>Land Surveyors</b>
<b>Auditors</b>	<b>Landscape Architects</b>
<b>Bookkeepers</b>	<b>Lawyers</b>
<b>Business Brokers</b>	<b>Licensed Professionals</b>
<b>Claims Adjusters</b>	<b>Medical Professionals</b>
<b>Claims Administrators</b>	<b>Mental Health Professionals</b>
<b>Computer Consultants</b>	<b>Property Inspectors</b>
<b>Construction Managers or Design Build Firm</b>	<b>Property Management</b>
<b>Consultants</b> (any business which renders a service for a fee)	<b>Real Estate Agents</b>
<b>Counseling Services</b>	<b>Real Estate Appraiser</b>
<b>Data Processors</b>	<b>Safety Engineers</b>
<b>Data Base Managers</b>	<b>Security Services</b>
<b>Design Consultants</b>	<b>Stock Market Brokers</b>
<b>Electrical Design Services</b>	<b>Temporary Staffing Agency</b>
<b>Electronic Data Processing</b>	<b>Title Agent/Abstractors</b>
<b>Employment Agency</b>	<b>Travel Agencies</b>
<b>Engineers</b>	
<b>Executive Recruiters</b>	
<b>Executive Search Agencies</b>	
<b>Graphic Designers</b>	