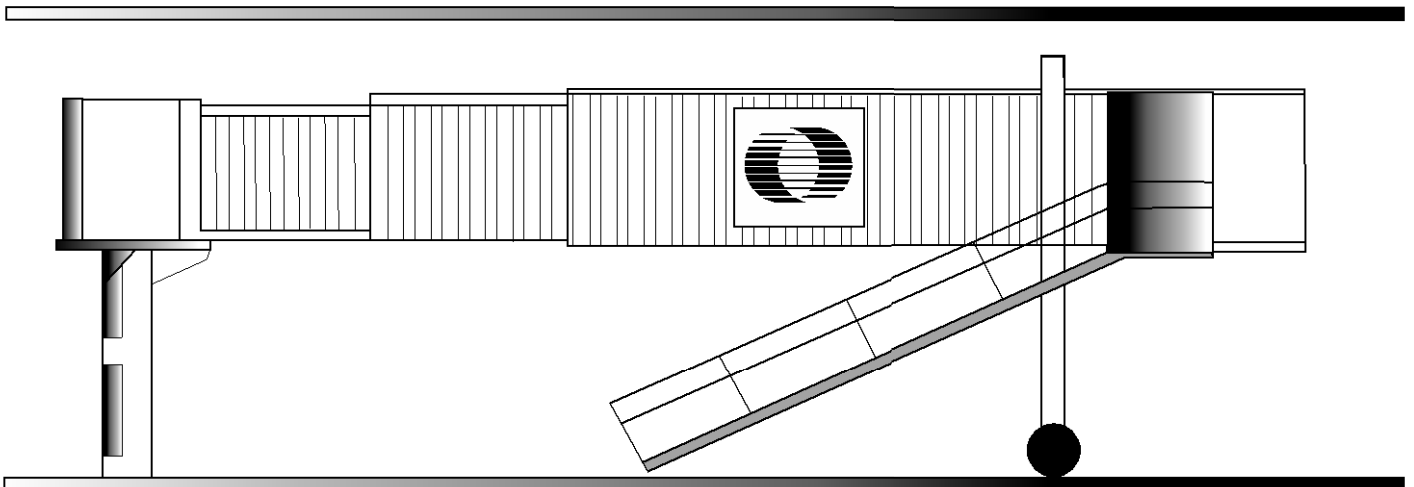


# TERMINAL OPERATIONS



## AIRLINE OPERATIONS PROCEDURES

ORLANDO INTERNATIONAL AIRPORT



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List of Exhibits:

Exhibit A – Airline Operations Contact Information

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

## SECTION 1 - DEFINITIONS

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

**1.1 Authorized Airline** refers to any Airline having an approved Operating Permit or Letter of Authorization from the Authority.

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

**1.3 Authority's Website** shall mean the official website of the Orlando International Airport which may be accessed at [www.orlandoairports.net](http://www.orlandoairports.net)

**1.4 Committed Premises** shall mean Exclusive Use Premises and Preferential Use Premises assigned to an Airline pursuant to a Letter of Authorization.

**1.5 Common Use Premises** shall mean Airline Premises, other than Preferential Use Premises and Exclusive Use Premises, that are assigned by the Authority from time to time for use and occupancy by an Airline and paid for on an activity basis, whether by Facility Fee or Common Use Baggage Charges, and shall include, for example, ticket counters, baggage make-up, Baggage System, gates, holdrooms, aprons, and loading bridges. Common Use Premises may be designated as such from time to time in the Authority Policies and Procedures.

**1.6 CUPPS** shall mean Common Use Passenger Processing System

**1.7 CUSS** shall mean Common Use Self Service System

**1.8 CUTE** shall mean Common Use Terminal Equipment

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

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

**1.11 Extended Gate Occupancy** is any time in excess of allotted time on a common use gates (two (2) to five (5) hours).

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

**1.13 Irregular Operation** shall mean any flight operating off schedule or delayed, etc.

**1.14 MCO** shall mean the International Air Transport Association (IATA) Code for Orlando International Airport

**1.15 Post Cleared Flight** shall mean an international arriving flight requiring FIS services.

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

**1.17 Preferential Use Facilities** shall mean those portions of the Terminal and Terminal Aprons assigned to an Airline pursuant to a Letter of Authorization for use and occupancy for a fixed monthly amount and to which such Airline will have scheduling priority over other users.

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

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

**1.20 RON Parking** shall mean Remain Overnight or Remain on Gate and shall apply to any aircraft approved to occupy a gate or parking position in excess of 5 hours.

**1.21 Service Provider** shall refer to any company permitted by the Authority to provide ground and passenger handling services for one or more airlines.

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

## **SECTION 2. - GENERAL**

The Greater Orlando Aviation Authority (Authority) is committed to providing adequate facilities for Airlines to enter, grow and expand at the Orlando International Airport (Airport).

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

Any questions regarding these Procedures should be directed to the Director of Operations.

## **SECTION 3. - PURPOSE**

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

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

## **SECTION 4. - RESPONSIBILITIES**

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

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

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

### **4.1 Airport Operations**

- a) Develop and distribute facility operational schedules
  - 1. Seasonal – for planning purposes
  - 2. Monthly – for planning purposes
  - 3. Weekly – for planning purposes
  - 4. Daily – facility assignments
- b) Review Airline schedules, resolve conflicts, assign or reassign facilities, and/or remote aircraft parking positions as required.
- c) Make real-time facility assignments
- d) Ensure timely correspondence between Airport Operations, Airlines and service providers to share information and advise of facility management issues.

### **4.2 Airlines**

- a) Shall provide the names, titles, and contact information, to include telephone and e-mail information, of two (2) individuals authorized to:
  - 1. Submit airline flight schedules
  - 2. Request facilities for Airline use.
- b) Shall provide the names, titles, and contact information, to include telephone numbers and e-mail information, of:
  - 1. Authorized Station Representation
  - 2. Two (2) Emergency Contacts, primary and secondary
- c) Required to maintain and keep current the contact information for the above individuals



- d) Provide timely and accurate flight schedules to Airport Operations
- e) Provide immediate notification to Airport Operations Center (AOC), at 407-825-3840, of all off schedule flights that may impact a flight operation preceding or following an irregular operation. Impacts to facility utilization may include gate scheduling issues, conflicts, arrival or departure delays. Immediate notification will ensure a timely resolution.
- f) Comply with Airport Operations directions regarding facility assignments.
- g) Report on a timely basis, any maintenance or operational issues regarding the facilities or Authority provided equipment prior, during or after use to the AOC.
- h) Airlines shall submit movement messages via ARINC to **MCOAPXH** for all international arriving flights. Messages shall include the following:
  - 1. "Persons on Board" to include crew
  - 2. Arrival times (ETA) from wheels up from originating station
  - 3. Bags on board

## SECTION 5. - SCHEDULING SUBMISSIONS

### 5.1 General

- a) Airport Operations may schedule and assign Preferential Use Premises, when not scheduled for use in accordance with Section 6 of these procedures.
- b) Airport Operations shall schedule and assign Common Use Premises on the basis of schedule submissions and other operational considerations.
- c) The schedule submission shall document the requested schedule of all flights to be operated by an Airline and any affiliates at the Airline's Committed Premises and Authority's Common Use Premises by day of the week and time of day.
- d) Schedule submission(s) shall be submitted in the Authority's accepted electronic format to allow the information to be processed by the Authority's facility/gate management software.
- e) Submissions should be sent to [MCOSchedules@goaa.org](mailto:MCOSchedules@goaa.org)
- f) Schedules submitted using the Official Airline Guide (OAG) will not be accepted. This report information cannot be used for gate planning. Gate Management requires a turn-report (pairings) to determine the amount of time required on each gate.
- g) Each carrier is required to define its hours of operation and provide contact names and phone numbers for gate and flight schedule matters.

### 5.2 Domestic Submittals

- a) Domestic Airlines Schedule Submissions shall be submitted to Airport Operations by the Airlines no later than 45 days before the first day of the month during which the requested schedule is to become effective.

### 5.3 International Submittals

- a) International Airlines Schedule Submissions shall be submitted to Airport Operations based on flights that are scheduled by summer or winter seasons.
- b) Summer Season Schedule Submissions shall be submitted no later than **December 1** (for the next summer season)
- c) Winter Season Schedule Submissions shall be submitted no later than **August 1** (for next winter season)
- d) Flight schedules shall be submitted simultaneously to the Authority and Customs and Border Protection (CBP) for any Post Cleared Flight.
- e) Any airline requiring arrival clearance for FIS inspection must also obtain landing rights approval from CBP. The e-mail address for CBP to obtain landing rights

approval is **Landingrights-MCO@CBP.DHS.gov**. Landing rights approval by **CBP DOES NOT** entitle or guarantee an airline a gate assignment, gate availability, access to the FIS or use of the Airport.

#### **5.4 Schedule Submission Format**

All schedules shall be submitted by e-mail to [MCOSchedules@goaa.org](mailto:MCOSchedules@goaa.org) in the Authority's accepted electronic format to allow the information to be processed by the Authority's facility/gate management software. All submissions must include:

- a) Flight number
- b) ICAO 3-letter airline identifier (Int'l Civil Aviation Org)
- c) IATA 2-letter airline identifier (Int'l Air Transport Association)
- d) Type of aircraft including model and series
- e) City pairs – origin/destination airport
- f) Show all linked flights
- g) FIS status (Pre or Post Cleared)
- h) Arrival and departure times (Local MCO Time)
- i) Schedule beginning and end dates
- j) Day(s) of operation
- k) Passenger configuration
- l) Maximum Gross Landing Weight (MGLW)
- m) Maximum Gross Take-Off Weight (MGTOW)

#### **5.5 Authority Response To Schedule Submittals**

- a) The Authority will respond to all schedule requests within a maximum of 15 calendar days after the referenced submission deadline dates in Sections 5.2 and 5.3 of these Procedures.
- b) At this time, said Airline is to be provided with an approval, or denial and available adjustment options based on the original schedule request.

***Reminder:*** Schedules submitted using the Official Airline Guide (OAG) will not be accepted. This report information cannot be used for gate planning.

#### **5.6 Late Schedule Submissions**

- a) Flight schedule submittals with less than the required advance notice period specified will be assigned to gates only after all other requests have been accommodated in accordance with the procedures and priorities specified herein.

## **5.7 Changed Scheduled Submissions**

- a) If an Airline request changes to a previously submitted Schedule Submission, then the provisions regarding late schedule submissions shall apply to any flight for which there is:
1. A change of equipment type or
  2. A change to the scheduled arrival or departure time that would cause the scheduled buffer period between such flight and the preceding or succeeding flights at the assigned gate to be reduced below the minimum buffer period.
  3. Any planned deviations or irregular operations from submitted schedules will be assigned based on availability.
  4. The Authority reserves the right to amend the facilities schedule as necessary to allow additional airlines to use the facilities.

## SECTION 6 - SCHEDULING PRIORITIES

The Authority reserves the right to amend the schedules of assigned facilities to allow additional airlines to use the facilities.

### 6.1 Scheduling Priorities For International Gates

The Authority schedules the flight activity of all international gates. In determining the gate assignments, the following priority will be used:

- a) Post Cleared Flight(s) for airlines assigned an international gate as part of their Committed Premises
- b) All International Scheduled flights originating outside of the North American continent (Long Haul International Service)
- c) All International Scheduled flights originating from North American continent including the Caribbean basin (Short Haul International Service)
- d) All Charter Long Haul International Service
- e) All Charter Short Haul International Service
- f) All Scheduled Domestic Service
- g) All Charter Domestic Service

### 6.2 International Arrival Priority Over Departures

- a) When two or more flights are gated at international gates leading to a shared sterile corridor, the arriving flight has priority over the departing flight.

### 6.3 Gate Buffer Periods

- a) To allow for off-schedule flights, a minimum buffer period of 30 minutes shall be provided between the scheduled departure time of one flight from a Gate and the scheduled arrival time of the next flight at the Gate.
- b) The scheduled buffer period may be reduced if the Airline(s) operating the successive flights expressly agree to a reduced buffer period, but in no event shall such scheduled buffer period be less than 20 minutes.

#### 6.4 Assignment Of Flights To Specific Gates

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

#### 6.5 Scheduling Of RONs

- a) RONs shall apply to any aircraft approved to occupy a gate or parking position in excess of 5 hours. All RONs will be scheduled at gates before being assigned to hardstand locations.
- b) Any carrier desiring to use the Common Use Premises for overnight parking (RON) shall coordinate such parking with the Authority by contacting the AOC at 407-825-3840 prior to use. RON parking assignments will be based on availability.
- c) The fee for gate overnight parking is charged in 12-hour increments.
- d) The Authority reserves the right to adjust requested times to accommodate operational needs.
- e) Upon completion of use, or no later than 24 hours after use, the Airline shall submit details in the Authority's accepted electronic format to **Billing/Submissions@goaa.org**. If the Airline neglects to submit such information to the AOC, the Authority shall charge for usage based on published Schedule of Rates and Charges per the maximum aircraft configuration.

## SECTION 7. - OPERATIONAL GUIDELINES

The Authority maintains and schedules passenger processing facilities, including ticketing positions, gates, baggage devices and other similar facilities. Assignment of these facilities is based on aircraft type and availability.

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

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

***Public areas and exit egress areas must remain clear of customer queue in compliance with applicable safety regulations.***

### 7.1 Gate Occupancy Information

- a) Maximum allowable time for use of gate is 2 hours
- b) A flight scheduled to occupy a gate for a period shorter than the maximum gate occupancy period specified shall have the right to occupy the gate only for the period actually scheduled.
- c) Extended gate times in excess of 2 hours, but not more than 5 hours, must be coordinated and approved by the Authority. Approval will be granted based on availability and will be charged in accordance with the Authority's published rates and charges.
- d) Aircraft operating off-schedule shall make every attempt to minimize gate occupancy times to avoid impacting other previously scheduled operations.
- e) Flights assigned to another Airline's Committed Premises will not be displaced if such flight has been assigned to the gate in accordance with these Procedures.

### 7.2 Ticket Counter Occupancy

- a) Airlines with Letter of Authorization (LOA) for Committed Premises
  1. Four (4) contiguous positions per gate up to 4 gates, then up to 2 positions for each additional gate.

2. Request for additional ticket counter positions must be submitted to and approved by the Authority. Such additional facilities shall be charged in accordance with the Authority's published Rates and Charges.
  3. Airlines may request extended check-in times and if approved, will be charged per the Authority's published rates and charges.
- b) Airlines using Common Use Premises
1. Four (4) contiguous ticket counter positions Per Turn for a maximum of 3 hours.
  2. Additional ticket counter positions may be requested on a per use basis based on availability determined by the Authority and will be charged per the Authority's published rates and charges.
  3. Airlines may request extended check-in times and if approved, will be charged per the Authority's published rates and charges.

### **7.3 Ticket Counter Queue Space**

- a) Airlines with Letter of Authorization (LOA) for Committed Premises
1. Limited to queue space associated with Committed Premises ticket counter positions, as identified in the exhibits of the LOA.
  2. Additional queue space will be assigned as determined by the Authority and will be charged per Authority's published rates and charges.
  3. Queuing activities extending beyond the Airline's Committed Premises will be charged for such space based on the amount of ticket counter frontage or queue space used.
- b) Airlines using Common Use Premises
1. Will be assigned queue space associated with four (4) ticket counter positions Per Turn for a maximum of 3 hours.
  2. The Authority will assign additional queue space as conditions warrant and Airline will be charged per Authority's published rates and charges.
  3. Queuing activities extending beyond the Airline's assigned facilities will be charged for such space in accordance with the Authority's published rates and charges.

### **7.4 Baggage Claim Occupancy**

- a) All baggage claim devices are Common Use Premises.
1. Baggage claim device(s) will be assigned by the Authority.
  2. Assignments will be based upon flight schedules submitted to the AOC.
  3. All efforts will be made to assign baggage claim device(s) in a consistent manner to include the preferred location and times requested by the Airlines.



4. In the event of conflicting requests, the Authority will assign available baggage claim device(s) so as to minimize delays and inconvenience to passengers.
- b) The Authority retains the right to assign more or less baggage claim devices for particular arriving flights based on other factors such as the Airline's:
  1. Size of aircraft
  2. Flight activity
  3. Inbound bag count
  4. Simultaneous/multiple operations
  5. Baggage claim device availability

## **7.5 Baggage Make-Up Occupancy**

- a) Airlines with Letter of Authorization (LOA) for Committed Premises
  1. The Authority's bag make-up devices differ in size and configuration throughout the baggage make-up areas. In an effort to standardize the assignment of these devices, the Authority has determined the "usable" linear measurement of the devices and developed a "pier equivalency" (41 LF per pier) for each baggage make-up device.
  2. Airlines assigned a baggage make-up device(s) as part of their Committed Premises will be assigned baggage make-up device(s) based on a ratio 0.7 pier per gate assigned in an LOA or the carousel equivalent of 0.7 of a pier per gate assigned. Standard rounding principles will apply (i.e. an Airline with one gate would be assigned one pier, but would not be assigned a second pier until a third gate is leased).
  3. Baggage Make-up Device types and allocation

**Pier** – based on ratio calculation as outlined in Section 7.5.a.2 above

See Pier(s) calculation table below

Gates	X 0.7	Piers
1	0.7	1
2	1.4	1
3	2.1	2
4	2.8	3
5	3.5	4

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

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

Gates	X 0.7	Piers
16	11.2	11
17	11.9	12
18	12.6	13
19	13.3	13
20	14	14



**Flat Plate Carousel** – each side of flat plate carousel is equivalent to one (1) pier.

**Slope Plate Carousel** – will be assigned a “pier equivalency” factor based on



41 LF. For example, if a carousel is 159 LF, the equivalent pier unit would be  $159\text{LF}/41\text{LF}$  or 3.9 pier equivalents. An airline assigned 4 gates on a LOA would be assigned 4 gates X 0.7 pier or 2.8 pier equivalent or 72% of the carousel.

4. The Authority retains the right to assign more or less pier equivalents based on other factors such as, but not limited to, the Airline’s:
  - i. Average gate utilization
  - ii. Flight activity
  - iii. Bag count
  - iv. Simultaneous operations

v. Baggage make-up availability

- b) Airlines using Common Use Premises
  - 1. Maximum occupancy time for bag make-up devices is 3 hours per flight, based upon flight close out time.
  - 2. Common baggage make-up facilities will be assigned a pier, portion of a pier or pier equivalent by the AOC on a flight-by-flight basis.
  - 3. The Authority will exercise its best efforts to assign common baggage make-up devices at the locations and time preferred by requesting Airlines.
  - 4. In case of conflicting requests, the Authority will assign available facilities so as to minimize delays to passengers and baggage and minimize operational inconveniences to the requesting airlines.
- c) Every effort will be made to maintain consistency in the assignment of baggage make-up devices.

**7.6 CUTE**

- a) The Authority provides paper stock for Boarding Pass and Bag Tag Printers for the CUTE equipment.
- b) If an Airline should choose to use their own stock, it must be approved by the Authority and removed from the printers at the end of flight activity or as requested.
- c) For any issues or concerns with CUTE, contact the Contract Provider. The contact information is listed in Exhibit A – Authority Contact Information

**7.7 Electronic Displays**

- a) Airlines must submit logo information to allow for proper display of the Airline information on all Airport displays. Contact the AOC for required formats.

**7.8 Additional Facilities**

- a) Requests must be submitted in writing to the AOC and will be assigned based on:
  - 1. If the request is submitted by an individual authorized by Airline to request additional facilities
  - 2. The established schedule priorities outlined in these Procedures
  - 3. Demonstrated need
  - 4. On a first come, first serve basis
- b) Are based on availability and Authority approval and appropriate fees will be charged

per Authority's published rates and charges.

## **7.9 Dispute/Issue Resolutions**

- a) Any questions regarding, facility conflicts/disputes, contact the AOC at 407-825-3840 or [AOC@goaa.org](mailto:AOC@goaa.org).
- b) Contact the AOC for facility usage or billing inquiries within 30 days of issuance of invoice.

## **7.10 Reports**

- a) Airlines requesting use of the Common Use Premises shall contact the AOC at 407-825-3840 prior to use and the facilities will be assigned based on availability. Upon completion of use, or no later than 24 hours after use, the Airline shall submit details in the Authority's accepted electronic format to [Billing/Submissions@goaa.org](mailto:Billing/Submissions@goaa.org). If the Airline neglects to submit such information to the AOC, the Authority shall charge for usage based on the published Schedule of Rates and Charges per the maximum aircraft configuration.
- b) Contact the AOC for the electronic format.

## SECTION 8. - IRREGULAR OPERATIONS

The Authority will exercise its best efforts to accommodate delayed, off-schedule, and other irregular aircraft operations at the Common Use Premises gates equitably and in cooperation with all affected Airlines. The Authority may accommodate such operations on preferentially assigned gates if Common Use Premises gates are not available and to the extent such preferentially assigned gate is not otherwise scheduled for use by an airline having preferential use.

### 8.1 General

- a) All Airlines must advise the Authority and CBP representatives (where applicable), at the earliest opportunity, of any irregular operations or other matters affecting operations at the Airport.
- b) The Authority must be notified whenever a flight scheduled to a gate deviates by more than 15 minutes of the scheduled time.
- c) An aircraft that does not have an approved gate assignment (i.e. diversion), or arrives at the Airport more than 15 minutes late for its gate assignment, will be considered “Irregular.”
- d) Irregular flights will be reassigned on a gate-available basis. Such reassignments(s) shall not interfere or otherwise cause delay to other flight(s) operating on time.
- e) Irregular flight(s) waiting more than 30 minutes for reassignment will be reassigned/accommodated on the next available gate.
- f) When any flight arrives earlier than its scheduled time of arrival (STA), it will have to hold until alternate facilities become available.
- g) Irregular flights for which reasonable advance notification is provided to the Authority will be given priority over flights for which such advance notification is not provided.
- h) The Authority, upon at least 60 minutes’ notice, and notwithstanding any preferential use rights that may have been granted, may require an Airline to promptly remove an RON Flight (when it is an inactive flight) or other inactive flight from an Authority gate if, in the Authority’s sole discretion, such removal is necessary in an emergency or to allow an off-schedule or other irregular Active Flight to be accommodated to the extent that a common use gate is not available.
- i) Aircraft/Tail Swaps that results in extended time on the gate will be considered an irregular operation.
- j) In the event a gate becomes unavailable due to a jet bridge or other mechanical breakdowns, the Airline originally scheduled on that gate will be accommodated on other gates, if available, on a first come first served basis.

## 8.2 Operations At All Gates

- a) An Airline or any Affiliates shall not park any aircraft larger than the maximum aircraft size specified for such gate and shall comply with all other provisions of these Procedures governing the operation of the gates, including those regarding the use of its own equipment, systems, and supplies and the storage of ground service equipment.

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

1. Affixed to each passenger boarding bridge is a gate placard that denotes which aircraft is capable of utilizing that specific gate as well as the “Stop Bar” used to safely park that aircraft.
  2. Placards and associated information are maintained and updated by the Authority.
  3. Any questions regarding aircraft parking should be directed to the AOC.
- b) If the flight of another Airline is assigned to a gate for which an Airline has Committed Premises, and such other Airline flight is operated as scheduled, then the Airline having the Committed Premises gate(s), shall not have the right to require such other Airline flight be relocated to accommodate its irregular flight(s). The irregular flight(s) will be accommodated on alternate gate(s) if available.

## 8.3 Aircraft Maintenance

- a) Airlines may not conduct aircraft maintenance at the gates, except pre-departure or post-arrival maintenance incidental to the immediate operation of the aircraft, which does not disrupt normal operations at the gate or surrounding areas.
- b) Airlines performing non-routine post arrival and pre-departure aircraft maintenance shall be assigned to remote parking areas outside of the terminal area.

## 8.4 Ground Service Equipment

- a) The servicing/repair of ground service equipment is not permitted at any gate or in terminal areas unless specifically authorized by the Authority.
- b) An Airline may stage any ground service equipment necessary to support its flight operations in the apron areas only at such common gate designated for such use.
- c) Airline may set-up and stage equipment thirty (30) minutes prior to scheduled arrival and remove such equipment within ten (10) minutes after push back of aircraft.

- d) Airlines with Committed Premises gates must provide adequate space for ground service equipment staging when another airline is assigned to their gate
- e) If any staging or storage of an Airline's equipment at any common gate prevents the efficient use of such gate by another Airline, then the Authority will request that the Airline remove its equipment, and the Airline shall promptly comply with such request. Airline may be charged an extended gate charge under the rates and conditions as published until the gate area is cleared.
- f) Request for storage of ground service equipment (GSE) not required for active flight shall be directed to the AOC and designated storage areas shall be assigned.
- g) Airline and/or the service provider shall maintain an equipment inventory and identify in writing the number and types of equipment to be stored.
- h) Airline or service provider may be required to submit a list of their current GSE inventory quarterly.

### **8.5 Emergency Flights**

- a) Emergency flight accommodation shall have priority over all other gate scheduling.
- b) Every effort will be made to accommodate emergency flights on an unassigned gate or at a gate that will cause the least impact on other Airline operations.

### **8.6 Engine Start**

- a) Starting or running of aircraft engines for maintenance purposes while aircraft is positioned at the gate is strictly prohibited, with the exception of idle engine runs approved by the Authority.

### **8.7 Flight Cancellations**

- a) Notify the Authority as soon as possible of all scheduled flight cancellations.

### **8.8 Mechanical Delays**

- a) The Authority will require departing aircraft delayed for mechanical reasons to be relocated from a common use gate to a remote aircraft parking position under the following conditions:
  - 1. Within thirty (30) minutes prior to the next scheduled flight arrival at the gate.
  - 2. Within one hour past the original scheduled departure on a gate without imminent scheduled activity.
  - 3. It is at the discretion of the Authority to allow the Airline to reposition its

aircraft to another gate for no more than one hour; thereafter, the aircraft must be relocated to a remote aircraft parking position.

4. Schedule adjustment to accommodate a mechanical delay that would affect other Airline's scheduled activity will not be allowed.

## **8.9 Relocation Of Aircraft**

- a) The Authority reserves the right to require the relocation of an aircraft from any assigned gate at any time, in the interest of operational efficiency at the sole discretion of the Authority. The Authority will provide alternative parking at another gate or remote aircraft parking position within the terminal area when possible.



## **SECTION 9. - MONTHLY MEETINGS**

### **9.1 Station Representation**

The Authority encourages Airlines to be represented by a local station manager, as an enhancement to the relationship with the Authority, as well as contributing to overall service quality. Representatives are invited to participate in several forums where Airline interests can be represented and concerns addressed. See Exhibit A, for Committee chairpersons and contact information.

*The 4th Thursday of each month the following three (3) meetings occur in succession:*

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

Start time for the above meetings is 8:30 am and take place in the Greater Orlando Aviation Authority's Board Room, 3rd Level, Main Terminal.

### **9.2 International Operations & Use Of FIS**

Terminal Operations Airline Division hosts this meeting. Topics discussed relate to international Airlines' use of Airport facilities and the processing of international passengers through the Federal Inspection Station (FIS). Representatives from US Customs and Border Protection (CBP) and TSA attend this session.

*The 2nd Tuesday of each month with a start time of 12:00 pm (noon) and held in the Greater Orlando Aviation Authority's Board Room, 3rd Level, Main Terminal.*

### **9.3 Weekly Scheduling Facility Meeting**

Details currently under development

## **SECTION 10. - FEES & CHARGES**

The following fees and charges are published in the Airport Schedule of Rates and Charges and are adjusted at least annually. The Schedule of Rates and Charges may be found on the Authority's website at [www.orlandoairports.net](http://www.orlandoairports.net).

### **10.1 Facility Fees**

User fees applicable to any airline facilities to include gate, apron, hold room, ticketing positions, baggage devices and curbside facilities, which are scheduled on a Per Turn basis.

### **10.2 FIS Fees**

The fees are based upon all "persons on board" per flight. Maximum aircraft capacity shall be used if Airline fails to submit such information to the AOC.

### **10.3 Extended Gate Occupancy**

Fee charged for extended use of gate facilities in excess of the allotted amount of time, up to five (5) hours.

### **10.4 RON**

The fee for gate overnight parking is billed according to the Schedule of Rates and Charges for aircraft type and will apply after five (5) hours of occupancy, billed in 12-hour increments.

### **10.5 Equipment Training Fee**

Airlines requesting use of the training area for CUTE on Level 1 or the PBB orientation must contact the AOC at 407-825-3840 or via e-mail at [AOC@goaa.org](mailto:AOC@goaa.org). Fees will be charged as applicable and will be stated in the response to the requesting Airline.

## 10.6 Off Schedule Fee

- a) Fee charged to Post Cleared Flights that operate off schedule from the original schedule time resulting in overtime or additional personnel costs. Fees will be based on the following four times listed below.

0 – 59 Minutes Late
60 – 119 Minutes Late
120 – 179 Minutes
180 Minutes and Over Late

- b) If notification is received 48 hours prior to scheduled arrival, overtime (OT) charges may not apply.

## EXHIBIT A

### A.1 Airline Operations Contact Information

Contact Information for various departments and entities at Orlando International Airport. All telephone numbers begin with (407) 825 – followed by 4-digit extension unless otherwise noted.

Contact Entity	Contact Extension
Director of Operations – Tom Draper	3021
Airfield Operations	2036
Airport Information	2118
Airport Operations Center (AOC)	3840
AOC Billing	3801
Aircraft Schedule Administrator	2052
Airline Division Supervisor	2273
Baggage Coordination Center (BHS Control)	2247
*Baggage Committee – Chairperson, Jeanie Driscoll, American Airlines	407-850-7600
BHS Supervisor	2282
Central Plant / Work Orders	4000
Communications Center	2065
GOAA Access Control	2062
Landside Operations Supervisor	2666
Orlando Police Department (non-emergency)	2085
*The Security Sub-Committee – Chairperson, Mr. Gary Hunt, Delta Air Lines	5368
*The Orlando Airline Station Managers Council – Chairperson, Mr. Hiosvany Muina, Copa Airlines	4970
Transportation Security Administration (TSA)	(407) 563-6681
U.S. Customs and Border Protection	4326 / 4360

**\*The Chairperson changes every January.**

## **Exhibit B**

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

a) **Landside Terminal Building Area**

b) **Airside Terminal Building Area**

c) **Footnotes.**

### **B.2 Point of Contact Form for Airline's Authorized individual to submit Work Order Requests**

### **B.3 Example of Work Orders and Space Identification**

### **B.4 Maintenance Contact Information**

## B.1a) Landside Terminal Building Area

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



**B.1c) Footnotes.**

- i. Airline is responsible until such time that the Authority installs signage.
- ii. Airline responsible for the removal of oil/fuel spillage from aircraft parking positions
- iii. Airlines responsible to remove FOD and trash from aircraft parking areas, sidewalks, and ramp space for their use. The Authority will perform periodic ramp scrubbing and sweeping.
- iv. Airline is responsible for all repairs and maintenance, using the work order process. Repairs will be completed by the Authority and the costs will be reimbursed to the Authority by the airlines. Labor rates include salaries, benefits, vehicles, and consumable items.
- v. All modifications or alterations must be approved, in writing, by GOAA prior to work commencing.
- vi. Regulatory signage completed by GOAA and billed back to airline. All other, public use, and way finding signage are GOAA's responsibility.
- vii. GOAA is responsible for all maintenance and repairs. Airline reimburses through an O&M charge.
- viii. Office spaces will be cleaned between 9 pm and 5 am Sunday through Thursday.



## **B.2 Point of Contact Form**

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

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

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

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

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

**Attention:**

**GOAA Maintenance Department**

[POCinfo@goaa.org](mailto:POCinfo@goaa.org)

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

(name of company / dba) \_\_\_\_\_

located at (physical location or space ID) \_\_\_\_\_

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

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

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

(Manager name PRINTED) \_\_\_\_\_

Date \_\_\_\_\_

(Manager Signature) \_\_\_\_\_

Manager's phone /ext. \_\_\_\_\_

Please forward this letter via email to [POCinfo@goaa.org](mailto:POCinfo@goaa.org)

All completed POC authorization forms are due upon any changes.

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

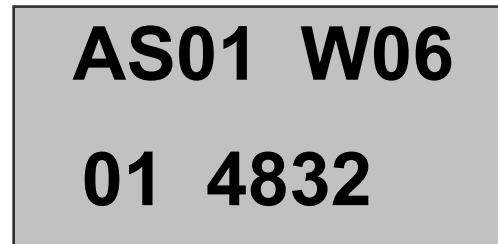
### B.3 Example of Work Orders and Space Identification

#### GOAA Work Orders and Space ID

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

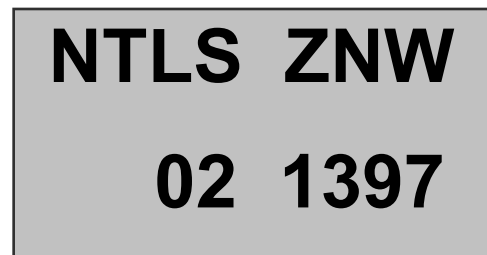
**Example 1:**

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



**Example 2:**

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



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

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

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

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

## B.4 Maintenance Contact Information

### Central Plant Dispatch

- Phone numbers are:
  - 1) Internal - extension 4000
  - 2) External - (407) 825-4000
- E-mail address is: [wo@goaa.org](mailto:wo@goaa.org)
- All Maintenance Department work orders or emergencies may be called in or emailed to Central Plant Dispatch at the above phone number and email address.
- Remember to provide the specific Space ID number located in your space, for example, in the terminal **NTLS.ZNW.02.1391** or on the airdises **AS01.W06.01.4832**
- On behalf of the GOAA Maintenance Department, please post and/or distribute this information for individuals in your department that do not have e-mail.

## **UPDATES AND REVISIONS**