

ORLANDO INTERNATIONAL AIRPORT

AERONAUTICAL SERVICE OPERATOR MINIMUM STANDARDS

Revision #14

November 2022

Approved by:

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Chief Executive Officer
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SECTION 1

GENERAL INFORMATION

INTRODUCTION

The Orlando International Airport (MCO or the Airport) is owned by the City of Orlando and operated by the Greater Orlando Aviation Authority (Authority); MCO is subject to numerous Federal obligations with the Federal Aviation Administration (FAA), pursuant to Surplus Property Deed(s) and Grant Agreements. Applicable Laws and Regulations include:

- Federal Aviation Act of 1958, as amended, and its precedent, Civil Aeronautics Act of 1938.
- Surplus Property Act of 1944
- Civil Rights Act of 1964
- Airport and Airway Improvement Act of 1982
- Airport and Airway Safety and Capacity Expansion Act of 1987
- FAA Reauthorization Act of 1996
- FAA Modernization and Reform Act of 2012
- FAA Reauthorization Act of 2018
- FAA Order 5190.6B, Airport Compliance Manual
- Advisory Circular 150/5190-6, Exclusive Rights at Federally Obligated Airports
- Advisory Circular 150/5190-7, Minimum Standards for Commercial Aeronautical Activities

Under these agreements, the Authority has agreed to assume certain obligations pertaining to the operation, use and maintenance of MCO. These obligations remain in full force and effect throughout the useful life of the facilities developed under the funded projects, not to exceed 20 years. However, there is no limit on the duration of surplus property obligations or assurances against exclusive rights.

To assist the Authority in meeting its obligations, the FAA encourages airport owners to develop and publish minimum standards to be met by all who use or occupy airport property. Accordingly, the Authority has developed minimum standards for any company that proposes to provide aeronautical services at MCO to ensure acceptable levels of service and safety. Such standards must be fair, equal, and not unjustly discriminatory. They must be relevant to the proposed activity, reasonably attainable, and uniformly applied. Minimum standards must also be tailored to the specific aeronautical activity and the airport to which they are applied. Failure to meet its obligations could result in the Authority being declared in non-compliance and therefore ineligible for federal funding or other sanctions.

Benefits to be derived from establishing minimum standards include:

- Promotion of safety in airport activities
- Fostering the level of services desired by the airlines, public and the Authority
- Providing financially equitable treatment to all tenants
- Defining the minimum operating threshold for prospective aeronautical service providers
- Protection of airport users from unlicensed and unauthorized products and/or services
- Promotion of orderly development of airport property
- Providing a formalized, but negotiable, baseline for lease development
- Fostering mutually beneficial tenant-landlord relationships
- Promotion of economic stability by discouraging unqualified applicants

This document lists the minimum standards for all providers of aeronautical services at MCO. It was developed to provide guidance and protection for all parties concerned.

The Minimum Standards are not intended to be all inclusive. Operations and/or activities on MCO will be subject to all applicable federal, state, and local laws, codes, ordinances and rules and regulations pertaining to such activities.

Minimum standards establish a template for safe tenant operations, minimize exposure to claims of discrimination or unfair treatment by providers of aeronautical services, address environmental liability issues, reduce liability issues, and minimize accident exposure. Minimum standards set the format by which the Authority staff can review requests for business activity at MCO and respond to them.

Aeronautical activities may be proposed that do not fall within the categories designated in these Minimum Standards. In such case, appropriate Minimum Standards will be established by the Chief Executive Officer on a case-by-case basis for such activity and incorporated into the lessee's written agreement (permit/lease).

The details for construction of structures and other facilities are not included in these Minimum Standards. All site plans, new construction, remodeling projects, color schemes, and signage proposed by a Lessee are reviewed and approved by the Authority before submission to the City of Orlando for permitting. All new construction at MCO must meet City of Orlando Building and Fire Codes and comply with the Authority's Horizontal Permitting Rules and Regulations, as amended from time to time, with respect to any applicable horizontal development on Airport property.

It should be noted that the standards set forth herein are not to be construed as setting forth the desirable size of land area or structure for a particular operator. In this regard, the prospective

Lessee may find that in order to establish an economically feasible business, which will yield a satisfactory return on their investment, the requirement for land, area and/or structures will be in excess of the minimum standards.

APPLICABILITY

It is the policy of the 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.

It is the policy of the Authority to ensure that commercial operators do not attempt to gain an unfair competitive advantage by operating without the same level of financial investment at the Airport as their competitors.

These Aeronautical Service Operator Minimum Standards (Hereinafter referred to interchangeably as the Minimum Standards or Standards) apply to any person or entity that provides one or more services defined herein at MCO except for the following:

1. No provision of these Minimum Standards shall be deemed to prohibit any person from performing aeronautical services with respect to its own aircraft; and
2. No provision of these Minimum Standards shall be deemed to prohibit any Airline from performing Aeronautical Services for other airlines, provided they meet these Standards and in accordance with the permitted activities and operating terms and conditions of the then current Rate Resolution adopted by the Authority. Airline shall have the meaning ascribed to it in the Airline Operations Procedures, as amended from time to time.

AMENDMENT TO EXISTING STANDARDS

Upon approval by the Chief Executive Officer, 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 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. As amendments are issued the changes and effective dates will be detailed in Appendix "C."

APPLICABILITY TO EXISTING TENANTS

All existing tenants with approved permits and/or leases, including subleases, currently operating on the airport, before the original effective date of these Minimum Standards or as to the effective date of revisions to these Minimum Standards only as to the revisions, are "grandfathered" and will be allowed to continue operations and not be held in non-compliance of these Standards if the Authority determines that the continuation of such operation is in the public interest and does not conflict with any FAA requirement, or if the Authority determines that it would be an extreme hardship, financial or otherwise, for such tenant to fully comply with these Standards.

When the lease, permit, or sublease of an existing "grandfathered" tenant, is extended, renegotiated, or amended, such tenant shall be required to comply with all applicable provisions of these Standards within a reasonable time. Each tenant's situation will be reviewed on an individual basis and an equitable arrangement will be negotiated and documented in the new or amended lease agreement.

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.

TIME

Time periods shall be counted in calendar days, unless otherwise specifically referenced. Any deadline that falls on a Saturday, Sunday, or Federal holiday shall automatically be extended to the next business day.

CATEGORIES OF AERONAUTICAL SERVICE OPERATORS

The two categories of Aeronautical Service Operators at MCO are:

1. Fixed Base Operator.
2. Specialized Aeronautical Service Operators which are individually permitted by the Authority to perform one or more of the following activities:
 - Airline Fueler
 - Airline Line Maintenance

- Manufacturer Major Service Center
- Ramp Services
- Passenger Services
- Air Cargo Services
- Aircraft Ground Service Equipment (GSE) Maintenance
- Non-Commercial Hangar
- Air Charter or Taxi
- Aircraft Maintenance Facility
- Mobile Aircraft Repair and Maintenance Services
- General Aviation Aircraft Cleaning, Washing and Detailing
- Security Services
- Multiple Specialized Services
- Other Aeronautical Services

SECTION 2

APPLICATION PROCEDURES

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

**Commercial Properties Department
Greater Orlando Aviation Authority
5855 Cargo Road
Orlando, Florida 32827-4363
SASOapplications@goaa.org**

3. Applicants shall furnish the following supporting documents as evidence of compliance with the category of aeronautical service applied for as well as organizational and financial capability at the time of application:
 - a. A detailed description of services to be offered and the business plan to provide such services. Evidence of applicant's past experience, providing similar services at a similar airport, financial capability, and technical ability to perform and/or develop the proposed services and facilities, including a statement of projected gross revenues and operating expenses for each of the first five (5) years of the proposed operations at the Airport. The name(s), address(es) and telephone number(s) of the principal(s) of the business or entities having an interest equal to 51% or more of the assets or earnings of the operation and the proposed operating name of the business, as well as evidence of incorporation in the state of Florida, as applicable. The number of persons to be employed along with a description of their duties and responsibilities. The tools, equipment, and inventory, if any, that applicant will furnish for the proposed service, upon request.
 - b. Include the amount of land required for the proposed service and any buildings or other facilities proposed to be constructed or facilities required, including a detailed site plan for the proposed operations. The estimated cost of any structure or facilities to be constructed or furnished, proposed specifications, and the means and method of financing such construction, upon request.

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- c. Evidence of insurance with policy coverage that conforms to the requirements of the Authority's Insurance Requirements as outlined in Section 3.7 of these Minimum Standards.
 - d. The proposed date for commencement of the activity and the requested length of term to conduct same.
 - e. FBO and Manufacturer Major Service Center Only – Applicant shall demonstrate to the Authority that satisfactory arrangements have been made with a recognized aviation petroleum distributor for delivery of fuel and lubricants in such quantities as are necessary to meet estimated demand.
 - f. Such other information as the Authority may require.
 - g. Where applicable, a copy of any signed written agreement/contract between the applicant and an airline, FBO or tenant currently serving, (MCO) together with the Service Provider Notification Form from such airline, FBO or tenant to the Authority confirming that the applicant meets the airline's, FBO's or tenant's standards for the services to be provided.
 - h. Such other information as the Authority may require.
4. Applicants shall ensure the following items, as applicable, are completed and on file with the Authority prior to providing aeronautical services on MCO property.
- a. A fully executed Permit Agreement or Lease Agreement.
 - b. A security deposit.
 - c. Proof of insurance (Insurance Certificate). as required by the type of agreement.
 - d. Executed copy of the attached Affirmance of the Service Provider Notification Form.

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.

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- 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 conflicts with the Airport's Approved Airport Layout Plan ("ALP"), or which will create a safety hazard as determined by the Authority or by the FAA through the review of the ALP Change Request.
 - e. The proposed activity requires the Authority to spend funds or to supply materials/personnel 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 MCO 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.

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- 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 Secured, Sterile, or other restricted areas of the airport 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.
- 2. The Authority may request that the aeronautical service operator conduct its business through an agreement or sublease with an FBO. Upon termination a new application and fees may be required.
 - 3. Appeals.
 - a. **Filing of Appeal.** An Applicant may appeal any decision of the Authority staff as to an application submitted under these Minimum Standards to the Chief Executive Officer by delivering a written request for appeal to the Authority's Director of Planning and Development prior to 5:00pm on the fifteenth (15th) day subsequent to issuance of the staff's decision. The request must state the specific reason(s) the Applicant believes the Aviation Authority staff made an incorrect decision. If after a review of the request for appeal the Chief Executive Officer determines the request for appeal fails to include a specific and valid reason for an appeal, the Chief Executive Officer will not consider the appeal and the staff decision will stand. In such case, the Chief Executive Officer shall notify the Applicant in writing, of the fact that the appeal will not be considered. By failing to timely submit a written request for appeal to the Chief Executive Officer, an Applicant shall be deemed to have waived the right to any further review of the decision of the Authority staff.
 - b. **No New Evidence.** The Chief Executive Officer shall not consider any evidence that was not presented to the Authority staff as part of the Applicant's Application pursuant to these Minimum Standards for its consideration.
 - c. **Determination.** The Chief Executive Officer shall provide the determination in writing thirty (30) days after delivery of the Applicant's written request to appeal to the Authority. The Chief Executive Officer may uphold or reverse the decision of the Authority staff.

SECTION 3

GENERAL REQUIREMENTS

1. 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 Service 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.

2. HANGARS AND OTHER BUILDINGS

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

3. AIRCRAFT PARKING APRON

If required by these Standards the Operator shall lease or construct paved aircraft parking apron within its leasehold premises with adequate dimensions and pavement design for the largest Aircraft Design Group (ADG) required by its aeronautical activity. The Operator shall provide any paved taxiways necessary for access to the Airport's taxiway system with adequate dimensions and load bearing for the Aircraft Design Group (ADG).

4. EQUIPMENT

- a. The equipment requirements specified in these Standards shall be deemed satisfied if the Operator owns, leases, or otherwise has sufficient access to the equipment needed 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 Service Provider Notification Form from each airline or a sponsor letter from each Landlord 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.

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- c. If required by the MCO 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.
 - e. Operator shall provide an inventory of equipment and vehicles operating on the airport to the Aviation Authority on a quarterly basis.

5. 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 properly display Airport issued SIDA badges 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 be in accordance with the Aviation Authority's rules, regulations and policies and shall contain detailed instruction in proper operating procedures for each job classification, including, but not limited to, associated equipment to be utilized by the employee and area of the airport to which they are assigned.

6. CONTRACT SECURITY

- a. All Operators are required to maintain a security deposit with the Authority. Such Contract Security shall be equal to: (i) the highest three (3) months' fees or other charges to be payable by the Operator to the Authority in connection with its operations under these Standards or (ii) \$2,500, 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 Permit Agreement or such other agreement with the Authority.
- b. The Authority shall review the Contract Security periodically, and, based on the Operator's highest three (3) months of fees or other charges payable for the previous twelve (12) consecutive months, shall revise the amount to be in compliance with the requirements stated above.

7. INSURANCE REQUIREMENTS

At its sole expense, Operator shall maintain the following insurance coverages, as applicable, during the term of any agreement for its operations and activities upon Airport, including any extensions or renewals and such insurance will apply to Operator, its employees, agents, and subcontractors: Commercial General Liability, Aviation Liability (for owners of aircraft), Automobile Liability, Workers' Compensation and Employer's Liability (if applicable), and Pollution/Environmental Liability (if applicable). Additional insured and indemnification requirements, and policy limits will be determined based on the proposed aeronautical services.

8. AIRPORT SECURITY

All Operators shall be required to comply with all applicable regulations of the Transportation Security Administration ("TSA") and of the Aviation Authority relating to Airport security, including those relating to access to the AOA, as such regulations may be in effect or changed from time to time. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

9. PERMIT AGREEMENT

Except for FBOs and other tenants that have a long-term lease with the Authority, no applicant may provide an aeronautical service at the Airport until entering into a written Permit Agreement with the Authority. The Permit 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 a fee payable to the Authority, insurance, indemnification, environmental requirements and a security deposit or other form of contract security as required in these Standards.

10. SUBCONTRACTING

- a. A Fixed Base Operator or Major Manufacturer Service Center shall not subcontract any fueling services.
- b. Generally, Specialized Aeronautical Service Operators may not subcontract any of the services they are authorized to provide without the prior written approval of the Aviation Authority. Exceptions are noted in the individual categories.

11. REQUIRED FEES AND PAYMENTS

The exact fees and payments will be determined based on the category of operator, the established airport rates, and charges, and shall be incorporated into the Permit Agreement, Lease, or sublease. In establishing a fee for an Operator under these Minimum Standards, the Aviation Authority may consider the individual Operator's impacts on existing revenues of the Aviation Authority.

12. THROUGH-THE-FENCE ACTIVITIES PROHIBITED

Ground access onto MCO property by aircraft stored and serviced on adjacent property, known as "Through-the-Fence" activity, is prohibited.

13. AIRCRAFT NOISE ABATEMENT

The Airport is interested in reducing noise impacts to residents who live within close proximity to the Airport. Consequently, the Airport has established voluntary noise abatement and mitigation measures pursuant to its Part 150 Noise Study Submittal. As applicable, and to the extent practicable, all aircraft and/or pilots utilizing the Airport are requested to honor said noise abatement and mitigation measures whenever possible.

14. RIGHT TO SELF-SERVICE

A person or entity with exclusive control of an aircraft or that person's employees may perform services (fueling, maintenance, repair, or cleaning) on that person's aircraft utilizing that person's vehicles, equipment, and resources (self-service). A person with exclusive control of an aircraft who engages in self-service activities may not perform services for others for compensation or hire. The right to engage in self-service activities is conditioned upon compliance with applicable regulatory measures. **The right to engage in self-service fueling requires a written agreement with the Authority to allow use of a portion of Authority property for self-service fuel.** This provision does not apply to customer fueling his aircraft from an FBO owned self-fueling facility.

If the right to self-serve is not exercised by a person with exclusive control of the aircraft, the person is only permitted to have that aircraft fueled through the FBO or Manufacturer Major Service Center, and maintained, repaired, or otherwise serviced at the Airport by those operators authorized to engage in such commercial activities at the Airport under an agreement with the Authority.

15. NON-DISCRIMINATION

All Operators shall assure that they will comply with pertinent statutes, Executive Orders, and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefitting from Federal assistance. This provision obligates the Operator or its transferee for the period during which Federal assistance is extended to the airport program, except where Federal assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon. In these cases, this Provision obligates the Operator for the longer of the following periods: (a) the period during which the property is used by the Authority or any transferee for a purpose for which Federal assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Authority or any transferee retains ownership or possession of the property. In the case of

contractors, this Provision binds the contractors from the bid solicitation period through the completion of the contract.

16. COMPLIANCE WITH LAWS AND RULES AND REGULATIONS

All MCO tenants and persons entering the Airport property agree to abide by and conform with all rules and regulations, laws, standards, requirements, and ordinances promulgated by the Federal Government, State of Florida, Orange County, City of Orlando, and the Authority.

17. LICENSES, PERMITS AND CERTIFICATIONS

An Operator shall obtain, at its sole expense, all licenses, and governmental permits necessary for the conduct of the Operator's activities at MCO and required by the Authority or any other duly authorized governmental agency having jurisdiction.

An Operator will not engage in any operations at MCO prior to obtaining any certifications that may be required by the FAA. An Operator shall, at the request of the Chief Executive Officer, furnish the Authority with copies of these certifications and other documentation.

18. TAXES

The Operator shall, at its sole cost and expense, pay all taxes for which it is responsible, or which may be assessed against it.

19. HAZARDOUS MATERIALS

Operator shall comply with all applicable federal, state, and local laws, regulations, administrative rulings, orders, ordinances, and requirements, and all Aviation Authority rules, regulations and requirements pertaining to the protection of the environment, including but not limited to those regulating the storage, handling, and disposal of waste materials. Further, during the term of any permit, neither Operator nor any agent or party acting at the direction or with the consent of Operator shall treat, store, or dispose of any Hazardous Substance on the Airport without the prior written approval of the Aviation Authority.

Operator shall fully and promptly pay, perform, discharge, defend, indemnify and hold harmless Aviation Authority from any and all claims, orders, demands, causes of action, proceedings, judgments, or suits and all liabilities, losses, fines, costs and expenses (including, without limitation, technical consultant fees, court costs, expenses paid to third parties and reasonable Attorneys' Fees) and damages arising out of, or as a result of, (i) any Release by Operator of any Hazardous Substance placed into, on or from the Airport by Operator; (ii) any contamination of the Airport's soil or groundwater or damage to the environment and natural resources of the Airport, that are the result of actions by Operator occurring during use of the Airport permitted through these Minimum Standards, whether arising under CERCLA or other statutes and regulations, or common law; and (iii) any toxic, explosive or otherwise dangerous materials or Hazardous Substances which have been buried beneath, concealed within or released on or from the Airport by Operator during use of the Airport permitted by these Minimum Standards.

20. SMOKING.

Smoking is permitted in designated areas in accordance with Florida Statute Chapter 386, FAR 139.321 and the Authority policy 140.02.

21. ADVANCED AIR MOBILITY

The Aviation Authority is interested in accommodating advanced air mobility services at MCO and that, at the time of issuance of these Minimum Standards, the regulations relating to same are rapidly progressing with a recently issued Engineering Brief No. 105, Vertiport Design, and a forthcoming Advisory Circular. As such, any entity interested in pursuing development of a vertiport and/or in providing services to Advanced Air Mobility at MCO should contact the Aviation Authority Planning Department.

22. PUBLIC RECORDS

The Aviation Authority is a governmental entity and therefore all materials provided to the Aviation Authority under these Minimum Standards are presumed by the Aviation Authority to be non-confidential and subject to disclosure or inspection pursuant to Florida's Public Records law, Chapter 119 of the Florida Statutes.

SECTION 4
MINIMUM STANDARDS

The following Aeronautical Service Operator Minimum Standards have been developed after consideration of the elements outlined in Section 3 with attention to their applicability at the MCO. The standards are grouped according to the specific type of activities to which they pertain. 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.

SECTION 5

FIXED BASE OPERATOR

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

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 business of retail sales and into-plane dispensing of aviation fuels to aircraft on their leasehold area. Except as provided in the Major Manufacturing Center section, no other Operator shall be permitted to engage in this specific aeronautical business activity.

Subject to Authority approval, FBOs are permitted to provide "into-plane" or contract fueling at other areas on the airport. In addition, an FBO may provide contract fueling services to Airlines at the terminal gates provided they meet the requirements of Section 6 of these standards.

2. **General Aviation Support 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 tie-down, ground handling, and the following services, which may be provided directly or through contractual resources, aircraft interior and exterior cleaning, catering, rental cars, limousine services, aircraft charter (FAR 135) and gratuitous passenger transportation.

3. **Emergency Assistance.**

The FBO is required to provide, either directly or through contracted resources, emergency services to disabled general aviation aircraft on the Airport. This includes recovery, towing or transporting 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 Airport Operations.

4. **Collection Agent.**

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

5. **Other Services.**

- a. The FBO may provide other specialized aeronautical services on its leasehold area not addressed in its Lease Agreement subject to the approval of the Aviation Authority. Such other services are reviewed and approved on a case-by-case basis.
- b. The FBO may provide other specialized aeronautical services to Airlines at the terminal gates subject to the Aviation Authority's approval and provided they meet the requirements of these standards.

MINIMUM STANDARDS

1. **Land.**

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

2. **Hangars and Other Buildings.**

- a. Must provide a hangar with a minimum of 24,000 square feet for aircraft storage. The hangar door width shall be at least 125' and the clear door height shall be at least 28'.
- b. In addition to the hangar, a minimum of 5,000 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 minimum of 3,000 square feet of shops and spare parts storage shall be constructed or leased.

3. **Aircraft Parking Apron.**

The aircraft parking apron must be contiguous to the FBO Executive Terminal and a minimum of 435,600 square feet (10 acres).

4. **Storage of Fuels.**

The FBO shall provide for an adequate supply of aviation fuels either in owned or leased fuel storage tanks on the leased premises or stored in the Airport Main Tank Farm. All fuels shall be stored and dispensed in accordance with NFPA and local fire codes.

5. **Mobile Dispensing Equipment.**

- a. The FBO shall provide at least three (3) metered filter-equipped mobile dispensing trucks for dispensing aviation fuels, 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 500 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 either procure or have access to, 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 for the types of aircraft 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. A responsible and qualified supervisor should be available at all times.
- 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 which meets or exceeds 14 CFR Part 139, section 321. National Aviation Transportation Association (NATA) or equivalent is acceptable.

9. **Lease Agreement**

An FBO Lease Agreement, properly executed by the Greater Orlando Aviation Authority and the FBO, is a prerequisite to tenancy on the Airport and the commencement of any operations thereon.

10. **Required Fees and Payments**

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

SECTION 6

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

AIRLINE FUELER

STATEMENT OF CONCEPT

Only Airlines providing services to their own aircraft, Fixed Base Operators, or Operators approved by the Authority and in compliance with these Standards may provide Airline fueling services at the terminal gates. An Airline Fueler acts as the "Into-Plane Agent" of an Airline and provides the following services:

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

MINIMUM STANDARDS

1. Experience.

- a. An Operator proposing to engage in Airline fueling shall have a minimum of 5 years' experience fueling Airline 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 150/5230-4B – Aircraft Fuel Storage, Handling, and Dispensing at Airports.
 - ii. NFPA 407 – Standard for Aircraft Fuel Servicing
 - iii. FAA Advisory Circular 00-34A – Aircraft Ground Handling and Servicing
 - iv. 14 CFR Section 139.321 - Handling and Storing of Hazardous Substances and Materials

2. Facilities.

An Operator performing Airline fueling shall have executed a Fuel System Access Agreement with the Orlando Fuel Facilities, LLC.

An Operator will be required to lease or sublease space at the Airport in support of its activities. The type and amount of space is 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.**

An Operator performing Airline 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:

- a. Two (2) 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.
- b. Two (2) towed hydrant refueling units capable of uplifting 300 gpm and compatible with the Authority's hydrant system.
- c. Two (2) tow tugs or other vehicles capable of repositioning the towable units.
- d. 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.
- e. Any deviations from this portion of the Standards may be requested in writing for the Authority's consideration.

4. **Hours of Operation.**

The Operator shall provide services in a timely manner during the hours specified by the Airline.

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 150/5230-4B and Part 139.321.

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- 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 Addendum for Advisory Circular 150/5230-4B and Part 139.321 as may be amended from time to time.

6. **Permit Agreement.**

- a. An Operator in this category may contract directly with and provide services to any Airline utilizing gates at the Terminal at MCO, provided the Operator has:
 - i. Executed a Permit Agreement with the Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.
 - ii. Executed a Fuel Systems Access Agreement with the Orlando Fuel Facilities, LLC.
- b. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

7. **Required Fees and Payments.**

The fees and payments will be determined on an individual basis and incorporated into the Permit Agreement.

SECTION 7

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

AIRLINE 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, including inflight entertainment maintenance, in accordance with an Airline'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.**

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 Terminal gates between service calls.

2. **Equipment.**

- a. Unless otherwise supplied by the Airline, the Operator shall provide all tools and equipment required to perform the services outlined in the Operator's contract with the Airline.
- b. The Operator will provide certification from the Airline to the Aviation Authority in writing that Operator is qualified and properly trained to perform the services required.
- c. Operator shall store all equipment in a safe place away from the AOA and shall not be permitted to store any hazardous materials on or in said truck.

3. **Hours of Operation.**

The Operator shall provide services in a timely manner during the hours specified by the Airline.

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.

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- 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. **Permit Agreement.**

An Operator in this category may contract directly with and provide services to any Participating or Non-Participating Airline at MCO provided they shall:

- a. Execute a Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.
- d. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

6. **Required Fees and Payments**

The fees and payments will be determined on an individual basis and incorporated into the Permit Agreement.

SECTION 8
SPECIALIZED AERONAUTICAL SERVICE OPERATOR
MANUFACTURER MAJOR SERVICE CENTER

STATEMENT OF CONCEPT

A Manufacturer Major Service Center ("Operator") is a person, firm, corporation or other entity providing maintenance, repair, rebuilding, alteration or inspection of an aircraft or its component parts by the Original Equipment Manufacturer. A Manufacturer Major Service Center Operator ("Center") is intended to be a large regional facility and must be certified by the Federal Aviation Administration under FAR 65 and FAR 145 to perform aircraft maintenance and shall provide only those maintenance and inspection services permitted by its FAA certificate. This category shall also include the sale of aircraft parts and accessories, but such is not an exclusive right.

MINIMUM STANDARDS

1. **Land.**

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.**

The Operator shall lease or construct a hangar including shop facilities of at least 60,000 square feet to conduct its business, unless the Station intends to store and dispense fuel in which case it shall meet the requirements set forth below in 5(f).

3. **Aircraft Apron.**

The Operator shall lease or construct at least 50,000 square feet of paved aircraft parking and storage area to support its activities.

4. **Aircraft Service Equipment.**

- a. The Operator shall at all times maintain an adequate supply of all necessary parts, equipment and accessories required to support their contract customers.
- 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 Airline 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. **Minimum Standards for an Aircraft Repair Station Storing and Dispensing Fuel.**

- a. The Operator may store aviation (jet) fuel either in owned or leased fuel storage tanks on the leased premises for the sole purpose of fueling aircraft manufactured by the Operator.
- b. The Operator may dispense aviation (jet) fuel into the aircraft manufactured by the Operator only when the aircraft has undergone maintenance service or repair at the Operator's repair station facility on the Airport. There must be a maintenance or repair record associated with each aircraft fueled. Operator may not solicit or promote fuel sales.
- c. The Operator shall dispense fuel from one or more the Authority approved fixed metered dispensing facility. Other than defueling that shall occur outside of any hangar, no mobile fuel dispensing equipment shall be permitted for use by the Operator.
- d. All dispensers shall meet all applicable safety requirements, with reliable metering devices subject to independent inspection.
- e. All equipment shall be maintained and operated in accordance with OSHA and local and State industrial codes.
- f. The Operator must provide a hangar with a minimum of 100,000 square feet for aircraft storage. The hangar door width and height shall be sufficient for the Operator to accommodate the fleet of aircraft it will service. This is not in addition to the requirement set forth in Section 8(2)(a).
- g. The Operator shall ensure that at least one (1) fully trained and qualified fuel service person shall be on duty at all times while the facility is open for business. A responsible and qualified supervisor should be available at all times.

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- h. All fuel service personnel shall be suitably uniformed with the name of the company prominently displayed.
 - i. All fuel service personnel shall have successfully completed an approved line technician safety course that meets or exceeds 14 CFR Part 139, section 321. National Aviation Transportation Association (NATA) or equivalent is acceptable.
 - j. The Operator shall only dispense fuel during its posted operating hours.
6. **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.
7. **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 these Minimum Standards 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.
8. **Lease Agreement.**
- a. Each Operator shall execute a Lease Agreement with the Aviation Authority which shall specify which types of aeronautical services the Operator is authorized to provide, and shall contain, without limitation, provisions for fees payable to the Authority, insurance, indemnification, environmental requirements and a security deposit or other form of contract security as required in these Standards acceptable to the Aviation Authority.
9. **Required Fees and Payments.**

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

SECTION 9

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

RAMP SERVICES

STATEMENT OF CONCEPT

A Ramp Services Operator, also known as a ground handler, is a person, firm, corporation, or other entity that engages in providing “above and below the wing” services to airlines at the terminal gates. The actual services to be provided will vary from airline to airline. The list below 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
- Potable Water Service
- Cooling and Heating
- Cabin Equipment and Inflight Entertainment Material
- Storage of Cabin Material
- Flight Operations and Crew Administration
- Baggage Handling
- Trash Removal
- International Trash Removal
- Cargo

MINIMUM STANDARDS

1. **Facilities.**
 - a. A Ramp Services Operator shall lease space to provide for storage of ramp equipment and any and all equipment required to provide the service when it is not in use.
2. **Equipment.**

A Ramp Services Operator 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. A Ramp Services Operator shall be required to provide and keep current with the Authority a list of GSE Equipment it owns on MCO property.

3. **Hours of Operation.**

A Ramp Services Operator shall have services available as required by the airline.

4. **Personnel.**

a. One General Manager, with appropriate experience, on duty during regular business hours. At least one Supervisor, with appropriate experience, on duty when customer's aircraft is on the ground. Additionally, the Ramp Services Operator shall provide sufficient personnel to provide the required services on demand without causing any flight delays or other operational impacts on flight operations at MCO.

b. All personnel shall be properly uniformed with the company name prominently displayed.

5. **Permit Agreement.**

a. Each Operator shall execute a Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.

b. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

6. **Required Fees and Payments.**

As specified in the Permit Agreement.

SECTION 10

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

PASSENGER SERVICES

STATEMENT OF CONCEPT

Passenger Services are those activities that may be subcontracted by an Airline to a firm specializing in these activities to 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 Airline's activities.
- b. Liaise with local authorities.
- c. Indicate that the Operator is acting as an agent for the Airline.
- d. Inform all interested parties concerning movements of the Airline's aircraft.
- e. Effect payment, on behalf of the Airline.

2. **General Services.**

- a. Inform passengers and/or public about time of arrival and/or departure of Airline'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:
 - (i) Unaccompanied minors
 - (ii) Disabled passengers
 - (iii) VIPs
 - (iv) Transit without visa passengers (TWOVs)

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- (v) Deportees
 - (vi) Others
- d. Take care of passengers when flights are interrupted, delayed, or cancelled according to instructions given by the Airline. 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.
 - f. Notify the Airline of complaints and claims made by the Airline'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 Airline any irregularities discovered in passenger and baggage handling.
 - i. Arrange for:
 - i. Check-in position(s)
 - ii. Service counter(s)/desk(s) for other purposes
 - iii. Lounge facilities
 - k. Provide or arrange for personnel and/or facilities for porter or skycap services. Porter or skycap services may be subcontracted to a firm that specializes in these activities.
 - l. If applicable, utilize biometric screening as required for international flights.

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.

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- g. Posting for the public the flight number and the name of the airline 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.
 - k. Effectively and efficiently manage passenger queues.

MINIMUM STANDARDS

1. Facilities.

- a. Have access to the ticket counters.
- b. Lease or sublease office space for supervisory and support personnel
- c. Shall have access to the Authority loading bridges and received training from the airline or provide how Operator trains its staff on the operation of this equipment.
- d. Shall have access to an Authority approved baggage make-up and claim area.
- e. 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.

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.

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. Additionally, the

Operator shall provide sufficient personnel to provide the required services on demand without causing any flight delays or other operational impacts on flight operations at MCO.

- b. Employees engaged in passenger handling shall be trained in and familiar with:
 - i. Passenger ticketing and check-in services.
 - ii. Border Protection and U.S. Customs rules and procedures.
 - iii. MCO's ground transportation system and the services available for persons with disabilities.
 - iv. Such employees shall possess the appropriate foreign language capability for foreign flights being handled.
 - v. Common Use Terminal Equipment (CUTE)
 - vi. Security requirements as required by the TSA, Carrier, or Authority
 - vii. Other as required by the Airline
- c. All personnel shall be uniformed with the company name prominently displayed.

5. **Permit Agreement.**

- a. Each Operator shall provide a letter of introduction from each airline it is planning to service and shall execute a Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.
- b. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

6. **Required Fees and Payments.**

As specified in the Permit Agreement.

SECTION 11
SPECIALIZED AERONAUTICAL SERVICE 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.**

An Air Cargo Handler is a person(s), firm(s) or corporation(s) engaged in the business of loading or unloading air cargo at the non-terminal locations as designated (i.e., the West Ramp). 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 Cargo Warehouse Operator is a person(s), firm(s) or corporation(s) engaged in the business of processing air cargo through a warehouse, 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 a Permit 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.
- b. The Cargo Warehouse Operator must lease or sublease adequate 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 an airline under which the Operator has the right to use adequate space as

required under these standards to provide its services to a third party from the airline's space. This agreement must be approved by the Authority.

2. **Equipment.**

The Air Cargo Handler must have the use of sufficient and appropriate equipment to serve the customer's aircraft as required by the customer. The list provided by the customer shall be provided to the Authority with the application. The Cargo Warehouse Operator must have the use of the following minimum equipment:

- i. One floor scale certified by the State of Florida in accordance with applicable legal requirements
- ii. One forklift, having a minimum 4,000 lb. rating, LP gas or electric with pneumatic tires or equivalent
- iii. If surface transportation of cargo is provided, one tug, having a minimum 5,000 lb. draw bar pull or equivalent.

3. **Hours of Operation.**

Shall have services available as required by customers.

4. **Personnel and Training.**

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

5. **Permit or Lease Agreement.**

- a. Each Operator shall execute a Permit Agreement or Lease Agreement with the Aviation Authority and provide the Authority with all the necessary documents and deposits as outlined in the Permit Agreement.
- b. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

6. **Required Fees and Payments.**

As specified in the Permit Agreement or Lease Agreement, as applicable.

SECTION 12

AIRCRAFT GROUND SERVICE EQUIPMENT (GSE) MAINTENANCE

STATEMENT OF CONCEPT

This Specialized Aeronautical Service Operator maintains aircraft ground support equipment for tenants at MCO. This category includes GSE rental services to airlines and other specialized Aeronautical Service Operator such as ramp services or line maintenance services. 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

I. Facilities.

- a. The facility shall be structurally suitable and code compliant with appropriate fire separation per current City of Orlando Fire and Building Code.
- 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 the Authority policy 1300.03 (available on request) and City of Orlando Ordinance. The 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 GSE facility located on the GSE Operator's leased premises. Any large equipment that cannot fit into the facility, such as large fuel tankers or pushback tugs, may have periodic Light Repairs, as defined in this Standard, done elsewhere on the GSE Operator's 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, which 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 must be 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 the Authority policies, local, state, and federal law. If there is a conflict between the Authority 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 the Authority policy 140.02.
- 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.

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- 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.

3. **Equipment.**

This Operator shall have the usual and typical equipment and trade fixtures, either owned or leased, for providing the services necessary to the tenant.

- a. Any Operator needing to store equipment shall do so either on their leased premises or off-premises on Authority-owned apron. The Operator shall be required to enter

into a lease for the off-premises storage area with the Authority at the prevailing rate per square foot.

- b. Disabled Equipment – The Operator shall have the means, either for itself or through a contract with a towing firm that can respond within the specified times, 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.

If the Authority has to remove any vehicles because of non-responsiveness on the part of any Operator, the Authority shall bill the Operator pursuant to the then current Airport Operations policy regarding removal of disabled and derelict equipment.

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

4. **Hours of Operation.**

The Operator shall provide services during such hours as required by the customer.

5. **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.

6. **Inspection.**

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.

8. **Permit Agreement.**

- a. The Operator must have a fully executed and approved Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents, deposits and fees as outlined in the Permit Agreement or in these Standards before entering into a lease for space on the Airport.
- b. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

9. **Required Fees and Payments.**

As specified in the Permit Agreement.

10. **Enforcement.**

Any 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 Operator's Permit Agreement and security media will be canceled, and they will lose the privilege of working at MCO.

11. **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

SECTION 13

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

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 hangar for the storage of their own aircraft. The following minimum operating standards shall apply:

MINIMUM STANDARDS

1. **Land.**

The leasehold shall comprise sufficient 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. 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. **Hangar.**

A hangar shall be constructed which will provide adequate aircraft storage space for the aircraft proposed to be stored. Any additional space for offices, storage and restroom facilities must meet all applicable City of Orlando Code requirements. The aircraft parking apron shall be equal to the floor area of the proposed hangar.

3. **Permitted Uses.**

Lessee shall use the leased premises solely for storage and servicing of their own aircraft. No commercial 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 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 unless expressly approved in writing by the Authority. 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.

4. **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:
 - i. Fuel Transfer (other than refueling of aircraft by an FBO)
 - ii. Welding
 - iii. Torch cutting
 - iv. Torch soldering
 - v. Doping
 - vi. Spray Painting

SECTION 14
SPECIALIZED AERONAUTICAL SERVICE OPERATOR
AIR CHARTER OR TAXI

STATEMENT OF CONCEPT

An On Demand, or Scheduled Air Charter or Air Taxi ("Charter Operator") engages in the business of providing air transportation (persons or property) to the general public for hire, on an unscheduled basis under CFR 14 Part 135 of the Federal Aviation Regulations.

MINIMUM STANDARDS

1. **Land.**

The Charter Operator shall lease at least one-half (.5) acre of Land to provide space for the following:

- a. Airside security improvements including access control equipment to secure personnel and vehicle access to and from the AOA
- b. Hangars and other buildings
- c. Paved and lighted aircraft apron
- d. Paved and lighted private vehicle parking
- e. Public access to a designated area of the site
- f. Paved pedestrian walkways
- g. Storage, public restrooms, and support facilities

2. **Hangars and Other Buildings.**

At a minimum, the Charter Operator shall lease or construct 6,000 square feet of contiguous hangar and building improvements. The Charter Operator's facilities are to provide at least 4,000 square feet of hangar space for aircraft storage. The Charter Operator will also provide sufficient lighted and heated building area for combined offices, support space,

pilot lounge, and public lounge with waiting room, pilot briefing room, and public restrooms to accommodate its operations. In addition, suitable facilities shall also be provided to support the extent of Charter Operator's self-handling.

3. **Aircraft Apron.**

At least 15,000 square feet of paved and lighted aircraft parking apron shall be provided by the Charter Operator within its leasehold to support aircraft tie down spaces, movement, and parking, exclusively for its charter aircraft. The rental of ramp or tie-down spaces is not approved for this category.

4. **Vehicle Parking.**

The Charter Operator will provide within its leasehold sufficient paved spaces as approved by the Airport and meeting current local building code. No on-street parking will be permitted. The parking lot shall include security lighting.

5. **Taxiway Access.**

The Charter Operator shall provide at its own expense, paved access from its facilities to the Airport's taxiway system. Such taxiway access shall meet all applicable Airport and FAA standards for the largest aircraft type anticipated to use the Charter Operator's facilities.

6. **Aircraft Equipment.**

The Charter Operator shall have based upon its leasehold, either owned or under written lease, at least one (1) properly certified single or multi-engine aircraft that meets the requirements of the air taxi commercial certificate held by the Charter Operator. The aircraft shall be certified for instrument operations.

7. **Lease Agreement.**

- a. Each Charter Operator shall execute a lease or permit agreement with the Authority and a sublease with an FBO that is approved by the Authority and shall provide the Authority with all the necessary documents and deposits as outlined in the permit agreement.
- b. The requirements of subparagraphs "1" through "5" above may be satisfied by Charter Operator's sublease of facilities from an FBO. Because of operational efficiencies of utilizing an FBO leasehold (e.g., existing terminal, parking, restrooms, apron, etc.) the sublease may allow for less land, hangars, and aircraft apron than if the Charter Operator was to lease directly from the Authority and construct a new facility.

-
- c. Each Charter Operator shall provide the Authority with a signed copy of all agreements or contracts with Commercial customer(s) and FBO(s) currently serving the Airport.
 - d. Each Charter Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any Commercial customer and/or FBO(s) by using the form supplied in Appendix "D" of these Standards.

8. **Permit Agreement.**

The Charter Operator must have a Permit Agreement with and provide the Authority with all necessary documents, deposits and fees as outlined in the Permit Agreement or in these Standards before entering a lease for space on the Airport.

9. **Hours of Operation.**

The Charter Operator shall have leased premises and services available through a twenty-four (24) hour contact telephone number.

10. **Personnel.**

The Charter Operator shall have in its employ and on duty during the appropriate business hours trained personnel in such numbers as required to work in a safe and efficient manner with FAA certified commercial pilot(s) appropriately rated to permit the flight activities offered by the company.

11. **Safety Regulations.**

The Charter Operator shall conduct all activities in accordance with the National Fire Protection Association and other applicable governmental safety regulations.

12. **Required Fees & Payments.**

As specified in the Permit or Lease Agreement with the Aviation Authority, as applicable..

SECTION 15

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

AIRCRAFT MAINTENANCE FACILITY

STATEMENT OF CONCEPT

An Aircraft Maintenance Facility Operator ("Maintenance 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. A Maintenance Operator must provide certified A&P/AI personnel certified by the Federal Aviation Administration under FAR 65 to perform aircraft maintenance and inspection services. This category shall also include the sale of aircraft parts and accessories, but such is not an exclusive right.

MINIMUM STANDARDS

1. **Land.**

The Maintenance Operator shall lease land directly from the Authority or from an FBO to provide space for all buildings and support facilities proposed by the Maintenance Operator; paved private auto parking; paved aircraft apron (if required); a paved taxiway connecting to the airport taxiway system (if needed); a paved pedestrian walkway; and all storage facilities.

2. **Hangars and Shops.**

The Maintenance Operator shall lease or construct a hangar including shop facilities of at least 7,000 square feet to conduct its business.

3. **Aircraft Apron.**

The Maintenance Operator shall lease or construct at least 14,000 square feet of paved aircraft parking and storage area to support its activities.

4. **Aircraft Service Equipment.**

- a. The Maintenance Operator shall at all times maintain an adequate supply of all necessary parts, equipment and accessories required to support their contract customers. This may be satisfied by a Just in Time Contract with parts supplier.
- b. If the Maintenance 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

aircraft the Maintenance Operator is permitted to service under the its FAA certificate.

5. **Hours of Operation.**

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

6. **Personnel and Training.**

- a. The Maintenance Operator shall have in its employ, and on duty during the appropriate business hours, trained personnel in such numbers as are required to meet these Minimum Standards 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 and an aircraft inspector rating, plus one (1) additional person not necessarily rated.
- b. The Maintenance 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 Maintenance Operator.
- c. All employees will be in uniform with the name of the company prominently displayed.

7. **Lease Agreement.**

- a. The Maintenance Operator shall execute a lease or permit agreement with the Authority and sublease with an FBO approved by the Authority which shall specify which types of aeronautical services the Operator is authorized to provide, and shall contain, if applicable, provisions for fees payable to the Authority, insurance, indemnification, environmental requirements and a security deposit or other form of contract security as required in these Standards acceptable to the Authority.
- b. The requirements of 1-3 above may be satisfied by an approved sublease of space with an FBO to provide the service.
- c. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator

shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

8. **Required Fees and Payments.**

As specified in the Permit or Lease Agreement with the Aviation Authority, as applicable.

SECTION 16

MOBILE AIRCRAFT REPAIR AND MAINTENANCE SERVICES

STATEMENT OF CONCEPT

A mobile Aircraft Repair and Maintenance Services Operator ("Mobile Repair Operator") means a person providing one or more of the following services at the aircraft-based location: airframe, engine, or accessory overhaul; repair services on aircraft; and sales of aircraft parts and accessories. A Mobile Repair Operator must provide A&P/AI personnel certified by the Federal Aviation Administration under FAR 65 to perform aircraft maintenance and inspection services. This category shall also include the sale of aircraft parts and accessories, but such is not an exclusive right. This category is being included to ensure that customers of the FBO, to the extent approved by the FBO and the Authority, have the ability to choose the entity to conduct maintenance on their aircraft. This category specifically excludes warranty maintenance operations provided by or on behalf of an Original Equipment Manufacturer or Aircraft on Ground situation.

MINIMUM STANDARDS

1. **Land.**

The Mobile Repair Operator is not required to lease any land from an FBO or the Authority but must have an executed agreement with an FBO for access to the leasehold where the aircraft is based. As this category is to provide customer service to the based aircraft, all operations under this category shall occur on the FBO where the aircraft is based.

2. **Hangar and Shops.**

The Mobile Repair Operator is not required to lease any hangar space but must have an executed agreement with an FBO for use of hangar space for maintenance purposes.

3. **Aircraft Apron.**

The Mobile Repair Operator is not required to lease any aircraft apron but must have an executed agreement with an FBO for use of apron for maintenance purposes to support its activities.

4. **Aircraft Service Equipment.**

- a. The Mobile Repair Operator shall at all times maintain an adequate supply of all necessary parts, equipment and accessories required to support their contract customers. This may be satisfied by a Just in Time Contract with parts supplier.

-
- b. If the Mobile Repair 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 aircraft the Maintenance Operator is permitted to service under the its FAA certificate.

5. **Hours of Operation.**

- a. Intentionally deleted.
- b. The Mobile Repair Operator shall be “on-call” with a reasonable response time to MCO.

6. **Personnel and Training.**

- a. The Mobile Repair Operator shall have in its employ, and on duty during operating hours, trained personnel in such numbers as are required to meet these Minimum Standards 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 and an aircraft inspector rating.
- b. The Mobile Repair Operator shall maintain during operating 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 Maintenance Operator. This person may be located off-site.
- c. All employees will be in uniform with the name of the company prominently displayed.

7. **Permit Agreement.**

- a. The Mobile Repair Operator shall execute a permit agreement with the Authority and a vendor agreement with an FBO approved by the Authority which shall specify which types of aeronautical services the Mobile Repair Operator is authorized to provide, and shall contain, if applicable, provisions for fees payable to the Authority, insurance, indemnification, environmental requirements and a security deposit or other form of contract security as required in these Standards acceptable to the Authority. The Mobile Repair Operator shall provide the Authority with its vendor agreement with the FBO together with its Permit application under these Minimum Standards.
- b. Intentionally deleted.

-
- c. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

8. **Required Fees and Payments.**

As specified in the Permit or Lease Agreement with the Aviation Authority, as applicable.

9. **Limitation on Mobile Repair Operator Services.**

The following limitations apply to Mobile Repair Operators:

- a. Mobile Repair Operators shall not advertise that they are based at MCO.

SECTION 17

GENERAL AVIATION AIRCRAFT

CLEANING, WASHING AND DETAILING

STATEMENT OF CONCEPT

General Aviation Aircraft Cleaning, Washing and Detailing ("ACWD") is a for profit corporation which provides aircraft cleaning, washing, and detailing at set rates for general aviation aircraft. This activity is likely to occur on the West Ramp or any other area typically used for General Aviation activities.

MINIMUM STANDARDS

1. **Land**

The ACWD may lease directly from the Authority or from an FBO sufficient land to provide space for the needs of the ACWD based on the size of its operation.

2. **Hangars**

The ACWD may lease hangar space directly from the Authority or from an FBO, but no minimum is required.

3. **Hours of Operation**

The ACWD's hours of operation shall be appropriate for its activities and clients.

4. **Personnel**

The ACWD shall have in its employ at least one (1) manager who is onsite when work is being conducted and who is available via telephone or electronic means during normal business hours.

5. **Permit Agreement.**

a. The ACWD shall execute a permit agreement with the Authority and shall contain, if applicable, provisions for fees payable to the Authority, insurance, indemnification, environmental requirements and a security deposit or other form of contract security as required in these Standards acceptable to the Authority.

b. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

5. **Required Fees and Payments**

As specified in the Permit or Lease Agreement with the Aviation Authority, as applicable.

SECTION 18

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

SECURITY SERVICES

A Security Services Operator is a person, firm, corporation, or other entity that engages in providing security services to an airline or charter operator which can include, but not be limited to, the following services:

- Provide for and/or arrange for matching of passengers against established data
- Security questioning
- Provide for and/or arrange screening of checked, transferred, or mishandled baggage
- Provide for and/or arrange for the screening of passengers prior to boarding
- Provide for and/or arrange positive baggage ID by passengers and offloading baggage for passengers who fail to board
- Provide for and/or arrange control of access to cargo facility, screening of cargo and mail, physical
- Provide for and/or arrange for access control, supervision, sealing of food trolleys, examination of food trolleys, sealing of catering vehicles all relating to catering
- Provide for and/or arrange for access control to the ramp and aircraft

MINIMUM STANDARDS

5. **Facilities.**

A Security Services Operator shall lease space to provide for storage of ramp equipment and all equipment required to provide the service when it is not in use.

6. **Equipment.**

A Security Services Operator 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.

7. **Hours of Operation.**

A Security Services Operator shall have services available as required by the airline.

8. **Personnel.**

-
- a. One General Manager, with appropriate experience, on duty during regular business hours. At least one Supervisor, with appropriate experience, on duty when customer's aircraft is on the ground.
 - b. All personnel shall be properly uniformed with the company name prominently displayed.
6. **Permit Agreement.**
- a. Each Operator shall execute a Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.
 - b. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."
7. **Required Fees and Payments.**

As specified in the Permit or Lease Agreement with the Aviation Authority, as applicable.

SECTION 19

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

MULTIPLE AERONAUTICAL SERVICES

STATEMENT OF CONCEPT

This section is applicable to any Specialized Aeronautical Service 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 and Manufacturer Major Service Center, as set forth in Section 5 and Section 8, respectively, of this document.

MINIMUM STANDARDS

1. **Land.**

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 land area requirements under the individual specialized services the Operator is providing.

2. **Hangars and Other Buildings.**

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 hangar size required under the individual specialized services the Operator is providing.

3. **Aircraft Apron.**

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

4. **Hours of Operation.**

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

5. **Personnel.**

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.**

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

7. **Permit Agreement.**

- a. All Operators shall execute a Permit Agreement with the Aviation Authority and provide the Authority with all the necessary documents and deposits as outlined in the Permit Agreement.
- b. Each Operator shall provide the Authority, on the form provided as Appendix "D," with a list of each airline it intends to serve at Orlando International Airport (MCO) and include each type of service it intends to provide. Each Operator shall advise the Authority within five (5) working days of any changes in the above list by using Appendix "D."

8. **Required Fees and Payments.**

As specified in the Permit or Lease Agreement with the Authority, as applicable.

SECTION 20

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

OTHER SERVICES

STATEMENT OF CONCEPT

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

All companies intending to provide services at MCO must have the appropriate insurance coverage and a Permit Agreement or Lease Agreement with the Authority before they will be allowed to do business on the property.

APPENDIX "A"

APPLICATION PERMIT

FIXED BASE OPERATOR

or

SPECIALIZED AERONAUTICAL SERVICE OPERATOR

1. COMPANY INFORMATION – (name and contact information for the company)

Legal Name of

Entity: _____

Registered

Address of

Entity: _____

Name of

Contact: _____

Title: _____

Telephone: _____

Cell: _____

E-mail _____

1.1 Upload or provide evidence of incorporation in the State of Florida.

1.2 Upload or provide a list of the names, addresses, emails, and telephone numbers of the principal(s) of the business having an interest equal to 51% or more of the assets or earnings of the operations.

1.3 Upload or provide resumes for the key personnel.

1.4 Provide the proposed commencement date for operations and the proposed term.

2. COMPANY 24 HOUR EMERGENCY CONTACT

Name & Title: _____

Address: _____

Telephone: _____

Cell: _____

E-mail _____

Appendix "A"
Minimum Standards

3. PROPOSED SERVICES

Place a check in the box provided below for the aeronautical services that the applicant is requesting to provide at MCO. Applicant must submit all necessary back up information proving it meets the minimum standards for the aeronautical services it is applying to provide.

- ☐ Fixed Base Operator
- ☐ Airline Fueler
- ☐ Airline Line Maintenance
- ☐ Manufacturer Major Service Center
- ☐ Ramp Services
- ☐ Passenger Services
- ☐ Air Cargo Services
- ☐ Aircraft Ground Service Equipment (GSE) Maintenance
- ☐ Non-Commercial Hangar
- ☐ Air Charter or Taxi
- ☐ Aircraft Maintenance Facility
- ☐ Mobile Aircraft Repair and Maintenance Services
- ☐ General Aviation Aircraft Cleaning, Washing and Detailing
- ☐ Security Services
- ☐ Multiple Specialized Services
- ☐ Other Aeronautical Services

4. COMPANY FINANCIAL BILLING CONTACT(S)

Name & Title: _____
Address: _____
Telephone: _____ Cell: _____
E-mail: _____
E-Invoice: _____

5. COMPANY INTERNAL RISK CONTACT

Name & Title: _____
Address: _____
Telephone: _____ Cell: _____
E-mail: _____

5.1 Upload or provide insurance certificate.

Appendix "A"
Minimum Standards

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:		Other:	
Cell Phone:		E-mail address:	

Reference 2

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

Reference 3

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

7. Upload or provide a narrative of the detailed services to be offered including evidence of applicants past experience providing similar services at a similar airport, financial capability, and technical ability to perform and/or develop the proposed services and facilities, a statement of projected gross revenues and operating expenses for each of the first five (5) years of the proposed operations at the Airport, the number of persons to be employed along with a description of their duties and responsibilities, and the tools, equipment, and inventory, if any, that applicant will furnish for the proposed service.

Appendix "A"

Minimum Standards

8. Upload or provide a site plan and other documentation including the amount of land required for the proposed service and any buildings or other facilities proposed to be constructed or facilities required, a detailed site plan for the proposed operations, the estimated cost of any structure or facilities to be constructed or furnished, proposed specifications, and the means and method of financing such construction.

9. Upload or provide any additional documentation required based on your selection in SECTION 3 – PROPOSED SERVICES.

a. As a general rule, Permit 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.

b. The following items must be on hand at Commercial Properties prior to start of operations:

- A fully executed Permit Agreement or Lease Agreement with the Greater Orlando Aviation Authority
- A security deposit
- Proof of insurance (Insurance Certificate) as required by the type of agreement.

c. Submit or return this completed application, along with the items listed above, the relevant application fee* and any additional information or materials requested by the AUTHORITY, to:

**Greater Orlando Aviation Authority
Commercial Properties Department
5855 Cargo Road
Orlando, Florida 32827**

Signature

Date

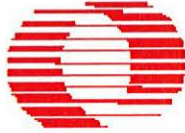
Print Name

Phone Number

*NOTE: Application fee must be submitted by mail or in person to the address provided above.

Appendix "A"
Minimum Standards

Orlando International Airport



THE AUTHORITY 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 propeller 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. Airline operations.
- l. Air freight or cargo operations.
- m. Banner towing and aerial advertising.
- n. Ground servicing of Airline 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.

AIRLINE or 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 Airline 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.

B-1

Appendix "B" - Definitions

Minimum Standards

Orlando International Airport

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 (THE AUTHORITY).

AUTHORIZED AREAS OF THE AIRPORT - means a common use area open to the Aeronautical Service 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 Aeronautical Service 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.

CHIEF EXECUTIVE OFFICER - means the chief executive officer of the Authority, or their designee.

COMMERCIAL ACTIVITY – The exchange, trading, buying, hiring, or selling of commodities, goods, services or property of any kind, or any revenue producing activity on the Airport.

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.

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 (AKA THE AUTHORITY) - 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.

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 Service Operator.

PERMIT AGREEMENT - a license granting the right to conduct specific activities at MCO for up to one year which is in writing.

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.

PARTICIPATING AIRLINES – shall mean all passenger Airlines that have executed and are parties to an effective Rate and Revenue Sharing Agreement for the applicable Fiscal Year.

SPECIALIZED AERONAUTICAL SERVICE OPERATOR (SASO) - an Operator that is authorized to engage in the specialized aeronautical support services addressed in these Standards.

SPACE/USE AGREEMENT (SUA) - a written agreement with the Authority authorizing a person, firm, corporation, or entity to 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, 4 and Terminal C.

APPENDIX "C"

CHANGES TO THE STANDARDS

<u>NUMBER</u>	<u>DATE</u>	<u>DESCRIPTION</u>
1	8/17/2001	All references to the Director of Aviation Leasing changed to Director of Commercial Properties
2	8/17/2001	Additional sub-category added to aircraft maintenance known as "Line Maintenance."
3	8/17/2001	Various text edits throughout document to bring it up to date.
4	12/5/01	"Airline Line Maintenance" moved to a separate category.
5	12/5/01	"General Aviation FBO" category created.
6	12/5/01	"Airline Fueling" category created.
7	12/5/01	"Aircraft Repair Station" category created.
8	12/5/01	Various minor text edits to bring the document up to date.
9	February 2003	Annual review of document. Numerous changes and edits throughout. They are documented on the following page.
10	February 2004	Annual review of document. Numerous minor text edits made throughout the document. Significant changes are documented on page 3 of this Appendix.
11	April 2006	Annual document review and update. Several changes for clarity throughout the document. GSE Standards inserted in Section 13. THE AUTHORITY Insurance requirements brought up to date.
12	February 2010	Annual review and update. Numerous changes throughout the document for clarity. The latest approved version of The AUTHORITY Insurance Requirements were added.
13	March 2012	Annual review and update to reflect current Advisory Circulars. The document was also changed by the addition of minimum standards for fueling aircraft by an Aircraft Repair Station.
14	November 2022	Overhaul of Minimum Standards and application to modernize same, added Security Services Section.

CHANGES TO AERONAUTICAL SERVICE OPERATOR
MINIMUM STANDARDS
FEBRUARY 2003
Revision #9

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 – “**Airline**” 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 Revision #10

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 – Airline 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.

**CHANGES TO AERONAUTICAL SERVICE OPERATOR
MINIMUM STANDARDS**

April 2006
Revision #11

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

**CHANGES TO AERONAUTICAL SERVICE OPERATOR
MINIMUM STANDARDS
February 2010
#12**

Global Document Changes

Date changed to 2010
Header eliminated & Footer modified for easier reference
Reference to Permit Agreement expanded
Aircraft GSE Maintenance moved to its own Section (12)
Editorial changes throughout for clarity and conciseness

Title Page

Restyled and revised to include Executive Director's signature and approval
Effective Date line added

Section 1 - General Information

Entire section restructured and re-formatted
Executive Director's signature and approval moved to Title Page
Effective Date moved to Title Page
"Grandfather" clause added

Section 2 – Application Procedures

Requirement for a financial statement dropped. Authority still has the right to request one.

Section 3 – General Requirements

Minor editorial changes for clarity
Reference to "Permit Agreement" added

Section 5 – Fixed Base Operator

Clarified where on the airport FBOs can exercise their fueling privileges
Clarified FBOs role with respect to removal of disabled aircraft from the movement area
Increased minimum hangar size to 24,000 sf from 20,000 sf
Increased minimum clear door height from 27' to 28'
Reduced the square footage requirement for FBO support space from 7,000 sf to 5,000 sf
Reduced shop space from 5,000 sf to 3,000 sf
Clarified that the required aircraft parking apron must be contiguous to the FBO executive terminal
Eliminated the requirement for FBOs to have a fuel storage facility on their leasehold. Allows FBO to use main tank farm for supply

Section 6 – Airline Refueler

Clarified who can refuel aircraft at the terminal gates
Changed to reflect the new Fuel Agreement

Section 13 – Other Aeronautical Services

GSE removed and placed in Section 12 as a SASO category

Section 14 – Non-Commercial Hangar

Entire section removed and replaced with revised text

Appendix “C” – Updated to include the 2010 changes

Appendix “D” – Deleted former Appendix “D,” Baggage Delivery Performance Standards and retitled to Notification of Changes Form

Appendix “E” – Deleted THE AUTHORITY Insurance Requirements Policy and added reference in Section 2, 3.g that THE AUTHORITY Insurance Requirements are available upon request

Appendix “C” – Changes to Standard

Minimum Standards

Orlando International Airport

APPENDIX "D"

Notification of Addition or Cancellation of a Contract or Service

Date: _____

Commercial Properties
Permit Program
Greater Orlando Aviation Authority
5855 Cargo Road
Orlando, Florida 32827-4399

Company Name (Permit Holder): _____.

hereby notifies the Greater Orlando Aviation Authority of the following changes:

New Customer Contract with:

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

Terminated a Customer Contract with:

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

Adding or Deleting a Service:

<u>Service</u>	<u>Effective Date</u> <u>(Adding)</u>	<u>Termination Date</u> <u>(deleting)</u>

Name: _____

Title: _____

Company (Permit Holder): _____

Date: _____

Please email to the Commercial Properties Department at SASOapplications@goaa.org.