

TERMINAL OPERATIONS



AIRLINE OPERATIONS PROCEDURES

ORLANDO INTERNATIONAL AIRPORT

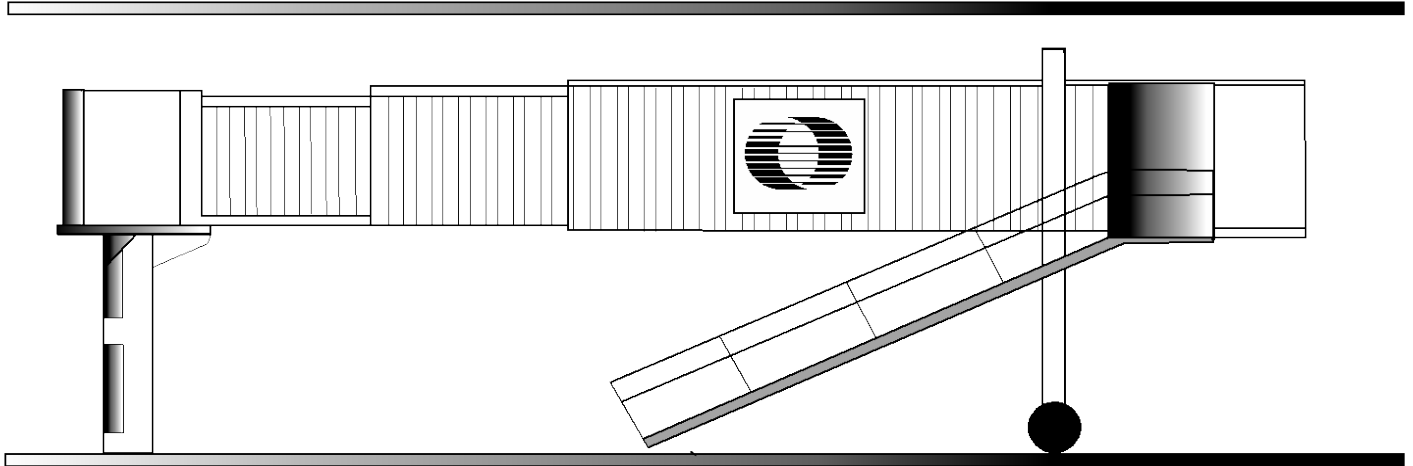


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SECTION 1 - DEFINITIONS

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

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

- a) **Accommodating Airline** shall mean an Airline whose Preferential Use Gate is used to accommodate a Requesting Airline.
- b) **Authorized Airline** shall mean any Airline having an approved Operating Permit and/or LOA with the Authority.
- c) **Non-Participating Airline** shall mean an Airline that has not committed to Preferential Use Facilities under a LOA and has not executed the Rate and Revenue Sharing Agreement.
- d) **Participating Airline** shall mean an Airline that has committed to Preferential Use Facilities under a LOA and executed the Rate and Revenue Sharing Agreement.
- e) **Requesting Airline** shall mean an Airline that has requested the use of a gate at the Airport.

1.2 Airport shall mean the Orlando International Airport.

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

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

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

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

1.7 Charter Flight shall mean a flight by an aircraft chartered for a specific trip that is not part of an Airline's scheduled operations.

1.8 Committed Premises shall mean Exclusive Use Premises and Preferential Use Premises assigned to an Airline pursuant to a LOA.

1.9 Common Use Premises shall mean Airline premises, other than Preferential Use

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

1.10 CUPPS shall mean Common Use Passenger Processing System.

1.11 CUSS shall mean Common Use Self Service System.

1.12 CUTE shall mean Common Use Terminal Equipment.

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

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

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

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

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

1.18 Floating Gate shall mean the right to occupy and use a Gate, but not any particular Gate, on a preferential basis, as assigned from time to time by the Authority and using the same methodology as described in Section 4.2 of the Rate Resolution for International Gates.

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

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

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

1.21 International Flight shall mean an aircraft flight originating at an airport outside the fifty (50) United States, District of Columbia, Puerto Rico, the U.S. Virgin Islands, or another U.S. territory that is not a Pre-Cleared Flight.

1.22 Irregular Operation shall mean any aircraft flight operating off schedule or delayed, or as defined in Section 8.1 of these Procedures.

1.23 Letter of Authorization (LOA) shall mean a written commitment by an Airline, in a form acceptable to the Authority, to use and occupy Committed Premises for a stated duration.

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

1.25 Operating Permit shall mean a written acknowledgment by an Airline, in a form acceptable to the Authority, of the applicability of the Resolution to such Airline's use of the Airport, including the Airfield, Terminal Apron and Terminal space, facilities and equipment.

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

1.27 Periods of Use shall mean, for Scheduled Operations, the Maximum Gate Occupancy Period (as defined in Section 7.1).

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

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

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

1.31 Preferential Use Gate shall mean a Gate (including Floating Gates) that has been

assigned to an Airline through a LOA.

1.32 Remote Parking shall mean the use of any aircraft parking position that is not associated with a passenger boarding bridge and/or direct access to the airside building.

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

1.34 RON Parking shall mean any aircraft approved to occupy a Gate (other than a live arrival or departure) for any duration of time between the hours of 2300L to 0700L hours local.

1.35 Schedule Submission shall mean a report to be submitted in advance by an Airline, providing such detail as the Authority may reasonably require regarding the Airline's requested schedule of flights.

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

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

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

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

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

SECTION 2 - GENERAL

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

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

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

SECTION 3 - PURPOSE

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

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

SECTION 4 - RESPONSIBILITIES

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

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

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

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

4.1 Airport Operations shall have the following responsibilities:

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

4.2 Airlines shall have the following responsibilities:

- a) Provide to Airport Operations the names, titles, and contact information, including telephone and e-mail information, of two (2) individuals authorized to:
 - 1. Submit airline flight schedules
 - 2. Request facilities for Airline use.
- b) Provide to Airport Operations the names, titles, and contact information, including

telephone numbers and e-mail information, of:

1. Authorized Station Representation
 2. Two (2) Emergency Contacts, primary and secondary.
- c) Maintain and keep current the contact information for the above individuals.
- d) Provide timely and accurate flight schedules to Airport Operations.
- e) Provide immediate notification to the AOC, at 407-825-3840, of all off schedule flights, specifically those flights (arrivals and departures) that deviate from scheduled arrival times by 10 +/- minutes. Impacts to facility utilization may include gate-scheduling issues, conflicts, arrival or departure delays. Immediate notification to the AOC will ensure a timely resolution.
- f) Comply with Airport Operations directions regarding facility assignments.
- g) Report to the AOC, on a real-time basis, any maintenance or operational issues regarding the facilities or Authority provided equipment prior, during, or after use. Failure to report may have an adverse effect to subsequent users.
- h) Submit movement messages via ARINC to **MCOAPXH** for all international arriving flights. Messages shall include the following:
1. "Persons on Board" to include crew
 2. Arrival times (ETA) from wheels up from originating station
 3. Bags on board

SECTION 5 - SCHEDULE SUBMISSIONS

5.1 General Guidelines

- a) The Schedule Submissions shall document the requested schedule of all flights to be operated by an Airline and any affiliates at the Airline’s Committed Premises and Authority’s Common Use Premises by day of the week and time of day.
- b) The Schedule Submissions should be sent to **MCOSchedules@goaa.org**.
- c) Schedule Submissions shall be submitted to the Authority in the approved Standard Schedules Information Manual (SSIM) electronic format (see Section 5.4). The SSIM submission shall include a turn-report (pairings) to determine the amount of time an aircraft spends on each Gate. Schedule Submissions that are submitted using the Official Airline Guide (OAG) will not be accepted.
- d) Each Airline carrier is required to define its hours of operation and provide contact names and phone numbers for Gate and flight schedule matters.
- e) Airport Operations shall schedule and assign Common Use Gates on the basis of Schedule Submissions and other operational considerations.
- f) Airport Operations may schedule and assign Preferential Use Gates to Requesting Airlines when such Preferential Use Gates are not scheduled for use, in accordance with Section 6 of these Procedures.
- g) Airlines may claim that the Schedule Submissions are trade secrets, as defined in Florida Statutes Section 812.081, and, as a result, are exempt from disclosure under Florida’s Public Records Law, Florida Statutes Chapter 119. Airlines claiming the exemption must follow the requirements of Chapter 119 for making such claim and, to the extent such Schedule Submission is determine by a court or other authority not to be exempt from Chapter 119, the claiming Airline shall reimburse the Authority for all fines, penalties, costs and expenses, including legal fees to defend against or respond to any requests for disclosure, incurred by the Authority relating to any request that the Schedule Submissions be disclosed.

5.2 Domestic Submittals

All Airlines must submit a Domestic Flight Schedule Submission to the Authority no later than the first day of the month, two (2) months prior to the month in which the requested flight schedule is to become effective. The table below provides guidance for determining the submission deadline. If required, the Authority will notify Airlines of the Gate assignments.

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

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

5.3 International Submittals

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

5.4 Schedule Submission Format

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

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

5.5 Authority Response to Schedule Submissions

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

Reminder: Schedule Submissions that are submitted using the Official Airline Guide (OAG) or similar publication will not be accepted.

5.6 Late Schedule Submissions

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

5.7 Changed Scheduled Submissions

- a) If an Airline requests changes to a previously approved Schedule Submissions, then the provisions regarding late schedule submissions described in Section 5.6 shall apply to any flight for which there is:
 1. A change of equipment type that impacts Gate assignments or
 2. A change to the scheduled arrival or departure time greater than ten (10) minutes or that would cause the scheduled buffer period between such flight and the preceding or succeeding flights at the assigned Gate to be reduced below the minimum buffer period. Refer to Section 6.3, Gate Buffer Periods, for more information.

- b) The Authority reserves the right to amend the facilities schedule as necessary to allow additional Airlines to use the facilities.

- c) Airlines will have seventy-two (72) hours to respond to any of the Authority's proposed adjustment options required to accommodate the proposed schedule.

SECTION 6 - SCHEDULING PRIORITIES & ACCOMMODATIONS

6.1 Gate Scheduling Priorities

In determining the Gate assignments with respect to International Gates, Historical Preference will govern and then the following priorities will be used:

a) Gate Scheduling Priorities – International Gates

1. Any on time Scheduled Operations for Post-Cleared Flight(s) for Airlines assigned an International Gate as part of their Committed Premises.
2. All Post-Cleared International Scheduled flights originating outside of the North American continent (Long Haul International Service).
3. All Post-Cleared International Scheduled flights originating from the North American continent including the Caribbean basin (Short Haul International Service).
4. All Post Cleared Charter Long Haul International Service.
5. All Post Cleared Charter Short Haul International Service.
6. Any Pre-cleared Flight(s) for Airlines assigned an international Gate as part of their Committed Premises.
7. All Pre-Cleared International Scheduled flights originating outside of the North American continent (Long Haul International Service).
8. All Pre-Cleared International Scheduled flights originating from the North American continent including the Caribbean basin (Short Haul International Service).
9. All Scheduled Domestic Service for Airlines assigned a Gate(s) as part of their Committed Premises.
10. All other Scheduled Domestic Service.
11. All Charter Domestic Service.

Domestic and Pre-Cleared activities assigned to an International Gate will only be approved on a month-to-month basis. This activity will be reassigned to a domestic Gate as a Gate becomes available.

b) Gate Scheduling Priorities – Domestic Gates

In determining Gate assignments with respect to Authority controlled domestic Gates, the following priorities will be used:

1. Historical Preference. (However, Historical Preference will not be used as a means of resolving off-scheduled operations.)
2. Any on time Scheduled Operations for Domestic or Pre-Cleared Flight(s) for Airlines assigned a Floating Gate as part of their Committed Premises.

3. All Pre-Cleared International Scheduled flights originating outside of the North American continent (Long Haul International Service).
4. All Pre-cleared International Scheduled flights originating from the North American continent including the Caribbean basin (Short Haul International Service).
5. All Charter Domestic Service.

Should more than one Airline be afforded the same priority level, other factors, such as year round service versus seasonal service, availability of Preferential Use Gates, and aircraft size will be taken into consideration. The schedule that will be effective for a longer period of operation in the same season will have priority.

An emergency flight shall have priority over all other flights. Every effort will be made to accommodate emergency flights on an unassigned Gate or a Gate that will cause the least impact on all Airline operations.

Failure to relocate an aircraft as directed by Airport Operations will be subject to an Extended Gate Occupancy Fee, as published in the Authority's Schedule of Rates and Charges, for the first ten (10) minutes and for every ten (10) minutes or portion thereof until the aircraft is relocated or departs.

6.2 International Arrival Priority Over Departures

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

6.3 Gate Buffer Periods

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

6.4 Assignment of Flights to Specific Gates

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

6.5 Scheduling of RONs

- a) Any Airline desiring to use a Gate for overnight parking shall submit a request for such parking to the AOC by emailing billingsubmissions@goaa.org. RON Parking assignments will be based on availability and will be scheduled by the AOC.

- b) The status of the request will be communicated to the airline by 1600L each day. However, the Authority reserves the right to alter the assignment or adjust requested times based on operational changes throughout the day. Priority of RON Parking assignments will be as follows:
 - 1. The aircraft will be scheduled as a turn (latest arrival/earliest departure) off of the RON Parking Gate.
 - 2. Flights that depart from the RON Parking Gate prior to or at 0700L from the Airline's normal airside.
 - 3. An Airline requesting a RON Parking Gate on the airside of their operation.
 - 4. Flights that depart from the RON Parking Gate prior to or at 0700L from an Airline not on their normal airside.
- c) If RON Parking cannot be accommodated at a Gate, the Airline will be offered alternate overnight parking within the north, west, or other ramp areas.

The fee for RON Parking is applied to all aircraft remaining on a Gate longer than the Period of Use any time between the hours of 2300L to 0700L. The RON Parking fee is in addition to any other fees payable for activities associated with a live arrival and/or departure.

The fee for Remote Parking is charged in eight (8)-hour increments per the Schedule of Rates and Charges.

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

6.6 Accommodation on Preferential Use Gates (Domestic)

In order to achieve operational efficiency at all Gates, the Authority reserves the right to utilize preferentially assigned (Committed Premises) or common use Gates to accommodate domestic flights operated by all Airlines. The Assignment of aircraft to another Airline's Preferential Use Gates will be made in accordance with the scheduling guidelines and accommodations provided in these Procedures. All Airlines shall submit flight schedules as outlined in Section 5 of these Procedures. Failure to submit flight schedules could result in limited or no access to Common Use Facilities or other Authority controlled facilities.

- a) The Authority shall attempt to accommodate a Requesting Airline's Gate request, on a Per Turn basis at the Authority's common use Gates before scheduling a Requesting Airline's arrivals and departures at any Preferential Use Gates. If a Requesting Airline cannot be accommodated at a common use gate, the Authority will notify the Requesting Airline of such and the Authority shall seek

accommodation on a Preferential Use Gate.

- b) An Accommodating Airline whose Preferential Use Gates could be used by a Requesting Airline shall have scheduling priority at all of its Preferential Use Gates for all of the Periods of Use for Scheduled Operations with respect to its Scheduled Operations, provided the Airline has complied with the Schedule Submission requirements in Section 5 of these Procedures.
- c) The Authority shall have the right, upon reasonable notice to, and in consultation with, an Accommodating Airline, to schedule at a Preferential Use Gate, arrivals and departures by a Requesting Airline at all periods of time other than the Accommodating Airline's Periods of Use, for scheduled flights at its Preferential Use Gates.
- d) An Accommodating Airline, in collaboration with the Authority, may select the specific Preferential Use Gate at which such accommodation will occur. The Authority, in collaboration with an Accommodating Airline, may direct the use of a different Preferential Use Gate if the Authority determines that a different selection is warranted under the circumstances.
- e) An Accommodating Airline shall allow and provide for use of its facilities at the Preferential Use Gate as may be required for a Requesting Airline's efficient use of the Preferential Use Gate.
- f) A Requesting Airline shall leave the Preferential Use Gate in as good a condition as when a Requesting Airline commenced use of such Preferential Use Gates.
- g) Airlines may revise its Schedule Submissions pursuant to Section 5 of these Procedures. An Accommodating Airline agrees that its amendments to the Schedule Submissions shall be accurate, submitted to the Authority in a timely manner, and made in good faith.
- h) If an Accommodating Airline subsequently amends its Schedule Submissions in a manner that conflicts with the operation of a Requesting Airline, the Authority will attempt to relocate, and for Requesting Airline operations more than sixty (60) days after submission of the amendment, shall relocate, the Requesting Airline to another Preferential Use Gate of the Accommodating Airline that can accommodate the size of the Requesting Airline's aircraft. If the Accommodating Airline does not have another suitable Preferential Use Gate available, the Authority will explore other options for the Requesting Airline. If alternate accommodations are not available the Requesting Airline shall maintain use of the gate for the approved period.
- i) If an Accommodating Airline's revisions of its Schedule Submissions are persistently inaccurate or not made in good faith, the Authority may, after consultation with the Accommodating Airline, suspend or revoke such Airline's right to request to relocate a Requesting Airline.
- j) A Requesting Airline shall be accommodated at the Accommodating Airline's

Preferential Use Gate for a period of at least thirty (30) days, unless the Requesting Airline needs the Gate for less than thirty (30) days or the following occurs during such period:

1. A Requesting Airline discontinues the flight(s) or changes the scheduled operations for which it sought accommodation; or
 2. An Authority Gate becomes available during a time that will accommodate a Requesting Airline's requested Period of Use and size of aircraft.
- k) The Authority shall have the continuing rights to schedule arrival and departures by a Requesting Airline in accordance with this Section.
- l) If an Accommodating Airline's off-scheduled irregular operation interferes with the accommodation of a Requesting Airline, the Authority will explore other options for accommodating the Requesting Airline. If other accommodations are not available, the Accommodating Airline shall make reasonable efforts to accommodate a Requesting Airline at another of its Preferential Use Gates that can accommodate the size of the Requesting Airline's aircraft. If another Preferential Use Gate is not available, the Requesting Airline shall have priority rights to use the Accommodating Airline's Preferential Use Gate during the approved Periods of Use for the Requesting Airline's Scheduled Operations.
- m) Notwithstanding anything to the contrary set forth in this Section, in the event an Airline does not actually utilize its Preferential Use Gate during the Periods of Use for such Airline's Scheduled Operations, the Authority's Airport Operations may, after providing notice to the Airline, accommodate the flight of another Airline on that Preferential Use Gate during that open Period of Use.
- n) The Authority's Airport Operations will notify an Accommodating Airline in writing of the intended use of the Gate at the defined scheduling deadlines. Notification for irregular flights will be coordinated via phone or via the most expeditious manner as soon as a need is identified.

SECTION 7 - OPERATIONAL GUIDELINES

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

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

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

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

Unauthorized use of Authority facilities may result in a fine, safety violation, and/or a security violation.

7.1 Gate Occupancy Information

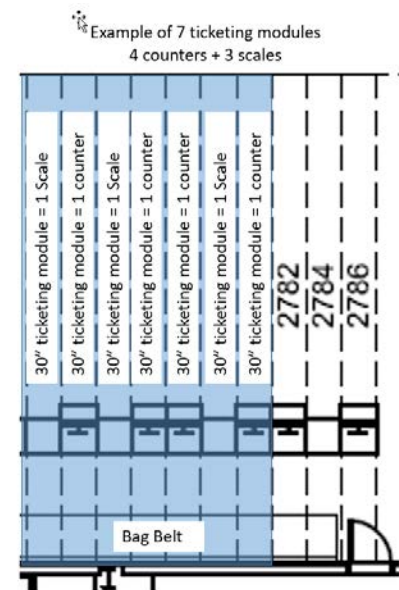
- a) The allowable Gate occupancy period is the lesser of two (2) hours or a shorter time a flight is scheduled to occupy a Gate (“Maximum Gate Occupancy Period”).
- b) Gate times in excess of the Maximum Gate Occupancy Period must be coordinated and approved by the Authority. Approval will be granted based on availability and Airlines will be charged an Extended Gate Occupancy Fee, as published in the Authority’s Schedule of Rates and Charges, for every sixty (60) minutes or portion thereof a Gate is occupied beyond the Maximum Gate Occupancy Period.
- c) Flights with ground times in excess of the Maximum Gate Occupancy Period may be required to tow to another Gate or a remote parking position if the occupied Gate is needed for another flight. The Authority will notify the affected Airline of any requirement to tow. Any activity associated with towing the aircraft will be the responsibility of the Airline or its authorized representative. An Airline’s failure to tow an aircraft may result in additional fees and/or other corrective action from the Authority. If there are multiple flights with ground times in excess of the Maximum Gate Occupancy Period, priority to remain on a Gate will be given to flights with the shortest ground times. The flight with the longest ground time will be required to tow

- to another Gate or to a remote parking position.
- d) An aircraft operating off-schedule shall make every attempt to minimize Gate occupancy times to avoid impacting other previously scheduled operations. An Airline must be prepared to remove the aircraft from the Gate if it is anticipated to impact the next scheduled arrival aircraft, assuming it is safe to do so.
 - e) Preliminary Gate assignments are subject to change based on Gate availability for actual arrival and departure times on the day of operation. Airlines are required to provide to Airport Operations aircraft movement information (ETA/ATA & ETD/ATD) as soon as they are available.
 - f) Airlines shall leave all facilities, including the areas adjacent to the aircraft parking positions, such as the sidewalk and the passenger boarding bridges (interior and exterior), in a usable condition, which includes the removal of all trash, foreign object debris (FOD), and ground service equipment.

7.2 Ticket Counter Occupancy

a) Airlines with a LOA for Committed Premises

1. Airlines are required to lease seven (7) contiguous thirty inch (30") ticketing modules per Gate included in Committed Premises, up to four (4) Gates, and then up to three (3) thirty inch (30") ticketing modules for each additional Gate included in Committed Premises. The typical ticketing module consists of a ticket counter or a scale, and a bag activation station configured to meet the Airline's operation.
2. Requests for additional ticket counter positions must be submitted to and approved by the Authority. Such additional facilities shall be charged in accordance with the Authority's published Schedule of Rates and Charges.



b) Airlines using Common Use Premises

1. Airlines using a Gate on a Per Turn basis will have use of four (4) contiguous ticket counter positions Per Turn for a maximum of three (3) hours.
2. Airlines may request additional ticket counter positions on a per use basis, based on availability determined by the Authority, and will be charged in accordance with the Authority's published Schedule of Rates and Charges.
3. Requests may be submitted with the schedule submissions, however, ticket counter allocations will be published one week in advance of the operating period. Requests shall be directed to AOC@goaa.org.
4. Airlines may request extended check-in times and, if approved by the AOC, will be charged in accordance with the Authority's published Schedule of

Rates and Charges.

7.3 Ticket Counter Queue Space

- a) Airlines with a LOA for Committed Premises
 1. Ticket counter queue space is limited to the queue space associated with Committed Premises ticket counter positions (i.e., within the lateral edges of the leased ticket counters and extending out away from the ticket counter to the common use walkway), as identified in the exhibits of the LOA.
 2. An Airline's request for additional queue space will be assigned, if available, as determined by the Authority and an Airline may be charged for such additional space in accordance with the Authority's published Schedule of Rates and Charges.
- b) Airlines using Authority controlled Gates will be assigned queue space associated with four (4) ticket counter positions Per Turn for a maximum of three (3) hours. The Authority will assign additional queue space as conditions warrant and the Airline will be charged in accordance with the Authority's published Schedule of Rates and Charges.
- c) Airlines may be charged for queuing activities that extend beyond the Airline's assigned ticketing positions. The charges will be based on the amount of ticket counter frontage or queue space used.

7.4 Baggage Claim Occupancy

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

7.5 Baggage Make-Up Occupancy

- a) Airlines with a LOA for Committed Premises
 1. The Authority's bag make-up devices differ in size and configuration

throughout the baggage make-up areas. In an effort to standardize the assignment of these devices, the Authority has determined the “usable” linear measurement of the devices and developed a “pier equivalency” (41 linear feet per pier) for each baggage make-up device.

2. Airlines assigned a baggage make-up device(s) as part of their Committed Premises will be assigned a baggage make-up device(s) based on a ratio of 0.7 pier per Gate assigned in a LOA or the carousel equivalent of 0.7 of a pier per Gate assigned. Standard rounding principles will apply (i.e., an Airline with one Gate would be assigned one pier, but would not be assigned a second pier until a third Gate is leased). As an example, pier allocations would be as follows:

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

3. Airlines shall staff the baggage make-up device concurrent to the start of check-in activity. An Airline’s failure to staff the baggage make-up device may result in the Authority taking action to ensure baggage system operability, including but not limited to, the Authority suspending check-in activity, disabling the baggage belt, or utilizing contracted labor that may be billed back to an Airline at the rate paid by the Authority plus a twenty percent (20%) administrative fee.

b) Baggage Make-up Device Types



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



Slope Plate Carousel – A slope plate carousel will be assigned a “pier equivalency” factor based on 41 LF. For example, if a carousel were 159 LF, the equivalent pier unit would be $159\text{LF}/41\text{LF}$ or 3.9 pier equivalents. An Airline assigned four (4) Gates on a LOA would be assigned four (4) Gates X 0.7 pier or 2.8 pier equivalent or seventy-two percent (72%) of the carousel.

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

- i. Average gate utilization
 - ii. Flight activity
 - iii. Bag count
 - iv. Simultaneous operations
 - v. Baggage make-up availability
- c) Airlines using Common Use Premises
1. Maximum occupancy time for baggage make-up devices is three (3) hours per flight, based upon flight close out time.
 2. Common baggage make-up facility assignments will be a pier, portion of a pier, or pier equivalent as determined by the AOC on a flight-by-flight basis, depending on location and availability.
 3. The Authority will exercise its best efforts to assign common baggage make-up devices at the locations and time preferred by requesting Airlines.
 4. In the case of conflicting requests, the Authority will assign available baggage make-up facilities to minimize delays to passengers and baggage and operational inconveniences to the requesting Airlines.
- d) Every effort will be made to maintain consistency in the assignment of baggage make-up devices.

7.6 CUTE

- a) The Authority provides paper stock for boarding pass and bag tag printers for the CUTE equipment.

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

7.7 Electronic Displays

Airlines must submit logo information to the Authority to allow for proper display of an Airline's information on all Airport displays. Airlines should contact the AOC for information regarding the required formats for logos. To the extent a fully dynamic backwall is available in space used by an Airline, such Airline shall be bound by the conditions of use and costs (including service commitments) announced from time to time by Airport Operations.

7.8 Additional Facilities

- a) An Airline's requests for additional facilities must be submitted in writing by the Airline or its authorized representative to [**AOC@goaa.org**](mailto:AOC@goaa.org). The Authority will assign additional facilities based on:
 - 1. The established schedule priorities outlined in these Procedures;
 - 2. A demonstrated need for additional facilities; or
 - 3. On a first come, first serve basis.
- b) Approval of an Airline's request for additional facilities are based on availability as determined by the Authority.
- c) Fees for additional facilities will be charged to an Airline in accordance with the Authority's published Schedule of Rates and Charges.

7.9 Dispute/Issue Resolutions

- a) An Airline can contact the AOC at 407-825-3840 or [**AOC@goaa.org**](mailto:AOC@goaa.org) for any questions regarding facility conflicts/disputes.
- b) An Airline can contact the Airport Operations Billing/Scheduling Coordinators at [**billingsubmissions@goaa.org**](mailto:billingsubmissions@goaa.org) or 407-825-2052 for facility usage or billing inquiries. However, an Airline should make such contact no later than thirty (30) days after the issuance of an invoice.

7.10 Usage Reporting

- a) Airlines requesting the use of the Passenger Processing Facilities must contact the AOC at 407-825-3840 prior to use. The Authority will assign the Passenger Processing Facilities based upon availability. Upon completion of use, or no later than twenty-four (24) hours after use, an Airline must submit details, in the Authority's accepted electronic format, to [**billingsubmissions@goaa.org**](mailto:billingsubmissions@goaa.org). If an Airline neglects

to submit such information to the AOC, the Authority shall charge for usage based upon the Authority's published Schedule of Rates and Charges per the maximum aircraft configuration.

- b) Airlines can contact the AOC for more information regarding the required electronic reporting format.

SECTION 8 - GENERAL

The Authority will exercise its best efforts to accommodate delayed, off-schedule, and other irregular aircraft operations at Gates equitably and in cooperation with all affected Airlines.

8.1 Irregular Operations

- a) All Airlines must advise the AOC and CBP representatives (when applicable), at the earliest opportunity, of any irregular operations or other matters affecting operations at the Airport.
- b) Airlines must notify the AOC when a flight scheduled to arrive or depart from a Gate deviates by more than fifteen (15) minutes from the scheduled time.
- c) An aircraft that does not have an approved Gate assignment (e.g., a diverted flight), or arrives at the Airport more than fifteen (15) minutes early/late for its Gate assignment, will be considered an “irregular.”
- d) Irregular flights will be reassigned to available Gates as Gates become available. Such reassignments(s) shall not interfere or otherwise cause delay to other flight(s) operating on time.
- e) When any flight arrives earlier than its Scheduled Time of Arrival (STA), it may have to hold until its scheduled Gate or alternate facilities become available.
- f) Scheduled domestic flights and pre-cleared flights scheduled on domestic gates will be priority for gating over an off-scheduled flight. However, based on operational efficiencies, the on schedule flight may be reassigned to another gate.
- g) In the best interests of passengers, irregular international flights flight(s) waiting more than thirty (30) minutes for a Gate reassignment will be accommodated on the next available Gate, regardless of the planned schedule. When making such accommodations, the Authority will make every effort to minimize the impact to subsequent flight operations.
- h) Irregular flights for which reasonable advance notification is provided to the Authority will be given priority over flights for which such advance notification is not provided.
- i) The Authority, upon at least sixty (60) minutes’ notice, and notwithstanding any preferential use rights that may have been granted, may require an Airline to promptly remove an aircraft subject to RON Parking or other inactive flight from an Authority Gate if, in the Authority’s sole discretion, the Authority determines that such removal is necessary in an emergency or to allow another flight to be accommodated, to the extent that an Authority controlled Gate is not available or convenient. An Airline’s failure to comply with such removal may result in the Authority charging the Airline an Extended Gate Occupancy Fee, as published in the Authority’s Schedule of Rates and Charges for every ten (10) minutes or portion thereof until the aircraft is relocated

or departs.

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

8.2 Operations at All Gates

- a) An Airline or its Affiliates shall not park at a Gate an aircraft larger than the maximum aircraft size specified for the Gate and shall comply with all other provisions of these Procedures governing the operation of Gates, including all associated equipment, systems, supplies, and the storage of ground service equipment.
 1. Each passenger boarding bridge has a Gate placard that denotes the aircraft mix for each Gate along with the associated "stop bar" used to safely park the aircraft.

Example of placard

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

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

8.3 Aircraft Maintenance

- a) Airlines may not conduct aircraft maintenance at the Gates or within the terminal areas, except pre-departure or post-arrival routine maintenance incidental to the immediate operation of the aircraft, which does not disrupt normal operations at the Gate or surrounding areas.
- b) The Authority shall assign Airlines performing non-routine post arrival and pre-departure aircraft maintenance to remote parking areas outside of the Terminal area.

8.4 Ground Service Equipment

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

8.5 Emergency Flights

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

8.6 Engine Start

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

8.7 Flight Cancellations

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

8.8 Mechanical Delays

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

another Gate for no more than one (1) hour; thereafter, the aircraft must be relocated to a remote aircraft parking position.

8.9 Relocation of Aircraft

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

SECTION 9 - MONTHLY MEETINGS

9.1 Station Representation

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

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

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

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

9.2 International Operations & Use of FIS

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

9.3 Weekly Scheduling Facility Meeting

Details regarding the Weekly Scheduling Facility Meeting are currently under development.

SECTION 10 - FEES & CHARGES

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

10.1 Facility Fees

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

10.2 FIS Fees

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

10.3 Extended Gate Occupancy

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

10.4 RON

The fee for RON parking is billed according to the Schedule of Rates and Charges for aircraft type and will apply to aircraft occupying a Gate between the hours of 2300L and 0700L.

10.5 Remote Parking

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

10.6 Equipment Training Fee

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

10.7 Off Schedule Fee

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

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

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

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

EXHIBIT A

A.1 Airline Operations Contact Information

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

Contact Entity	Contact Extension
Senior Director of Operations – Tom Draper	3021
Airfield Operations	2036
Airport Information	2118
Airport Operations Center (AOC)	3840
AOC Billing	3801
Supervisor, Airport Scheduling and Billing	2052
Airline Division Supervisor	2273
Baggage Coordination Center (BHS Control)	2247
*Baggage Committee – Contact AOC for current chairperson	3840
BHS Supervisor	2282
Central Plant / Work Orders	4000
Communications Center	2065
GOAA Access Control	2062
Landside Operations Supervisor	2666
Orlando Police Department (non-emergency)	2085
*The Security Sub-Committee – Contact AOC for current chairperson	3840
*The Orlando Airline Station Managers Council – Contact AOC for current chairperson	3840
Transportation Security Administration (TSA)	(407) 563-6681
U.S. Customs and Border Protection	4326 / 4360

***The Chairperson changes every January.**

[CUTE Contract Provider per S 7.6]

Exhibit B

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

a) **Landside Terminal Building Area**

b) **Airside Terminal Building Area**

c) **Footnotes**

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

B.3 Example of Work Orders and Space Identification

B.4 Maintenance Contact Information

B.1(a) Landside Terminal Building Area

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

B.1(b) Airside Terminal Building Area

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

B.1(c) Footnotes

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

B.2 Point of Contact Form

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

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

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

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

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

Attention:

GOAA Maintenance Department

POCinfo@goaa.org

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

(name of company / dba)

located at (physical location or space ID)

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

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

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

(Manager name PRINTED)

Date

(Manager Signature)

Manager's phone /ext.

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

All completed POC authorization forms are due upon any changes.

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

B.3 Example of Work Orders and Space Identification

GOAA Work Orders and Space ID

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

Example 1:

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



Example 2:

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



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

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

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

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

B.4 Maintenance Contact Information

Central Plant Dispatch

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

UPDATES AND REVISIONS

Revision Date	Section	Comments
Feb 22, 2016	7.2 Ticket Counter Occupancy	Added reference to 30" ticketing modules
Feb 22, 2016	10.5 Equipment Training Fee	Added reference to CUPPS
Feb 22, 2016	Exhibit A – A1 – Airline Operations Contact Information	Updated contact information
October 1, 2018	Various to include addition of Sections 5.2 Domestic Submittals and 6.6 Accommodation on Preferential Use Gates and	Added accommodation language for access to preferentially leased gates