

AIR CARRIER GUIDE



**ORLANDO
INTERNATIONAL
AIRPORT**

AIR CARRIER GUIDE
ORLANDO INTERNATIONAL AIRPORT

SUMMARY OF CHARGES & REQUIREMENTS

General Requirements

In order to ensure that your new service into the Orlando market realizes the greatest likelihood of success, the following items will need to be addressed prior to commencement of operations.

- ➔ **Operating Agreement**
 - Letter of Authorization**
 - Operating Permit**
- ➔ **Fuel System Fees**
- ➔ **Contract Security**
- ➔ **Insurance Certificate**
- ➔ **Airline Operating Certificates/Authority**
- ➔ **Flight Schedule Submission Form**
- ➔ **Landing Rights Approval – International Flights Only**
- ➔ **Artwork**
- ➔ **Service Provider Notification Form**

Operating Agreement - Resolution

The rate resolution adopted by the Authority on October 16, 2013, effective November 1, 2013, as amended from time to time ("Rate Resolution"), to establish the permitted activities and operating terms and conditions of Airlines, and Rates and Charges payable by Airlines, with respect to the use and occupancy of the Airport.

Airlines must execute one of the following:

- Letter of Authorization – The Letter of Authorization ("LOA") between the Greater Orlando Aviation Authority (the "Authority") and Airline for use of certain terminal space at Orlando International Airport ("OIA"), on an exclusive or preferential basis referred to as the "Committed Premises" and all of Airlines' operations at OIA, whether or not such operations are conducted in the Committed Premises solely in connection with Airlines' Air Transportation Business.
- Operating Permit – Airlines that desire to pay for their use and occupancy of the facilities on an activity basis need only execute an Operating Permit.

Airlines are classified as follows:

- Airlines providing scheduled service to the Airport
- Airlines operating from the Authority's Common Facilities
- Airlines operating from the facilities of a Fixed Base Operator (FBO)
- Cargo carriers using facilities other than the Terminal Facilities

Contract Security

The Contract Security may be in the form of a contract bond, irrevocable letter of credit or other security acceptable to the Authority. The Contract Security is an amount equal to the greater of 3 months of the highest aggregate fees and charges anticipated in a 12 month period or \$5,000.

Letters of credit on U.S. banks are the preferred form of security. For more information, call the Commercial Properties Department, (407) 825-3835.

Insurance Certificate

An Airline is required to provide the Authority with an original copy of an insurance certificate with evidence of:

\$200,000,000 – Airline Liability/Commercial General Liability
\$1,000,000 – Liquor Liability
\$5,000,000 – Hangarkeepers Liability
\$5,000,000 – Comprehensive Automobile Liability
\$50,000,000 – Terrorism or War Risk
\$10,000,000 – Environmental Liability
\$200,000,000 – Aircraft Liability
\$1,000,000 – Business Automobile Liability
Workers' Compensation – Florida Statutory
Employer's Liability \$1,000,000/\$1,000,000/\$1,000,000
Umbrella Liability or Excess Liability

The insurance certificate will also be required to name the *Greater Orlando Aviation Authority* as additional insured

For further details, please contact the Commercial Properties Department at (407) 825-3835.

Airline Operating Certificates/Authority

Provide a copy of government required Airline Operating Certificate or Authority

An airline must hold all necessary certificates or permits from appropriate federal or state agencies having jurisdiction to provide air transportation services on the routes it is serving to and from Orlando International Airport.

Flight Scheduling Requirements

Confirmation of flight schedules is based on timely receipt of schedule submissions in a format as provided in the Authority's Terminal Operations – Airline Operations Procedures (Attached Exhibit 5) Further information on scheduling can be obtained from the Terminal Operations - Airline Division at (407) 825-2052; SITA: MCOAPXH.

Landing Rights – International Flights Only

Provide confirmation of Landing Rights Approval by U.S. Customs and Border Protection Service. Orlando International Airport is considered a Landing Rights Airport. For more information about Landing Rights requirements, please contact U.S. Customs Service and Border Protection Supervisor at 407-825-4360, FAX number 407-825-4369, or via email at landingrights-mco@CBP.DHS.gov .

Monthly Landing Reports

Airline is required to provide the Authority with a Landing Report (attached as Exhibit 1) with the total number of enplaning and deplaning domestic and international passengers (including on-line and interline passengers), total pounds of domestic and international enplaned and deplaned mail, express and freight carried by airline and the number of landings by airline by type and series of aircraft. For further information, please contact Finance Department at (407) 825-2004.

Airline Artwork Requirements

Airlines must submit logo information to allow for proper display of the Airline information on all Airport displays. Contact the AOC at 407-825-3840 for required formats.

Rates and Charges

The Authority's current rates and charges to include PFC, for airlines are attached as Exhibit 2. The Authority's PFC reporting and remittance requirements are attached as Exhibit 3.

For additional information on Rates and Charges, contact Commercial Properties at – (407) 825-2345.

For additional information on Passenger Facility Charges, contact PFC Accountant – Finance Accounts Receivable – (407) 825-2004.

Fuel System Fees

The OIA Fuel System is operated by the Orlando Fuel Facilities, LLC on behalf of the Authority and the airlines. All air carriers that use the Fuel System for storage or throughput fuel must have an agreement with the LLC. Aircraft Services International Group (ASIG) is under contract to the LLC to operate and maintain the Fuel System on behalf of the LLC. Contact the ASIG MCO Fuel Facility Manager at (407) 825-2529 for further information.

The OIA Fuel System Lease Agreement between the Orlando Fuel Facilities, LLC and the Authority became effective on March 1, 2009. The fees charged to Members and Non-Contracting Users are stated on Exhibit 2.

Aeronautical Service Providers at MCO

As a new air carrier starting service in Orlando, you have a variety of options in the handling of your operation(s) at MCO. You may:

1. Elect to handle your own operations, with your own personnel
2. Elect to use an Airline currently operating at MCO (handled at an Authority approved gate)
3. Choose an Authority approved Specialized Aeronautical Service Operator(s)

Authority approved Specialized Aeronautical Service Operator(s) may provide the following services:

1. Air Carrier Fueling
2. Line Maintenance Services
3. Ramp Services (above & below-the-wing)
4. Passenger Services
5. Air Cargo Services
6. Mislabeled baggage delivery

Services, charges and other contractual items may be negotiated directly with the Aeronautical Service Operator(s).

List of Authority approved Service Providers and contact information is attached as Exhibit 4.

Station Representation

The Authority encourages carriers to be represented by a local station manager, as an enhancement to the tenancy relationship, as well as contributing to overall service quality. Representatives are invited to participate in several forums where airline interests can be represented and concerns addressed. Please refer to the Terminal Operations, Airline Operations Procedures attached as Exhibit 5 for more details.

Tour Operator Information - please contact the Authority's Marketing Dept. at (407) 825-3132.

Employee Parking

The Authority provides parking for airline employees, including non-based crew. Parking permits and billing is handled through the Authority's Landside Administrative Services Office which may be reached at (407) 825-2622.

Employee ID Badges

Information on obtaining airport identification can be obtained by contacting (407) 825-2035. Completion of an Airfield Safety & Security Program (ASSP) class is required before ID badges are issued which allow access to secured areas. Classes may be scheduled by contacting Airside Operations at (407) 825-3817. Additional information is available on the Authority's website www.orlandoairports.net under the Airport Business section, Access Control.

Permit Program

Any company or individual that requires unescorted access to do business at the airport will be required to execute a permit agreement with the Authority. Please contact the Commercial Properties Dept. at 407-825-2345 or 407-825-2369. This program does not include vendors who require occasional access to the airport.

Cargo Information

Orlando International Airport has a well-developed cargo infrastructure with space to expand. There is easy access to the Interstate and Expressway systems and frequent, non-stop air service to more U.S. markets than any other Florida city.

The following services are available:

- a) Fueling for all-cargo aircraft, including bonded fuel.
- b) All-cargo aircraft loading/unloading.
- c) Cargo warehousing, including handling, consolidation and forwarding.
- d) U.S. Customs/Agriculture inspection.
- e) U.S. Customs Centralized Examination Station.
- f) U.S. Department of Agriculture Plant Inspection Station.
- g) 205 acre Foreign Trade Zone with bonded warehousing.

Other services, rates and other terms are negotiated directly with the providers. Ramp, handling, warehouse and other commercial space is available for lease from the Authority and third party developers.

Attachments

- Exhibit 1 Landing Report Form

- Exhibit 2 Rates and Charges

- Exhibit 3 PFC Summary and Report Forms

- Exhibit 4 List of Service Providers

- Exhibit 5 Terminal Operations - Airline Operations Procedures

**ORLANDO INTERNATIONAL AIRPORT
MONTHLY LANDING REPORT (MLR 01)
Due by the 10th of each month**

1. Airline Code (3 letter ICAO): _____ Airline Name: _____
 Month, Year : _____ Handling Agent: _____

2. LANDINGS: (Please use form MLR_02 to report landing information if additional space is required)

Type of Aircraft	Aircraft Series	Landing Weight * (Pounds) (A)	Number of Landings				Total Landings (B+C+D+E) (F)	Total Landing Weight (A * F) (A * F)
			Scheduled (B)	Charter (C)	Non-Rev. (D)	FBO** (E)		
A. DOMESTIC								
		Total Domestic	0	0	0	0	-	-
B. INTERNATIONAL								
		Total International	0	0	0	0	-	-
							TOTAL DOMESTIC & INTERNATIONAL	-

* Certified Maximum Gross Landing Weight to the nearest 1,000 pounds

3. PASSENGER COUNTS:

	Scheduled		Charter		**FBO	
	Enplaned	Deplaned	Enplaned	Deplaned	Enplaned	Deplaned
Domestic Rev.						
Domestic Non-Rev.						
Domestic Infants						
International Rev.						
International Non-Rev.						
International Infants						
Crew Member*						
Totals*	-	-	-	-	-	-

** Enter number of landings or passenger counts handled by an FBO Operator. The passengers or landing were not processed thru our main terminal building.

4. CARGO WEIGHTS:

	Scheduled		Please Report in Pounds	Charter		Cargo Handler: enter name of handler
	Enplaned	Deplaned		Enplaned	Deplaned	
Domestic						
Mail						
Freight & Express						
International						
Mail						
Freight & Express						
Total Cargo	-	-		-	-	
Perishables Cargo	(please indicate the amount of perishable cargo included in the above cargo figures)					
Domestic						
International						

Prepared by (signature): _____ Date: _____ Phone #: _____
 Print Name of Preparer: _____ Fax Number: _____

*Crew Members will not be counted in the monthly Baggage billing. Please ensure that the total number of enplaned and deplaned passengers and crew on this report is equal to the total number of individuals who are counted on your daily counts that are sent to Airline Operations.

Please send the form to GOAA- Accounts Receivables Department,
 by fax 407-825-2259 or via email to GOAA-AR-Reporting@goaa.org
 Direct any questions to 407-825-2096

Orlando International Airport Schedule of Rates and Charges

Effective October 1, 2016

LANDING FEE

- All Airlines \$1.6788 per 1,000 lbs. Maximum Gross Landed Weight (MGLW)

PREFERENTIAL USE PREMISES (Annual fees for Committed Premises)

- Airline Equipment Charge (per gate per year) \$56,475.00
- Apron Use Fee (per gate per year) \$42,020.00
- Hold Room (per gate per year) \$356,711.00

TERMINAL PREMISES RATES

Type of Space	Annual Rate Per Square Foot
Terminal Premises – Enclosed Space	\$136.55
Terminal Premises – Unenclosed Space	\$3.00

COMMON USE BAGGAGE CHARGES

- Inbound Baggage System Fee \$1.23 per deplaned passenger
- Outbound Baggage System Fee \$1.29 per enplaned passenger

PASSENGER FACILITY CHARGE (PFC)

- \$4.50 per enplaned passenger

TERMINAL FACILITY FEES

Facility Fees		Fee
Base Facility	Landside Facilities - use of 4 contiguous ticketing positions, queue space, bag makeup, curbside and CUTE/CUSS for up to 3 hours. Airside Facilities – use of holdroom, apron, jetway, CUTE/CUSS, PC Air and 400hz for up to 2 hours	\$520.00
Airside Only	Use of airside facilities for up to 2 hours (includes holdroom, apron, jetway, CUTE/CUSS, PC Air and 400hz)	\$312.00
Landside Only	Use of 4 ticketing positions, queue space, bag make-up, curbside and CUTE/CUSS.	\$208.00
Arrival Only	Use of airside facilities (includes holdroom, apron, jetway, CUTE/CUSS, PC Air and 400hz) plus bag claim and bag drop for up to 1 hour.	\$156.00
Departure Only	Use of 4 ticketing positions, queue space, bag makeup, curbside and CUTE/CUSS for up to 3 hours as well as airside facilities for up to 1 hour.	\$364.00

Orlando International Airport Schedule of Rates and Charges

Effective October 1, 2016

Additional Facilities and/or Extended Use Fees		Fee
Extended Gate Occupancy	Per hour or any part thereof up to 5 hours	\$156.00
One Ticketing Position	Per use, per half hour or any part thereof	\$16.00
Bag Make-up	Per hour or any part thereof	\$129.00

- These fees are charged to all users of the Authority's Facilities in accordance with the Authority's Terminal Operations – Airline Operations Procedures.
- If additional facilities are requested, assignment is based upon availability and the Authority's approval.

TERMINAL RAMP PARKING & RON FEES (per use)

Facility	Fee	Unit Charge
Gate	\$270.00	Every 12 hours or part thereof after extended gate fee has been applied.
Remote	\$87.00	Every 12 hours or part thereof

FEDERAL INSPECTION STATION (FIS) FEE

- \$3.65 per person on board (including, but not limited to, infants, crew, non-revenue, etc.)
- This fee is charged to all international airlines using the Federal Inspection Station facilities. There may be additional charges imposed by US Customs and Border Protection.

OTHER FEES AND CHARGES

Federal Inspection Station Overtime Charges for Off-Schedule International Flights

	Commuter/Narrow Body	Wide body/Jumbo
00 – 59 minutes	\$0.00	\$0.00
60 – 119 minutes	\$445.00	\$489.00
120 – 179 minutes	\$667.00	\$733.00
180 minutes and over	\$889.00	\$978.00

Notice: If off-schedule notification is received 48 hours prior to scheduled arrival, FIS overtime charges will not apply.

SECURITY FEES – CFR Title 49 Part 1542

- Contact your local Principal Security Inspector (PSI) for specific information on these fees.
- Currently passenger screening at Orlando International Airport is being handled by the Transportation Security Administration (TSA).
- The Authority reserves the right to institute a security charge in the future with proper notification to the airlines.

Orlando International Airport Schedule of Rates and Charges

Effective October 1, 2016

AIRCRAFT PARKING (North & West ramp areas)

- Aircraft parking is available at the Authority's non-terminal, ramp locations on the North and West airfield ramp areas.

Short Term – Short term rates are based on a 24 hour period or any part thereof.

Commercial Aircraft	Fee	Business/General Aviation Aircraft	Fee
Super Jumbo	\$300.00	Large Business Jets	\$80.00
Jumbo	\$250.00	Medium Business Jets	\$55.00
Wide Body	\$150.00	Small Business Jets	\$45.00
Narrow Body	\$100.00	Large Turboprops	\$80.00
		Turboprops	\$38.00
		Twins (piston)	\$27.00
		Singles (piston)	\$21.00
		Helicopter (piston)	\$21.00
		Helicopter (turbine)	\$27.00

Long Term - Long term aircraft parking is available for lease through a separate agreement at the Authority's North and West airfield ramp areas.

- The rate is \$0.80 per square foot
(Note: the Authority reserves the right to increase rates based on appraisal)

FUEL SYSTEM FEES

- Hydrant Fuel System Fee – a per gallon fee to utilize the hydrant fuel system at the Terminal gates. The current rate for non-members is \$0.0348 per gallon and collected by the LLC as agent for the Authority.
- Non-Hydrant Fuel System Fee - The LLC is required to charge both Members and Non-Contracting Users a fee of \$0.025 per gallon for direct (into-plane) fueling through the Fuel System other than through use of the hydrant system. This fee is not applicable to FBO retail fuel sales.

AERONAUTICAL SERVICE OPERATORS PERMIT PROGRAM

This program requires all companies providing services on airport property to enter into a contractual-use agreement with the Authority. The Application for Permit form is available on our website in the Aeronautical Service Operator Minimum Standards found in the Airport Business section. The following fees apply:

- Baggage Handling & Delivery Services from Remote Sort Facilities to Off-Airport Locations
 - Administrative Fee: \$250.00
 - Annual Access Fee: \$1,500.00
 - Monthly Concession Fee: 5% of gross receipts
 - Security Deposit: 90 days of the Highest Estimated Concession Fee or \$2,500.00, whichever is greater

Orlando International Airport Schedule of Rates and Charges

Effective October 1, 2016

- All Other Aeronautical Services
 - Administrative Fee: \$250.00
 - Annual Access Fee: \$1,500.00
 - Monthly Concession Fee: 10% of gross receipts
(Participatory Airline Affiliates and Participatory Airline
Service Operators Shall be Exempt)
 - Security Deposit: 90 days of the Highest Estimated Concession Fee or
\$2,500.00, whichever is greater

All fees are subject to change with proper notification from the Aviation Authority.

*For additional information please refer to the Greater Orlando Aviation Authority website at www.orlandoairports.net
within the "Airport Business" section or contact us at the Greater Orlando Aviation Authority,
Commercial Properties Department at 407-825-2345*

**Passenger Facility Charge
Summary of Collection and Remittance Procedures
Orlando International Airport**

This document is intended to advise air carriers and their agents of the required and recommended procedures for the collection and remittance of Passenger Facility Charges (PFC) to Orlando International Airport. This document is intended only as a guide; the Code of Federal Regulations (CFR 14 Part 158) as implemented by the Federal Aviation Administration is the standard for administering the PFC program, which governs in all respects.

1. Amount of PFC:

\$4.50 per enplaning passenger.

2. Collection period:

Beginning February 1, 1993 and continuing for a period in which the total authorized collection amount has been reached. Notice of the charge expiration date is provided in each of the PFC Application Notifications that are sent to each airline. The current charge expiration date is June 1, 2019 as indicated in the Notice to Collect Passenger Facility Charge # 07-11-C-00-MCO.

3. Collection of PFCs on tickets:

For each one-way trip shown on the complete itinerary of an air travel ticket, issuing air carriers and their agents shall collect a PFC from a passenger only for the first two airports where PFCs are imposed. For each round trip, a PFC shall be collected only for enplanements at the first two enplaning airports and the last two enplaning airports where PFCs are imposed. On international travel, the carrier is required to collect PFCs on tickets only for the last airport at which the passenger is enplaned prior to departure from the U.S. The air carrier and their agents shall collect the PFC based on the itinerary at the time of issuance. Any changes in the itinerary initiated by the passenger that requires an adjustment of the amount paid by the passenger are subject to collection and refund of the PFC as appropriate.

4. Handling of PFCs:

Collecting carriers and their collecting agents (PFC collectors) shall be responsible for all funds from the time of collection to remittance. PFC collectors shall establish and maintain a financial management system to account for PFCs. PFC revenue must be accounted for separately by PFC collectors, although the revenue may be commingled with the company's other sources of revenue.

The PFC revenue is to be regarded as trust funds held by PFC collectors as agents, for the beneficial interest of the public agencies imposing PFCs. All PFC revenue collected and held by the PFC collectors is property in which the collectors hold only a possessory interest and not an equitable interest. Each PFC collector shall be required to disclose the existence and amount of funds regarded as trust funds in its financial statements.

5. Collection compensation:

As compensation for collecting, handling and remitting the PFC revenue, the PFC collector shall be entitled to retain:

- (a) \$0.11 of each \$4.50 PFC remitted
- (b) Any interest or other investment return earned on PFC revenue between the time of collection and remittance to the public agency.

6. Remittance of PFC funds:

PFCs are to be remitted on a monthly basis no later than the last day of the following calendar month in which they were collected (or if that date falls on a weekend or holiday, the first business day thereafter).

Remittances should be sent to the following address:

Greater Orlando Aviation Authority
PFC Account
P.O. Box 917094
Orlando, FL 32891-7094

All remittances are to be made in U.S. dollars payable to the Greater Orlando Aviation Authority (GOAA) with "PFC funds" referenced on the remittance advise or check. Attached is a blank "Monthly Reporting Form" that should be submitted with each remittance. If a tour operator or air carrier agent is remitting PFC payments for an air carrier(s), the name(s) and amount collected for each air carrier should be indicated.

7. Reporting requirements:

Each air carrier and their agents that collect PFCs shall file quarterly reports with GOAA. A blank copy of a quarterly reporting form is attached. The report shall be filed on or before the last day of the calendar month following the end of each calendar quarter. The report may be faxed to the attention of the PFC Accountant, Revenue Control, Finance Department, Greater Orlando Aviation Authority, fax number (407) 825-2259.

8. Annual PFC Audits:

Each collecting carrier or carrier's agents that collect more than 50,000 PFCs annually shall provide for an audit at least annually of its PFC account. The audit shall be performed by an accredited independent public accountant and may be of limited scope. The accountant shall express an opinion on the fairness and reasonableness of the carrier's procedure for collecting, holding and dispersing PFC revenue. The opinion shall also address whether the quarterly reports fairly represent the net transactions in the PFC account.

The Greater Orlando Aviation Authority hereby requests a copy of each PFC audit that is performed on an annual basis. The audits should be sent to the attention of the PFC Accountant, Greater Orlando Aviation Authority, One Airport Blvd., Orlando, FL 32827.

9. Amendments to this policy:

The Authority has the right to supplement, amend or terminate this guide at any time.

PFC MONTHLY REPORT

Schedule of Passenger Facility Charge Revenue
Collected, Refunded, Withheld, and Remitted
for Orlando International Airport

For Month Ending _____

CARRIER NAME _____

ADDRESS _____

CONTACT NAME _____

PHONE NUMBER __ (____) _____

FAX NUMBER __ (____) _____

AMOUNT COLLECTED	LESS REFUNDS	NET AMOUNT COLLECTED	LESS COMPENSATION	NET AMOUNT REMITTED
\$	\$	\$	\$	\$

Revised April 14, 1998

PFC QUARTERLY REPORT

Schedule of Passenger Facility Charge Revenue
Collected, Refunded, Withheld, and Remitted
for Orlando International Airport

For Quarter Ending _____

CARRIER NAME _____

ADDRESS _____

CONTACT NAME _____

PHONE NUMBER __ (____) _____

FAX NUMBER __ (____) _____

EMAIL ADDRESS _____

MONTH	AMOUNT COLLECTED	LESS REFUNDS	NET AMOUNT COLLECTED	LESS COMPENSATION	NET AMOUNT REMITTED
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$

Revised April 14, 1998

Total Remitted for the Quarter \$

Aeronautical Service Providers Orlando International Airport

revised 09/14/2016

Fixed Base Operators (FBO)

Company Name	Contact	Address	Telephone	E-Mail
1 Atlantic Aviation	Tony Sherbert	9245 Tradeport Drive, Orlando, FL 32827	407-956-3430	tony.sherbert@atlanticaviation.com
Atlantic Aviation	Michelle Hartmann	9245 Tradeport Drive, Orlando, FL 32827	407-851-8304	michelle.hartmann@atlanticaviation.com
2 Signature Flight Support	Brian Batty	4215 Lindy Circle, Orlando, FL 32827	407-825-6998	brian.batty@signatureflight.com

Air Carrier Fueling (Terminal Gates)

Company Name	Contact	Address	Telephone	E-Mail
1 Aircraft Service International	Mauricio Sampedro	8394 Bear Road, Orlando, FL 32827	407-825-1616	mauricio.sampedro@asig.com
2 Atlantic Aviation	Tony Sherbert	9245 Tradeport Drive, Orlando, FL 32827	407-956-3430	tony.sherbert@atlanticaviation.com
Atlantic Aviation	Michelle Hartmann	9245 Tradeport Drive, Orlando, FL 32827	407-851-8304	michelle.hartmann@atlanticaviation.com
3 Signature Flight Support	Brian Batty	4215 Lindy Circle, Orlando, FL 32827	407-825-6998	brian.batty@signatureflight.com
4 SkyFuel Aviation Services of Orlando	Kurt Granger	300 S. Pine Island Rd, Ste 201, Plantation, FL 33324	954-510-2800	kurt.granger@skyfuelaviation.com

Air Carrier Line Maintenance

Company Name	Contact	Address	Telephone	E-Mail
1 EcoServices	David Geller	100 Great Meadow Rd, Suite 202, Wetherfield, CT 06109	860-466-4926	david.geller@ecopower.aero
2 HAECO Americas Line Services	Chris Stephens	623 Radar Road, Greensboro, NC 27410	973-634-4190	christopher.stephens@timco.aero
3 Jet Aircraft Maintenance	Richard Reynolds	8833 Bear Road, Orlando, FL 32827	407-825-6405	rreynolds@jetgroup.net
4 RA Aviation Line Maintenance	Tomas Romero	9101 Jeff Fuqua Blvd. Ste 4785, Orlando, FL 32827	305-219-9825	taromero@miamitechfl.com
5 Thomas Cook Aircraft Engineering	Sean Hibbert	9601 Jeff Fuqua Blvd. Ste 3695, Orlando, FL 32827	386-801-3999	sean.hibbert@thomascook.com

Ramp Services

Company Name	Contact	Address	Telephone	E-Mail
1 Aircraft Service International	Mauricio Sampedro	8394 Bear Road, Orlando, FL 32827	407-825-1616	mauricio.sampedro@asig.com
2 DAL Global Services (DGS)	Javier E. Rivera Camacho	9403 Jeff Fuqua Blvd. Ste 9486, Orlando, FL 32827	407-825-5022	javier.camacho@delta.com
3 Menzies Aviation	Sinthea Hanner	8684 Bear Road Ste 100, Orlando, FL 32827	407-825-2227	sinthea.hanner@menziesaviation.com
4 Swissport SAUSA	Jose L. Lozano	8684 Bear Road, Suite 600, Orlando, FL 32827	321-303-0175	jose.lozano@swissport.com
5 WGA NavStar Aviation USA	Jim Murphy	PO Box 2183, Saint Peters, MO 63376	636-614-2725	jim.murphy@navstaraviation.com

Passenger Services

Company Name	Contact	Address	Telephone	E-Mail
1 Air Serv Corporation	Steve MacMillan	8855 Casa Verde Road, Orlando, Florida 32827	407-825-2983	smacmillan@airservcorp.com
2 DAL Global Services (DGS)	Javier E. Rivera Camacho	9403 Jeff Fuqua Blvd. Ste 9486, Orlando, FL 32827	407-825-5022	javier.camacho@delta.com
3 G2 Secure Staff, LLC	Amy Sebastian	464 Bremen Street, East Boston, MA 02128	872-600-7794	asebastian@G2SecureStaff.com
4 Ground Services International	Chris Combis	10049 Harrison, Suite 400, Romulus, MI 48174	734-947-4090	Chris.combis@gsintlinc.com
5 Hallmark Aviation Services L.P.	Jim Chappell	5757 West Century Bl. Ste 860, Los Angeles, CA 90045	310-215-7222	jimchappell@hallmark-aviation.com
6 Matrix Aviation Services	Jan Steinwald	200 World Way Suite 1067, Los Angeles, CA 90045	310-993-7672	jan@matrix-aviation.com
7 Menzies Aviation	Sinthea Hanner	8684 Bear Road Ste 100, Orlando, FL 32827	407-825-2227	sinthea.hanner@menziesaviation.com
8 Professional Aviation Marketing	Pamela Gundelach	8601 NW 22 Street, Doral FL 33122	305-593-5050	pgundelach@professional1.com
9 Prospect of Orlando, Ltd.	Mike Strobel	PO Box 621293, Orlando, FL 32862	407-857-7401	mike.strobel@prospectair.com
10 Swissport SAUSA	Jose L. Lozano	8684 Bear Road, Suite 600, Orlando, FL 32827	321-303-0175	jose.lozano@swissport.com

Aeronautical Service Providers Orlando International Airport

revised 09/14/2016

Aircraft Cleaning Services

Company Name	Contact	Address	Telephone	E-Mail
1 Air Serv Corporation	Steve MacMillan	8855 Casa Verde Road, Orlando, Florida 32827	407-825-2983	smacmillan@airservcorp.com
2 DAL Global Services (DGS)	Javier E. Rivera Camacho	9403 Jeff Fuqua Blvd. Ste 9486, Orlando, FL 32827	407-825-5022	javier.camacho@delta.com
3 Florida Flight	Billy Rumzi	9661 Tradeport Drive, Orlando, FL 32827	407-438-6615	rumzi.b@gmail.com
4 Industrial Cleaners	Sam Avola	Orlando, FL 32828	407-823-8967	sam6510@msn.com
5 National Aviation Services	Scott Gibson	18047 W. Catawba, Cornelius, NC 28031	704-987-3336	sgibson@nataviation.com
6 Prime Flight	Nelson Tomas	Miami, FL	786-759-8753	fil.gm@primeflight.com
7 ReadyJet	David LaFay	1 Warren St, Johnstown, NY 12095	518-705-4019	davidl@readyjet.com
8 Ultimate Sky Clean	Robert Jones	9433 Tradeport Drive, Orlando, FL 32829	718-656-6020	rob@ultimateaircraft-usa.com

Catering Services

Company Name	Contact	Address	Telephone	E-Mail
1 Gate Gourmet	Greg Gasdorf	8401 Casa Verde Road, Orlando, FL 32837	407-856-6427	ggasdorf@gategourmet.com
2 Flying Food Group	Jim Stathakes	6360 Hazeltine National Drive, Orlando, FL 32822	407-851-8297	jstathakes@flyingfood.com
3 LSG Sky Chefs	Gary Whittaker	8680 Bear Road, Orlando, FL 32837	407-851-7590	gary.whittaker@lsgskyschefs.com

Air Cargo Services

Company Name	Contact	Address	Telephone	E-Mail
1 Air General	John Dovalis	9463 Benford Rd., Orlando, FL 32827	407-536-4306	john.dovalis@airgeneral.com
2 FASTMILE	Lance Dearborn	2487 Tradeport Dr., Orlando, FL 32827	407-326-2287	lance@fastmilelogistics.com
3 Alliance Ground International	Jared Azcuy	6705 Red Road, Ste 700, Coral Gables, FL 33143	305-740-3252	jazcuy@allianceground.com
4 Direct Hit Logistics	Lisette Macias	7111 NW 33st., Doral, FL 33122	305-403-3136	lisette.macias@directhitlogistics.com
5 Ever-Green Express	Karen Barry	9449 Benford Road, Orlando, FL 32827	407-856-4150	karen@ever-greenexpress.com
6 Quantem Aviation Services	Michael Schuler	9597 Benford Rd, Orlando, FL 32827	407-850-9535	mschuler@qasllc.aero
7 Tri-Star Airport Handling	Jose Ferreira	2461 NW 66 Ave., #101, Miami, FL 33122	786-306-6371	ferreira@tristarhandling.com.br
8 Worldwide Flight Services	Jose Gonzalez	8809 Bear Road, Orlando, FL 32827	407-857-6884	jogonzalez@wfs.aero

Communications

Company Name	Contact	Address	Telephone	E-Mail
1 Aeronautical Radio	Stephanie Smith	2551 Riva Road, Mailcode MS5-1B35, Annapolis, MD 21401-7465	410-266-4066	sxsmith@arinc.com
2 Thales Avionics	Alissa Marsingill	7415 Emerald Dunes Dr Suite 2000, Orlando, FL 32822	407-812-2681	alisa.marsingill@us.thalesgroup.com
3 SITA	Bill DeLaTorre	3100 Cumberland Blvd., Suite 200, Atlanta, GA 30339	407-825-7167	bill.de_la_torre@sita.aero

Aeronautical Service Providers Orlando International Airport

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Employment Agencies

	Company Name	Contact	Address	Telephone	E-Mail
1	Aerotek Aviation	Britney Erskine-Worsdale	11474 Corporate Blvd., Orlando, FL 32817	407-803-5158	berskine@aerotek.com
2	Professional Aviation Marketing	Pamela Gundelach	8601 NW 27 Street Doral, FL 33122	305-593-5050	pgundelach@professional1.com

General Facility Maintenance & Repair

	Company Name	Contact	Address	Telephone	E-Mail
1	Oxford Airport Technical Services	Wolfgang Lang	8265 Hangar Blvd, Orlando, FL 32827	407-448-9838	wlang@oxford1.com
2	DTZ	David Rylander	PO Box 18834, Memphis, TN 38181-0834	877-339-0429	david.rylander@dtz.com

Ground Service Equipment Maintenance

	Company Name	Contact	Address	Telephone	E-Mail
1	Aircraft Service International	Mauricio Sampedro	8394 Bear Road, Orlando, FL 32827	407-825-1616	mauricio.sampedro@asig.com
2	LGSTX	Gary Stover	145 Hunter Drive Wilmington, Ohio 45177	937-366-2449	gary.stover@lgstx.com
3	TUG Technologies Corp.	Ken Daoust	8684 Bear Rd Suite 100-100a, Orlando, FL 32827	407-438-1578	kendaoust@tugtech.com

Misplaced Baggage Delivery

	Company Name	Contact	Address	Telephone	E-Mail
1	Baggage Airline Guest Services	Steve Antonio	6751 Forum Drive, Orlando, FL 32821	407-849-0670	santonio@maketraveleasier.com
2	G2 Secure Staff	Amy Sebastian	464 Bremen Street, East Boston, MA 02128	872-600-7794	asebastian@G2SecureStaff.com

Off Airport Baggage Check-In

	Company Name	Contact	Address	Telephone	E-Mail
1	Baggage Airline Guest Services	Steve Antonio	6751 Forum Drive, Orlando, FL 32821	407-849-0670	santonio@maketraveleasier.com

Security Services

	Company Name	Contact	Address	Telephone	E-Mail
1	Allied Barton Security Service	David Kalsner	11 South Bumby, Suite 100, Orlando, FL 32803	407-513-9961	david.kalsner@alliedbarton.com
2	Gate Safe	Jeffrey Berezo	1669 Phoenix Parkway, Ste 104, College Park, GA 30349	770-991-4538	jberezo@gatesafeinc.com
3	Global Security Associates	Lucia Oswald	825 East Gate Blvd., Suite 301	516-393-3525	loswald@globaleliteinc.com
4	Master Lightning Security Solutions	Veronica Diaz	8929 S. Sepulveda Blvd., #408, Los Angeles, CA 90045	310-419-2915	veronica.diaz@mlssc.com
5	Prospect of Orlando, Ltd.	Mike Strobel	PO Box 621293, Orlando, FL 32862	407-383-5822	mike.strobel@prospectair.com
6	SCIS Air Security Corporation	Marcus Navarro	8680 Bear Road, Orlando, FL 32827	321-354-6016	mnavarro@scisairsecurity.com
7	U.S. Security Associates	Joe Mateo	261 Old York Road Ste 810, Jenkintown, PA 19046	215-585-9400	jmatoe@ussecurityassociates.com

Skycap Services

	Company Name	Contact	Address	Telephone	E-Mail
1	Air Serv Corporation	Steve MacMillan	8855 Casa Verde Road, Orlando, Florida 32827	407-825-2983	smaacmillan@airservcorp.com
2	BAGS, Inc.	Steve Antonio	6751 Forum Drive, Orlando, FL 32821	407-849-0670	santonio@maketraveleasier.com
3	Falcon Skycap Services Corp	Uriel Herrera	Orlando, FL 32832	321-388-6277	urielherrera@yahoo.com
4	G2 Secure Staff	Amy Sebastian	464 Bremen Street, East Boston, MA 02128	872-600-7794	asebastian@G2SecureStaff.com
5	Prospect of Orlando, Ltd.	Mike Strobel	PO Box 621293, Orlando, FL 32862	407-383-5822	mike.strobel@prospectair.com

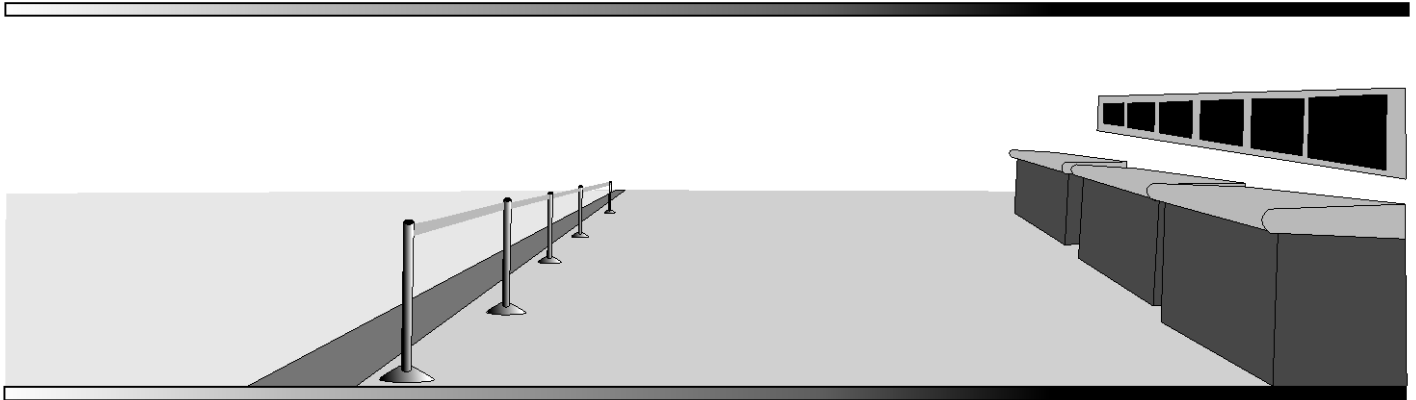
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Other Aeronautical & Non-Aeronautical Services

(including janitorial, wheelchair repair, crew transport, tech support, audit checks, drug/alcohol testing, potable water testing, hazardous material handling, airline club services, etc)

Company Name	Contact	Address	Telephone	E-Mail
1 Air Serv Corporation	Steve MacMillan	8855 Casa Verde Road, Orlando, Florida 32827	407-825-2983	smacmillan@airservcorp.com
2 Andy Frain Services	Jer Ri Panek	761 Shoreline Drive, Aurora, IL 60504	630-820-3820	jpanek@andyfrain.com
3 Aviation Mobility	Josh Moore	Suite A, 8041 Arrowridge Blvd, Charlotte, NC 28273	704-665-9711	jmoore@aviationmobility.com
4 Clean Harbors Environmental Services	Mike Kahan	170 Bartow Municipal Airport, Bartow, FL 33830	863-519-6353	kahanm@cleanharbors.com
5 Decision One Corporation	Sandra O'Connor	426 W. Lancaster Ave., Devon, PA 19333	610-296-6013	sandy.o.connor@decisionone.com
6 EMSI	Michael Pedevilla	3050 Regent Boulevard, #400, Irving, TX 75063	214-689-8046	mpedevilla@emsinet.com
7 Fleetwash	Philip DeStefano	273 Passaic Avenue, Fairfield, NJ 07004	800-847-3735	philipd@fleetwash.com
8 Genuine Parts Company	Eric Maurey	11716 N. Florida Ave. Orlando, FL 33612	813-936-7441	eric_maurey@genpt.com
9 MAI Boat Service	Dat Mai	6128 Hoffner Avenue, Orlando, FL 32822	321-377-2160	datmai59@yahoo.com
10 Premier Logistics	Bill Wheaton	9649 Tradeport Drive, Orlando, FL 32827	407-438-7887	bwheaton@premierfreight.com
11 ProgressiveHealth Aviation Services	Natalie McDurmon	150 N. Rosenberger Ave, Evansville, IN 47712	812-491-3856	nmcdurmon@prehab.com
12 Regal Office Services	Susan Shallbetter	1800 NW Madrid Way	561-362-0081	susan@regalofficeservicesinc.com
13 Rio Cleaning	Fitzgerald Rodriguez	8265 Hangar Blvd., Orlando, FL 34743	407-812-2447	riomgr@jetblue.com
14 SBM Management Services, LP	Curtis Wood	5241 Arnold Ave., McClellan, CA 95652	916-922-7600	cwood@sbmcorp.com
15 Sodexo America, LLC	Daniel Tobin	9403 Jeff Fuqua Blvd., Orlando, FL 32827	407-825-6884	daniel.tobin@sodexo.com
16 TestAmerica Laboratories	Brett Harey	6220 Hazeltine National Dr, Suite 114, Orlando, FL 32822	407-851-2560	brett.harvey@testamericainc.com
17 Truk	Gene Muhart	9429 Tradeport Drive, Orlando, FL 32827	407473-5741	gmuhart@trukllc.com
18 Tugs	Gene Muhart	6751 Forum Drive, Suite 200, Orlando, FL 32821	407-879-0670	gmuhart@maketraveleasier.com



TERMINAL OPERATIONS



AIRLINE OPERATIONS PROCEDURES

ORLANDO INTERNATIONAL AIRPORT

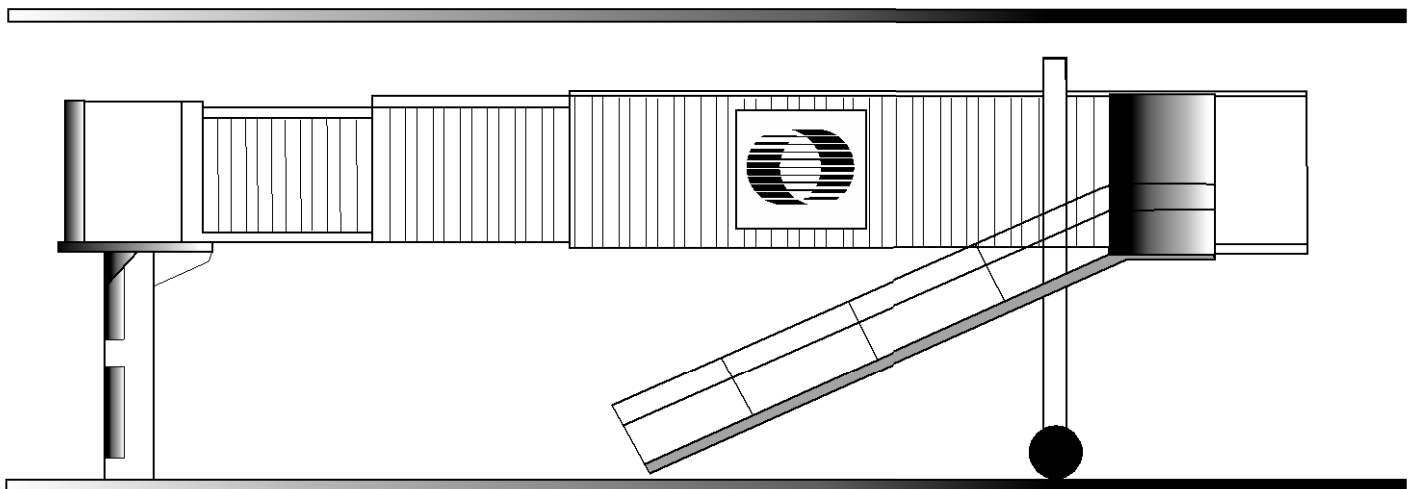


Table of Contents

SECTION 1 - DEFINITIONS	4
SECTION 2. - GENERAL.....	7
SECTION 3. - PURPOSE.....	7
SECTION 4. - RESPONSIBILITIES	8
4.1 Airport Operations.....	8
4.2 Airlines.....	8
SECTION 5. - SCHEDULING SUBMISSIONS.....	10
5.1 General.....	10
5.2 Domestic Submittals	10
5.3 International Submittals.....	10
5.4 Schedule Submission Format.....	11
5.5 Authority Response To Schedule Submittals	11
5.6 Late Schedule Submissions	11
5.7 Changed Scheduled Submissions.....	12
SECTION 6 - SCHEDULING PRIORITIES	13
6.1 Scheduling Priorities For International Gates	13
6.2 International Arrival Priority Over Departures	13
6.3 Gate Buffer Periods	13
6.4 Assignment Of Flights To Specific Gates	14
6.5 Scheduling Of RONS	14
SECTION 7. - OPERATIONAL GUIDELINES	15
7.1 Gate Occupancy Information	15
7.2 Ticket Counter Occupancy	15
7.3 Ticket Counter Queue Space	16
7.4 Baggage Claim Occupancy	16
7.5 Baggage Make-Up Occupancy.....	17
7.6 CUTE	19
7.7 Electronic Displays	19
7.8 Additional Facilities.....	19
7.9 Dispute/Issue Resolutions	20
7.10 Reports	20
SECTION 8. - IRREGULAR OPERATIONS.....	21
8.1 General.....	21
8.2 Operations At All Gates	22

8.3	Aircraft Maintenance	22
8.4	Ground Service Equipment	22
8.5	Emergency Flights	23
8.6	Engine Start	23
8.7	Flight Cancellations.....	23
8.8	Mechanical Delays.....	23
8.9	Relocation Of Aircraft.....	24
SECTION 9. - MONTHLY MEETINGS		25
9.1	Station Representation	25
9.2	International Operations & Use Of FIS.....	25
9.3	Weekly Scheduling Facility Meeting.....	25
SECTION 10. - FEES & CHARGES.....		26
10.1	Facility Fees.....	26
10.2	FIS Fees.....	26
10.3	Extended Gate Occupancy.....	26
10.4	RON	26
10.5	Equipment Training Fee.....	26
10.6	Off Schedule Fee.....	27

List of Exhibits:

Exhibit A – Airline Operations Contact Information

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

SECTION 1 - DEFINITIONS

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

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

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

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

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

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

1.6 CUPPS shall mean Common Use Passenger Processing System

1.7 CUSS shall mean Common Use Self Service System

1.8 CUTE shall mean Common Use Terminal Equipment

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

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

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

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

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

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

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

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

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

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

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

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

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

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

SECTION 2. - GENERAL

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

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

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

SECTION 3. - PURPOSE

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

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

SECTION 4. - RESPONSIBILITIES

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

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

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

4.1 Airport Operations

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

4.2 Airlines

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

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

SECTION 5. - SCHEDULING SUBMISSIONS

5.1 General

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

5.2 Domestic Submittals

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

5.3 International Submittals

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

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

5.4 Schedule Submission Format

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

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

5.5 Authority Response To Schedule Submittals

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

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

5.6 Late Schedule Submissions

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

5.7 Changed Scheduled Submissions

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

SECTION 6 - SCHEDULING PRIORITIES

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

6.1 Scheduling Priorities For International Gates

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

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

6.2 International Arrival Priority Over Departures

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

6.3 Gate Buffer Periods

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

6.4 Assignment Of Flights To Specific Gates

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

6.5 Scheduling Of RONS

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

SECTION 7. - OPERATIONAL GUIDELINES

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

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

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

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

7.1 Gate Occupancy Information

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

7.2 Ticket Counter Occupancy

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

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

7.3 Ticket Counter Queue Space

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

7.4 Baggage Claim Occupancy

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

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

7.5 Baggage Make-Up Occupancy

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

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

See Pier(s) calculation table below

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

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

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

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



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

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



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

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

v. Baggage make-up availability

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

7.6 CUTE

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

7.7 Electronic Displays

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

7.8 Additional Facilities

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

per Authority's published rates and charges.

7.9 Dispute/Issue Resolutions

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

7.10 Reports

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

SECTION 8. - IRREGULAR OPERATIONS

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

8.1 General

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

8.2 Operations At All Gates

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

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

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

8.3 Aircraft Maintenance

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

8.4 Ground Service Equipment

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

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

8.5 Emergency Flights

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

8.6 Engine Start

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

8.7 Flight Cancellations

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

8.8 Mechanical Delays

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

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

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

8.9 Relocation Of Aircraft

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

SECTION 9. - MONTHLY MEETINGS

9.1 Station Representation

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

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

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

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

9.2 International Operations & Use Of FIS

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

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

9.3 Weekly Scheduling Facility Meeting

Details currently under development

SECTION 10. - FEES & CHARGES

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

10.1 Facility Fees

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

10.2 FIS Fees

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

10.3 Extended Gate Occupancy

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

10.4 RON

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

10.5 Equipment Training Fee

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

10.6 Off Schedule Fee

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

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

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

EXHIBIT A

A.1 Airline Operations Contact Information

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

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

***The Chairperson changes every January.**

Exhibit B

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

a) **Landside Terminal Building Area**

b) **Airside Terminal Building Area**

c) **Footnotes.**

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

B.3 Example of Work Orders and Space Identification

B.4 Maintenance Contact Information

B.1a) Landside Terminal Building Area

G = GOAA Responsibility A = Airline Responsibility N/A = Not Applicable		Ticket Counter	Bag Claim	Queue Space	Airline Ticket Office (ATO) includes exclusive use restrooms	Bag Service Office	Bag Drop	Bag make-up & in-Line Bag Screening	Other Office Space	Tug Drive	Joint Use Corridors and restrooms
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) (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.1c) Footnotes.

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

B.2 Point of Contact Form

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

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

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

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

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

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.

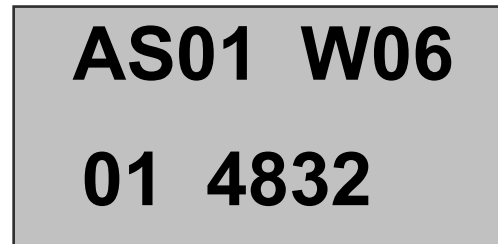
B.3 Example of Work Orders and Space Identification

GOAA Work Orders and Space ID

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

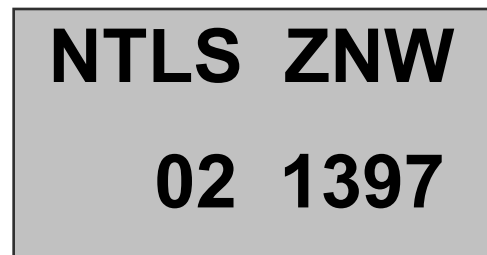
Example 1:

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



Example 2:

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



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

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

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

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

B.4 Maintenance Contact Information

Central Plant Dispatch

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

UPDATES AND REVISIONS