



**PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT**

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City of Phoenix Aviation Department Rules & Regulations

Number: R&R 10-01

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Rule and Regulation: Gate Utilization and Shared Terminal Equipment Policy

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1. Applicability

The City of Phoenix Aviation Department (hereinafter Department) provides common passenger processing infrastructure and services, in all Terminals, for both domestic and international flights. The purpose of this Rule and Regulation is to promote and facilitate the efficient use of Sky Harbor International Airport's (hereinafter Airport) facilities while ensuring equitable treatment of all Airlines. This Rule and Regulation establishes gate utilization and shared terminal equipment protocols for the common use and Preferential Use of these facilities, and complements but does not supersede the Airline Letters of Authorization. The Department reserves the right to modify, revise, or adjust this Rule and Regulation periodically in order to meet business objectives and to achieve efficient use of the Airport's facilities operated by Airlines.

2. Definitions

The following definition applies solely for the purposes of this Rule and Regulation, unless the context otherwise requires.

Affiliate shall mean (a) any Air Carrier flying in or out of the Airport solely for the benefit of another Air Carrier(s), under the livery of that Air Carrier, and under contract to that Air Carrier(s), or if flying under its own livery, is not selling any seats in its own name and all seats are being sold in the name of the Air Carrier that Affiliate is under contract to, or (b) a wholly owned subsidiary of Air Carrier or a subsidiary of the same corporate parent of the Air Carrier. For the purposes of this Agreement, the Air Carrier that contracts with the Affiliate is referred to as the "Contracting Carrier". An Affiliate shall be considered an agent of the Contracting Carrier for which it flies. Any Air Carrier(s) that flies under its own livery and sells seats in its own name shall not be classified as an Affiliate.

Accommodating Airline means a Preferential Use Airline which the Department may in consultation with such Airline assign its Preferential Use Premises to a Requesting Airline.

Airline means a scheduled air carrier certificated by the Secretary of Transportation under 49 U.S.C. § 41102.

Common Use Airline means an Airline that has entered a Letter of Authorization that grants such Airline the right to use Common Use Premises.



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Common Use Coordinator means an Aviation Department employee responsible for the scheduling, coordination, and reporting functions of the Airport's Common Use Premises and Preferential Use Premises. As Airport operations vary, the coordination responsibilities of the position may be conducted by the Coordinator, a Supervisor, an Airport Duty Manager, or another employee designated by the Aviation Director.

Common Use Gate means the space in the Terminal designated by the Aviation Director to be used in common by multiple Airlines, as assigned by the Department on a per turn or per operation basis, for passenger hold room and passenger boarding bridge.

Common Use Premises means those areas within the Terminal including Common Use Gates, Common Use Ticket Counters, or baggage belts that are made available by the Department to an Airline, typically on a per turn or per activity basis.

Common Use Ticket Counters means the space in the Terminal designated by the Aviation Director to be used in common by multiple Airlines, as assigned by the Department, for the ticketing of passengers, including without limitations the space used for ticket counters and associated queuing space.

Exclusive Use Premises means any office space, storage area, VIP Lounge, employee break room, baggage service office, or other area of the Terminal designated for the exclusive use of a single Airline in such Airline's Letter of Authorization.

International Arrival means a flight where the departure takes place outside of U.S. territory and arrives within U.S. territory and requires processing from Customs and Border Protection through its Federal Inspection Station (FIS).

International Gate means the space in the Terminal designated by the Aviation Director to be used for passenger hold room and passenger boarding bridge that provides direct access to the Federal Inspection Services facility.

Letter of Authorization or *LOA* means the agreement from the Department granting certain use of facilities to an Airline.

Preferential Use means use of Preferential Use Premises by an Airline that has scheduling priority of such space over other Airlines pursuant to such Airline's Letter of Authorization.



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Preferential Use Airline means an Airline that has entered a Letter of Authorization that grants such Airline the right to use Preferential Use Premises.

Preferential Use Gate means the space in the Terminal designated by the Aviation Director to be used for passenger hold room and passenger boarding bridge that an Airline has Preferential Use of pursuant to such Airline's Letter of Authorization.

Preferential Use Premises means those areas in the Terminal designated by the Aviation Director, including Preferential Use Gates and Preferential Use Ticket Counters, to which an Airline has Preferential Use of pursuant to such Airline's Letter of Authorization.

Preferential Use Ticket Counter means the space in the Terminal designated by the Aviation Director to be used for ticket counters and associated queuing space that an Airline has Preferential Use of pursuant to such Airline's Letter of Authorization.

Published Schedule means a schedule published in the Official Airline Guide (OAG) or any successor publication that reflects accurate flight schedules for the submission period.

Requesting Airline means an Airline which seeks gate or other accommodations at the Airport.

RON means a fixed wing aircraft remaining overnight or scheduled to remain at the Airport after the end of its service day, typically occurring between the hours of 10:00 p.m. of one day and 6:00 a.m. of the next day.

Shared Use Premises means Common Use Premises and Preferential Use Premises.

Terminal means the passenger Terminal buildings at the Airport.

3. Shared Systems and Service Infrastructure

The Department owns, maintains, and will provide the following systems, service infrastructure, and equipment at areas in the Airport designated as Shared Use Premises. Facility Maintenance Responsibilities are illustrated in Section 10.4, Exhibit D. The Department provides the following systems, infrastructure, and equipment for use by the Airlines in an "as is" condition and is not liable for any damages, including any incidental or consequential damages. Airlines are liable and financially responsible for any damage caused by their employees, contractors,



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vendors, agents and other service providers performing on behalf of Airlines to any of the following systems or services. Airline ("Indemnitor") agrees to indemnify, defend, save and hold harmless the City of Phoenix and its officers, officials, agents, and employees ("Indemnitee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) ("Claims") caused, or alleged to be caused, in whole or in part, by the wrongful, negligent or willful acts, or errors or omissions of Licensee or any of its owners, officers, directors, agents, employees or contractors arising out of or related to Licensee's occupancy and use of the facilities or the Airport. This indemnity includes any Claims arising out of or recovered under the Workers' Compensation Law or arising out of the failure of Airline to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. Airline must indemnify Indemnitee from and against any and all Claims, except those arising solely from Indemnitee's own negligent or willful acts or omissions. Airline will be responsible for primary loss investigation, defense and judgment costs where this indemnification applies. In consideration for the use of the facilities, Airline waives all rights of subrogation against Indemnitee for losses arising from the use, occupancy, or condition of the facilities or the Airport. It is the specific intention of the parties that the City shall, in all instances, be indemnified by Airline from and against any and all claims pertaining to acts of terrorism or war.

Ticketing and gate infrastructure that are deemed Shared Use Premises locations are illustrated in Section 10.6, Exhibit F.

3.1. Telephones and Communications

The Department provides telephones at the Airport, including ticket counter agent positions, departure area check-in counters, and other shared use areas. The telephones provide on-airport and local calls, and may access the long-distance service chosen by the Airline. Long distance calls will be billed directly to the Airline by its long-distance provider.

3.2. Public Address System

The Department provides a public address (PA) system throughout the Airport Terminal buildings and concourses. The Department provides PA service in all public areas, including passenger hold room areas. Local pages, such as boarding announcements in the departure areas, shall be made by Airline personnel. The PA system in the Federal Inspection Station (FIS) area is on a separate zone and controlled from within the International Concourse.



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3.3. Common Use Passenger Processing Systems (CUPPS)

The Department provides a standard set of all computer equipment, including workstations, laser scanners, boarding gate readers, boarding pass printers, bag tag printers, ticket counter printers, paper and bag tag stock, kiosks, touchscreen and/or standard monitors, mice and magstripe reading keyboards at ticket counter positions, curb side check-in areas, departure area check-in counters, baggage recheck counters and other infrastructure that may be required for a CUPPS platform. This also includes any special devices required for Airline operations including radio frequency identification (RFID) bag tag printers.

The Department also provides the network connection needed for CUPPS from Department owned equipment to the equipment room. Airline shall provide needed network connections and equipment from the Airline Intermediate Distribution Frame (IDF) equipment room to its proprietary systems, including long distance telephone service. No proprietary equipment connections will be permitted to any Common Use Premises or Preferential Use Premises. Airlines shall be responsible for certifying its common use application(s) with the Department's CUPPS platform provider prior to provisioning of its application on the CUPPS production system. CUPPS workstations shall display the Department's template with Airline approved logos. Any change to Airline logos must be coordinated with the Department prior to its use on CUPPS workstations.

3.4. Common Use Self Service (CUSS) Kiosks

The Department provides common use self-service kiosks and associated infrastructure which allow passengers to check-in using the Airline's CUSS applications on the Department's CUSS kiosks. The Department also provides network connectivity needed for CUSS kiosks from the kiosk location to a Department owned equipment room. Airlines shall provide needed network connectivity from the Airline gateway to its backend departure control system (DCS) or host system. Airlines shall be responsible for certifying its CUSS application(s) with the Department's CUSS platform provider prior to provisioning of its application on Department's CUSS production kiosks. No proprietary equipment will be allowed as part of the CUSS system.

CUSS kiosks will display the Department's template with Airline approved logos. Any change to Airline logos must be coordinated with the Department prior to its use on CUSS kiosks.



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As the Department upgrades its CUSS platform from IATA CUSS 1.3 to 1.4 version, Airlines shall be responsible for providing a CUSS 1.4 compliant application. Also, any future addition, relocation or other substantive changes to Department's CUSS infrastructure might require compliance with US Department of Transportation (DOT) final ruling 14 CFR Parts 382 and 399 and 49 CFR Part 27. In such case, the Airlines shall provide a CUSS application that is both IATA CUSS 1.4 and ADA compliant.

3.5. Flight Information Display System

The Flight Information Display System (FIDS) provides Airline flight information that includes the Airline's name, flight number, gate, time of arrival and departure, and city of origin and destination. FIDS monitors are placed at various locations in each Terminal building and within the public areas of the Terminals.

The Department reserves the right to modify the templates and layout pertaining to the flight information displayed on the FIDS monitors. Airlines shall be responsible for providing its approved logo to be used by the Department for displaying its flight information on FIDS monitors. Airlines must coordinate any modification to its approved logo with the Department before such change can be displayed on FIDS monitors.

3.6. Electronic Signs

The Department owns and maintains dynamic backwall signage. Electronic display signs are located over each ticket counter agent position and at each check-in position in the departure area. Electronic signs are also located in the baggage claim area. Other signs will be located where the Department determines that information displays are necessary to support the CUPPS platform or provide public facing information.

The Department manages the database of information displayed on the signs. Airlines are permitted to submit templates for approval to the Department for the purpose of displaying standard information at ticket counters and gate hold areas. In addition, Airlines shall submit critical information such as any timeline requirements, duration of any templates if applicable, and relevant technical contact information. The Department will ensure best efforts to approve and incorporate into the Common Use



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system electronic signs in a timely manner. If any technical issues arise while displaying Airline templates, the electronic sign shall default to Department approved content.

Use of electronic signage is strictly limited to Airline flight information. Use of electronic signs for any other purpose by the Airline including advertisement or its affiliate's products and services is not permitted.

3.7. Custodial Service

The Department provides custodial services for both Common Use Premises and Preferential Use Premises per Section 10.4, Exhibit D, and provides trash receptacles at ticket counters, in hold rooms, and within the gate podiums. Airlines shall properly dispose of trash removed from its aircraft in a manner acceptable to the Department and, for international operations, U.S. Customs and Border Protection.

Airlines are required to participate in the Department recycling program. The Department provides the approved recycling bins.

3.8. Pest Control

The Department provides an Integrated Pest Management (IPM) program in public Terminal areas and throughout both Common Use Premises and Preferential Use Premises. Airlines/Tenants shall provide an IPM program and maintain facility hygiene throughout its Exclusive Use Premises. An effective IPM program along with facility hygiene will discourage the development of pest populations. Airlines shall be responsible for its Exclusive Use Premises and will be responsible for any associated costs for not maintaining an IPM within its Exclusive Use Premises.

3.9. Passenger Boarding Bridges

The Department provides and maintains passenger boarding bridges at Shared Use Gates. While the passenger boarding bridges are designed to accommodate most aircraft models, they may not be compatible with all aircraft due to door sill heights and Americans with Disabilities Act accessibility standards. In accordance with 49 C.F.R.27.72, the Department and Airlines cooperate to provide boarding and deplaning assistance devices where level entry loading bridges are not available. In circumstances where passenger boarding bridges or



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associated equipment are not compatible with an aircraft or are inoperable, Airlines shall contact the Department to coordinate the use of acceptable alternate equipment or lift provided by the Department. Airlines shall operate the passenger boarding bridges and return them to the stowed position after each use. Airlines, their contractors, agents and vendors are required to switch the power off when not in use, and shall care for the passenger boarding bridges and equipment in order to prevent its misuse or abuse. Airlines shall notify the Common Use Coordinator of any issues with the passenger boarding bridge and associated equipment.

The Department will provide additional train-the-trainer style training for passenger boarding bridges on an as needed basis, as requested by an Airline, based on gate schedule and instructor availability.

Card or key access is required to operate the passenger boarding bridges and Airlines shall designate qualified persons to operate these bridges.

The Department performs nightly custodial cleaning of public areas and City-owned passenger boarding bridges. Airlines shall immediately place a work order request for any spills or other incidents that require additional custodial cleanup. See Exhibit A, Shared Use Facilities Contact Information.

3.9.1. Aircraft Ground Power Equipment

City-owned passenger boarding bridges are equipped with ground power units. Although the Department maintains and regularly inspects these facilities, Airlines, their contractors, agents, and vendors, shall connect and disconnect power cables and switch the power on and off. Airlines, their contractors, agents and vendors are required to switch the power off when not in use, and shall care for the ground power equipment in order to prevent its misuse or abuse.

3.9.2. Pre-Conditioned Air

City-owned Passenger Boarding Bridges are equipped with pre-conditioned air. Airlines, their contractors, agents and vendors shall connect and disconnect air ducts and switch the air on and off. Airlines, their contractors, agents and vendors are required to switch the power off when not in use, and shall care for the pre-conditioned air equipment in order to prevent its misuse or abuse.



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3.9.3. Fire Extinguishers at Passenger Boarding Bridges

The Department provides, maintains, and regularly inspects fire extinguishers at each Common Use Gate and Preferential Use Gate in conjunction with National Fire Protection Association standards. In general, the extinguishers are available at the gate or an adjacent gate for use in the event of an aircraft or airside emergency requiring the unit. After usage of the unit, an Airport Operations Supervisor should be contacted at the number provide in Section 10.1 – Exhibit A.

3.10. Potable Water

The Department provides potable water cabinets with hose bibs at Common Use Premises and Preferential Use Premises. The Department repairs and maintains the potable water system at all gates. No chilling capability will be furnished. Airlines shall keep the connections in a clean and sanitary condition.

3.11. Baggage Make-Up Area

The Department operates, repairs, and maintains the Shared Use Premises in-line baggage screening system.

The Department equips each Shared Use Premises ticket counter agent position with a baggage scale and display. A shared baggage conveyor shall be used to transport checked baggage through the required screening process to an assigned re-circulating carousel in the baggage make-up area. Airlines shall ensure that their employees, agents, and contracted representatives comply with the bag hygiene practices set forth in Chapter 4 of this Rule and Regulation.

Airlines are responsible for removing their passengers' baggage from the carousel in a timely manner. Airlines shall inspect baggage makeup devices and all default belts to ensure baggage has not been left behind.

3.12. Gate Hold Rooms in Departure Areas

The Department assigns departure area gate hold rooms in tandem with gate assignments. The Department provides furnishings in the departure areas and a check-in counter with electronic signage to display the Airline's name and flight information. Airlines shall not display any information on the signage without the prior written permission of the Department. The Department provides all signage



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required by law that is common to all carriers, noting that international and domestic flights have different requirements. Regulatory signage approved by the appropriate government agencies will be the default signage provided at Common Use Gates and Preferential Use Gates. Airlines shall not display any regulatory signage customized to their operation, additional signage in, around, or on the gate podium counters, walls or in queue lines. All signage, branded equipment, and materials shall be removed following a flight departure unless the same Airline is scheduled for the next operation at the same gate or the aircraft is scheduled to RON and depart from that gate. Other arrangements may be approved by the Common Use Coordinator to accommodate day-to-day operational anomalies. While actively working a flight, Airlines may display branding information/logos in departure areas in conjunction with signage requirements outlined in Section 3.6 of this Rule and Regulation.

The Department provides each check-in counter with shared workstations, which includes a computer, mouse, monitor, ticket and boarding pass printers, and boarding pass readers. Doors to the ramp and passenger boarding bridge shall be controlled by card access, issued by the Public Safety and Security Division's Security Section.

3.13. Hydrant Fueling

A bulk fuel storage facility and underground distribution and hydrant fueling system serves the Airport. The fuel consortium (an organization comprised of Airline representatives), through its operating agent, shall operate and maintain the hydrant fueling system, including removing oil and cleaning the fuel pit drain interceptor pits. The operating agent shall dispense fuel from the ground and pump it into the aircraft.

3.14. Ground Service Equipment (GSE) Parking for Designated Airline Vehicles

Parking or storage of aircraft GSE at a gate position, baggage make-up and drop-off locations, or at an aircraft apron location that in any way interferes with Airport operations, including the movement of passengers, baggage, cargo or other aircraft, is prohibited at all times. Equipment may be staged at a Common Use or Preferential Use Gate no earlier than 30 minutes prior to flight arrival. The Airline must remove all equipment immediately following an aircraft departure, unless another flight operation for that same Airline is scheduled by the Common Use Coordinator at the same gate or as directed by the Common Use Coordinator. At all other times, equipment must be staged at Community



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GSE zones that have been identified in close proximity of Common Use Gates and Preferential Use Gates (Sections 10.2 and 10.3, Exhibits B & C). In a joint effort, the Common Use Coordinator or Airside Operations will coordinate with Airlines and GSE providers on acceptable staging to keep gates clear when operations warrant alternate scheduled use of the gate.

Unattended equipment staged in violation of this Section, or not removed at the request of the Coordinator, may be removed and impounded at the owner's expense. In addition, failure to comply with the provisions of this Section may result in a fee surcharge in accordance with Section 9.2 of this Rule and Regulation.

3.15. Locks and Key Cores

Approval to issue keys for all ticket counters and gate podiums is handled through the Department's Business and Properties Division. The locking mechanisms at the passenger boarding bridges for card or key access must be approved through the Department Public Safety & Security Division's, Security Section.

3.16. Automated Access to Telephones and CUPPS Workstations

In the future, the Department will utilize its common use resource management system to automatically manage Airline's access to telephones and CUPPS workstations at ticket counters, gates and other locations. In such scenario, the Department's resource management system will validate the use of CUPPS workstation and associated telephones against Airline's scheduled time prior to allowing the use of those resources. Airline users will be given access to the telephone and CUPPS workstations automatically upon login to the CUPPS workstation if the Airline is scheduled to operate at that location at that time. Airline users will be denied access to those resources if the Airline is not scheduled to operate at that location when the user tries to log in. For irregular operations and other scenarios that require moving Airlines to a new ticket counter or gate, or scheduling the Airline to a different location, the Department will make those changes within the resource management system so the telephone and CUPPS workstation access requests by the approved Airline can be granted automatically upon login.



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4. General Airline Operating Principles

4.1. Gate Apron Condition

Airlines, including their vendors, agents and contractors shall ensure that the gate apron is left in the same condition as it was prior to flight operations. Airlines are responsible to contain and clean up any fluid spills or the release of pollutants in accordance with federal, state, and local laws; including Storm Water requirements outlined in Phoenix City Code, Chapter 32C.

Airline tenants must immediately report all unsafe apron conditions or malfunctioning equipment to the Department through the Airport's Communication Center at 602-273-3311 and in accordance with Rule and Regulation 01-01, Fuel Release and Releases of Other Regulated Substances. Failure to notify the Airport's Communication Center shall result in the issuance of a Notice of Violation and be subject to enforcement and penalties established in Rule and Regulation 01-02, Storm Water Enforcement.

Airlines are liable and financially responsible for any damage the Airline, their partners, vendors, agents, and contractors cause to apron property. Once a determination is confirmed that a tenant has caused damage to the apron or any Department owned equipment and apron property, the Department will issue a billable work order to the appropriate authority.

4.1.1. Gate Apron Markings

Gate apron markings and stop bars are provided at all Common Use and Preferential Use Gate apron areas that comply with FAA and ICAO standards. The Department provides stop bars for all aircraft anticipated at Shared Use Gates based on schedules submitted. In the event a new stop bar is required at a Common Use or Preferential Use Gate for an aircraft reflected on an upcoming schedule, the Department will coordinate a marking solution with that Airline.

4.2. Aircraft Maintenance

Airlines may conduct pre-departure or post-arrival aircraft maintenance incidental to the immediate operation of the aircraft at a Common Use and Preferential Use Gate. Other maintenance performed on the aircraft during a turn operation or RON operation at a Shared Use Gate is acceptable so long as



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the aircraft does not exceed the gate dwell times approved for that operation and; which does not disrupt the Airport's ability to efficiently assign gating resources or its surrounding areas.

Extended maintenance of an aircraft that is expected to exceed established dwell times will be assigned to a remote parking area away from a Common Use or Preferential Use Gate. In such cases, Airlines shall coordinate a remote location with the Common Use Coordinator and Airside Operations. Airlines performing non-routine, post arrival and pre-departure aircraft maintenance that exceeds established dwell times may be assessed a fee surcharge per Section 9.2 of this Rule and Regulation.

4.3. Equipment Damage and Repair

Airlines, including their contractors, agents, and vendors shall ensure any Airport owned equipment that is utilized by the Airline is left in the same condition as it was prior to their use. Airlines are liable and financially responsible for any damage they, their partners, vendors or contractors cause to Common Use Premises or Preferential Use Premises.

4.4. Bag Hygiene Practices

The Airport baggage handling systems (BHS) transport passenger bags through security screening equipment that requires bags be tracked throughout their journey from the checked baggage input conveyors, inline explosive detection system and out to the baggage make-up carousels. The systems have limitations and are susceptible to degraded performance if certain basic baggage hygiene practices are not followed. Poor bag hygiene results in bag jams, degraded system performance, system malfunctions, and even full system outages. Baggage hygiene procedures must be adhered to by all persons utilizing these systems.



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4.4.1. Protocol to Clear Bag Jams

The protocol varies by each Terminal and system and are identified as follows:

4.4.1.1. Inbound Baggage Belts

Terminals 2 & 3

- If a jam occurs at the load belt, visible to the Airline employee or their agent, the Airline can clear it.

If a jam occurs elsewhere in the system:

- Call the Airport's Command Center at 602-273-3302
- Provide the location of the fault. (Example T3 IB4A)
- Stand by until Aviation staff arrives.
- Follow instructions of Aviation staff as needed.

Terminal 4

- Airline employees or their agents clear bag jams.

4.4.1.2. Outbound Baggage Belts

Terminals 2 & 3, Terminal 4 International and Recheck

- Aviation's contracted maintenance provider monitors the system and dispatch someone to clear the jam.
-
- Airlines should call the Airport Command Center at 602-273-3302
- Provide the location of the fault. (Example T3 IB4A)

Outbound – American Airlines & Southwest Airlines or their approved agents are responsible clear jams in their respective systems.



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The most common causes of bag jams inside an inline explosive detection system are:

- Loose bag straps
- Duffle bags and garment bags not in tubs
- Overstuffed bags not in tubs (items unstable on the conveyor belt will roll on inclines and declines)
- Wheels down on the conveyor belt
- Orientation of bags on the conveyor belt
- Oversized and odd sized baggage

4.4.2. Elements of Good Baggage Hygiene

4.4.2.1. Baggage Orientation. All bags, whether in a tub or not, should be oriented lengthwise and centered on the belt. If bags are not in a tub, they should be placed with the largest surface area possible down on the conveyor belt.

4.4.2.2. Baggage Separation. A minimum 36" gap is required between any two pieces of baggage being placed on a conveyor belt at induction to ensure the system can properly track and distribute the baggage.

4.4.2.3. Baggage with wheels. Bags with wheels should be placed on the conveyor belt with the wheels up and facing the direction of belt travel, with the bag tag affixed to the trailing handle. If this position makes the bag unsteady, place the bag in a tub with the wheels down.

4.4.2.4. Hooks and Straps. Remove all hooks and straps from the bag. If not possible, place the bag in a tub, including duffel bags with wheels. Passengers tend to load their bags wheels up, but these bags often have non-removable straps on the opposite side that get tangled in the conveyor belt.

4.4.2.5. Pockets and Zippers. All pockets and zippers shall be closed and ensure there are no long, hanging pull straps or chords attached. Otherwise, place the bag in a tub.



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- 4.4.2.6. Car Seats.** Place car seats into a tub. When placing a car seat in a tub, it should first be wrapped or placed in a plastic bag to ensure straps and other parts remain in a fixed position. If the car seat does not fit, then place the car seat on an oversized conveyor belt.
- 4.4.2.7. Large Items.** Large items should be placed on the oversized conveyor belt. Large is considered more than 21.5 inches high and more than 54 inches long.
- 4.4.2.8. Odd Shaped Items.** Items such as hockey sticks, poster tubes, strollers, walkers and similar items must be placed in a tub if possible. The item shall be placed on the oversized conveyor belt.
- 4.4.2.9. Soft-sided Baggage.** Soft bags shall be placed in a tub to ensure the lowest profile possible.
- 4.4.2.10. Over-Packed Baggage.** Over-packed bags are often unstable when placed on the conveyor belt and must be placed in a tub.
- 4.4.2.11. Golf Bags.** Golf Bags may be placed on the conveyor belt, provided proper bag orientation is achieved. Wheels must be up and facing the direction of travel.

4.4.3. Baggage Tags

Proper placement of bag tags cannot be overstated. Bag tag data is used for tracking bags through security protocols, generating vital system performance reports, and time-stamping bags into and out of TSA screening zones. Bag tags must be placed on the bag in a manner that affords the highest probability of a successful read. Airline representatives are also responsible to ensure that all previous flight tags are removed.

4.4.4. Baggage Tubs

The Airport purchases and maintains baggage tubs for Common Use Airlines in all Terminals for shared baggage systems. Airlines shall properly care for and utilize the baggage tubs to minimize bag jams and to facilitate the proper flow and orientation of baggage through the baggage system. Airlines shall accumulate tubs at appropriate locations and return tubs to ensure their availability for other users. Broken or unusable tubs



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should be stored at an appropriate location and periodically reported for replacement by submitting a work order request using the contact information provided in Section 10.1 – Exhibit A.

4.5. Scheduling Submissions and Gate Administration

The administration of Common Use Premises and Preferential Use Premises will be conducted by the Department. Domestic Airline schedule submissions shall be submitted to the Department **no later than 2 months** before the first day of the month during which the requested schedule is to become effective. For example, schedules commencing for the month of November (beginning November 1st) are due no later than 23:59 hours on September 1st, and schedules commencing for the month of December (beginning December 1st) are due no later than 23:59 hours on October 1st.

A schedule submission by an Airline shall be accurate, contain all required information of this section, and deemed effective for the period submitted or until it is superseded by another schedule submission.

4.5.1. Schedule Format

All schedules shall be submitted by e-mail to gate.requests@phoenix.gov in the Department's accepted electronic format, Standard Schedules Information Manual (.SSIM file), to allow the information to be processed by the Department's gate management software. All submissions must include:

- 1) Flight number
- 2) IATA 2-letter Airline identifier (International Air Transport Association)
- 3) Type of aircraft including model and series
- 4) Department pairs – origin/destination airport
- 5) Show all linked flights
- 6) FIS status (Pre or Post Cleared)
- 7) Arrival and departure times (Local Phoenix Time)
- 8) Schedule beginning and end dates
- 9) Day(s) of operation



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In addition to the information contained in the .SSIM file, Airlines should provide a text note summarizing the following:

- Flights requesting a Common Use Gate or flights by a Preferential Use Airline that cannot be accommodated at their Preferential Use Gate that would need accommodation.
- Number of RON aircraft spots above what can be accommodated at a Preferential Use Gate.

4.5.2. Late Schedule Submissions

Flight schedule submittals requesting a Common Use or Preferential Use Gate with less than the required advance notice will be assigned to gates only after all other requests have been accommodated.

4.5.3. Gate Planning and Review

The Department will respond via email to all schedule requests within a maximum of 10 calendar days after the submission deadline date.

To monitor scheduling progress, the Department encourages the Airline's use of the gate management software's web portal for gating status, updates and assignment information. The Common Use Coordinator should be contacted for access.

4.5.4. Gate Assignment Priority

It is the Departments intent to offer Airlines, including new entrants desiring to serve the Airport, access to the Airport and to provide adequate gate positions and space in its facilities. Therefore, the Common Use Coordinator will make every effort to first accommodate flights on Common Use Premises. If the Department determines in its reasonable judgement that a flight cannot be accommodated at Common Use Premises, the Common Use Coordinator will seek to assign a Preferential Use Gate during periods that a Preferential Use Airline is not scheduled to operate at such gate.

The Department will apply the following priorities to flights needing gate assignments at Common Use Gates and, in the event of an accommodation, at a Preferential Use Gate during non-scheduled periods.



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While in most cases aircraft can be accommodated, the following priorities will be used to resolve any conflict between flights needing the same gate at the same time:

| <i>International Priorities</i> | |
|--|--|
| Priority 1 | International Wide Body - Existing yearly service |
| Priority 2 | International Narrow Body - Existing yearly service |
| Priority 3 | International Regional Jet - Existing yearly service |
| Priority 4 | International Wide Body - New or seasonal service |
| Priority 5 | International Narrow Body - New or seasonal service |
| Priority 6 | International Regional Jet - New or seasonal service |
| Priority 7 | International Wide Body - Adhoc or scheduled charter service |
| Priority 8 | International Narrow Body - Adhoc or scheduled charter service |
| Priority 9 | International Regional Jet - Adhoc or scheduled charter service |
| Priority 10 | All other flights of any aircraft size not falling into the above priorities |
| <i>Domestic Priorities</i> | |
| Priority 1 | Domestic Wide Body - Existing yearly service |
| Priority 2 | Domestic Narrow Body - Existing yearly service |
| Priority 3 | Domestic Regional Jet - Existing yearly service |
| Priority 4 | Domestic Wide Body - New or seasonal service |
| Priority 5 | Domestic Narrow Body - New or seasonal service |
| Priority 6 | Domestic Regional Jet - New or seasonal service |
| Priority 7 | Domestic Wide Body - Adhoc or scheduled charter service |
| Priority 8 | Domestic Narrow Body - Adhoc or scheduled charter service |
| Priority 9 | Domestic Regional Jet - Adhoc or scheduled charter service |
| Priority 10 | All other flights of any aircraft size not falling into the above priorities |

Notes:

- International arrivals exclude Pre-cleared flights not utilizing FIS services.
- For the purposes of this Rule and Regulation:
 1. *Seasonal* refers to flight operations by an Airline covering a period of less than six months.
 2. *Regional Jet* is considered a short or medium haul aircraft operation having less than 100 passenger seats.



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The Department will utilize the following separation times between flights when scheduling and assigning its gate resources at Shared Use Premises:

30 Minutes – schedule separation between flights conducted by different Airlines at the same gate.

20 Minutes – schedule separation between flights conducted by the same Airline at the same gate.

In the event the same priority level is awarded to competing flight operations between different Airlines, the Common Use Coordinator will use the following factors to break the priority tie:

- Aircraft size
- Seat count
- Other competitive factors and benefits as determined by the Department

4.5.5. Gate Swaps/Trading Between Airlines

Trading gates between Airlines is prohibited. Airlines are required to work with the Airport's Common Use Coordinator for gating changes to the approved gating schedule. Unauthorized gate use without prior communication with the Common Use Coordinator may incur a fee surcharge in accordance with Chapter 9 of this Rule and Regulation.

4.5.6. Daily Gate Management Protocols

Airlines are expected to maintain continuous communication with the Common Use Coordinator on changes to their baseline gate assignments driven by day-to-day operational anomalies. Airlines must communicate daily line-ups, updated ETA/ETDs, tail swaps, and/or any impending delays to the Common Use Coordinator for overall planning and coordination purposes. Flights assigned to gates through the gate planning review and assignment process will be honored in day-to-day assignments except when:

- 1) Flight is off schedule. A flight is considered off schedule when arrival or departure times deviate +/- 15 minutes from scheduled operations.

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- 2) Airline implements a flight swap that exceeds the original ground time scheduled at the gate under the baseline gate schedule.

In conjunction with Airport's Common Use Coordinator, early arrivals of flights may opt to either wait for the assigned gate to be vacated, be accommodated at an alternate available gate or elect a hardstand operation. The Common Use Coordinator will determine if the flight can be accommodated at a Common Use Gate or Preferential Use Gate without impacting another baseline gate scheduled flight, provided the action does not create additional delays at the alternate gate.

During daily operations, in all cases, flights communicated by the FAA control tower deemed an "emergency" that require a gate, will take precedence over all gating priorities.

4.5.7. Excess Gate Times

The following table depicts gate occupancy times consistent with industry practice. An Airline may be required to remove an aircraft from a Shared Use Gate at the discretion of the Common Use Coordinator. Failure to remove an aircraft from the gate may incur a penalty surcharge per Chapter 9 of this Rule and Regulation. Maximum gate dwell periods are outlined as follows:

| Maximum Gate Dwelling Periods | | | |
|---|-------------------------------|-----------------------------|---------------------------|
| | Regional Jet /Commuter | Narrow Body Aircraft | Wide Body Aircraft |
| Arriving Domestic Flight* | 45 Minutes | 60 Minutes | 75 Minutes |
| Terminating Domestic or Pre-Cleared Flight* | 45 Minutes | 60 Minutes | 75 Minutes |
| Domestic Turn or Pre-Cleared Flight | 60 Minutes | 90 Minutes | 120 Minutes |
| International Arrival* | 45 Minutes | 75 Minutes | 90 Minutes |
| International Arrival / Domestic Departure Flight + | 60 Minutes | 90 Minutes | 120 Minutes |
| International Turn Flight | 90 Minutes | 90 Minutes | 180 Minutes |

*Aircraft must be removed from the gate following the operation as requested.

+ For an International arrival the Airline must accommodate the Department's request to conduct the domestic departure portion of the turn from a non-International gate.



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4.6. Signage

Airlines shall utilize the electronic signage provided by the Department on the back wall behind the ticket counter for displaying the Airline's logo during its use of the ticket counter. The Department also provides all signage required by law that is common to all carriers at Common Use Premises and Preferential Use Premises areas, noting that International and Domestic flights have different requirements. Airlines shall provide the Department with new and/or updated regulatory compliance language for signage revisions. Airlines shall not display any additional signage at ticket counters, back wall, or in the queue lines without the prior written permission of the Department. Any such signage including bag sizers and Airline specific messaging must be removed and relocated immediately after use of the ticket counter to the Airline ticket office (ATO), baggage service office (BSO), or storage area arranged for by the Department consistent with display restrictions of this Rule and Regulation.

Airlines are required to remove their information from the electronic signage when they are finished using the agent position(s) at the ticket counter. In most cases this will be accomplished automatically when ticket agents sign out of the CUPPS system. If the Airline information does not revert to the Department's default messaging, Airlines should contact the Airport's Common Use Coordinator for action from the technology help desk.

4.7. Shared Ticketing Counters and Baggage System

The Department to the extent possible and consistent with efficient use of resources and the requirements set forth in this Rule and Regulation, assigns shared ticket counters.

The Common Use Coordinator assigns and schedules the use of the positions following schedule submissions, for ticket counters and baggage make-up units taking into account counter space availability, the Airline's number of scheduled flights, and the aircraft size of such flights. A schedule of assignments shall be issued by the Department when the Common Use Coordinator replies to such scheduling submissions. Ticket counter positions at the ticket counters may be used for three hours before until 15 minutes after the scheduled departure of a flight. Airlines shall the Common Use Coordinator with scheduling questions.



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Additional ticket counter usage policies:

- All shared equipment at each ticket counter shall remain in a configuration that will allow an Airline to perform its required check-in processes at the ticket counter. Airlines shall log off the equipment when the Airline's schedule assignment is finished.
- Paper or baggage tag stock unique to an Airline may not be left in printers without prior written permission of the Department.
- Airlines shall leave the ticket counters in a neat and orderly condition and remove all proprietary items from the area at the end of each schedule assignment period.
- Airlines shall inspect its assigned ticket counters for proper functionality at the beginning and end of each scheduled use. Airlines shall immediately report any technology issues to the Aviation Technology Help Desk at 602-273-4357.
- If utilized, Airlines shall inspect the ticketing kiosk's functionality and report any issues to the Aviation Technology Help Desk.
- A work order request for baggage belt functionality issues shall be submitted by contacting 602-273-2000.

To the extent positions are available, the Common Use Coordinator may if requested by an Airline, assign and schedule one position to the Airline for its use as a customer service or sales position at times other than the time periods scheduled for check-in use.

Airlines may utilize and occupy all ticket counters assigned to it by the Common Use Coordinator. Any assigned ticket counter that is not utilized and occupied may be reassigned by the Common Use Coordinator. The Common Use Coordinator may assign, or an Airline may request the assignment of, any unassigned available ticket counter to an Airline for use in addition to those ticket counters assigned to it.

The Department assigns, where applicable, storage space for forms, bag tags, tickets, and similar items at ticket counters, gate podiums, or recheck counters. The Common Use Coordinator assigns and schedules the use of the shared baggage system make-up areas consistent with the assignment and scheduling of the ticket counter locations.



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4.8. Stanchions

The Department provides and maintains the stanchions for use at Common Use and Preferential Use Premises. Stanchions are used for queuing by the Airlines within designated queuing areas and will be managed in a manner that allows the efficient use of gates by multiple Airlines during the day. Stanchions with Airline branded ribbons or rails will not be permitted at Shared Use Premises.

Stanchions at Shared Use Premises must be removed following a flight operation unless another flight operation by the same Airline is scheduled at that specific gate, an aircraft by the same Airline is scheduled at that specific gate location to RON and then depart from that gate or is directed by the Common Use Coordinator to accommodate day-to-day operational anomalies. Associated gate equipment specific to Airline operations such as bag sizers, baggage information signage, boarding zone flag signage, and other like branded items shall also be removed following a flight operation unless the next operation by the same Airline is scheduled at that specific gate, an aircraft by the same Airline is scheduled at that specific gate location to RON and then depart from that gate or is directed by the Common Use Coordinator to accommodate day-to-day operational anomalies. Such branded equipment may not interfere with another Airline's authorized use of ticketing and gate locations or an adjacent ticketing or gate's flight operation. Failure to comply with the provisions of this Section may result in a fee surcharge in accordance with Section 9.2 of this Rule and Regulation.

For Shared Use Premises, Airline queuing plans within the designated queuing area shall be submitted to and approved in advance by the International and Terminal Operations Manager.

5. Common Use Operations

5.1. Common Use Administration

An Airline may enter into an LOA for Common Use at the mutual discretion of such Airline and the Aviation Department. The Aviation Department maintains responsibility for setting the final schedule for all Common Use Premises in accordance with this Rule and Regulation.



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5.2. Department Scheduling Rights and Accommodation

A Requesting Airline must make a schedule submission per Chapter 4 in order to be assigned Common Use Premises. The Department shall first attempt to accommodate that Airline's flight(s) at Common Use Premises or RON locations, if schedules require or if the Requesting Airline is an Affiliate of an Airline with a Preferential Use LOA, the Department shall first attempt to accommodate the Requesting Airline on such Preferential Use Premises. If adequate premises are unavailable the Department will work with the Requesting Airline in good faith to either seek use of Preferential Use Premises assigned to another Airline or work with the Requesting Airline to modify its schedule submission to accommodate the flight(s) at a Common Use Gate. After the schedule has been approved and finalized by the Common Use Coordinator, changes made by any Airline to flight operations that are greater than +/- 10 minutes from the original submission will be treated as new flights that will be accommodated in accordance with Section 4.5. The Common Use Coordinator will make every attempt to accommodate the changed schedule to maintain continuity of the Airline's operation, however, accommodation cannot be guaranteed. Airlines have the sole responsibility to submit accurate flight schedules by the submission deadline.

The Common Use Coordinator will publish a final schedule for the upcoming scheduling period thirty (30) days prior to the commencement of the scheduling period.

6. Preferential Use Operations

6.1. Preferential Use Administration

An Airline may enter into a LOA for Preferential Use at the mutual discretion of such Airline and the Aviation Department. Under such LOA, the Airline is granted scheduling priority of such Preferential Use Premises over all other Airlines. The Aviation Department maintains responsibility for setting the final schedule for all Preferential Use Premises in accordance with this Rule and Regulation.



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6.2. Accommodation on Preferential Gates

In addition to the provisions in Chapter 4 of this Rule and Regulation, Preferential Use Airlines must;

- Identify flights and RONS that will operate at the Preferential Use Gates assigned to the Airline and;
- Identify flights and RONS that must be accommodated outside of the Airline's assigned Preferential Use Gates, either on a Common Use Gate or another Air Carrier's Preferential Use Gate and demonstrate why such flights cannot reasonably be scheduled on the Airline's Preferential Use Premises Gate(s).

The Department, consistent with efficient gate utilization goals, will attempt to accommodate Requesting Airlines at Common Use Gates before scheduling Requesting Airlines' arrivals and departures at any Preferential Use Gate used by an Accommodating Airline.

An Accommodating Airline shall have scheduling priority at all of its Preferential Use Gates for all of its approved schedule periods, provided the Airline has complied with the schedule submission requirements of Section and Subsections of 4.5.

The Department shall have the right, upon reasonable notice to and in consultation with the Accommodating Airline, to schedule Preferential Use Gate arrivals and departures by a Requesting Airline at all periods of time other than the Preferential Use Airline's periods of time scheduled to utilize the Preferential Gate as follows:

- 1) The Common Use Coordinator will coordinate a suitable gate with the Accommodating Airline. The Department may direct use of a different Preferential Use Gate if the Department determines that a different selection is warranted under the circumstances.
- 2) The Accommodating Airline shall allow and provide for use if its Preferential Use Premises as may be required for the Requesting Airline's efficient use of the facilities.
- 3) Requesting Airlines shall leave the Preferential Use Premises in the same condition as when the Requesting Airline commenced use of the facilities.



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The Preferential Use Airline may revise its schedule submission and agrees that its amendments to its schedule submission shall be accurate, submitted to the Department per guidelines set in Chapter 4 and made in good faith.

If the Accommodating Airline subsequently amends its schedule submission in a manner that conflicts with the operation of the Requesting Airline, the Common Use Coordinator shall work with the Accommodating Airline to relocate the scheduled flight(s) to another Preferential Use Gate they utilize, a Common Use Gate if available or another Preferential Use Airline's gate.

If the Accommodating Airline's revisions of its schedule submissions are persistently inaccurate or not made in good faith as to prevent scheduling a flight(s) at their Preferential Use Gate, the Department may, in its sole discretion, re-designate that gate as Common Use Premises.

A Requesting Airline may be accommodated at the Accommodating Airline's Preferential Use Gate for a period of up to one (1) calendar month; unless a revised schedule submission results in the following during such month:

- The Requesting Airline discontinues the flight(s) for which it sought accommodation or;
- A Department gate becomes available during a time that will accommodate the Requesting Airline's requested period of use and aircraft size.

The Department's Common Use Coordinator shall have the continuing right to schedule arrivals and departures for subsequent calendar month periods as operationally necessary.

If an Accommodating Airline's off-schedule operation interferes with the accommodation of a Requesting Airline's flight, the Accommodating Airline shall follow the Daily Gate Management Protocols listed in Section 4.5.6. The Common Use Coordinator will work with the Accommodating Airline to utilize another of its Preferential Use Gates as appropriate to accommodate the size aircraft and time of operation.



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6.3. Department Scheduling Rights and Accommodation

After the schedule has been approved and finalized by the Common Use Coordinator, changes made by any Airline that are greater than +/- 10 minutes from the original submission will be treated as new flights that will be accommodated in accordance with Section 4.5. The Common Use Coordinator will make every attempt to accommodate the changed schedule to maintain continuity of the Airline's operation, however, accommodation cannot be guaranteed. Airlines have the sole responsibility to submit accurate flight schedules by the submission deadlines.

The Common Use Coordinator will publish a final schedule for the upcoming scheduling period thirty (30) days prior to the commencement of the scheduling period.

6.4. Gate Minimum Utilization Requirements

To ensure efficient use of the Airport's facilities, Preferential Use Airlines are required to maintain performance levels consistent with a Minimum Utilization Requirement (MUR) at Preferential Use Gates during the utilization measurement period. A measurement period is one year and shall be reset on an annual basis, effective January 1.

For calendar year 2018, the MUR is set at five (5) average departing flights per gate, per day. This requirement is in effect until such time the Department changes the level and notifies the Airlines of changes to this requirement. If, in the Aviation Department's sole determination, an Airline fails to meet the MUR, the Department may revoke such Airline's Preferential Use privileges and reassign such premises to Common Use Premises.

For the purpose of determining whether the Airline has met the MUR during the utilization measurement period:

- 1) The Department shall include such Airline's signatory flights and such Airline's Affiliate Airline flights. Charter flights operating under the carrier's two letter code will also be accepted.
- 2) The Department shall exclude scheduled flights in other Terminals, code shared flights, alliance partner flights, and other flights not consistent with the Airline's primary operations.



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The Department shall find that the Airline has failed to meet the MUR if;

- 1) During any utilization measurement period, the Airline does not meet or exceed the current MUR level or;
- 2) At any time the Airline is not projected by the Department to meet or exceed the MUR for the following six (6) months based on publicly available Published Schedules.

Nothing in this Rule and Regulation amends or alters the term and termination rights established in the Airline LOA.

7. International Operations and Common Use

The International Concourse is intended to be used by all Airline operations that originate in a foreign country, arrive at the Airport, and require FIS clearance. This chapter seeks to optimize the limited availability of Common Use Premises within the International Concourse. No Common Use Gates at Terminal 4 designated by the Airport as International Gates shall be assigned as Preferential Use Gates. International Gate resources are exclusively Common Use Premises operated by the Department.

7.1. International Flight Schedule Submittals

International Airline operations schedule submissions shall be submitted to the Department based on flights that are scheduled by summer or winter seasons and are typically aligned following the yearly Worldwide Gate Slot Conference.

- Summer season schedule submissions shall be submitted no later than 23:59 hours on December 1 (*for the next summer season*).
- Winter season schedule submissions shall be submitted no later than 23:59 hours on May 1 (*for the next winter season*).

Any Airline requiring arrival clearance for FIS inspection must also obtain landing rights approval from CBP. 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.



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7.2. Schedule Submission Format

All international schedules shall be submitted by e-mail to gate.requests@phoenix.gov in the Department's accepted electronic format outlined in Section 4.5.1.

7.3. Gate Planning and Review Process

The Department will respond via email to all International schedule requests within a maximum of 15 calendar days after the submission deadline date.

If, during the review process, an adequate International Gate requiring FIS usage and clearance of its passengers is unavailable based on the schedule submission, the Common Use Coordinator will work with the Requesting Airline in good faith to modify its schedule submission to accommodate the flight(s) at an International Gate.

To monitor scheduling progress, the Department encourages the Airline's use of the gate management software's web portal for gating status, updates and assignment information.

The Common Use Coordinator will publish a final International schedule for the upcoming scheduling period thirty (30) days prior to the commencement of the scheduling period. After the final schedule is published, changes made by any International Airline that are greater than +/- 10 minutes from the original submission will be treated as new flights that will be accommodated in accordance with Chapter 4. The Common Use Coordinator will make every attempt to accommodate the changed schedule to maintain continuity of the Airline's operation, however, accommodation cannot be guaranteed. Airlines have the sole responsibility to submit accurate flight schedules by submittal deadlines.

Airlines must accommodate a request by the Department to remove the aircraft from an International Gate, which is an International Arrival and departs as a domestic flight, to allow for other International operations or gate flexibility of the International Concourse.



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7.4. Late Schedule Submissions

International flight schedule submittals not meeting the winter and summer schedule deadlines will be assigned to gates only after all other requests have been accommodated.

7.5. Excess Gate Time

International aircraft scheduled to have excess ground times may be required to remove the aircraft from the gates at the discretion of the Department. Failure to remove an aircraft from the gate may incur a financial penalty per Chapter 9 of this Rule and Regulation. Maximum gate dwelling time periods allowed are outlined in Section 10.4 Exhibit D.

7.6. International Daily Gate Management Protocols

International Airlines are expected to maintain continuous communication with the Common Use Coordinator on changes to their baseline gate assignments driven by day-to-day operational anomalies. Airlines must communicate daily line-ups, updated ETA/ETDs, tail swaps, and/or any impending delays to the Common Use Coordinator for overall planning and coordination. Flights assigned to International Gates through the gate planning review and assignment process will be honored in day-to-day assignments except when:

- 1) The International flight is off schedule. An international flight is considered off schedule when arrival or departure times deviate +/- 30 minutes from scheduled operations.
- 2) The Airline implements a flight swap that exceeds the original ground time scheduled at the gate under the baseline gate schedule and in conjunction with the maximum gate dwelling time periods in 10.4 Exhibit D.

Late or early arrivals of International flights may opt to either wait for the assigned gate to be vacated or be gated at an alternate gate, if available. The Common Use Coordinator will determine if the flight can be accommodated at a Common Use Gate or Preferential Use Gate (if pre-cleared) without impacting another baseline gate scheduled flight, provided the action does not create additional delays at the alternate gate.



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7.7. Assignment and Scheduling of International Recheck Counters

The Common Use Coordinator shall assign and schedule the use of the ticket positions at the recheck counters located at the exit of the FIS. Airlines may use at least one position from the arrival time of an international flight until 30 minutes after the last passenger from that international flight exits the FIS. Additional ticket positions may be assigned at the discretion of the Department. Scheduling questions or concerns shall be directed to the Common Use Coordinator.

7.8. FIS Baggage Claim Area

Airlines shall transport baggage from their arriving flights to a common international baggage belt. The baggage belts are assigned by the Common Use Coordinator and are located on ramp level at the North end of the International Concourse. The baggage belts transport baggage to dedicated re-circulating carousels in the baggage claim section of the FIS. Signs located at the baggage belts indicate which conveyor must be used to transport the baggage to its corresponding carousel.

U.S. Customs and Border Protection **requires** unclaimed baggage to be inspected and removed by the responsible Airline from the FIS within 30 minutes of flight arrival. Airline personnel shall be present in the FIS to accommodate this requirement.

For the convenience of connecting passengers, international recheck counters and associated baggage screening belt are located just outside the FIS area. After screening, the bags will arrive on a carousel located ramp-side on the south end of the concourse. Airline representatives shall remove bags from the international recheck carousel.

8. Charter Requests

Airlines shall submit all charter requests to the Department **at least 30 days** before the effective operating date. Airlines shall contact Airside Operations at charter.flights@phoenix.gov for the appropriate charter request form. Airside Operations will work with the Common Use Coordinator for gate availability. Requests made less than 30 days before the effective operating date may result in inability to accommodate the charter operation.

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9. Fees and Surcharges

Airlines will be assessed fees in accordance with Phoenix City Code and as further explained in this Section. The fees are established annually by the Aviation Director as described in Phoenix City Code 4-174 or <http://www.codepublishing.com>. The fees are made available to commercial aircraft operators and posted on the Airport's website: <http://www.skyharbor.com>.

9.1. Common Use Fees

Common Use Fees are charged for use of Common Use Premises on a per use basis.

The Department determines the Common Use Fees based on the following four components:

- a. Ticket Counter
- b. Gate hold room and loading bridge
- c. Joint Use (Security Checkpoints and BHS)
- d. Federal Inspection Service

When a Requesting Airline operates on a gate that is assigned to the Preferential Use Gate of an Accommodating Airline, the Requesting Airline shall be charged Common Use Fees and the Accommodating Airline shall be credited the holdroom and loading bridge component of such fee during the annual rates and charges settlement. Aggregate credits to the Accommodating Airline for a specific gate shall not exceed 50% the annual rent paid for such Preferential Use Gate.

9.2. Operational Fee Surcharges

A late fee shall be assessed against an Airline that exceeds the time allotted (based on approved flight schedule) for an airport gate assignment without prior permission of the Department. If flight schedule conflicts occur, maximum gate dwelling periods will be enforced per Section 4.5.7.

An unauthorized use fee shall be assessed against an Airline that uses a gate without the prior permission of the Department. An Airline that fails to use its allotted time slot and does not notify the Common Use Coordinator at least one hour prior to its scheduled arrival time can also be assessed a use fee. A fee



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schedule may be found in Phoenix City Code § 4-174, Airline Common Use facility fees.

To avoid late fees, use fees, and surcharges, Airlines must complete their operations as scheduled. If an aircraft needs to be towed off a gate or if a remote parking spot is required, the Airline shall contact the Common Use Coordinator who will coordinate with Airside Operations to make the accommodation.

9.3. EDS Bag Screening Fees

Costs attributable to the explosive detection baggage handling system shall be apportioned to Airlines on a prorated, per bag basis. The fees are established annually and referenced in Phoenix City Code 4-175 and posted on the City of Phoenix website for the airport or <http://www.skyharbor.com>.

9.4. Remain Overnight (RON) Aircraft Parking

The Department reserves the right to mandate an aircraft parked at a Preferential Use Gate be moved to an RON parking position if the Preferential Use Gate is deemed necessary to accommodate another flight operation.

The fee for RON aircraft parking is billed in accordance with Phoenix City Code 4-180.

9.5. Reporting and Payment Requirements

Each Airline must submit the Common Use facilities report for each month it operates at the Airport. Airlines shall submit the Common Use facilities report to the Department in electronic format to avn.fiscal.ops.acct@phoenix.gov or submit with payment at:

City of Phoenix
PO Box 29110
Phoenix, AZ 85038-9110

Reports and fees are due to the Department by the twentieth (20th) day of each month for the activity during the preceding month. Fees not paid timely shall be deemed delinquent and assessed a delinquent account fee in accordance with Section 4-7 of the Phoenix City Code. The Department may audit Airline



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Common Use facilities reports against Common Use technology reports for accuracy. The Department shall resolve any discrepancies with the respective Airline.

The Aviation Director hereby delegates to the following classifications the authority to act on the Aviation Director's behalf in the implementation, coordination, direction, and enforcement of this Rule & Regulation: Aviation Supervisor II, Aviation Supervisor III, Aviation Superintendents, Special Project Administrators, Deputy Aviation Directors, and Assistant Aviation Directors.

The foregoing Rule & Regulation is hereby adopted and promulgated this 6th day of December, 2018.



James E. Bennett, A.A.E.
Director of Aviation Services



Jo Ellen McBride
Assistant Chief Counsel cep



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10. Exhibits

10.1 Exhibit A

Shared Use Facilities Contact Information

| | | |
|--|--------------|---|
| Common Use Coordinator (Main Contact) | 602-286-5913 | Shared Use Gate and Ticketing Assignments/General coordination of Shared Use Facilities |
|--|--------------|---|

Other Airport Contact Information

| Contact | Number | Notes |
|--|---------------|---|
| Communication Center Emergency Line | 602-273-3311 | For Airport Emergencies and Unsafe Conditions |
| Airside Operations/Supervisor | 602-273-2008 | General Airfield Questions |
| International and Terminal Operations Manager | 602-683-4845 | General Common Use Operational Questions |
| Technology Help Desk | 602-273-4357 | Requests for Repairs for CUPPS, CUTE, CUSS, Telephone System, FIDS, Electronic Signage |
| Work Order Requests | 602-273-2000 | Requests for Facility Repairs |
| Financial Management Division | 602-273-3365 | Reporting and Billing Questions |
| Business & Properties Division | 602-273-2176 | Key Requests, Lease and Properties Questions |
| Public Safety & Security Division | 602-273-2036 | Loading Bridge Access |



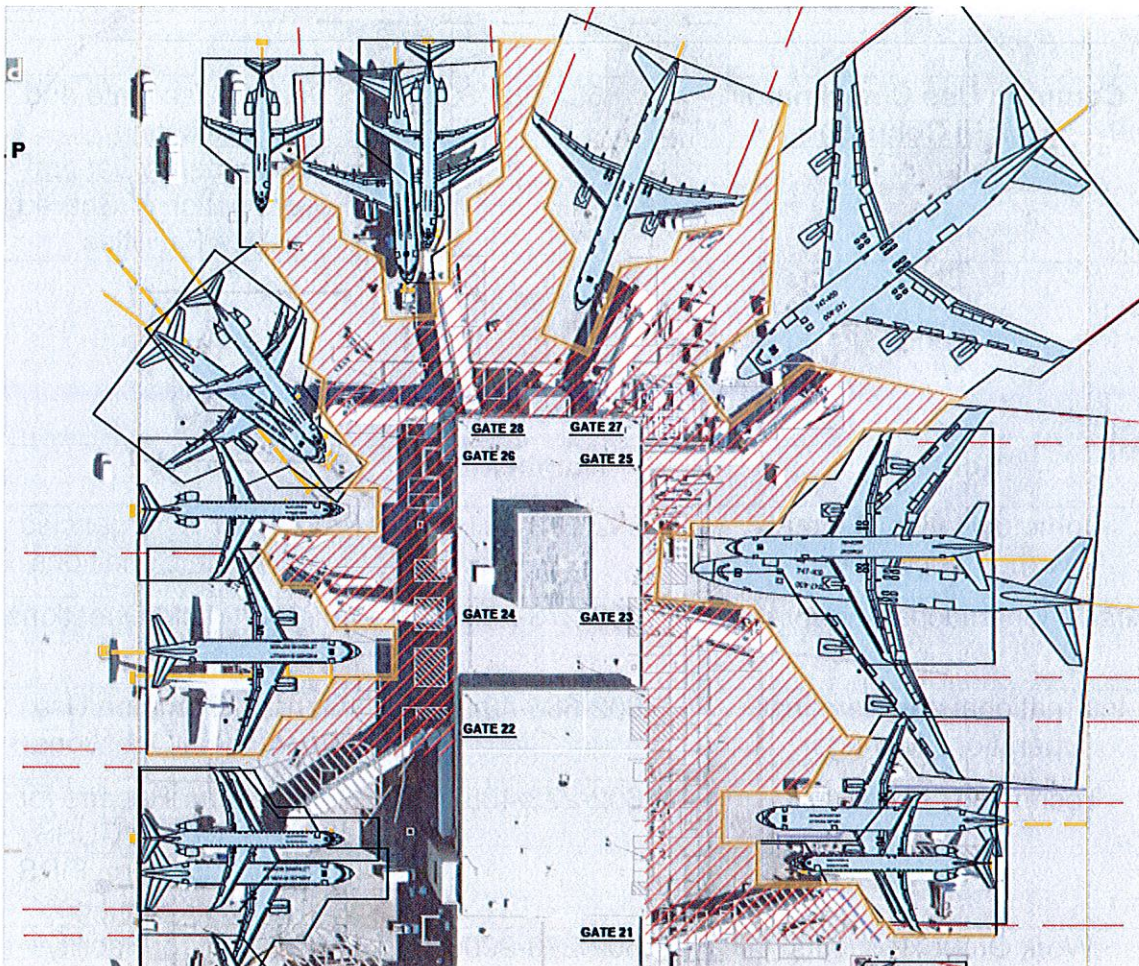
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10.2 Exhibit B

Terminal 4 Ramp Space for GSE Use and Storage



 **GSE Staging**



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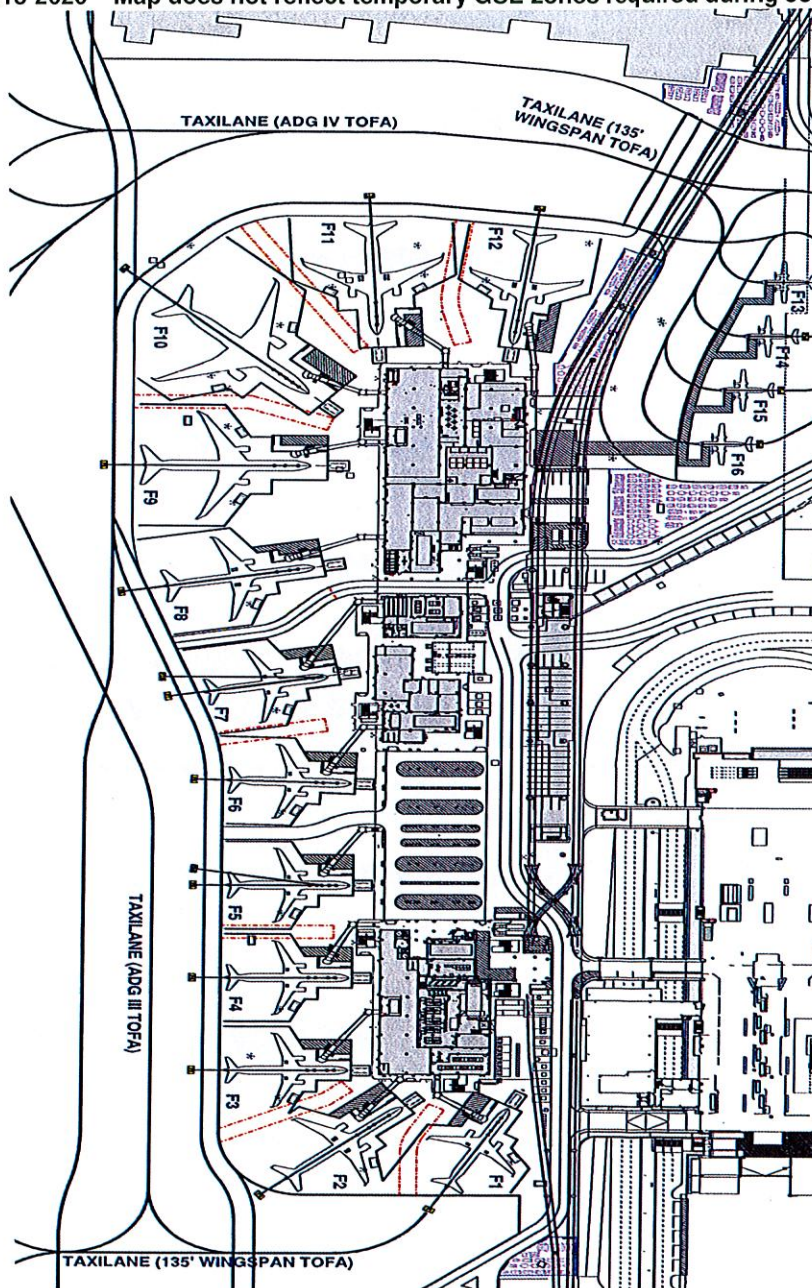
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10.3 – Exhibit C

Terminal 3 Ramp Space for GSE Use and Storage (Final Completion)*

*Note: 2018-2020 – Map does not reflect temporary GSE zones required during construction





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**10.4 Exhibit D
Facilities Maintenance Responsibilities**

| PHX Terminal Maintenance Responsibilities | | | | |
|---|------------|------------|------------|---------------------------------|
| System / Service | Terminal 2 | Terminal 3 | Terminal 4 | Comments |
| Compressed Air Systems | 1,2 | 1,2 | 1,2,4 | |
| Curbs & Sidewalks | 1 | 1 | 1 | |
| Energy Management | 1 | 1 | 1 | |
| Electrical Systems | 1 | 1 | 1 | |
| Fire/Life Safety Systems | | | | |
| ---> Alarms | 1 | 1 | 1 | |
| ---> Suppression | 1 | 1 | 1 | |
| ---> Annunciators | 1 | 1 | 1 | |
| ---> Voice Evacuation | 1 | 1 | 1 | |
| ---> Paging System | 1 | 1 | 1 | |
| Gate Systems | | | | Common Use all T3, T4 IC Gates |
| ---> Passenger Boarding Bridges | 1,2 | 1 | 1,2 | |
| ---> Ground Power (Units) 28vdc | 1,2 | 1 | 1,2 | |
| ---> Ground Power (Units) 400Hz | 1,2 | 1 | 1,2 | |
| ---> Potable Water Cabinets | 1,2 | 1 | 1,2 | |
| ---> PBB Exhaust Fans | 1,2 | 1 | 1,2 | |
| ---> Pre-conditioned Air Systems | 1,2 | 1 | 1,2 | |
| ---> PBB Roof top AC Units | 1,2 | 1 | 1,2 | |
| HVAC-Terminal | | | | |
| Hydonics Systems (Hot & Chilled Water System) | 1 | 1 | 1,2 | T4-AA operates own gate cooling |
| Remainder of HVAC System (AHU, FCUs, Distribution Control, etc.) | 1 | 1 | 1,2 | |
| Parking | | | | |
| ---> Lots | 1 | 1 | 1 | |
| ---> Garages | 1 | 1 | 1 | |
| ---> Valet Gates | NA | NA | 1 | Valet T4 Level 4 only |
| Plumbing | | | | |
| Plumbing Systems | 1,2 | 1,2 | 1,2 | |
| PHX Sky Train | | | | |
| Train System & Mtn Facilities | 4 | 4 | 4 | Bombardier |
| Station Facilities-except auto doors on tra | 1 | 1 | 1 | |
| Structural Systems | | | | |
| ---> Automatic Doors | 1 | 1 | 1 | |
| ---> Exit Signs | 1 | 1 | 1 | |
| ---> Other Structural Systems | 1 | 1 | 1 | |
| Concession Areas | | | | |
| ---> Kitchen Equipment | 3 | 3 | 3 | |
| General Facility Maintenance Outside of Concession Tenant Leased Space (i.e. floors, ceiling, lights, etc.) | 1 | 1 | 1 | |
| Facility Maintenance inside of Concession Tenant Leased Space | 3 | 3 | 3 | |
| MEPS | | | | |
| ---> Tenant Installed | 3 | 3 | 3 | |
| ---> PHX Installed | 3 | 3 | 3 | |
| ---> Floor Drains | 3 | 3 | 3 | |
| ---> Exhaust Hoods | 3 | 3 | 3 | |
| ---> Vent-a-hood Systems | 3 | 3 | 3 | |
| ---> Grease Interceptors | 1 | 1 | 1 | |
| ---> Tallow Bins | 3 | 3 | 3 | |
| Food Court Custodial & Pest Control | 3 | 3 | 3 | |
| Baggage Handling | | | | |
| Baggage Handling System | 1 | 1 | 1,2 | |
| Baggage Handling Controls | 1 | 1 | 1 | |
| Baggage Handling Parts | 1 | 1 | 1,2 | |
| Baggage Handling | 2 | 2 | 2 | |

Legend
Airport = 1
Airline = 2
Other = 4



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| PHX Terminal Maintenance Responsibilities (CONT.) | | | | |
|--|------------|------------|------------|---|
| System/Service | Terminal 2 | Terminal 3 | Terminal 4 | Legend |
| Custodial Services | | | | Airport =1 |
| Custodial-terminals & gate hold rooms | 1 | 1 | 1 | Airline = 2 |
| Landscaping/Pest Services | | | | Other = 4 |
| Landscaping Outside of Terminal | 1 | 1 | 1 | |
| *Pest Management-common airport exclusive tenant | 1,2 | 1,2 | 1,2 | Tenants responsible exclusive use areas |
| Conveyance Systems | | | | |
| Elevators, Escalators, Moving Walks, Lifts | 1 | 1 | 1 | |
| PHX Sky Train | | | | |
| Stations Custodial | 1 | 1 | 1 | |
| Signs and Markings | | | | |
| Signs, Road/AOA and Markings | 1 | 1 | 1 | |
| Pavement Systems | | | | |
| ----> Runways | 1 | 1 | 1 | |
| ----> Taxiways | 1 | 1 | 1 | |
| ----> Roadways | 1 | 1 | 1 | |
| ----> Ramp | 1 | 1 | 1 | |
| Aircraft Layouts & Ramp Striping | 1 | 1 | 1 | |
| ITS | | | | |
| Airport Security Systems | 1 | 1 | 1 | |
| Other Systems and Items | | | | |
| UPS | 1 | 1 | 1 | |
| Triturators | 4 | 4 | 4 | Swissport |
| Oil Water Separators | 1 | 1 | 1 | |
| Roofing | 1 | 1 | 1 | |
| Waterproofing (Exterior Structure) | 1 | 1 | 1 | |
| Irrigation Storm Drain Inlets | 1 | 1 | 1 | |
| Fuel Separators | 4 | 4 | 4 | |
| | | | | |
| Solid Waste Management-on airport | 1 | 1 | 1 | |
| Compactor Repair and waste collection | 1 | 1 | 1 | |
| Recycling-from AVN collection points | 1 | 1 | 1 | |
| Storm water Treatment Units | 1 | 1 | 1 | |
| | | | | |
| GSE Charging Stations | 2 | 1 | 1,2 | |
| GSE Fueling/Service Stations | 2 | 2 | 2 | |
| | | | | |
| Ramp Lighting Systems | 1 | 1 | 1 | |
| Ramp Water, IWS, and Sanitary Sewer | 1 | 1 | 1 | |
| Auto dock System | NA | NA | 2 | |
| Airport Resource Mgt Systems | 1 | 1 | 1 | |
| Lighting Protection System | 1 | 1 | 1 | |
| Fire Hydrants | 1 | 1 | 1 | |
| Fueling System | 4 | 4 | 4 | AFFC |
| Windows | 1 | 1 | 1 | |
| Infrastructure | 1 | 1 | 1 | |
| | | | | |
| ---> Maintenance Line of Demarcation - As set by PHX | | | | |



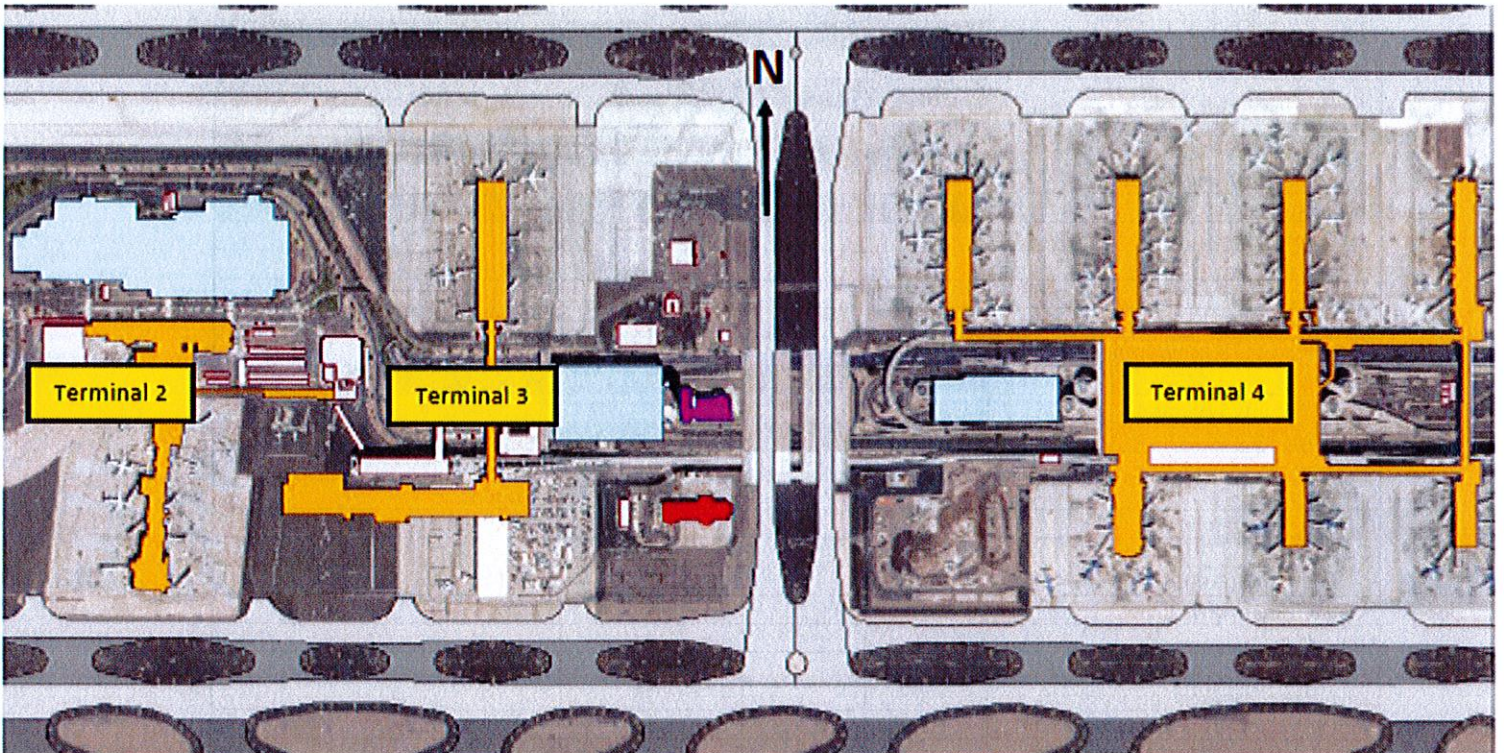
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10.5 Exhibit E

Map of *Terminal* Buildings





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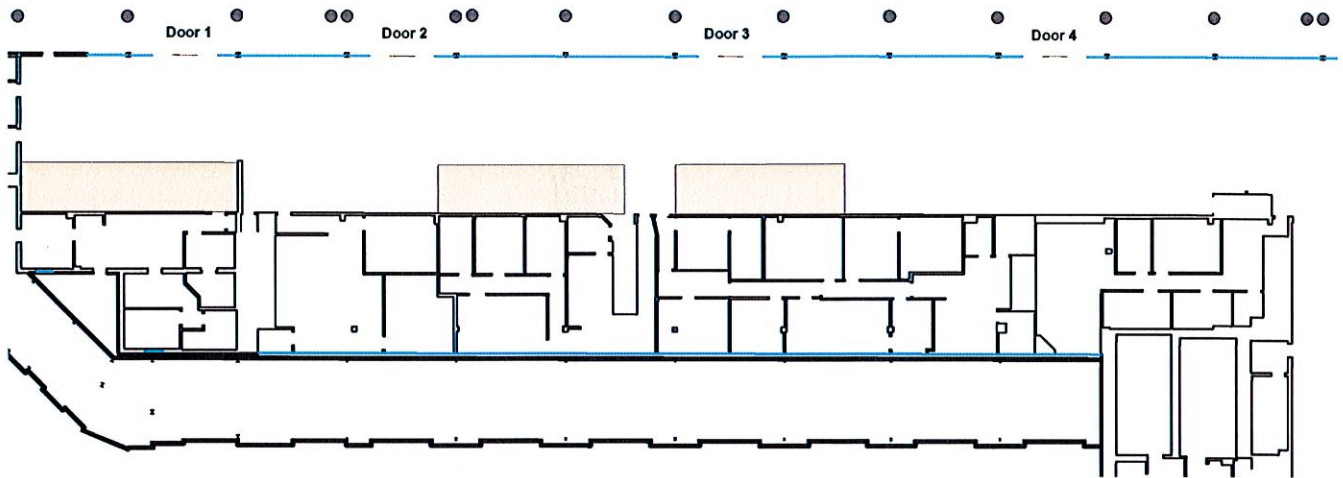
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10.6 Exhibit F

Shared Use Ticketing and Gate Locations

TERMINAL 2 TICKETING





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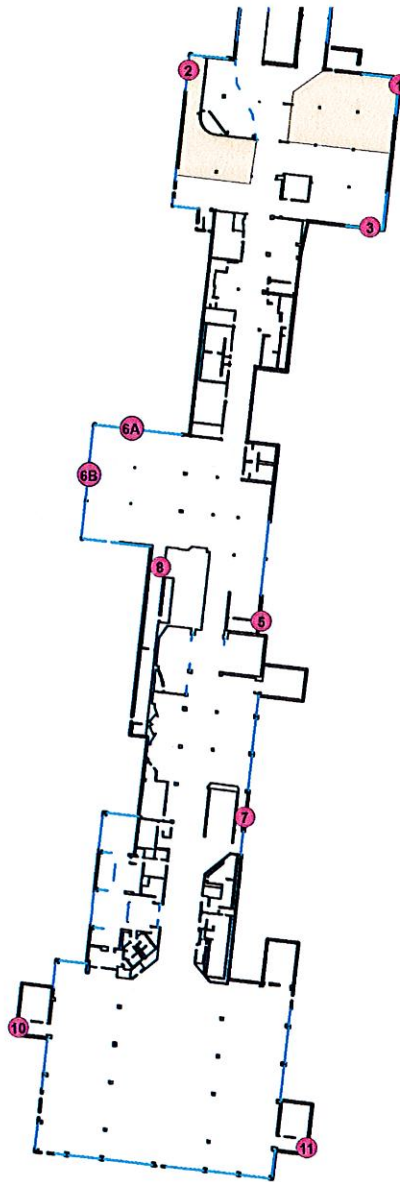
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10.6 Exhibit F

Shared Use Ticketing and Gate Locations

TERMINAL 2 – GATE LEVEL





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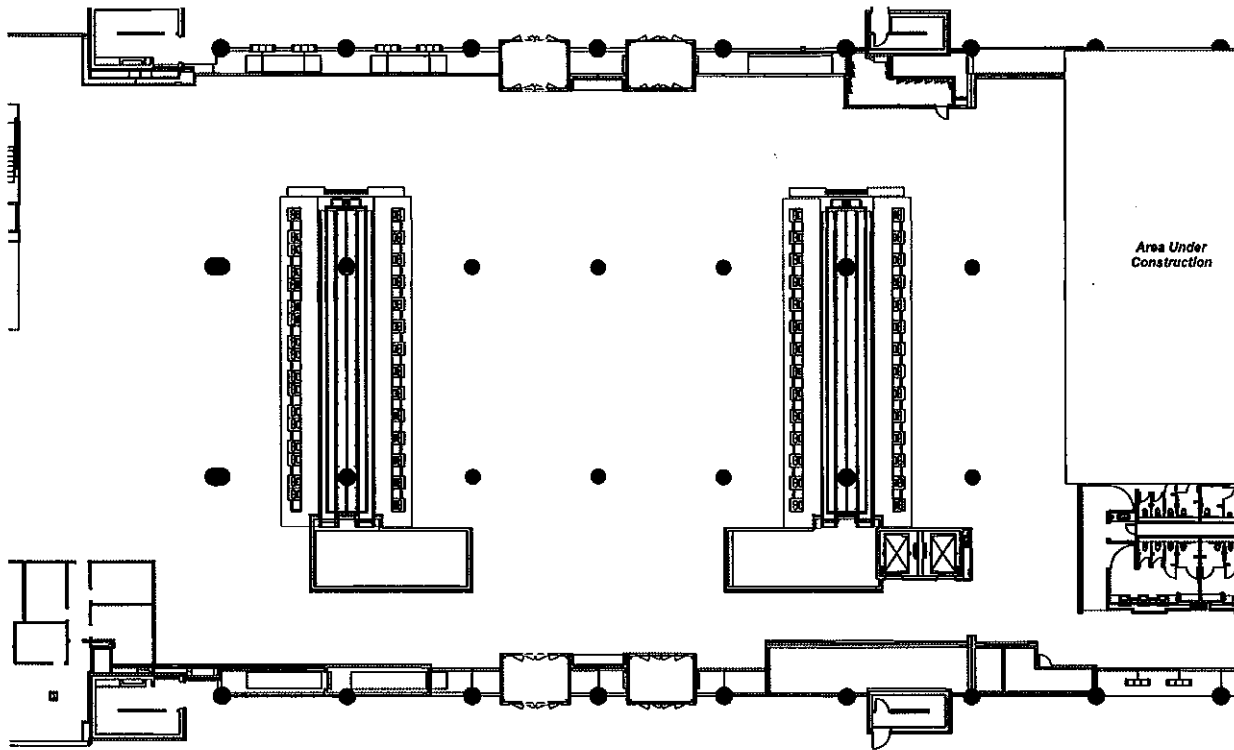
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10.6 Exhibit F

Shared Use Ticketing and Gate Locations

TERMINAL 3 TICKETING





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10.6 Exhibit F

Shared Use Ticketing and Gate Locations

TERMINAL 3 NORTH GATES

**RESERVED FOR NEW TERMINAL 3
NORTH CONCOURSE DIAGRAM**



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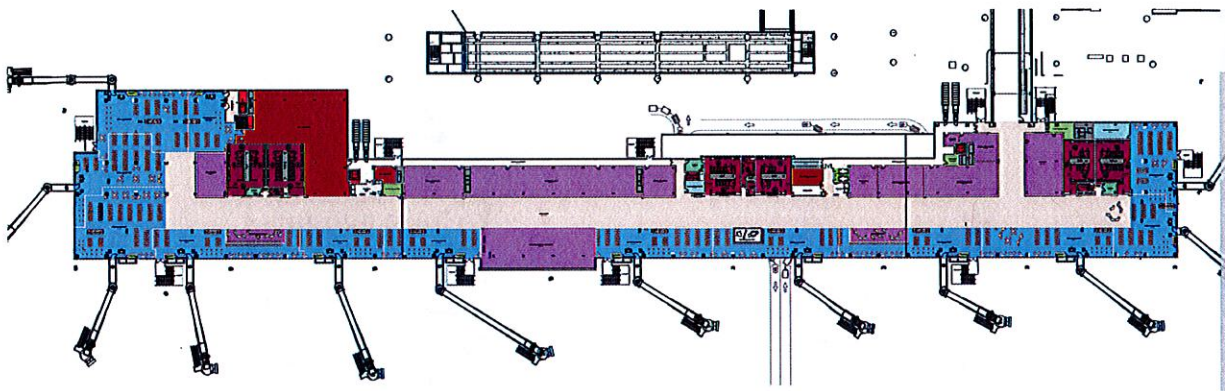
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10.6 Exhibit F

Shared Use Ticketing and Gate Locations

TERMINAL 3 SOUTH GATES





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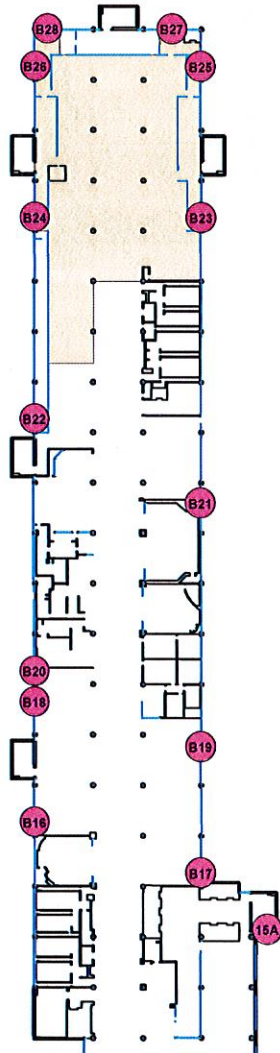
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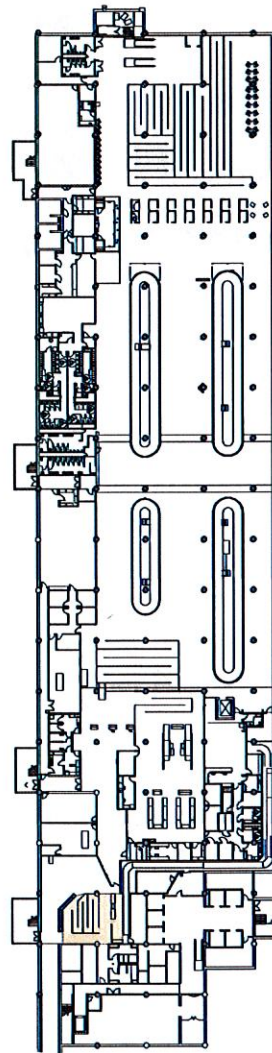
Shared Use Ticketing and Gate Locations

TERMINAL 4 NORTH GATES

GATE LEVEL



RE-CHECK TICKETING





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10.6 Exhibit F

Shared Use Ticketing and Gate Locations

TERMINAL 4 TICKETING

