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TITLE: MINIMUM STANDARDS FOR AIR CARRIER COMMERCIAL AERONAUTICAL ACTIVITIES AT BALTIMORE/WASHINGTON INTERNATIONAL THURGOOD MARSHALL AIRPORT

I. PURPOSE

This document prescribes the Minimum Standards that an Operator shall meet in order to conduct Air Carrier Commercial Aeronautical Activities at Baltimore/Washington International Thurgood Marshall Airport (Airport or BWI Marshall Airport). The Maryland Aviation Administration (Administration) reserves the right to review and amend these Minimum Standards as necessary.

II. INTRODUCTION

Prudent and proper administration requires that reasonable and not unjustly discriminatory standards establishing the minimum acceptable qualifications of participants, level and quality of service, and other conditions which shall be required of those proposing to conduct Air Carrier Commercial Aeronautical Activities at the Airport be adopted.

The imposition of Minimum Standards on those Operators conducting Air Carrier Commercial Aeronautical Activities on a public airport promotes the public interest and provides protection to established commercial enterprises, the aviation user and the public from irresponsible, unsafe and inadequate service. The adoption and enforcement of such Minimum Standards helps to determine whether the Operator is reasonably fit, willing and able to discharge both its service obligations to its patrons and its economic obligations to the Airport community, and thereby serves to protect authorized providers of Air Carrier Commercial Aeronautical Activities that are in compliance with the Minimum Standards from unreasonable competition. The Minimum Standards established for any particular Air Carrier Commercial Aeronautical Activity shall be relevant to that activity, shall be reasonable in scope, shall not protect or convey an exclusive right, and shall be applied objectively and uniformly. Minimum Standards thus established and applied promote economic stability by discouraging unqualified entities and foster the level of services desired by the airport users and public.

III. DEFINITIONS

- A. **Air Cargo**: Goods and commodities, including mail, transported by aircraft.
- B. **Air Carrier**: Any entity that undertakes directly by lease, or other arrangement, to engage in Air Transportation. This includes an individual, firm, partnership, corporation, company, association, joint-stock association, governmental entity, and a trustee receiver, assignee, or similar representative of such entities.
- C. **Air Carrier of Cargo**: An entity operating or contracting for the operation of cargo-bearing Aircraft.
- D. **Air Operations Area (AOA)**: Means the Non-Movement Area (taxi lanes, loading ramps, apron, parking, cargo areas, and vehicle service roads within the Airport Operations Area used for servicing aircraft and movement of vehicles) and Movement Area (runways, taxiways, and other areas of the Airport which are used for taxiing, takeoff, and landing of aircraft).
- E. **Air Transportation**: The carriage of persons, property, or air cargo in domestic, overseas or foreign commerce as a common carrier for compensation or hire, or the carriage of mail by aircraft.
- F. **Aircraft**: A device that is used or intended to be used for flight in the air.
- G. **Aircraft Maintenance**: All activities related to aircraft scheduled and unscheduled line maintenance including: alteration, repair, preventive maintenance, rebuilding, calibration, adjustment, testing, or inspection of aircraft airframe, power plant, propeller and accessories (including the replacement of parts).
- H. **Airport**: Baltimore/Washington International Thurgood Marshall Airport
- I. **Airport Layout Plan (ALP)**: The FAA-approved drawings depicting the physical layout of existing and proposed Airport facilities and property.
- J. **Airport Security Program (ASP)**: The TSA-approved program outlining security requirements for the Airport pursuant to 49 CFR 1540 and 49 CFR 1542.
- K. **Airside**: The AOA and other restricted areas of the Airport.
- L. **Apron or Ramp**: The portion of the Non-Movement Area within the AOA suitable for the loading, unloading, servicing or parking of aircraft.
- M. **Authorized**: Means acting under or pursuant to a written contract, permit, or other evidence of right issued by the Administration.

- N. **Authorized Signer**: An individual or designated representative who is authorized to sponsor individuals and their requests for Airport Identification Badges and keys on behalf of their company.
- O. **Building**: Includes the main portion of each structure, all projections or extensions therefrom and any additions or changes thereto, and shall include garages, outside platforms and/or docks, canopies, eaves and porches. Paving, ground cover, fences, signs and landscaping shall not be included.
- P. **CFR**: Code of Federal Regulations.
- Q. **Commercial Activity**: Means the sale, exchange, trading, buying, merchandising, hiring, marketing, promotion, or selling of commodities, goods, services, or property of any kind, or any revenue-producing activity at the Airport. Commercial activity is permitted at the Airport only when expressly authorized in writing by and in a manner prescribed by the Administration.
- R. **Commercial Aeronautical Activity**: Any commercial activity or service which involves, makes possible, or is required for the operation of aircraft, or which contributes to or is required for the safety of such operations. Such activities include, but are not limited to the following: air carrier aircraft maintenance, ground handling support services, air carrier fuel services, air cargo ground handling support services, aircraft cleaning services, and in-flight catering services.
- S. **Commercial Vehicle**: Means any vehicle operated solely in connection with a commercial activity at the Airport.
- T. **Contract**: A written agreement between two (2) or more parties creating rights and obligations that are enforceable or otherwise recognizable by law.
- U. **Contractor**: An Operator that has a contract with the Administration to provide commercial activity at the Airport.
- V. **Equipment**: Includes all machinery, vehicles, tools and apparatus necessary for the proper construction and completion of the work.
- W. **Exclusive Right**: A power, privilege, or other right that can only be used by the party to whom it is granted. An exclusive right may be conferred either by express agreement, by the imposition of certain specific standards or requirements, or by any other means. Such a right conferred on one or more parties, but excluding others from enjoying or exercising a similar right or rights, would be an exclusive right.
- X. **FAA**: The Federal Aviation Administration (FAA) of the United States Department of Transportation.

- Y. **General Aviation**: Encompasses virtually all categories and types of aviation activities, other than those for air carrier flights and military flight operations.
- Z. **Ground Handling**: Includes but is not limited to “above and below the wing” services to aircraft, excluding aircraft fueling, such as: supplying cooling and heating; deicing; security screening; exterior and interior cleaning; lavatory services; loading and unloading of passengers, baggage and air cargo; marshaling and parking; potable water; starting of aircraft; and towing. Entities that perform ground handling services, as discussed in Section V.B., hereof may be authorized to provide passenger check-in services for air carriers.
- AA. **Ground Service Equipment (GSE)**: Motorized and non-motorized transportation equipment used to conduct ground handling services at the Airport.
- BB. **Identification Badge**: Means an official identity card (badge) used for the purpose of entering the Air Operations Area and other restricted areas of the Airport issued and approved by the Administration for Airport employees.
- CC. **Improvements**: All buildings, structures and facilities including pavement, fencing, signs and landscaping constructed, installed or placed on, under, or above any area at the Airport. Plans and specifications for all improvements shall be approved by the Administration for conformity with its building and construction standards.
- DD. **Landside**: Areas at the Airport which are accessible to the general public.
- EE. **Lease**: A contract between two (2) or more parties conveying the right to use and occupy property in exchange for consideration.
- FF. **Maryland Aviation Administration (Administration)**: That agency of the Maryland Department of Transportation charged with the promotion of aeronautics within the State of Maryland and with the operation and maintenance of BWI Marshall Airport and other State airports.
- GG. **Minimum Standards**: The qualifications established as minimum requirements to be met as a condition for the conduct of commercial activities at the Airport. Operators are not allowed to operate under conditions below the Minimum Standards. The Minimum Standards are not all-inclusive, as the Operator of commercial activities at the Airport are also subject all applicable federal, State and local laws, orders, codes, ordinances and other similar regulatory measures, including all Airport rules and regulations promulgated by the Administration.
- HH. **Movement Area**: Means the runways, taxiways, and other areas of the Airport that are used for taxiing, takeoff, and landing of aircraft, wherein movement of aircraft is under the control of the FAA.

- II. **Non-Movement Area**: Means the taxi lanes, loading ramps, apron, parking, cargo areas, and vehicle service roads within the AOA used for servicing aircraft and movement of vehicles exclusive of the Movement Area.
- JJ. **Operator**: A person, persons, firm, corporation, partnership, limited liability company, unincorporated proprietorship, association, organization, or group formed for the purpose of conducting a proposed air carrier activity or activities.
- KK. **Ramp**: See definition of apron.
- LL. **Repair Station**: A facility properly designed and equipped to be utilized for aircraft maintenance. Such facility shall require FAA certification and shall be operated in accordance with pertinent FAA rules and regulations.
- MM. **State**: The State of Maryland.
- NN. **Sublease**: A lease granted by a tenant, with the approval of the Administration, to another entity of all or part of the tenant's leased property.
- OO. **Tenant**: Any entity entering into a contractual relationship with the Administration for space to conduct its business.
- PP. **Terminal Building**: Means any passenger terminal facility at the Airport, including all associated roadways and parking facilities.
- QQ. **TSA**: The Transportation Security Administration (TSA) of the United States Department of Homeland Security.

IV. **QUALIFICATIONS & GENERAL REQUIREMENTS**

- A. It is the policy of the Administration to extend a fair and reasonable opportunity, without unjust discrimination, to engage in commercial aeronautical activities at the Airport to any qualified Operator meeting the Minimum Standards subject to the availability of suitable space at the Airport to conduct the proposed activity. The Airport's Master Plan and Airport Layout Plan (ALP) provide the basis for determining whether suitable space is available.

The Operator seeking to provide the Commercial Aeronautical Activity shall first, in the judgment of the Administration, demonstrate its ability to perform the activity and meet the Minimum Standards required. Any Operator desiring to engage in Commercial Aeronautical Activity shall, in writing, provide the following information to the Administration:

1. The Operator's business experience and overview of the Commercial Aeronautical Activity it proposes to conduct at the Airport.

2. The proposed facilities for operation at the Airport.
 3. The types and quantities of equipment and ground service equipment (GSE) used.
 4. For a new Operator at the Airport, written confirmation from a Signatory Air Carrier that it has contracted the Operator to conduct such activities and that the Operator meets the Signatory Air Carrier's training and qualification standards for the services to be provided. For an incumbent Operator at the Airport, the written confirmation may be from a Non-Signatory Air Carrier.
 5. Confirmation of all necessary licenses, certifications and ratings are in place for the activities to be conducted.
 6. Evidence of registration to do business in the State of Maryland, including registration with the Maryland State Department of Assessments and Taxation, as well as copies of proof of insurance confirming the Operator meets the applicable insurance requirements of the operator established herein.
- B. The Administration may deny or reject any entity's proposal to conduct Commercial Aeronautical Activity at the Airport if, in its opinion, it finds any one or more of the following:
1. The proposed Operator does not meet published qualifications, standards and requirements established by these Minimum Standards.
 2. The proposed Operator has supplied the Administration with false or misleading information.
 3. There is no appropriate, adequate or available space at the Airport to accommodate the proposed Operator's Commercial Aeronautical Activity.
 4. The proposed Commercial Aeronautical Activity conflicts with the Airport's approved ALP.
 5. The proposed Commercial Aeronautical Activity will unduly interfere with or prevent free access to the operations of current Operators, or result in congestion of the AOA.
 6. The proposed Commercial Aeronautical Activity has been or could be detrimental to the Airport.
 7. The proposed Operator has violated any Airport or FAA rules and regulations, statutes, ordinances, laws or orders applicable to the Airport or any other airport.

8. The proposed Operator is currently in default in the performance of any contract or agreement with the Administration.
 9. The proposed Operator is unable to obtain sufficient insurance, performance bonds, or financial sureties to protect the interest of the Administration.
 10. The Administration determines that the proposed Commercial Aeronautical Activity is not in the best interest of the health, safety, welfare, necessity or convenience of the traveling public.
 11. The proposed Operator is unable to qualify for unescorted access to the SIDA, Secure, or Sterile Areas or as a full participant in the Airport Security Program.
- C. No Operator shall conduct Commercial Aeronautical Activity at the Airport until a written agreement, incorporating these Minimum Standards set forth herein, is executed with the Administration or a written subcontract granting such rights is approved by the Administration. The written agreement or subcontract will specify the types of Commercial Aeronautical Activity the Operator is authorized to provide.
- D. All Operators conducting commercial aeronautical activities at the Airport shall follow the below general requirements:
1. Where minimum space requirements are stipulated herein, they may be wholly or partially satisfied within suitable existing structures at the Airport either through a lease of such space from the Administration or an agreement with an Airport tenant for the use of its space with the permission of the Administration.
 2. Plans and specifications for construction of any improvements required to satisfy these Minimum Standards shall be subject to the Administration's prior written approval, the Administration's permit process, and the Maryland Aviation Administration's Design Standards.
 3. All Operators that are required to possess Federal Aviation Administration (FAA), State of Maryland, or other licenses, certificates and/or ratings relating to the conduct of commercial aeronautical activities at the Airport shall ensure that such licenses, certificates and ratings are kept current throughout the entire term of its contract or subcontract at the Airport.
 4. No provision of these Minimum Standards shall be deemed to prohibit any air carrier from self-fueling or conducting other self-service aeronautical activities of a non-commercial nature on its own aircraft.

5. All Operators shall promptly notify, in writing, the Administration of any terminations, changes, or additions to its contract(s) with air carrier(s).
6. All Operators conducting commercial aeronautical activities at the Airport are participants of the Airport Security Program (ASP). If approved by the BWI Marshall Airport Office of Airport Security, Operators are required to designate an Authorized Signer to sponsor and administer the identification badge application for its employees and/or contractors. All Operator employees and/or contractors shall display the proper identification badge while conducting business on the Airport.
7. Operators conducting commercial aeronautical activities shall ensure they are in strict compliance with the Airport Security Program at all times.
8. Operators conducting commercial aeronautical activities shall pay the rents, fees, and other charges specified by the Administration for engaging in commercial aeronautical activities at the Airport.
9. Operators shall comply with Airport rules, regulations and tenant directives in its conduct of commercial aeronautical activities.
10. These Minimum Standards shall apply to all Operators and air carriers conducting commercial aeronautical activities at the Airport, and are subject to change upon prior written notice provided by the Administration.

V. STANDARDS AND LIMITATIONS FOR COMMERCIAL AERONAUTICAL ACTIVITY

The Minimum Standards set forth herein are applicable to the specific Commercial Aeronautical Activity or combination of activities addressed and shall be met by any Operator desiring to conduct such activities at the Airport. These standards are the minimum which the Administration shall require in contracts authorizing commercial aeronautical activities, and unless specifically limited, do not preclude an Operator from seeking greater operating authority. However, nothing contained in these Minimum Standards is intended to preclude the Administration from requiring additional or different terms or conditions.

A. Air Carrier Aircraft Maintenance Operator

1. General: An Air Carrier Aircraft Maintenance Operator is an entity engaged in the business of providing routine and non-routine aircraft maintenance in accordance with an air carrier's instructions and procedures. The Operator may be mobile and provide its services from a commercial vehicle that serves as a mobile workshop. this category includes the sale of aircraft parts and accessories associated with the activities it performs.

2. Minimum Standards

a. Ground Space and Improvements

- 1) Operator shall enter into an arrangement approved by the Administration or lease from the Administration, facilities at the Airport suitably located and adequate to conduct its business, unless the Operator provides its services from a commercial vehicle and has approval to do so by the Administration.
- 2) Operator shall park and store its equipment and other items of personal property in an area at the Airport, approved by the Administration, of adequate size and location as determined by the Administration.
- 3) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration, appropriate and sufficient building/shop space at the Airport to repair and maintain equipment, unless it has made other arrangements satisfactory to the Administration to obtain such maintenance.

b. Scope of Service

- 1) Operator shall be able to provide its service on a 24-hour basis, seven days per week, unless otherwise approved in writing by the Administration. Operator shall have a point of contact readily available at all times with prompt on-call capability. The point of contact information shall be provided to the Airport Operations Center.
- 2) Operator shall employ sufficient uniformed, efficient and trained personnel in such numbers as are required to meet requirements as outlined in its Contract with the air carrier in a timely manner. These persons shall be currently certificated by FAA, if required, with current ratings as necessary for the work being performed. The Operator shall provide written certification from the air carrier that the Operator is qualified and fully trained to perform the services required.
- 3) Operator shall keep an adequate supply of equipment, including GSE, necessary to serve its customers. If the Operator is involved with moving aircraft, it shall have at least one aircraft tug of sufficient power or braking weight to handle any aircraft that the Operator is contracted by the air carrier to service. A list of GSE readily available for use by the Operator at the Airport shall be provided to the Administration in writing annually, and at the time

of any revisions. The list must include a signed statement of concurrence by the contracting air carrier that the GSE inventory meets its operational needs. All equipment shall be kept in first-class and good operating condition at all times, have clearly visible ownership/operator markings and stored on the Airport only in Administration approved storage areas. Operator shall promptly remove surplus or inoperable equipment from the Airport.

c. Insurance Coverage

Operator shall provide certificates of current insurance listing Administration as an additional, not named, insured in an amount equal to the highest individual insurance requirement of all the commercial aeronautical activities being performed by the Operator, which may be met in part through Commercial Umbrella Liability Insurance.

B. Ground Handling Support Services Operator

1. General: A Ground Handling Support Services Operator is an entity engaged in the business of providing “above and below the wing” ground handling services (excluding fueling) to the flights of air carriers.

2. Minimum Standards

a. Ground Space and Improvements

- 1) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration, facilities at the Airport suitably located and adequate to conduct its business including adequate office and breakroom space.
- 2) If Operator provides passenger check-in services for air carriers at the Airport Terminal Building, it shall additionally lease from the Administration, or enter into an arrangement with an Airport tenant approved by the Administration, an office with public access in the Airport Terminal Building, and sufficient terminal ticket counter and outbound baggage facilities to accommodate the efficient processing of passengers of the air carriers that it services.
- 3) Operator shall park and store its equipment, GSE and other items of personal property in an area at the Airport, approved by the Administration, of adequate size and location as determined by the Administration.

- 4) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration, appropriate and sufficient building/shop space at the Airport to repair and maintain equipment and GSE, unless it has made other arrangements satisfactory to the Administration to obtain such maintenance.

b. Scope of Services – “Below the wing”

A “below the wing” operator provides the following types of ramp services to air carriers. This list is not all-inclusive: aircraft marshalling, aircraft parking, ramp to flight deck communications, loading and unloading of baggage and freight, moving of aircraft, lavatory and potable water services, operation of pre-conditioned air and power units, stocking of aircraft supplies.

- 1) Operator shall properly furnish ground handling services that reasonably may be expected to be required from time to time by its customers, including diversions and delayed flights.
- 2) Operator shall have the ability to provide its ground handling services on 24-hour basis, seven days per week, unless otherwise approved in writing by the Administration. Such services shall be available to customers within 15 minutes of aircraft arrival or request. Operator shall have a point of contact readily available at all times with prompt on-call capability. The point of contact information shall be provided in writing to the air carrier and Airport Operations Center.
- 3) Operator shall employ sufficient uniformed and trained personnel as necessary to meet customer requirements in a timely manner. These persons shall be currently certificated by FAA, if required, with current ratings as necessary for the work being performed. The Operator will provide written certification from the air carrier that the Operator is qualified and fully trained to perform the services required.
- 4) Operator shall have an employee in the facility office at all times during operating hours, and a supervisor readily available for contact at all times, unless otherwise approved in writing by the Administration.
- 5) Operator shall keep an adequate supply of equipment, including GSE, necessary to serve its customers. If the Operator is involved with moving aircraft, it shall have at least one aircraft tug of sufficient power and braking weight to handle any aircraft that the Operator is contracted by the air carrier to service and shall have

an Airport Operations approved emergency response plan for removal of disabled aircraft from the Movement Area of the AOA. A list of GSE readily available for use by the Operator at the Airport shall be provided to the Administration in writing annually and at the time of any revisions. The list must include a signed statement of concurrence by the contracting air carrier that the GSE inventory meets its operational needs. All equipment shall be kept in first-class and good operating condition at all times, have clearly visible ownership/operator markings and stored on the Airport only in Administration-approved storage areas. Operator shall promptly remove surplus or inoperable equipment from the Airport.

- 6) Operator shall be prepared to accept prompt responsibility to provide ground handling services to assist in emergency situations on the AOA at the request of the Administration. Such assistance may include coordination of aircraft maintenance support requirements and removal of disabled aircraft from the Movement Area of the AOA.
- 7) The safe and secure handling of passengers' baggage from the aircraft to the baggage claim area shall be done in accordance with the baggage delivery standards adopted by the Administration notwithstanding agreements between the Operator and air carrier.

BAGGAGE DELIVERY PERFORMANCE REQUIREMENTS		
Time from aircraft block into claim area delivery:		
	Narrow-body	Wide-body
First bag to claim area	20 minutes	25 minutes
Last bag to claim area	30 minutes	40 minutes

- 8) Operator shall be prepared to coordinate expeditious aircraft maintenance services when needed/ordered by its customers to minimize unnecessary delays in the processing of flights.
 - 9) Administration's percentage share of any Airport user fees collected by the Operator, with details of the type and amount of fees collected, shall be promptly remitted to the Administration.
- c. Scope of Services – “Above the wing”

An “above the wing” Operator provides the following types of passenger services to air carriers to assist their passengers arriving or departing from the Airport terminal. This list is not all-inclusive: passenger ticketing, seat assignments, check-in, baggage check, boarding

announcements, providing flight information, flight boarding and deplaning, loading bridge operation, ensuring compliance with all TSA/FAA security directives.

- 1) Operator shall properly furnish ground handling services that reasonably may be expected to be required from time to time by its customers, including diversions and delayed flights.
- 2) Operator shall have the ability to provide its ground handling services on a 24-hour basis, seven days per week, unless otherwise approved in writing by the Administration. Such services shall be available to customers within 15 minutes of Aircraft arrival or request. Operator shall have a point of contact readily available at all times with prompt on-call capability. The point of contact information shall be provided in writing to the air carrier and Airport Operations Center.
- 3) Operator shall employ sufficient uniformed and trained personnel as necessary to meet customer requirements in a timely and courteous manner. These persons shall be currently certificated by FAA, if required, with current ratings as necessary for the work being performed. The Operator will provide written certification from the air carrier that the Operator is qualified and fully trained to perform the services required.
- 4) Operator shall have an employee in the facility office at all times during operating hours, and a supervisor readily available for contact at all times, unless otherwise approved in writing by the Administration.
- 5) If Operator provides passenger check-in services for air carriers at the Airport Terminal Building, it shall be available in emergency situations, at the request of the Administration, to provide for the needs of passengers inconvenienced by diversions or unforeseen flight delays.
- 6) Administration's percentage share of any Airport user fees collected by the Operator, with details of the type and amount of fees collected, shall be promptly remitted to the Administration.

d. Insurance Coverage

Operator shall provide certificates of current insurance listing Administration as an additional, not named, insured in an amount equal to the highest individual insurance requirement of all the commercial

aeronautical activities being performed by the Operator, which may be met in part through Commercial Umbrella Liability Insurance.

C. Skycap and Wheelchair Services Operator

1. General: A Skycap and Wheelchair Services Operator provides Airport Terminal Building curbside check-in as well as baggage handling services and/or wheelchair assistance to passengers of air carriers.
2. Minimum Standards
 - a. Ground Space and Improvements
 - 1) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration, facilities at the Airport suitably located and adequate to conduct its business including adequate office and breakroom space.
 - 2) Operators that provide curbside check-in services shall have access to adequately sized skycap check-in podiums properly equipped for the check-in of passengers and their baggage.
 - 3) All wheelchairs and other equipment shall be stored at the Airport only in Administration-approved storage areas when not in use. To prevent unauthorized use during non-operating hours, wheelchairs in the pre-security public areas must be secured with chain locks or other devices.
 - 4) Operator shall make use of Administration-approved pre- and post-security wheelchair staging areas during operating hours.
 - b. Scope of Service
 - 1) Operator shall provide skycap and/or wheelchair service at the behest of and in accordance with the instructions of each air carrier that it serves.
 - 2) Operator shall have a point of contact readily available at all times during operating hours. The point of contact information shall be provided in writing to the Airport Operations Center and must be actively monitoring calls regarding wheelchair assistance issues.

- 3) Operator shall employ sufficient uniformed, efficient and trained personnel as necessary to meet the requirements of each air carrier that it serves in a timely and courteous manner. The Operator will provide written certification from the air carrier that the Operator is qualified and fully trained to perform the required services including specialized training for assistance of passengers with disabilities.
- 4) All podiums, wheelchairs, and other equipment shall be kept in first-class and good operating condition at all times, have clearly visible ownership/operator markings and stored at the Airport only in Administration-approved storage areas.

c. Insurance Coverage

Operator shall provide certificates of current insurance listing Administration as an additional, not named, insured in an amount equal to the highest individual insurance requirement of all the Commercial Aeronautical Activities being performed by the Operator, which may be met in part through Commercial Umbrella Liability Insurance.

D. Air Carrier Fuel Services Operator

1. General: An Air Carrier Fuel Services Operator is an entity engaged in the business of providing into-plane fuel service and/or fuel storage facilities to Air Carrier Aircraft at the Airport.
2. Minimum Standards
 - a. Ground Space and Improvements
 - 1) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration, facilities at the Airport suitably located and adequate to conduct its business including adequate office and breakroom space.
 - 2) Operator shall park and store its equipment and other items of personal property in an area at the Airport, approved by the Administration, of adequate size and location as determined by the Administration.
 - 3) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration, appropriate and sufficient building/shop space at the Airport to repair and maintain equipment, unless it has made other arrangements satisfactory to the Administration to obtain such maintenance.

- 4) Operator or contracting air carrier shall provide and maintain an adequate supply of fuel of the grades required by the aviation users of its fueling services at the Airport on-hand at all times. Security fencing and gates shall be provided at the fuel storage facility. The fuel storage tanks shall have a minimum five (5) days' supply of Jet A fuel storage capacity to service customers at approved location(s) on the AOA. Operator shall provide or lease a fuel truck staging area on the AOA, which shall be equipped with an oil/water separator and other safety and environmental features as specified by the Administration.

b. Scope of Services

- 1) Operator shall properly furnish fuel services that reasonably may be expected to be required from time to time by its customers, including diversions and delayed flights.
- 2) Operator shall provide its services on a 24-hour basis, seven days per week, unless otherwise approved in writing by the Administration. Such services shall be available to customers within 15 minutes of aircraft arrival or request. Operator shall have a point of contact readily available at all times with prompt on-call capability. The point of contact information shall be provided in writing to the Airport Operations Center.
- 3) Operator shall employ sufficient uniformed and trained personnel, as necessary to meet customer requirements in a timely manner. These persons shall be currently certificated by FAA, if required, with current ratings as necessary for the work being performed. The Operator will provide written certification from the air carrier that the Operator is qualified and fully trained to perform the services required.
- 4) Operator shall have an employee in the facility office at all times during operating hours and a supervisor readily available at all times, unless otherwise approved in writing by the Administration.
- 5) Operator shall keep an adequate supply of equipment, including GSE, necessary to serve its customers. A list of GSE readily available for use by the Operator at the Airport shall be provided to the Administration in writing annually and at the time of any revisions. The list must include a signed statement of concurrence by the contracting air carrier that the GSE inventory meets its operational needs. All equipment shall be kept in first-class and good operating condition at all times, have clearly visible ownership/operator markings and stored on the Airport only in

Administration approved storage areas. Operator shall promptly remove surplus or inoperable equipment from the Airport.

- 6) Operator or air carrier shall provide and maintain mobile pumping equipment for each grade of fuel dispensed with separate dispensing pumps and meters to efficiently service its customers. In all of its aircraft fueling activities at the Airport, Operator shall perform comprehensive fuel quality control procedures, which shall assure compliance with all federal, State, and local laws, rules, regulations, and directives, and the aviation fuel quality control procedures shall be performed in accordance with the Operator's current written aircraft fueling and quality control procedures, a copy of which shall be provided to the Administration before commencement of fueling operations and at the time of any revisions.
- 7) Operator shall be prepared to accept prompt responsibility to provide support services to assist in emergency situations on the AOA at the request of the Administration.
- 8) Operator shall be prepared to coordinate expeditious aircraft fueling services when needed/ordered by its customers in order to minimize unnecessary delays in the processing of flights.
- 9) Operator shall comply with all provisions and requirements set forth in the National Fire Protection Association (NFPA) 407 Standard on Aircraft Fuel Servicing and any subsequent version of that directive is incorporated herein by reference. The purpose of the standard is to establish reasonable minimum fire safety requirements for procedures, equipment, and installations for the protection of persons, aircraft, and other property during ground fuel servicing of aircraft using liquid petroleum fuels.

c. Insurance Coverage

Operator shall provide certificates of current insurance listing Administration as an additional, not named, insured in an amount equal to the highest individual insurance requirement of all the commercial aeronautical activities being performed by the Operator, which may be met in part through Commercial Umbrella Liability Insurance.

E. Air Cargo Ground Handling Support Services Operator

1. General: An Air Cargo Ground Handling Support Services Operator is an entity engaged in the business of providing ground handling services (excluding fueling) associated with the handling of air cargo into and out of aircraft located at the Airport.
2. Minimum Standards
 - a. Ground Space and Improvements
 - 1) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration, office and warehouse facilities, to the extent that facilities are available, at the Airport suitably located and adequate for the conduct of Operator's business.
 - 2) Operator shall park and store its equipment, GSE and other items of personal property in an area at the Airport, approved by the Administration, of adequate size and location as determined by the Administration.
 - 3) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration, appropriate and sufficient building/shop space at the Airport to repair and maintain equipment, unless it has made other arrangements satisfactory to the Administration to obtain such maintenance.
 - b. Scope of Services
 - 1) Operator shall properly furnish their services, excluding into-plane delivery of fuel, which reasonably may be expected to be required by its customers, including diversions and delayed flights.
 - 2) Operator shall provide their services on a 24-hour basis, seven days per week, unless otherwise approved in writing by the Administration. Such service shall be available to customers within 15 minutes of aircraft arrival or request. Operator shall have a point of contact readily available at all times with a prompt on-call capability. The point of contact information shall be provided to the Airport Operations Center.
 - 3) Operator shall employ sufficient uniformed, efficient and trained personnel, as necessary to meet customer requirements in a timely manner. These persons shall be currently certificated by FAA, if required, with current ratings necessary for the work being

performed. The Operator will provide written certification from the air carrier that the Operator is qualified and fully trained to perform the services required.

- 4) Operator shall have an employee in the facility office at all times during operating hours and a supervisor readily available at all times, unless otherwise approved in writing by the Administration.
- 5) Operator shall keep an adequate supply of equipment, including GSE, necessary to serve its customers. A list of GSE readily available for use by the Operator at the Airport shall be provided to the Administration in writing annually and at the time of any revisions. The list must include a signed statement of concurrence by the contracting air carrier that the GSE inventory meets its operational needs. All equipment shall be kept in first-class and good operating condition at all times, have clearly visible ownership/operator markings and stored on the Airport only in Administration approved storage areas. Operator shall promptly remove surplus or inoperable equipment from the Airport.
- 6) Operator shall be prepared to accept prompt responsibility to provide ground handling services to assist in emergency situations on the AOA at the request of the Administration. Such assistance may include providing ground handling services such as coordination of aircraft maintenance requirements and air cargo unloading.
- 7) Operator shall be prepared to coordinate expeditious aircraft maintenance services when needed/ordered by its customers in order to minimize unnecessary delays in the processing of flights.
- 8) Administration's percentage share of any Airport user fees collected by Operator, with details on the type and amount of fees collected, shall be promptly remitted to the Administration.

c. Insurance Coverage

Operator shall provide certificates of current insurance listing Administration as an additional, not named, insured in an amount equal to the highest individual insurance requirement of all the commercial aeronautical activities being performed by the Operator, which may be met in part through Commercial Umbrella Liability Insurance.

F. Aircraft Cleaning Services Operator

1. General: An Aircraft Cleaning Services Operator is engaged in the business of providing aircraft cleaning for an air carrier at the Airport; e.g., aircraft cabin cleaning as well as removal of trash from aircraft.
2. Minimum Standards
 - a. Ground Space and Improvements
 - 1) Operator shall enter into an arrangement approved by the Administration, or lease from the Administration: 1) storage space suitably located and of sufficient size to support its business such that its supplies and equipment are not left unattended or stored outside of the Operator's space, and 2) adequate office and support space for its employees.
 - 2) Operator shall make satisfactory arrangements with the Administration for the parking of its commercial vehicles and other equipment at the Airport when not in use.
 - b. Scope of Service
 - 1) Operator shall provide aircraft cleaning service at the behest of and in accordance with the instructions of each air carrier that it serves.
 - 2) Operator shall meet all Airport rules and regulations as well as federal and Airport security requirements, including all federal regulations regarding "regulated garbage," as applicable.
 - 3) Operator shall have a point of contact readily available at all times with a prompt on-call capability. The point of contact information shall be provided to the air carrier and the Airport Operations Center.
 - 4) Operator shall employ sufficient uniformed and trained personnel as necessary to meet the requirements of each air carrier that it serves in a timely manner. The Operator will provide written certification from the air carrier that the Operator is qualified and fully trained to perform the services required.
 - 5) Operator shall keep an adequate amount of cleaning supplies and equipment on hand as necessary to serve all its customers. All equipment shall be kept in first-class and good operating condition

at all times, have clearly visible ownership/operator markings and stored at the Airport only in Administration-approved storage areas.

c. Insurance Coverage

Operator shall provide certificates of current insurance listing Administration as an additional, not named, insured in an amount equal to the highest individual insurance requirement of all the commercial aeronautical activities being performed by the Operator, which may be met in part through Commercial Umbrella Liability Insurance.

G. Multiple Commercial Aeronautical Activities Operator

1. General: An Operator in this classification offers a combination of commercial activities for which Minimum Standards are established. As a condition of the right to engage in any combination of activities, the Minimum Standards for each activity shall be met.

2. Minimum Standards

a. Ground Space and Improvements

The Minimum Standards for each Commercial Aeronautical Activity proposed shall be reviewed to ensure the combined ground space and improvements to be provided or leased for the proposed activities adequately serve the needs of the Airport and its patrons.

b. Scope of Service

- 1) Operator shall adhere to the hours of operation required for each Commercial Aeronautical Activity which the Operator is authorized to perform, unless otherwise approved in writing by the Administration.
- 2) Operator shall employ, and have on duty during operating hours, trained personnel in such numbers as are required to meet the Minimum Standards for each Commercial Aeronautical Activity it is authorized to perform. Multiple responsibilities may be assigned to meet personnel requirements for each Commercial Aeronautical Activity being performed by the Operator, except that such combination of service responsibilities shall not be assigned to the FAA certified repair stations. The Operator will provide written certification from the air carrier that the Operator is qualified and fully trained to perform the services required.

- 3) Operator shall keep an adequate supply of equipment, including GSE, necessary for each Commercial Aeronautical Activity it is authorized to perform. If the Operator is involved with moving aircraft, it shall have at least one aircraft tug of sufficient power or braking weight to handle any aircraft that the Operator is contracted by the air carrier to service. A list of GSE readily available for use by the Operator at the Airport shall be provided to the Administration in writing annually and at the time of any revisions. The list must include a signed statement of concurrence by the contracting air carrier that the GSE inventory meets its operational needs. All equipment shall be kept in first-class and good operating condition at all times, have clearly visible ownership/operator markings and stored on the Airport only in Administration approved storage areas. Operator shall promptly remove surplus or inoperable equipment from the Airport.

c. Insurance Coverage

Operator shall provide certificates of current insurance listing Administration as an additional, not named, insured in an amount equal to the highest individual insurance requirement of all the commercial aeronautical activities being performed by the Operator, which may be met in part through Commercial Umbrella Liability Insurance.

H. In-Flight Catering Services Operator

1. General: An In-Flight Catering Services Operator is an entity that sells and delivers food and beverages to air carriers for in-flight consumption by passengers on Aircraft operating out of the Airport.
2. Minimum Standards
 - a. Ground Space and Improvements
 - 1) Operator shall enter into an arrangement approved by the Administration, or Lease from the Administration, the following: 1) adequate food preparation and storage space, and 2) sufficient office and support space for employees, unless the Operator provides its services from a commercial vehicle and has approval to do so by the Administration.
 - 2) Operator shall make satisfactory arrangements with the Administration for the parking of its commercial vehicles and other equipment at the Airport when not in use.

b. Scope of Service

- 1) Operator shall provide catering services at the behest of and in accordance with the instructions of each air carrier that it serves.
- 2) Operator shall have a point of contact readily available at all times with a prompt on-call capability. The point of contact information shall be provided to the air carrier and Airport Operations Center.
- 3) Operator shall employ sufficient uniformed, efficient and trained personnel as necessary to meet the requirements of each air carrier that it serves in a timely manner. The Operator will provide written certification from the air carrier that the Operator is qualified and fully trained to perform the services required.
- 4) Operator shall keep an adequate amount of food and beverages and equipment on hand as necessary to serve all its customers. All equipment shall be kept in first-class and good operating condition at all times, have clearly visible ownership/operator markings and stored at the Airport only in Administration-approved storage areas.
- 5) Operator shall meet all requirements and regulations for health and sanitation adopted by the county, State or any governing legal authority.
- 6) Operator shall meet all Airport rules and regulations as well as federal and Airport security requirements, including all federal regulations regarding "regulated garbage," as applicable.

c. Insurance Coverage

Operator shall provide certificates of current insurance listing Administration as an additional, not named, insured in an amount equal to the highest individual insurance requirement of all the commercial aeronautical activities being performed by the Operator, which may be met in part through Commercial Umbrella Liability Insurance.

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John A. Stewart
Director
Office of Airport Operations