



Common Use Facilities Operating Procedures

Revision: 19-03
Revision Date: 2.26.19
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Operational Planning and Control

Record of Revisions

Revision Number	Revision Date	Effective Date	Affected Pages	Summary
11-01	4.27.11	4.27.11	All	Initial Issue and Distribution. Manual conformity due 6-30-10
11-02	10.31.11	10.31.11	3, 5, 7	Revised definitions, revised scheduling priorities, revised rates and charges.
11-03	11.09.11	11.09.11	5	Revised Flight Submission Procedures
11-04	12.08.11	12.08.11	3	Revised definition-Preferential
11-05	12.18.12	12.18.12	6	Adjusted Occupancy Times Table to reflect correct allocation of Ticket positions.
16-01	12.30.16	12.30.16	1	Updated PMGA logo
19-03	2.26.19	3.21.19	2-7	Definitions, General, Scheduling Priorities, Common Use Facility Occupancy Times, Flight Delays, Mechanical Delays and Cancellations

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Revision Request Form

Document/ Manual Name: Common Use Facility Operating Procedures

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DCM-001

Record of Distribution

Manual Name: Common Use Facility Operating Procedures

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DCM-003

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DEFINITIONS

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

Airport - shall mean the Phoenix-Mesa Gateway Airport.

Airport Authority – The Phoenix-Mesa Gateway Airport Authority (PMGAA), a Joint Powers Airport Authority authorized under the laws of the State of Arizona, its successors and assigns, formed pursuant to Arizona Revised Statutes §2-351 et seq.

Air Carrier, Airline, or Carrier - refers to any airline authorized to provide service to Phoenix-Mesa Gateway Airport and having an approved agreement with PMGAA to do so. Such airlines and services are further defined as follows:

- Charter Airline/Charter Carrier - shall mean an airline that does not qualify as a Scheduled Carrier (as hereafter defined).
- Domestic Services - any flight that originates in the continental United States and does not require use of the Federal Inspection Service (FIS) facility.
- International Services – any flight that originates outside of the continental United States.
- Scheduled Carrier – shall mean an airline holding the required certificates and
 - A. Designated as a “scheduled carrier” under a bilateral agreement or other treaty obligation of the United States for its routes to Phoenix-Mesa Gateway Airport (the “Airport”); or
 - B. 60% or more of the flight operations at the Airport meet all of the following conditions:
 - 1) The flight schedule conducted is published as scheduled service for purchase by the public; and
 - 2) At least one third (1/3) of the seats on such flight are available for reservation and sale to the public, directly by the airline operating the flight, or through its commissioned agents able to deliver individual, confirmed and valid flight coupons or e-tickets at the time and point of sale; and
 - 3) Individual tickets for the available seats on such flights are available for sale by the airline operating the flight or its commissioned agents up to the time the flight closes check-in.

Common Use Facilities – shall mean any PMGAA owned or controlled facilities located at the Phoenix-Mesa Gateway Airport including ticket counters, baggage make-up, baggage claim, gate areas, aprons, and holding rooms used for servicing to the traveling public.

Director of Operations & Maintenance (for the purposes of this document the term “Director” will be used from this point forward) – the individual or position responsible for coordinating, applying and enforcing operating procedures governing the use of Phoenix-Mesa Gateway Airport Common Use Facilities. The Director shall act as a liaison between PMGAA and the Air Carriers serving the

airport and shall be responsible for conducting the administration of the Common Use Facilities, consistent with policies established from time to time by the PMGAA.

Exclusive – shall mean space assigned or leased to an airline that is used exclusively by that airline.

Executive Director - that person designated by PMGAA's Board of Directors with the responsibility to manage, operate, and maintain the Phoenix-Mesa Gateway Airport.

Historical Inauguration Date - the date upon which a carrier first commences any scheduled operations at Phoenix-Mesa Gateway Airport.

Peak Gate Usage Periods - shall constitute those periods when anticipated operations are expected to meet or exceed the facilities capacity.

Preferential Use Premises - Ticket counters and hold rooms assigned to a specific Carrier on a "Preferential Use" basis. Under such assignment, the Carrier shall control the scheduling of a specific ticket counter(s) or gate(s). In doing so, the Carrier shall submit copies of its planned flight, ticket counter, and gate schedule (using the Common Use occupancy periods) at least 60 days prior to scheduled operations. The Carrier may add, delete, or change the schedule at their convenience to accommodate changes or irregular operations by notifying Airport Operations in advance of such changes. The purpose of this notification is to avoid delay-caused scheduling conflicts or double-booking of available resources.

RON / Long Term Parking- shall mean Remain Overnight or Remain on Gate and shall apply to any aircraft approved to occupy a gate or parking position in excess of 5 hours and typically overnight.

Service Provider - shall refer to any company permitted by PMGAA to provide aircraft services in accordance with ground and passenger handling services for a carrier(s).

GENERAL

PMGAA operates, maintains and schedules certain airline facilities at the Airport, including but not limited to ticketing positions, baggage devices, gates and other passenger processing and aircraft servicing facilities referred to as Common Use Facilities. The number and location of these facilities vary.

All Common Use Facilities are under the jurisdiction of the Director, who has final authority over facility assignments in accordance with these procedures. The facility is equipped with Regulatory Signage in accordance with Title 14 and Title 49 of the Code of Federal Regulations. Supplemental airline signs must be approved by the Director prior to installation.

No carrier has any right to the exclusive use of any Common Use Facilities.

FLIGHT SUBMISSION PROCEDURES

All carriers shall submit copies of proposed schedules to the Director no less than 60 days prior to the schedule effective date. The Director shall have no less than 15 working days to review proposed schedules. Data received after the published deadline may be given a lower priority in the assignment of common use facilities.

All schedules shall be submitted electronically in a form acceptable to the Director. At a minimum, all submissions must include the following information:

- Flight Number
- IATA 2-letter airline identifier (Int'l Air Transport Association)
- Type of aircraft to include the model and series
- City pairs
- Proposed arrival and departure times
- Program beginning and end dates
- Proposed day(s) of operation
- Passenger configuration
- Maximum Gross Landing Weight (MGLW)

The Director shall approve or deny requests for use of common use facilities within 15 days of the schedule proposal.

SCHEDULING PRIORITIES

Airport Operations will coordinate with air carriers to resolve any schedule conflicts in accordance with air carrier operating agreements.

COMMON USE FACILITY OCCUPANCY TIMES

The gate and ticket counter occupancy guidelines are as follows:
Domestic:

Aircraft Category*	Max Gate Occupancy Times (hrs)	Number of Ticket Positions Allowed Per Turn (2 positions per counter)	Max Ticket Counter Occupancy Times (hrs) Domestic
60 seats or less	1.0	1	2.0
61 to 180 seats	1.5	2	2.5
181 + seats	2.0	3	3.0

Aircraft operating off-schedule shall make every attempt to minimize gate occupancy times to avoid affecting other previously scheduled operations.

The Director may extend these times subject to availability. Any carrier exceeding the above stated facility occupancy time will promptly vacate said facility at the time ordered by the Director.

Any Carrier desiring to use Phoenix-Mesa Gateway Airport facilities for overnight parking must coordinate such parking with the Director or designee. Notwithstanding the Directors approval of such overnight parking, if given one-hour notice that said area is required to stage an aircraft arrival or departure, then the Carrier shall remove its aircraft from the area.

All questions and schedule conflict resolutions should be directed to the Airport Control Center during Operating hours at 480-988-7570.

Prior to operating the first flight of the day after a RON, each carrier will contact the Airport Control Center and verify assignments.

FLIGHT DELAYS, MECHANICAL DELAYS AND CANCELLATIONS

PMGAA delay and cancellation protocols are intended to meet or exceed the requirements of Federal Regulations in Title 14 of the Code of Federal Regulations related to passenger protections and any future enhancement of such rules. PMGAA will coordinate individual contingency and recovery plans with each airline.

All airlines must advise the Director or designee at the earliest opportunity, of any flight delays, mechanical delays, schedule changes, emergencies, or other matters affecting operations at Phoenix-Mesa Gateway Airport. The Director must be notified whenever a flight arrival or departure deviates by more than 15 minutes of the scheduled time. All airlines will provide passenger updates in accordance with 14 CFR 259.

Aircraft without an approved parking assignment (i.e. diversion), or arriving more than 15 minutes late for its parking assignment will be considered "Delayed". Delayed flights will be reassigned on an "as-available" basis. Such reassignments shall not interfere or otherwise cause delay to other flights operating on-time. Delayed arriving aircraft waiting more than 30 minutes for reassignment will be reassigned / accommodated in the next available aircraft parking area. Passengers on delayed aircraft will be deplaned in accordance with 14 CFR 259. The Director will make available remote parking facilities and passenger boarding ramps or air stairs. Passenger transportation to the terminal will be arranged in coordination with the Air Carrier.

The Director has the right to require the removal of an aircraft delayed for mechanical reasons from the terminal parking area to a remote aircraft parking position in order to avoid disruption to any other airline's scheduled activity.

Air Carriers shall notify the Director as soon as possible for all scheduled flight cancellations.

USE OF EQUIPMENT

Users of the Common Use Facilities are required to contact the Director to coordinate training on the use of Phoenix-Mesa Gateway Airport terminal equipment for its employees and/or Service Providers. Such equipment consists of, but is not limited to the Common Use Terminal Equipment (CUTE), signage units, mobile lifts, passenger board ramps and any other equipment as may be deemed necessary by the Director.

EQUIPMENT STAGING AND STORAGE

Air Carriers and third party contracted ground handling companies performing ramp handling in the common use gate and ramp areas will be permitted to stage ramp equipment 30 minutes prior to scheduled arrival of the aircraft. All equipment must be removed immediately after the departure of the aircraft. All ramp handling equipment, when not in use, must be parked in an area designated by the Director.

At no time shall ground equipment block access or egress of fuel trucks to or from any aircraft.

Inoperative or disabled equipment will be removed from the Common Use area immediately after departure, if not sooner.

RATES, FEES AND CHARGES

Use of any Airport facilities is contingent upon the payment of fees associated with such use. Rates and charges for Common Use Facilities and terminal areas are based upon the published Rates & Fees schedule or negotiated agreements. Unless outlined in an executed use or lease agreement, the most current rates and charge at the time of use are applicable.

Carriers occupying the Common Use Facilities beyond the established occupancy times are subject to operational surcharges as posted on Phoenix-Mesa Gateway Airport's most current Terminal Facility Rates and Charges listing. Fees may also apply to carriers that operate off schedule from the original schedule time resulting in overtime or additional personnel costs to keep facilities operating past normal operating hours.

RON AND SCHEDULED MAINTENANCE

Airlines scheduled to occupy a gate for the purpose of scheduled maintenance or a RON must advise the Director prior to such activity.

Scheduled and routine maintenance activity is permitted in the gate provided this activity does not interfere with another air carrier's ability to operate as scheduled. Airlines performing maintenance in the gate are responsible for adhering to the PMGAA Storm Water Pollution Prevention Plan and Best Management Practices.

RESOLUTION OF DISPUTES

If conflicts arise between any carrier and the Airport over the use of the facilities covered by these procedures, then the carrier shall have the right to appeal, directly and in writing, to the Executive Director. The Executive Director's decision shall be in writing and shall be final.

ATTACHMENTS

Terminal Facility Rates and Charges