



Common Use Facilities Operating Procedures

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Airport Operations & Control

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	definitions, scheduling priorities, Rates & Charges
11 – 03	11.09.11	11.09.11	5	flight submission procedures
11 – 04	12.08.11	12.08.11	3	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	PMGA logo
19 – 03	02.26.19	03.21.19	2 – 7	definitions, general, Scheduling Priorities, Common Use Facility Occupancy Times, Flight Delays, Mechanical Delays, and Cancellations.
20 – 01	12.16.19	01.01.20	all	format, grammatical errors, definitions, Occupancy Maximums, Resource Assignment, Assignment Change Requests, Required Communication, attachments

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Revision Request Form

Document / Manual Name: Common Use Facility Operating Procedures

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Page	Summary
All	Formatting
	Grammatical Errors
	Definitions
	Occupancy Maximums
	Resource Assignments
	Resource Assignment Change Requests
	Required Communication
	Strike Distribution Record (posted in digital format on public website)
	Attachments

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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. (for the purposes of this document the term “Airport” will be used from this point forward)

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 or from Phoenix-Mesa Gateway Airport (Airport) and having an approved agreement with PMGAA to do so. Such airlines and services are further defined as follows:

- I. Charter Airline/Charter Carrier - shall mean an airline that does not qualify as a Scheduled Carrier (as hereafter defined).
- II. 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 Airport; or
 - B. 60% or more of the flight operations at the Airport meet all 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 intended for use in passenger processing located at the Charles L. Williams Terminal including ticket counters, baggage make-up, baggage delivery, baggage claim, ramp areas, aprons, aircraft parking spots, holding rooms and all other resources.

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 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.

- I. Airport Operations acts as designee for the Director with the authority to carry out the responsibilities and authorities as expressed in this document.

Domestic Services - any flight that originates in the continental United States and does not require use of the Federal Inspection Service (FIS) facility.

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

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

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

International Services – any flight that originates outside of the continental United States.

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

Preferential Use Premises - ticket counter(s) or portal Gate(s) (including the corresponding parking spot and hold room as determined by the Director) assigned by the Director to a specific Carrier. Under such assignment, the Carrier shall have availability of a certain quantity of ticket counter(s) or portal Gate(s) (including the corresponding parking spot and hold room as determined by the Director) for the purposes of accommodating an air carrier Turn and is excluded from RON / Long Term Parking.

RON / Long Term Parking - shall mean “Remain Overnight” or “Remain on Gate” and shall apply to any aircraft approved to occupy a portal Gate(s) (including the corresponding parking spot(s) and hold room(s) as determined by the Director) in excess of 3 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).

Turn – is considered the ground operational components of the arrival and coinciding departure of a single aircraft operated by an air carrier, including an arriving flight number and departing flight number commencing at the “On Block” time and terminating at the “Off Block” time, in which the duration may not exceed 179 minutes.

GENERAL

PMGAA operates, maintains and schedules certain terminal resources and associated facilities at the Airport, including but not limited to ticket counters, baggage make-up, baggage delivery, baggage claim, ramp areas, aprons, aircraft parking spots, holding rooms 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

- I. Air 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.
- II. Schedules shall be submitted electronically in a form acceptable to the Director. At a minimum, all submissions must include the following information:
 - A. flight number
 - B. IATA 2-letter Air Carrier identifier (International Air Transport Association)
 - C. type of aircraft to include the model and series
 - D. city pairs
 - E. proposed arrival and departure times
 - F. program beginning and end dates
 - G. proposed day(s) of operation
 - H. passenger configuration
 - I. maximum gross landing weight (MGLW)
- III. The Director shall approve or deny requests for use of Common Use Facilities within 15 days of the schedule proposal.

SCHEDULING CONFLICTS

The Director will coordinate with air carriers to resolve schedule conflicts in accordance with air carrier operating agreements.

COMMON USE FACILITY OCCUPANCY TIMES

The domestic portal gate and ticket counter occupancy times are as follows:

Aircraft Category	MAX Gate Occupancy Hours*	MAX Number of Ticket Positions	MAX Ticket Counter Occupancy Hours*
60 seats or less	1.0	1	2.0
61 to 180 seats	1.5	2	2.5
181 seats or more	2.0	3	3.0

*The Director may extend occupancy times at their sole discretion.

ASSIGNMENT AND USE OF FACILITIES

- I. The Director will assign a portal gate (including the corresponding parking spot and hold room as determined by the Director) for each flight departing or arriving through the Common Use Facilities.
- II. Assignments will be completed and posted no later than 120 minutes before the first departure of each calendar day and based on the originally submitted schedule provided to and approved by the Director 60 days prior.
- III. Air Carriers are expected and required to meet the assignments as reflected in the common use system. This may be accomplished through aircraft repositioning or tail reassignment.
- IV. Air Carriers may submit a request for a change to the assigned portal gate (including the corresponding parking spot and hold room). Each request must be submitted via an Assignment Change Request Form. Each request will be evaluated by the Director and promptly approved or denied. See Reasons for Denial to understand some reasons why assignment change requests may be denied.
- V. Requests for assignment changes must be submitted to the Director more than 75 minutes before the applicable departure or arrival. The 75-minute timeline is intended to enable the processing of the request to ensure effective communication with passengers in the terminal via passenger information displays. Assignment changes are prohibited without the Director's approval. The Airport Terminal Paging System is not to be used in conflict with the Flight & Gate Information Displays.
- VI. Air Carriers operating off-schedule shall make every attempt to minimize portal gate (including the corresponding parking spot and hold room as determined by the Director) occupancy times to avoid affecting other previously scheduled operations.
- VII. No aircraft may occupy a portal gate (including the corresponding parking spot and hold room as determined by the Director) longer than 72 hours without prior request and approval to do so. Gates #5 through #10 (including the corresponding parking spots and hold rooms as determined by the Director) may not be occupied for longer than 24 hours.
- VIII. Parking of air carrier aircraft for durations greater than three (3) hours (RON) are subject to reassignment by the Director, and requests for change of reassignment are subject to the same change process defined above.
- IX. All questions and schedule conflict resolutions should be directed to the Airport Operations Control Center at 480-988-7570.

- X. Prior to operating the first flight of the day after a RON, each carrier will verify portal gate (including the corresponding parking spot and hold room as determined by the Director) assignments.

FLIGHT DELAYS, MECHANICAL DELAYS AND CANCELLATIONS

- I. 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 Air Carrier.
- II. The Director must be notified when a flight arrival or departure deviates by more than 15 minutes of the scheduled time.
- III. In accordance with 14 CFR 259.8.c, and to ensure timely updates to passenger information displays, Air Carriers shall advise the Director within 30 minutes of known flight delays, mechanical delays, and schedule changes affecting operations or passengers. Air Carriers are responsible for providing passenger updates in accordance with 14 CFR 259.
- IV. 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 arrival flights will be reassigned by the Director on an “as-available” basis. Such reassignments shall not interfere or otherwise cause delay to other flights operating on-time.
- V. Delayed or diverted 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 as needed. Passenger transportation to the terminal will be arranged in coordination with the Air Carrier.
- VI. 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.
- VII. Air Carriers shall notify the Director of scheduled flight cancellations as soon as possible and no later than 30 minutes after becoming known to the Air Carrier.
- VIII. Air Carriers and their representatives are responsible for communicating with their passengers inside the Charles L. Williams Terminal & aprons in the following minimum instances;
 - A. Notification of a delayed departure.

- B. Notification of a flight cancelation.
 - C. Notification of changes in the status and length of a delay.
 - D. Notification of a baggage delivery delay of more than 30 minutes.
 - E. All other instances required by 14 CFR 259
- IX. The Airport Terminal Paging System is provided for Air Carrier communication with passengers.

USE OF EQUIPMENT

Users of the Common Use Facilities are required to contact the Director to coordinate training on the use of Airport Common Use Facilities & Equipment for its employees and/or Service Providers. Such equipment consists of, and 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

- I. Air Carriers and Service Providers performing ramp handling in the common use 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.
- II. Ground equipment shall not block access or egress of fuel trucks to or from aircraft at any time.
- III. Inoperative or disabled equipment will be removed from the common use ramp area immediately after aircraft departure, if not sooner.

RATES, FEES AND CHARGES

- I. Use of all Airport facilities is contingent upon the payment of fees associated with such use. Fees for Common Use Facilities are based upon the published Airport Rates & Charges or negotiated agreements. Unless outlined in an executed use or lease agreement, the most current fees at the time of use are applicable.
- II. Carriers occupying the Common Use Facilities beyond the established occupancy times are subject to operational surcharges as posted on the Airport's most current Airport 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

- I. Air Carriers occupying a portal gate (including the corresponding parking spot and hold room as determined by the Director) for the purpose of scheduled maintenance or a RON must request and receive parking assignment approval prior to such activity.
- II. Scheduled and routine maintenance activity is permitted in the portal gate (including the corresponding parking spot and hold room as determined by the Director) provided this activity does not interfere with another air carrier's ability to operate as scheduled and is subject to all other sections of this document. Air Carriers performing maintenance in the portal gate (including the corresponding parking spot and hold room as determined by the Director) are responsible for adhering to the Airport Rules & Regulations, PMGAA Storm Water Pollution Prevention Plan and Best Management Practices.

RESOLUTION OF DISPUTES

If conflicts arise between an Air Carrier and the Airport over the use of the facilities covered by these procedures, 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.

REASONS FOR DENIAL

Reasons for denial include but are not limited to:

- I. Inadequate time between change request and scheduled departure time.
- II. Incorrect or incomplete Assignment Change Request Form.
- III. Schedule conflict with scheduled departure at the same or adjacent portal gate (including the corresponding parking spot and hold room as determined by the Director).
- IV. Incompatible aircraft type.
- V. Request to use a resource that is out of service.

ATTACHMENTS

Terminal Facility Rates and Charges

Assignment Change Request Form