

FREQUENTLY ASKED QUESTIONS

Q) WHAT AIRLINES FLY IN AND OUT OF TAMPA INTERNATIONAL AIRPORT?

A) Visit: <https://www.tampaairport.com/airlines>

Q) WHO DO I CONTACT TO LEASE RETAIL SPACE?

A) Contact our Concessions department at ConcessionsandCommercialParking@TampaAirport.com

Q) WHERE CAN I FIND A LISTING OF ALL AIRPORT TENANTS, INCLUDING SHOPS, RESTAURANTS AND AIRLINES?

A) Visit: <https://www.tampaairport.com/contact-tpa>

Q) HOW CAN I FIND OUT ABOUT EMPLOYMENT WITH THE HILLSBOROUGH COUNTY AVIATION AUTHORITY, AIRLINES AND OTHER AIRPORT TENANTS (INCLUDING ALL SHOPS AND RESTAURANTS)?

A) Visit: <https://www.tampaairport.com/business/career-opportunities>

Q) HOW CAN I REQUEST PUBLIC RECORDS FROM THE HILLSBOROUGH COUNTY AVIATION AUTHORITY?

A) Visit: <https://www.tampaairport.com/public-records>

Q) HAS THERE BEEN ANY CHANGES IN THE BOARD PROCESS AS FAR AS SUSTAINABILITY AND ALSO COVID-19?

A) Only one original contract is needed from the Company for Board signature. We now accept electronic notaries and electronic signatures. At the conclusion of the Board meeting, Real Estate will retain a scanned copy of the fully executed contract and email the fully executed original to the Company. In some cases, by Company's request, a fully executed contract will be mailed in lieu of emailing.

Q) HOW DOES A TENANT ACQUIRE A U.S. POST OFFICE MAILBOX?

A) Please contact: Jackie Lyons, Real Estate, Business Office Manager
C: (813) 781-4513 | E: JLyons@TampaAirport.com

Q) WHAT IS THE APPROXIMATE TIME FRAME TO BRING AN AGREEMENT TO THE BOARD?

A) Approximately two months. The Real Estate Team must follow strict guidelines and adhere to a lengthy checklist in order to bring an item to the Board. There are often long lead times for receiving and approving payment security and insurance.

Q) HOW DOES A TENANT ACQUIRE A KNOXBOX?

A) To order the KnoxBox, go to <https://www.knoxbox.com/> and complete the online form.
Note: When ordering the KnoxBox, type in **Tampa Fire Rescue** as the Local Fire Dept./Agency.

Please contact the **Airport Division Fire Chief** to get the location and height requirements.
And keep HCAA's Security Operations informed at: rfurman@tampaairport.com.

FREQUENTLY ASKED QUESTIONS

Once the order form is complete, a request is sent to the **Fire Department** for approval.

Airport Division Chief, Fire | Tampa International Airport | C: 813-267-0335
City of Tampa, 3911 Bessie Coleman Blvd., Tampa, FL 33607

Q) HOW DOES A TENANT NOTIFY HCAA OF A CHANGE IN ADDRESS?

- A) Send a letter (mailed) pursuant to your [Operating/Space Rental/etc.] Agreement > *Notices and Communication Article*, stating the change of address. Please also email a PDF of the letter to your [HCAA Real Estate contact](#).

Example:

“Pursuant to Article (XX) of (Company Name)’s (Full Agreement Name, example: “Operating Agreement for Ground Handlers”) with the Hillsborough County Aviation Authority (HCAA), (Company Name) is hereby notifying HCAA that (Company Name)’s new address is: (Please include both mail delivery and hand delivery addresses).

Please mail the letter to the following address:

Hillsborough County Aviation Authority
Tampa International Airport
P.O. Box 22287
Tampa, FL 33622-2287
Attention: Real Estate

Q) CAN AN AIRLINE HAVE CUSTOMIZED STANCHIONS?

- A) Please refer to *Operating Directive No. D342.01.01 - Display or Placement of Tenant Related Signs, Materials, Decorations and Equipment in Public Areas at Tampa International Airport*

Located at <https://www.tampaairport.com/business/airport-operations> > Operating Policies, Directives, and Standard Procedures.

Q) HOW DO I SET UP EMPLOYEE PARKING AT TPA?

- A) The parking permit process should not take long. An employee completes a registration card, and then the company completes a parking card. Once the paperwork is complete, parking access is “turned on” on the employee’s badge.

Tiffini Rendon is the contact person for billing/paperwork for all employee parking, including those on the airside truck court. And, for parking spaces on the airside truck court (Managers only) please contact TerminalAOM@TampaAirport.com.

Tiffini’s contact information:

Tiffini Rendon, Employee Parking Administrator
ABM | Aviation | P: 813-870-8792 | E: TRendon@TampaAirport.com
Office Hours: Mon-Fri 8am-4pm

FREQUENTLY ASKED QUESTIONS

Physical Location:

4801 N. Hoover Blvd., Tampa, FL 33634

Mailing Address:

HCAA, PO Box 23703 Tampa, FL 33623, ATTN: Employee Parking

Q) WHAT IS THE STREET ADDRESS OF THE AIRPORT AUTHORITY FOR COURIER DELIVERIES?

A) Tampa International Airport, 5411 SkyCenter Dr., Suite 500, Tampa, FL 33607

Q) WHAT IS THE PROCESS FOR A COMPANY COORDINATING DELIVERIES TO AN AIRSIDE?

A) E.G. Company wishes to make deliveries (e.g., furniture) from a vehicle to Airside E.

These deliveries can come via the Airside E truck court. The Company Station Manager should coordinate escort through the truck court and up to the designated Level of Airside E.

Please note: Airside E no longer has a guard maintaining control; access is controlled by an electronic gate on the Airports ACS system. HCAA's Security Operations should be notified by e-mail at: rfurman@tampaairport.com, and will make any notification necessary.

Q) WHAT ARE "ALL-IN" AVIATION FUEL PRICES?

A) At TPA, we have two into-plane fuelers, Menzies and PrimeFlight.

The airline would contract directly with one of the two into-plane fuelers.

Into-plane providers charge either per gallon or flat rate. And, the rate all depends on the amount of fuel needed, length of contract, and number of operations.

Airlines typically use suppliers, such as World Fuel, to arrange their fuel needs and the into-plane fuelers provide the airlines with all-in quotes. Note: The airline would be able to collect directional fees from its supplier, even if it were to contract directly with Menzies or PrimeFlight.

The three major suppliers are: World Fuel Services, AVFuel, & AEG Fuels.

Q) RESPONSIBILITIES: FIRE SAFETY EQUIPMENT / FIRE SUPPRESSION SYSTEMS AT NORTH CARGO

A) Tenant's Responsibility:

- The Tenant should submit a Work Order and copy their Real Estate contract manager so that the Authority can contract with Simplex to fix/replace.
 - All repairs must be made through the Authority.
 - The Tenant is not to fix/replace the system or equipment on its own, or through its own vendors.
- If the equipment/system is damaged/worn due to age or other factors not related to Tenant negligence, the Authority will fix/replace and not charge back to Tenant

Authority's Responsibility: The Authority is responsible for maintaining the systems.