

You are here    Home    Working @ TPA    Policies, Procedures & Forms

All Policies & Procedures    Operations (300)

*342.00.05(D) - Terminal Operations - Utilization of Authority Controlled Gates, Hardstands, Ticket Counter and Related Facilities on a Per-Use Basis*

# 342.00.05(D) - Terminal Operations - Utilization of Authority Controlled Gates, Hardstands, Ticket Counter and Related Facilities on a Per-Use Basis

To establish procedures for airlines and airline service companies to request and utilize the Authority’s controlled aircraft gates, hardstands, ticket counters, and related facilities on a per-use basis.

## Aviation Authority Operating Directive

300 Operations - Terminal Operations

Effective: 11/01/87

D342.00.05: Utilization of Authority Controlled Gates, Hardstands, Ticket Counter and Related Facilities on a Per-Use Basis

Revised: 04/03/19

09/23/20

09/15/21

06/30/22

**PURPOSE:** To establish procedures for airlines and airline service companies to request and utilize the Authority's controlled aircraft gates, hardstands, ticket counters, and related facilities on a per-use basis.

**PROCEDURES:**

**A. Facilities:**

The Authority makes available the gates, hardstands, ticket counters, and related facilities according to needs and at the discretion of the Authority.

1. Facilities for new entrant and scheduled flights are assigned by the Real Estate Department in coordination with Airport Operations.
2. Facilities for non-scheduled flights and daily overflow and additional needs of scheduled carriers are assigned by Terminal Operations.

For daily unscheduled gate and ticket counter requests, air carriers or their designee should contact Airport Operations at (813) 870-8770 for per-use coordination.

**B. Fees:**

The fees associated with the use of Authority aircraft gates, hardstands, ticket counters, and related facilities are delineated in Standard Procedure S800.02 and may be adjusted from time to time in order to cover the Authority's cost to provide such facilities.

**C. Request and Assignment of Gates:**

1. All advance gate scheduling requests must comply with the following guidelines:
  - a. Be submitted in writing via electronic mail to Terminal Operations.
  - b. All air carriers should submit their flight schedule for the following month by the 15<sup>th</sup> of each month.

- c. Schedule requests should highlight the number of Authority gates and hardstands that will be needed.
  - d. Once all schedules are received, Terminal Operations will review needs and assign per-use gates or hardstands based on the following factors:
    - i. Arrival time.
    - ii. Departure time next morning.
    - iii. Red Eye arrivals.
    - iv. Time between first and last morning departure.
    - v. Once an air carrier receives approval from Terminal Operations on per-use gate assignments, the air carrier will be responsible for submitting their reservations into AeroCloud for the following month.
    - vi. Day of operational impacts will be handled on a case-by-case basis and availability of resources at the discretion of Terminal Operations.
  - e. Amended requests for gate scheduling will be submitted in writing by the requesting air carrier to Terminal Operations via electronic mail.
  - f. The Authority has the final discretion on all per-use gates and hardstand assignments.
2. Conditional authorization is assumed to be granted unless otherwise notified by Terminal Operations, and is conditioned upon the occurrence of no unforeseen circumstance that would prohibit the requesting air carrier's use, such as the facility being out of service or a change in the requesting air carrier's flight arrival time creating a conflict with another previously scheduled flight. A flight with higher priority may also supersede conditional authorization up until the day of the flight.
- If a change is necessary after conditional authorization is granted, Terminal Operations will notify the affected air

carrier in a timely manner.

3. Unscheduled requests for Authority gates or hardstand parking positions received on the day of a particular flight will be handled in accordance with the following guidelines:

- a. Availability of facilities, resources, and other gates.
- b. Order of assigned priorities as specified in paragraph C(4) below.
- c. Operational limitations or restrictions due to inclement weather, Irregular Operations (IROP) events, construction activities, airport emergencies, etc.
- d. Time of operation.
- e. Review, discretion, and approval of request by Terminal Operations in accordance with paragraph C(1)d above and other mitigating factors.
- f. The air carrier assigned a gate or hardstand position is responsible for updating AeroCloud.

4. To maximize efficient utilization of facilities when facility demand exceeds capacity, the following will apply in order of priority:

- a. International flights requiring Federal Inspection Services (FIS) facilities.
- b. International flights (wide body aircraft).
- c. International flights not requiring FIS facilities.
- d. Domestic flights.
- e. Flights not requiring use of a loading bridge.

5. Late arriving aircraft that conflict with a scheduled flight may be required to do the following:
  - a. Utilize another gate.
  - b. Wait until the gate is available.
  - c. Deplane passengers and relocate to another gate.

In the event two scheduled flights arrive late, that flight that is closest to its scheduled time will generally have priority. However, Terminal Operations will make the final determination concerning such conflicts and will endeavor to do so in a reasonable, consistent manner that will best serve the interests of all parties involved.

If facility demand exceeds capacity, the Authority may at its sole discretion arrange for the use of gates, hardstands, and facilities controlled by other airlines or authorize requesting air carriers to make their own arrangements with another signatory airline.

D. Passenger Loading Bridges, Ground Power Units, and Preconditioned Air:

No person will be permitted to operate loading bridges, ground power units, or cabin air units without proper, advance training. Prior to initial operations, air carriers will request training through the Airport Maintenance Department by calling (813) 870-8740.

Thereafter, it will be the responsibility of each airline and company to train its own personnel in the use of such equipment, and, upon request by the Authority, promptly submit written proof of the successful completion of such training for all personnel who operate the equipment. Use of such equipment must also comply with criteria outlined in the TPA Ground Operations Manual (GOM).

E. Aprons and Positioning of Ground Service Equipment (GSE):

1. The use of the gates, hardstands, and apron area will be in common with all other authorized users. The parking of aircraft and associated ground equipment will be in a manner that will not impede gate utilization, common access, or egress routes.
2. Unless otherwise authorized in writing by the Authority, GSE owned or used by any company will only be permitted on the apron for active use or servicing of the aircraft while positioned on the gate and hardstand. Positioning of such equipment must not interfere with adjacent gates or other airline operations and must be removed from the gate area immediately after use.
3. New entrant ground equipment parking assignments must be requested through the Real Estate Department in conjunction with Terminal Operations.

F. Request and Assignment of Ticket Counter:

The per use ticket counter, associated conveyer system, and baggage make-up area will be made available on a per-use basis by request to the Vice President of Real Estate to those airlines and airline service companies that are authorized to operate at the Airport by the Authority.

The ticket counter positions are generally allotted as follows:

1. Four common use positions for narrow body aircraft.
2. Eight common use for wide body aircraft.

The use of the Authority's per-use ticket counter will be on a non-exclusive basis. Users will have access to the ticket counter for a

reasonable amount of time necessary to check-in passengers for the requested flight.

When facility demand exceeds capacity, the following will apply in order of priority:

1. Wide body International Passenger Check-in.
2. Narrow body International Passenger Check-in.
3. Domestic Passenger Check-in.

Unless prior permission is obtained from the Authority, all airlines and airline service company equipment, supplies, and materials must be removed from the facility at the completion of the flight operation.

G. Keys:

Air carriers and airline service companies having been approved to use the Authority's facilities may request keys to these facilities through the Real Estate Department, who will complete a maintenance work order request.

H. Telephones:

The Authority has installed common use telephones at the hold room podiums. The telephones are restricted to local calls and are to be used for business purposes only.

I. Security:

The user of the Authority's controlled gates and related facilities is responsible for complying with Transportation Security Administration Regulations and the Airport Security Program, as mandated by the Airport Security Plan. Any compliance failures resulting in a fine shall be the responsibility of the air carrier utilizing the facilities.

J. Maintenance of Facilities:

Users are responsible for utilizing the facilities in a safe, sanitary, and responsible manner, and will remove all foreign object debris (FOD) from the aircraft aprons after each use. Users will promptly report malfunctions or damage to the Authority and provide reimbursement to the Authority for the repair and replacement of any damaged property caused by the improper use or neglect of the facilities. All maintenance discrepancies will be immediately reported to the Authority's Maintenance Department or the Airport Operations Center (AOC) at (813) 870-8770.

K. Coordination and Use of Federal Inspection Services (FIS) Facilities

Airlines are responsible for contacting U.S. Customs and Border Protection (CBP) for approval to conduct international flights. Access to the FIS area must be approved by CBP and will be coordinated with Terminal Operations.

L. Reports:

In the monthly activity report, airlines and airline service companies utilizing Authority's controlled facilities will be required to report facility usage to the Finance Department. The Finance Department will invoice the airlines on a monthly basis for the use of the facilities. Airlines will pay such invoice within ten days after receipt of such invoice.

M. Coordination and Use of the International Club Room:

The International Club Room located at Airside F will be made available on a per-use basis to those airlines and airline service companies that are authorized to operate at the Airport by the Authority. Preference will be given to international carriers on a per-use basis by request to the Vice President of Real Estate.

The use of the International Club Room will be non-exclusive. Users will have access to the International Club Room on a per-use basis at a fixed charge for the first four-hour rental period with additional usage charged per hour.



Users will be responsible for providing all food, beverages, other consumables, glassware, and supplies necessary in preparing the International Club Room prior to use and for clean-up after use. The Authority will provide basic janitorial service and facility maintenance. Users are responsible for utilizing the facilities in a safe, sanitary, and responsible manner. Users will promptly report maintenance issues or damage to the Authority, and will reimburse the Authority for the repair and replacement of any damaged property caused by the improper use or neglect of the facilities.

APPROVED: Michael Stephens  
6/30/22

DATE: