



# ORLANDO INTERNATIONAL AIRPORT

## AERONAUTICAL SERVICE OPERATOR MINIMUM STANDARDS

Revision #13

March 2012

Approved by:

A handwritten signature in black ink, appearing to read 'Phillip N. Brown', with a long horizontal flourish extending to the right.

Phillip N. Brown, A.A.E.  
Executive Director

March 1, 2012

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Effective Date

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## SECTION 1

# GENERAL INFORMATION

## INTRODUCTION

The Orlando International Airport (MCO) is owned by the City of Orlando and operated by the Greater Orlando Aviation Authority (GOAA); MCO is subject to numerous Federal obligations with the Federal Aviation Administration (FAA), pursuant to Surplus Property Deed(s) and Grant Agreements. Applicable Laws and Regulations include:

- Federal Aviation Act of 1958, as amended, and its precedent, Civil Aeronautics Act of 1938.
- Surplus Property Act of 1944
- Civil Rights Act of 1964
- Airport and Airway Improvement Act of 1982
- Airport and Airway Safety and Capacity Expansion Act of 1987
- FAA Reauthorization Act of 1996
- FAA Modernization and Reform Act of 2012
- FAA Order 5190.6B, Airport Compliance Manual
- Advisory Circular 150/5190-6, Exclusive Rights at Federally Obligated Airports
- Advisory Circular 150/5190-7, Minimum Standards for Commercial Aeronautical Activities

Under these agreements, GOAA has agreed to assume certain obligations pertaining to the operation, use and maintenance of the Orlando International Airport. These obligations remain in full force and effect throughout the useful life of the facilities developed under the funded projects, not to exceed 20 years. However, there is no limit on the duration of surplus property obligations or assurances against exclusive rights.

To assist GOAA in meeting its obligations, the FAA encourages airport owners to develop and publish minimum standards to be met by all who use or occupy airport property. Accordingly, GOAA has developed minimum standards for any company that proposes to provide aeronautical services at OIA to ensure acceptable levels of service and safety. Such standards must be fair, equal, and not unjustly discriminatory. They must be relevant to the proposed activity, reasonably attainable, and uniformly applied. Minimum standards must also be tailored to the

specific aeronautical activity and the airport to which they are applied. Failure to meet its obligations could result in GOAA being declared in non-compliance and therefore ineligible for federal funding or other sanctions.

Benefits to be derived from establishing minimum standards include:

- Promotion of safety in airport activities
- Fostering the level of services desired by the airlines, public and GOAA
- Providing financially equitable treatment to all tenants
- Defining the minimum operating threshold for prospective aeronautical service providers
- Protection of airport users from unlicensed and unauthorized products and/or services
- Promotion of orderly development of airport property
- Providing a formalized, but negotiable, base-line for lease development
- Fostering mutually beneficial tenant-landlord relationships
- Promotion of economic stability by discouraging unqualified applicants

This document lists the Minimum Standards for all providers of aeronautical services at MCO. It was developed to provide guidance and protection for all parties concerned.

Minimum Standards establish a template for safe tenant operations, minimize exposure to claims of discrimination or unfair treatment by providers of aeronautical services, address environmental liability issues, reduce liability issues and minimize accident exposure. Minimum standards set the format by which GOAA staff can review requests for business activity on the airport and respond to them.

The details for construction of structures and other facilities are not included in these Minimum Standards. All site plans, new construction, remodeling projects, color schemes, and signage proposed by a Lessee are reviewed and approved by GOAA before submission to the City of Orlando for permitting. All new construction at MCO must meet City of Orlando Building and Fire Codes.

It should be noted that the standards set forth herein are not to be construed as setting forth the desirable size of land area or structure for a particular operator. In this regard, the prospective Lessee may find that in order to establish an economically feasible business, which will yield a satisfactory return on their investment, the requirement for land, area and/or structures will be in excess of the Minimum Standards.

## APPLICABILITY

It is the policy of the Greater Orlando Aviation Authority to extend the opportunity for providing an aeronautical service to any entity meeting the Authority's published standards for that service, subject to availability of suitable space at the Airport to conduct such activities. The Orlando International Airport Master Plan provides the basis for determining whether suitable space is available.

These Standards apply to any person or entity that provides one or more services defined in these Standards at Orlando International Airport except for the following:

1. No provision of these Standards shall be deemed to prohibit any person from performing aeronautical services with respect to its own aircraft; and
2. No provision of these Standards shall be deemed to prohibit any Signatory Airline from performing Aeronautical Services for other airlines at their preferentially leased gates, provided they meet these Standards and in accordance with the terms and conditions of its Airport Lease and Use Agreement.

## AMENDMENT TO EXISTING STANDARDS

Upon approval by the Executive Director, any reference in any Authority agreement to such prior standards shall be deemed to be a reference to these Minimum Standards.

## RIGHT TO AMEND STANDARDS

The Greater Orlando Aviation Authority reserves the right to adopt amendments to these Minimum Standards as it determines they are necessary or desirable to reflect current trends of commercial airport activity and availability of property for lease, for the benefit of the general public or the operation of the Airport.

## APPLICABILITY TO EXISTING TENANTS

All existing Tenants with approved leases currently operating on the airport, before the effective date of these Standards, are "grandfathered" and will be allowed to continue operations and not be held in non-compliance of these Standards if the Authority determines that the continuation of such operation is in the public interest and does not conflict with any FAA requirement, or if the Authority determines that it would be an extreme hardship, financial or otherwise, for such Tenant to fully comply with these Standards.

When the lease of an existing “grandfathered” Tenant, is extended, renegotiated, or amended, such Tenant shall be required to comply with all applicable provisions of these Standards within a reasonable time. Each Tenant’s situation will be reviewed on an individual basis and an equitable arrangement will be negotiated and documented in the new or amended lease agreement.

### WAIVERS

The Authority may, in its sole discretion, waive all or any portion of the Minimum Standards set forth herein for the benefit of any government or governmental agency performing non-profit public services to the aircraft industry, or performing public services to the aircraft industry, or performing emergency medical or rescue services to the public by means of aircraft, or performing fire prevention or firefighting operations. The Authority may further temporarily waive any of the Minimum Standards for non-governmental Operators where the Authority, in its sole discretion, deems such waiver to be in the best interest or welfare of the Airport’s operation.

### CATEGORIES OF AERONAUTICAL SERVICE OPERATORS

The two categories of Aeronautical Service Operators at Orlando International Airport are:

1. **Fixed Base Operator**
2. **Specialized Aeronautical Service Operator** which are individually permitted by GOAA to perform one or more of the following activities:
  - Air Carrier Fueler
  - Air Carrier Line Maintenance
  - Aircraft Repair Station
  - Ramp Services
  - Passenger Services
  - Air Cargo Services
  - Multiple Specialized Services
  - Other Aeronautical Services

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SECTION 2

APPLICATION PROCEDURES

1. Application to provide aeronautical services must be made in accordance with these Minimum Standards and signed by all parties owning an interest in the business including each partner, director, or corporate officer. The Application is attached to this document as Appendix "A".
2. The original application, together with all required documentation, shall be submitted to:

**Commercial Properties Department  
Greater Orlando Aviation Authority  
One Jeff Fuqua Boulevard  
Orlando, Florida 32827-4399**

3. Applicants shall furnish the following supporting documents as evidence of organizational and financial capability at the time of application:
  - a. A detailed description of services to be offered and the business plan to provide such services.
  - b. Include the amount of land required for the proposed service and any buildings or other facilities proposed to be constructed or facilities required.
  - c. Evidence of applicant's past experience, financial capability, and technical ability to perform and/or develop the proposed services and facilities.
  - d. The name(s), address(es), and telephone number(s) of the principal(s) of the business and the proposed operating name of the business, as well as evidence of incorporation in the state of Florida, as applicable.
  - e. The number of persons to be employed along with a description of their duties and responsibilities.

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- f. The tools, equipment and inventory, if any, that applicant will furnish for the proposed service.
  - g. Evidence of Insurance with policy coverage that conforms to the requirements of the Aviation Authority's Insurance Requirements as outlined in Section 1130.00 of the Authority's Policy and Procedures, a copy of which is available at the website or upon request.
  - h. Where applicable, a copy of any signed written agreement/contract between the applicant and an airline currently serving Orlando International Airport (MCO) together with a written statement from such airline to the Authority that the applicant meets the airline's standards for the services to be provided.
  - i. The proposed date for commencement of the activity and the requested length of term to conduct same.
  - j. The estimated cost of any structure or facilities to be constructed or furnished, proposed specifications, and the means and method of financing such construction.
  - k. Such other information as the Authority may require.

### ACTION ON APPLICATION

1. **The Authority may deny any application, or reject any proposal to operate any aeronautical service on the Airport, if, in its opinion, it finds any one or more of the following:**
  - a. The applicant does not meet published qualifications, standards and requirements established by these Minimum Standards.
  - b. The applicant has supplied the Authority, or any other person, with false or misleading information or has failed to make full disclosure in their application or in the supporting documents.
  - c. There is no appropriate, adequate or available space on the Airport to accommodate the applicant at the time of application.

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- d. The proposed activity conflicts with the Airport's Approved Airport Layout Plan, or which will create a safety hazard as determined by the Authority or by the FAA through the review of the ALP Change Request.
  - e. The proposed activity requires the Authority to spend funds or to supply materials/manpower that the Authority is unwilling to spend or supply.
  - f. The proposed activity will result in depriving existing Operators of portions of the area in which they are operating; will result in congestion of aircraft or buildings; or will unduly interfere with the operations of any present Operators, or prevent free access to such operations.
  - g. The proposed activity or operations have been or could be detrimental to the Airport.
  - h. The applicant has violated any of the Orlando International Airport Minimum Standards and/or Rules and Regulations, or the standards and regulations of any other airport, the Civil Air Regulations, the Federal Aviation Regulations, any other statutes, ordinances, laws or orders applicable to the Airport or any other airport.
  - i. The applicant has defaulted in the performance of any lease or other agreement with the Authority.
  - j. The applicant's credit report or financial statement contains information that would create operational questions regarding the applicant's abilities to conduct the proposed operation.
  - k. The applicant does not have, or appear to have, access to the operating capital necessary to conduct the proposed operation.
  - l. The applicant is unable to obtain sufficient insurance, financial sureties or guarantors to protect the interest of the Authority, the City of Orlando, the FAA or other appropriate governmental entities.
  - m. The applicant has been convicted of any crime, or has violated any county ordinances, state or federal laws.
  - n. The Authority determines that the bid or proposal is not in the best interest of the health, safety, welfare, necessity or convenience of the traveling public.

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- o. The applicant is unable to qualify for unescorted access to the Airport Security Areas as required by Title 49 of the Code of Federal Regulations Part 1542.209 or Part 1544.229. These requirements include criminal history records checks.

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### SECTION 3

## GENERAL REQUIREMENTS

### Land

- a. A Fixed Base Operator must lease property at the Airport directly from the Authority to comply with the provisions of these Standards.
- b. A Specialized Aeronautical Services Operator, if required to lease property, may either lease such property directly from the Authority, or sublease from another airport tenant, subject to approval by the Authority in accordance with the provisions of the applicable lease documents.

### Hangars and Other Buildings

- a. If required by these Standards the Operator shall lease or construct a hangar for aircraft storage and shall lease or construct adequate buildings to accommodate offices and shops to support their activities on the Airport.

### Aircraft Parking Apron

- a. If required by these Standards the Operator shall lease or construct paved aircraft parking apron within its leasehold premises with adequate dimensions and pavement design for the largest Aircraft Design Group (ADG) required by its aeronautical activity. The Operator shall provide any paved taxiways necessary for access to the Airport's taxiway system with adequate dimensions and load bearing for the Aircraft Design Group (ADG).

### Equipment

- a. The equipment requirements specified in these Standards shall be deemed satisfied if the Operator owns, leases or otherwise has sufficient access to the equipment needed to provide the applicable aeronautical services promptly on demand without causing any flight delays or other operational impacts on aircraft at the Airport. All equipment must be maintained in operating condition and good appearance. The equipment must be painted in a uniform manner with the company name and logo prominently displayed.

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- b. An applicant under the Specialized Aviation Service Operator categories will be required to obtain a letter from each airline they will be contracted to naming the equipment to be furnished and including a statement from the airline that they concur that this is satisfactory to the airline.
  - c. If required by the Orlando International Airport rules and regulations all vehicles operating at the Airport shall have required permits and registrations, including permits for operation on the Air Operations Area (AOA).
  - d. All vehicles operating at the Airport shall be clearly designated with the name of the Operator on the vehicle.

### **Personnel and Training**

- a. All non-management personnel in the AOA shall be suitably uniformed with the name of the company prominently displayed. All personnel in the AOA shall display security badges in a conspicuous manner at all times.
  - 1. An adequate number of qualified and, where applicable, licensed employees shall be on duty at all times to provide a level of service consistent with these Standards.
  - 2. At least one qualified supervisor shall be on duty when any aeronautical services are being performed.
- b. Each Operator shall establish a written training program to ensure that all employees are thoroughly trained and qualified to perform the tasks to which they are assigned. The training program shall contain detailed instruction in proper operating procedures for each job classification.

### **Contract Security**

- a. All Operators are required to maintain a security deposit with the Authority. Such Contract Security shall be equal to: (i) an estimate of three months' fees or other charges to be payable by the Operator to the Authority in connection with its operations under these Standards or (ii) \$5,000, whichever is greater. The Operator shall, prior to commencing operations at the Airport, provide Authority with a cash deposit, contract bond, irrevocable letter of credit or other security acceptable to the Authority to guarantee the faithful performance by the Operator of its obligations under the Standards and its Permit Agreement or such other agreement with the Authority.

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- b. The Authority shall review the Contract Security periodically, and, based on the Operator's payment history for the previous twelve (12) consecutive months, shall revise the amount to be in compliance with the requirements stated above.

#### **Insurance Requirements**

- a. The Operator shall procure and continuously maintain in effect throughout the term of its activities upon the Airport at Operator's sole expense, insurance of the types and in at least such minimum amounts as set forth in Section 1130.00 of the Authority's Policy and Procedures for the respective categories of aeronautical services involved. A copy of the Policy is available upon request or on the GOAA website. In the event of any of conflict between these Minimum Standards and the Authority's Policy on Insurance Requirements, the provisions of the Insurance Requirements shall prevail.

#### **Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

#### **Permit Agreement**

- a. Except for FBOs and other tenants that have a long term lease with the Authority, no applicant may provide an aeronautical service at the Airport until entering into a written Permit Agreement with the Authority. The Permit Agreement shall be in a form acceptable to the Authority, shall specify which types of aeronautical services the Operator is authorized to provide, and shall contain, without limitation, provisions for a fee payable to the Authority, insurance, indemnification, environmental requirements and a security deposit or other form of contract security as required in these Standards.

#### **Subcontracting**

- a. A Fixed Base Operator shall not subcontract any fueling services.
- b. Generally, Specialized Aeronautical Services Operators may not subcontract any of the services they are authorized to provide. Exceptions are noted in the individual categories.

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**Required Fees and Payments**

- a. The exact fees and payments will be determined on an individual basis and incorporated into the Permit Agreement or Lease.

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SECTION 4

MINIMUM STANDARDS

The following standards have been developed after consideration of the elements outlined in Section 3 with attention to their applicability at the Orlando International Airport. The standards are grouped according to the specific type of activities to which they pertain and any applicant desiring to provide these services at the Airport must meet the standards pertaining to that type of aeronautical service.

The standards set forth herein are the minimum which the Authority will require in agreements authorizing an entity to provide an aeronautical service at the Airport, and, unless specifically limited herein, do not preclude the applicant from seeking greater operating authority than the minimum required.

The Authority reserves the right to adjust and/or combine the square footage of building space or area required herein for each aeronautical service if more than one aeronautical service is to be provided by one entity.

The Authority reserves the right to review and amend these Minimum Standards as necessary.

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## SECTION 5

# FIXED BASE OPERATOR

This section sets forth the minimum standards for a Fixed Base Operator (FBO) at Orlando International Airport.

### STATEMENT OF CONCEPT

A Fixed Base Operator engages in and furnishes a full range of aeronautical activities and services to the public, which shall include, as a minimum, the following:

1. **Fueling**

Fixed Base Operators are permitted to engage in the business of retail sales and into-plane dispensing of aviation fuels to aircraft on their leasehold area. Except as provided in the Aircraft Repair Station section, no other Operator shall be permitted to engage in this specific aeronautical business activity.

Subject to Authority approval, FBOs are permitted to provide “into-plane” or contract fueling at other areas on the airport. In addition, an FBO may provide contract fueling services to air carriers at the terminal gates provided they meet the requirements of Section 6 of these standards.

2. **General Aviation Support Services**

An FBO is typically required to provide numerous support services to the flying public. These services include, but are not limited to: pilot lounges, conference rooms, flight planning areas, weather services, hangar storage, aircraft tie-down, ground handling, aircraft interior and exterior cleaning, catering, rental cars, limousine services, aircraft charter (FAR 135) and gratuitous passenger transportation.

3. **Emergency Assistance**

The FBO is required to provide, either directly or through contracted resources, emergency services to disabled general aviation aircraft on the Airport. This includes recovery, towing or transporting disabled aircraft having a gross landing weight not in excess of 70,000 pounds to the Leased Premises at the request of the owner or operator of the disabled aircraft or Airport Operations.

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4. **Collection Agent**

When requested by the Authority, the FBO may act as the collection agent with respect to any landing fees which are applicable to general aviation aircraft using the Airport.

5. **Other Services**

- a. The FBO may provide other specialized aeronautical services on its leasehold area not addressed in its Lease Agreement subject to the approval of the Aviation Authority. Such other services are reviewed and approved on a case-by-case basis.
- b. The FBO may provide other specialized aeronautical services to air carriers at the terminal gates subject to the Aviation Authority's approval and provided they meet the requirements of these standards.

**MINIMUM STANDARDS**

1. **Land**

- a. Must lease sufficient land to provide adequate space for: hangars and other buildings; paved private auto parking; paved aircraft apron; paved pedestrian walkways; and all storage, servicing utilities and support facilities.

2. **Hangars and Other Buildings**

- a. Must provide a hangar with a minimum of 24,000 square feet for aircraft storage. The hangar door width shall be at least 125' and the clear door height shall be at least 28'.
- b. In addition to the hangar, a minimum of 5,000 square feet of lounge, offices, flight planning facilities, pilot waiting areas, public restrooms and telephone facilities must be leased or constructed. If the Operator in this category elects to provide Aircraft Maintenance Services, either directly or through a contract with an approved sublessee, then an additional minimum of 3,000 square feet of shops and spare parts storage shall be constructed or leased.

3. **Aircraft Parking Apron**

- a. The aircraft parking apron must be contiguous to the FBO Executive Terminal and a minimum of 435,600 square feet (10 acres).

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4. **Storage of Fuels**

- a. The FBO shall provide for an adequate supply of aviation fuels either in owned or leased fuel storage tanks on the leased premises or stored in the Airport Main Tank Farm.

5. **Mobile Dispensing Equipment**

- a. The FBO shall provide at least three (3) metered filter-equipped mobile dispensing trucks for dispensing aviation fuels, with separate dispensing pumps and meters required for each type of fuel.
- b. At least two (2) of the mobile dispensing trucks must be used for turbine fuel with each having a minimum capacity of at least 5,000 gallons.
- c. The remaining mobile dispensing truck shall be for aviation gasoline with a capacity of at least 500 gallons.
- d. All dispensers must have bottom-refilling capabilities and turbine fuel dispensers must have single point refueling capabilities.
- e. All dispensers shall meet all applicable safety requirements, with reliable metering devices subject to independent inspection.
- f. All equipment shall be maintained and operated in accordance with OSHA and local and State industrial codes

6. **Aircraft Service Equipment**

- a. The FBO shall either procure or have access to, tools, jacks, tugs, towing equipment, tire repairing equipment, ground power units, emergency starting equipment, portable compressed air tanks, oxygen cart and supplies, fire extinguishers, mobile passenger stairs, chocks, ropes, tie-down supplies, crew and passenger courtesy transportation vehicles and a "Follow-Me" vehicle, as appropriate and necessary for the servicing for the types of aircraft normally expected to use the FBO facilities.

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7. **Hours of Operation**

- a. All FBOs shall provide aircraft fueling and line services twenty-four (24) hours daily, every day, including holidays or during such other hours as may be mutually agreed upon in writing by the Authority and FBO.

8. **Personnel and Training**

- a. Line Service: At least two (2) fully trained and qualified fuel service personnel shall be on duty at all times while the facility is open for business. A responsible and qualified supervisor should be available at all times.
- b. Maintenance: At least one (1) FAA-licensed aircraft mechanic shall be made available promptly upon request. The FBO can meet this requirement by contracting with a Specialized Aeronautical Service Operator authorized to conduct Aircraft Maintenance at the Airport.
- c. All fuel and line service personnel shall be suitably uniformed with the name of the company prominently displayed.
- d. There shall be at least one person on duty 24 hours per day, seven days a week to act as supervisor, customer service representative, ramp attendant, landing/parking fee collector and dispatcher for General Aviation activity.
- e. All fuel service personnel shall have successfully completed an approved line technician safety course which meets or exceeds 14 CFR Part 139, section 321. National Aviation Transportation Association (NATA) or equivalent is acceptable.

9. **Insurance Requirements**

- a. Each FBO is required to provide insurance in the types and limits specified by the Aviation Authority.

10. **Airport Security**

- a. Each FBO shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

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11. Agreement

- a. An FBO Lease Agreement, properly executed by the Greater Orlando Aviation Authority and the FBO, is a prerequisite to tenancy on the Airport and the commencement of any operations thereon.

12. Required Fees and Payments

- a. Information relative to rental fees and charges applicable to the aeronautical services included herein will be made available to the prospective FBO at the time of application or during lease negotiations.

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## SECTION 6

### SPECIALIZED AERONAUTICAL SERVICES OPERATOR

#### AIR CARRIER FUELER

##### STATEMENT OF CONCEPT

Only Air Carriers providing services to their own aircraft, Fixed Base Operators, or Operators approved by the Authority and in compliance with these Standards may provide Air Carrier fueling services at the terminal gates. An Air Carrier Fueler acts as the “Into-Plane Agent” of an air carrier and provides the following services:

- a. The into-plane delivery and quality control of aviation fuel ordinarily used and required by air carriers serving Orlando International Airport; and,
- b. The delivery of aviation oils and lubricants of all types and grades ordinarily required by air carriers utilizing the Airport.

##### MINIMUM STANDARDS

###### 1. Experience

- a. An Operator proposing to engage in air carrier fueling shall have a minimum of 5 years experience fueling air carrier aircraft through a hydrant system at either large or medium hub airports. At the time of application, the Operator must have at least three (3) other fueling operations at large or medium hub airports.
- b. An Operator shall be able to satisfy the Authority that they are familiar and can comply with the following:
  - i. FAA Advisory Circular 150/5230-4A – Aircraft Fuel Storage, Handling, and Dispensing on Airports.
  - ii. NFPA 407 – Standard for Aircraft Fuel Servicing
  - iii. FAA Advisory Circular 00-34A Aircraft Ground Handling and Servicing

###### 2. Facilities

An Operator performing air carrier fueling shall have executed a Fuel System Access Agreement with the Orlando Fuel Facilities, LLC.

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- a. An Operator will be required to lease or sublease space at the Airport in support of its activities. The type and amount of space is dependent on the size of the operation. An example of the type of space required to be leased is: office area, operations area and break room. Also, additional space away from the terminal area must be leased to park, store and maintain equipment when it is not actually being used.

### 3. Equipment

- a. An Operator performing air carrier fueling shall maintain equipment in sufficient quantities and of sufficient type to service all aircraft handled by the Operator and which shall include the following:
  - 1. Two truck-mounted hydrant refueling vehicles capable of uplifting 600 gpm and compatible with the Authority's hydrant system. One of the units shall be equipped with a high-lift device if the Operator plans to service widebody aircraft.
  - 2. Two towed hydrant refueling units capable of uplifting 300 gpm and compatible with the Authority's hydrant system.
  - 3. Two tow tugs or other vehicles capable of repositioning the towable units.
  - 4. A dedicated fuel spill team consisting of a minimum of two properly trained individuals with a sufficient supply of absorbent materials and the vehicular means to transport this material for the immediate containment and subsequent clean up of a fuel spill and proper disposal of any hazardous waste created by any fuel spill. The training requirements, methods of disposal and clean up are all subject to approval by the Authority's Environmental division.
  - 5. Any deviations from this portion of the Standards may be requested in writing for the Authority's consideration.

### 4. Hours of Operation

- a. The Operator shall provide services in a timely manner during the hours specified by the air carrier.

### 5. Personnel and Training

- a. The Operator shall employ, and have on duty during the appropriate business hours, sufficient trained personnel to meet the airline's requirements. Fueling personnel should be of sufficient number to safely operate the fueling system and to meet the airline's requirements.

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- b. Training for Supervisory Personnel – At least one supervisor must have completed an aviation fuel training course at an approved FAA/Industry sponsored fueling course. Following initial training the supervisor should be able to correctly answer the areas outlined in FAA Advisory Circular 150/5230-4A.
  - c. The Operator shall have a duly appointed supervisor during business hours with the authority to represent and act for and on the behalf of the Operator.
  - d. Clothing - All employees will be appropriately clothed (garments other than silk, polyesters, nylon with wool, or other static generating fabrics; shoes containing no taps, hobnails, or other materials which could generate sparks on pavement) in uniforms with the name of the company prominently displayed.
  - e. Training for Line Personnel – as outlined in FAA Advisory Circular 150/5230-4 CHG 1, Appendix 7, 4.c. 1 through 13.

**6. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**7. Airport Security**

- a. All Specialized Aeronautical Service Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**8. Permit Agreement**

- a. An Operator in this category may contract directly with and provide services to any Air Carrier utilizing gates at the Terminal at OIA provided Operator has:
  - i. Executed a Permit Agreement with the Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.
  - ii. Executed a Fuel Systems Access Agreement with the Orlando Fuel Facilities, LLC.

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- b. Each Operator shall provide the Authority with a copy of all signed written agreements or contracts with airlines currently serving Orlando International Airport (MCO).
  - c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreements or contracts with any airline by using the form supplied in Appendix “D” of these Standards.

9. **Required Fees and Payments**

- a. The fees and payments will be determined on an individual basis and incorporated into the Permit Agreement.

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## SECTION 7

### SPECIALIZED AERONAUTICAL SERVICES OPERATOR

#### AIR CARRIER LINE MAINTENANCE

##### STATEMENT OF CONCEPT

An Aircraft Line Maintenance Operator is a person, firm, corporation or other entity that provides routine and non-routine line maintenance in accordance with an Air Carrier's instructions and procedures. These Operators are mobile and often provide their services from a step van that is a well-equipped mobile workshop.

##### MINIMUM STANDARDS

###### **1. Facilities**

- a. The actual facilities will depend on the services rendered to the airlines and the availability of space at the Airport. Equipment parking needs will likewise be handled individually. However, due to the limited space for equipment and vehicle parking at the Airsides, all vehicles are to be removed from the Terminal gates between service calls.

###### **2. Equipment**

- a. Unless otherwise supplied by the Air Carrier, the Operator shall provide all tools and equipment required to perform the services outlined in the Operator's contract with the Air Carrier,.
- b. The Operator will provide certification from the Air Carrier to the Aviation Authority in writing that Operator is qualified and properly trained to perform the services required.

###### **3. Hours of Operation**

- a. The Operator shall provide services in a timely manner during the hours specified by the air carrier.

###### **4. Personnel and Training**

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- a. The Operator shall have in its employ, and on duty during the appropriate business hours, sufficient trained personnel to meet the airline's requirements.
  - b. The Operator shall have a duly appointed supervisor during business hours with the authority to represent and act for and on the behalf of the Operator.
  - c. All employees will be in uniform with the name of the company prominently displayed.

**5. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**6. Airport Security**

- a. All Specialized Aeronautical Service Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**7. Permit Agreement**

An Operator in this category may contract directly with and provide services to any Signatory or Non-Signatory Air Carrier at OIA provided they shall:

- a. Execute a Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.
- b. Each Operator shall provide the Authority with a signed copy of all agreements or contracts with an airline(s) serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in Appendix "D" of these Standards.

**8. Required Fees and Payments**

- a. The fees and payments will be determined on an individual basis and incorporated into the Permit Agreement

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## SECTION 8

### SPECIALIZED AERONAUTICAL SERVICES OPERATOR

#### AIRCRAFT REPAIR STATION

##### STATEMENT OF CONCEPT

An Aircraft Repair Station Operator (“Operator”) is a person, firm, corporation or other entity providing maintenance, repair, rebuilding, alteration or inspection of an aircraft or any of its component parts. An Aircraft Repair Station (“Station”) must be certified by the Federal Aviation Administration under FAR 145 to perform aircraft maintenance and shall provide only those maintenance and inspection services permitted by its FAA certificate. This category shall also include the sale of aircraft parts and accessories, but such is not an exclusive right.

##### MINIMUM STANDARDS

###### **1. Land**

- a. The Operator shall lease enough land to provide space for all buildings and support facilities; paved private auto parking; paved aircraft apron (if required); a paved taxiway connecting to the airport taxiway system (if needed); a paved pedestrian walkway; all storage facilities.

###### **2. Hangars and Shops**

- a. The Operator shall lease or construct a hangar including shop facilities of at least 20,000 square feet to conduct its business, unless the Station intends to store and dispense fuel in which case it shall meet the requirements set forth below in Section 5(f).

###### **3. Aircraft Apron**

- a. The Operator shall lease or construct at least 30,000 square feet of paved aircraft parking and storage area to support its activities.

**NOTE:** The requirements of 1-3 above may be satisfied by an approved sublease of such space from an FBO.

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**4. Aircraft Service Equipment**

- a. The Operator shall at all times maintain an adequate supply of all necessary parts, equipment and accessories required to support their contract customers.
- b. If the Operator is involved with moving aircraft, they shall have, or lease, at least one aircraft tug of sufficient power or braking weight to handle any aircraft that the operator is permitted to service under the operator's FAA certificate.
- c. All of the tools and equipment required under the Operator's FAA certificate.

**5. Minimum Standards for an Aircraft Repair Station Storing and Dispensing Fuel**

- a. The Operator may store aviation (jet) fuel either in owned or leased fuel storage tanks on the leased premises for the sole purpose of fueling aircraft manufactured by the Operator.
- b. The Operator may dispense aviation (jet) fuel into the aircraft manufactured by the Operator only when the aircraft has undergone maintenance, service or repair at the Operator's Station on the Airport, into an aircraft which has delivered parts, an owner or the crew of an aircraft undergoing maintenance, or an aircraft otherwise related to operation of the Station. There must be a current maintenance or repair record associated with each fueling of an aircraft under this section unless the aircraft is owned by the Operator. Operator may not solicit or promote fuel sales.
- c. Arrivals and departures into and out of the Operator's facility are limited to aircraft undergoing maintenance, aircraft associated with an aircraft undergoing maintenance (i.e. parts, crew) or an aircraft owned by the Operator.
- d. The Operator shall dispense fuel from one or more GOAA approved fixed metered dispensing facilities. No mobile fuel dispensing equipment shall be permitted for use by the Operator.
- e. All dispensers shall meet all applicable safety requirements, with reliable metering devices subject to independent inspection.
- f. All equipment shall be maintained and operated in accordance with OSHA and local and State industrial codes.
- g. The Operator must provide a hangar with a minimum of 24,000 square feet for aircraft storage. The hangar door width and height shall be sufficient for the

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Operator to accommodate the fleet of aircraft it will service. This is not in addition to the requirement set forth in Section 8(2)(a).

- h. The Operator shall ensure that at least one (1) fully trained and qualified fuel service person shall be on duty at all times while the facility is open for business. A responsible and qualified supervisor should be available at all times.
- i. All fuel service personnel shall be suitably uniformed with the name of the company prominently displayed.
- j. All fuel service personnel shall have successfully completed an approved line technician safety course that meets or exceeds 14 CFR Part 139, section 321. National Aviation Transportation Association (NATA) or equivalent is acceptable.
- k. The Operator shall only dispense fuel during its posted operating hours.
- l. In addition to 8(a), the Operator may be requested to provide additional types and limits of insurance relating to dispensing fuel.

## **6. Hours of Operation**

- a. The Leased Premises shall be open and services available at least eight (8) hours a day, five (5) days a week.
- b. The Operator shall provide for services during off-hours through an “on-call” system.

## **7. Personnel and Training**

- a. The Operator shall have in its employ, and on duty during the appropriate business hours, trained personnel in such numbers as are required to meet these Minimum Standards in a safe and efficient manner, but never less than one (1) person currently certified by the FAA with ratings appropriate to the work being performed, and who holds an airframe, power plant or an aircraft inspector rating, plus one (1) additional person not necessarily rated.
- b. The Operator shall maintain during business hours, a responsible person in charge to supervise its operations on the Airport and with the authorization to represent and act for and on behalf of the Operator.

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- c. All employees will be in uniform with the name of the company prominently displayed.

## **8. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

## **9. Airport Security**

- a. All Specialized Aeronautical Service Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

## **10. Lease Agreement**

- a. Execute a Lease Agreement with the Aviation Authority which shall specify which types of aeronautical services the Operator is authorized to provide, and shall contain, without limitation, provisions for fees payable to the Authority, insurance, indemnification, environmental requirements and a security deposit or other form of contract security as required in these Standards acceptable to the Aviation Authority.
- b. Each Operator shall provide the Authority with a signed copy of all agreements or contracts with airline(s) currently serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in Appendix "D" of these Standards.

## **11. Required Fees and Payments**

- a. The exact fees and payments will be determined on an individual basis and incorporated into the Lease Agreement.

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## SECTION 9

### SPECIALIZED AERONAUTICAL SERVICES OPERATOR

#### RAMP SERVICES

##### STATEMENT OF CONCEPT

A Ramp Services Operator, or “ground handler,” is a person, firm, corporation or other entity that engages in providing “above and below the wing” services to airlines at the terminal gates. The actual services to be provided will vary from airline to airline. The list below is not intended to be all-inclusive and is provided as an example of the types of services that are typical of this category.

- Aircraft Marshalling and Parking
- Ramp to Flight Deck Communication
- Loading and Unloading of Passengers or Baggage
- Starting of Aircraft
- Moving of Aircraft
- Exterior Cleaning
- Interior Cleaning
- Lavatory Service
- Potable Water Service
- Cooling and Heating
- Cabin Equipment and Inflight Entertainment Material
- Storage of Cabin Material
- Flight Operations and Crew Administration
- Baggage Handling

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## MINIMUM STANDARDS

### 1. Facilities

- a. Shall lease space to provide for storage of ramp equipment when it is not in use.
- b. Shall have access to an area designated as “Flight Planning Room” for crews of commercial air carriers serviced by the operator. This room shall be available 24 hours per day, seven days per week and shall include:
  1. Area for weather service, flight planning and filing sufficient to meet the needs of the commercial flight crew.
  2. Access to men and women’s rest rooms for the use of the commercial flight crew.
  3. Public telephones, SITA or comparable telex equipment and dedicated direct line or automatic dial FAA/FSS telephone.
  4. A crew lounge, if required by the airline and available from the Authority.

### 2. Equipment

- a. Shall maintain equipment in sufficient quantities and type to provide the services desired by the airline and to service all aircraft used by the airline at MCO.

### 3. Hours of Operation

- a. Shall have services available as required by the airline.

### 4. Personnel

- a. One General Manager, with a minimum of five (5) years experience, on duty during regular business hours and assigned to MCO 40 hours a week. At least one Supervisor, with a minimum of two (2) years experience, on duty when customer’s aircraft is on the ground.
- b. All personnel shall be properly uniformed with the company name prominently displayed.

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5. **Contract Security**

- a. As specified in the Permit Agreement with the Authority.

6. **Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

7. **Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

8. **Permit Agreement**

- a. Execute a Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.
- b. Each Operator shall provide the Authority with a signed copy of all agreements or contracts with airline(s), currently serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in Appendix "D" of these Standards.

9. **Required Fees and Payments**

- a. As specified in the Permit Agreement.

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SECTION 10

SPECIALIZED AERONAUTICAL SERVICES OPERATOR

PASSENGER SERVICES

STATEMENT OF CONCEPT

Passenger Services are those activities that may be subcontracted by an air carrier to a firm specializing in these activities to assist their arriving and departing passengers . Typical activities to include the following:

**1. Representation and Accomodation**

- a. If required, arrange guarantee or bond to facilitate the Carrier's activities.
- b. Liase with local authorities.
- c. Indicate that the Operator is acting as an agent for the Carrier.
- d. Inform all interested parties concerning movements of the Carrier's aircraft.
- e. Effect payment, on behalf of the Carrier.

**2. General Services**

- a. Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.
- b. Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.
- c. Provide or arrange for special equipment, facilities and specially trained personnel for assistance to:
  1. Unaccompanied minors
  2. Disabled passengers
  3. VIPs
  4. Transit without visa passengers (TWOVs)
  5. Deportees

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6. Others

- d. Take care of passengers when flights are interrupted, delayed or cancelled according to instructions given by the Carrier. If instructions do not exist, deal with such cases according to the practice of the airline's governing tariffs.
- e. If applicable, arrange storage of baggage in the Custom's bonded store if required.
- f. Notify the Carrier of complaints and claims made by the Carrier's clients and process such claims, as mutually agreed.
- g. Handle lost, found, or damaged property matters and storage as mutually agreed.
- h. Report to the Carrier any irregularities discovered in passenger and baggage handling.
- i. Provide or arrange for:
  - 1. Check-in position(s)
  - 2. Service counter(s)/desk(s) for other purposes
  - 3. Lounge facilities
- j. Provide or arrange for personnel and/or facilities for porter or skycap services. This activity may be subcontracted to a firm that specializes in these activities.

3. Arrival/Departure Services

- a. Passenger ticketing and seat assignments.
- b. Baggage tagging.
- c. Boarding information and ticket lift.
- d. Supervision of passengers while on the ramp.
- e. Passenger supervision for Border Protection and U.S. Customs Service.
- f. Supervision and responsibility for tour operators who may be present.
- g. Posting for the public the flight number and the name of the airline, tour operator and handling companies for each flight handled by the operator.
- h. Other passenger services as may be approved by the Authority.
- i. Direct passengers from aircraft (through controls, if required) to connecting flights or to the landside terminal baggage claim area.
- j. Compliance with all FAA or TSA Security Directives.

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## MINIMUM STANDARDS

### 1. Facilities

- a. Have access to the ticket counters.
- b. Lease or sublease office space for supervisory and support personnel.
- c. Shall maintain sufficient numbers of wheelchairs and aisle chairs as required by the airline and/or Aviation Authority.
- d. Shall have access to the Authority loading bridges and received training in the operation of this equipment.
- e. Shall have access to an Authority approved baggage make-up and claim area.
- f. Shall lease a designated area for lost and damaged baggage. Airline leased space or space leased by a baggage delivery service may be used to meet this requirement.

### 2. Equipment

- a. This Operator shall have the usual and typical equipment, either owned or leased, for providing the services necessary to the airline.

### 3. Hours of Operation

- a. This Operator shall have services available as required by the airline and the capability to handle early or late flight operations as directed by either the airline or the Authority.

### 4. Personnel and Training

- a. While providing passenger-handling services, the operator shall have at least one supervisor on duty, with a minimum of one-year experience.
- b. Employees engaged in passenger handling shall be trained in and familiar with:
  1. Passenger ticketing and check-in services.

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2. Border Protection and U.S. Customs rules and procedures.
  3. Orlando International Airport's ground transportation system and the services available for the handicapped.
  4. Such employees shall possess the appropriate foreign language capability for foreign flights being handled.
  5. Common Use Terminal Equipment (CUTE)
  6. Security requirements as required by the TSA, Carrier or Authority
  7. Other as required by the Airline
- c. All personnel shall be uniformed with the company name prominently displayed.

**5. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**6. Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**7. Permit Agreement**

- a. Execute a Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents and deposits as outlined in the Permit Agreement.
- b. Each Operator shall provide the Authority with a signed copy of all written agreements or contracts with airline(s), currently serving the Airport.
- b. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in Appendix "D" of these Standards.

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8. Required Fees and Payments

- a. As specified in the Permit Agreement.

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## SECTION 11

### SPECIALIZED AERONAUTICAL SERVICES OPERATOR

#### AIR CARGO SERVICES

An Air Cargo Services Operator may provide either or both of the following types of air cargo services:

1. Air Cargo Handler

- a. An Air Cargo Handler is a person(s), firm(s) or corporation(s) engaged in the business of loading or unloading air cargo (excluding passenger baggage, and also excluding over-the-counter items weighing less than 70 pounds and handled over the ticket counter in the passenger terminal) on or off an aircraft. An owner or operator of an aircraft that uses its own employees to load or unload air cargo on or off such aircraft shall not be considered an Air Cargo Handler as defined herein.

2. Cargo Warehouse Operator

- a. A Cargo Warehouse Operator is a person(s), firm(s) or corporation(s) engaged in the business of processing air cargo through a warehouse, who takes care of the administrative control of the air cargo and performs the physical handling and control of such air cargo on behalf of an airline, agent, customs house broker, consolidator, break bulk agent, handling agent, shipper or consignee or other party. The Cargo Warehouse Operator may also provide or arrange for the surface transportation of air cargo to and from an aircraft for a customer, but may not engage in the business of loading or unloading air cargo on or off an aircraft unless the Cargo Warehouse Operator meets the minimum standards to provide such service and has executed an Permit Agreement with the Authority authorizing such service.

#### MINIMUM STANDARDS

1. Facilities

- a. The Air Cargo Handler must lease or sublease adequate space and facilities at the Airport to store its equipment, to operate its business, and to accommodate its employee parking requirements.

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- b. The Cargo Warehouse Operator must lease or sublease a minimum of 2,000 square feet of combined warehouse and office space at the Airport plus adequate space to store equipment to operate its business and to accommodate its employee parking requirements. An Operator in this category may satisfy this requirement if it has a written agreement with an airline under which the Operator has the right to use at least the minimum space required under these standards to provide its services to a third party from the airline's space. This agreement must be approved by the Authority.

**2. Equipment**

- a. The Air Cargo Handler must have the use of sufficient and appropriate equipment to serve the customer's aircraft. The following minimum equipment list shall serve as a guideline:

- 1. Three baggage tugs and tow bars for baggage equipment and freight carts
- 2. Two lower deck container/pallet loaders
- 3. One main deck container/pallet loader
- 4. 28-pallet dollies and 16 container dollies or an equal amount of equivalent equipment
- 5. One belt loader
- 6. Non-motorized equipment, including but not limited to, freight carts and aircraft tow bars.

- b. The Cargo Warehouse Operator must have the use of the following minimum equipment:

- 1. One floor scale certified by the State of Florida in accordance with applicable legal requirements
- 2. One forklift, having a minimum 4,000 lb. rating, LP gas or electric with pneumatic tires or equivalent
- 3. If surface transportation of cargo is provided, one tug, having a minimum 5,000 lb. draw bar pull or equivalent.

**3. Hours of Operation**

- a. Shall have services available as required by customers.

**4. Personnel and Training**

- a. Shall have sufficient uniformed personnel to provide the services desired by the customer.

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**5. Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

**6. Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

**7. Permit Agreement**

- a. Execute a Permit Agreement with the Aviation Authority and provide the Authority with all the necessary documents and deposits as outlined in the Permit Agreement.
- b. Provide the Authority with a signed copy of all agreements or contracts with airline(s) currently serving the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in Appendix "D" of these Standards.

**8. Required Fees and Payments**

- a. As specified in the Permit Agreement.

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SECTION 12

AIRCRAFT GROUND SERVICE EQUIPMENT (GSE)  
MAINTENANCE

STATEMENT OF CONCEPT

This Specialized Aeronautical Service Operator maintains aircraft ground support equipment for tenants at Orlando International Airport. This category includes GSE rental services to airlines and other specialized maintenance services such as contract maintenance support for baggage systems and passenger loading bridges. Tenants performing any vehicle maintenance must comply with these minimum standards in order to operate from any facilities located on the Airport. All work shall be performed in properly equipped shops with trained mechanics.

MINIMUM STANDARDS

1. Facilities

- a. The facility shall be structurally suitable and code compliant with appropriate fire separation per current City of Orlando Fire and Building Code.
- b. Fire protection and detection equipment shall be maintained in good working order and shall be inspected and tested in compliance with applicable codes.
- c. Floors shall be kept clean and free of oil and grease. Only environmentally friendly water solutions or detergents, floor-sweeping compounds, and grease absorbents shall be used for cleaning floors.
- d. Sufficient amounts of oil absorbent shall be on hand to control any type of hazardous materials spill. Employees will be trained on proper procedures for deploying and cleaning up such a spill.
- e. All floor drains shall be equipped with an oil/water separator maintained according to GOAA policy 1300.03 (available on request) and City of Orlando Ordinance. The GSE Operator is required to protect any oil/water separator equipped floor drains to minimize any contaminants from entering the wastewater system.

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- f. Any welding, cutting, or other “hot work” shall be done only in those areas approved by the Aviation Authority. These areas must be kept free of all combustibles. All equipment shall be in good working order and approved fire extinguishers shall be available in accordance with Fire Code.
- g. Generally, all maintenance activities shall be done within the facility. Any large equipment that cannot fit into the facility, such as large fuel tankers or pushback tugs, may have periodic light maintenance work, as defined in this Standard, done elsewhere on the leased premises provided all appropriate safety measures and spill containment requirements are met. Any maintenance, with a few exceptions, on a terminal gate or anywhere on an Airside is strictly prohibited. Typical emergency maintenance that might be allowed in a gate area is:
- Changing a flat tire (i.e., immediately exchanging a flat tire and wheel for a new replacement). Equipment shall not be jacked up and the wheel and tire removed and taken back to the shop for repairs.
  - Changing fan or accessory belts, provided this can be done without jacking the vehicle up and within 20 minutes.

Any emergency maintenance in the terminal areas should be coordinated through Airfield Operations (407.825.2036) on a case-by-case basis.

Maintenance that is strictly forbidden in a gate area includes: any oil and filter changes, welding, and other hazardous operations.

- h. Any vehicle washing shall be done in accordance with the approved Stormwater Pollution Prevention Plan (SWPPP) for the facility and best management practices (BMP). If you are in doubt about the correct methods contact the Authority’s Environmental Division (407.825.3463) for guidance.
- i. All GSE facilities shall comply with GOAA policies, local, state, and federal law. If there is a conflict between the GOAA policy and the City of Orlando Code, the City Code shall prevail.
- j. Painting – Vehicle touch up painting, within the limits defined by EPA, is allowed provided it meets all other criteria. Painting of entire vehicles will only be allowed in a properly designed and ventilated paint booth.

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k. Smoking is permitted in designated areas in accordance with Florida Statute Chapter 386, FAR 139.321 and GOAA policy 140.02. No smoking is permitted on the AOA.

l. Vehicle Parking – All vehicles shall be parked in an orderly fashion in properly striped and designated areas.

2. **Material Storage**

a. Material storage must be kept in a neat and orderly fashion. Trash should be removed on a daily basis or as necessary so as to not accumulate. Tools and maintenance materials should not be left lying around the floor space. At no time, shall any item be placed in a position that would impede the emergency egress from the facility. All storage shall comply with all applicable codes.

b. Any flammables, combustibles, or other hazardous materials shall be stored in approved containers in a properly identified and designated location within the building away from occupied areas. This area shall also be clearly marked on the floor and with overhead signage.

c. All Hazardous Waste will be stored in approved containers and disposed of properly according to the Federal Resource Conservation and Recovery Act (RCRA).

d. Material Safety Data Sheets (MSDS) of all hazardous materials are to be kept on site, both on the interior and exterior of the premises, and shall have identifying markers indicating the chemical, quantity stored on site and location. All MSDS shall be kept current and readily available to provide in an emergency or inspection.

e. Liquids shall be stored in approved closed containers compliant with all applicable codes. Bulk quantities of liquids should be stored in a safe location on the outside of the building in a manner and location as designated by the Authority's Environmental Division.

f. Any pressurized cylinders, not currently being used, shall be secured and stored in compliance with all applicable codes. Large quantities of cylinders should be stored in a safe location on the outside of the building in a manner and location approved by the Authority.

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- g. Approved metal receptacles with self-closing covers shall be utilized for the storage or disposal of oil-soaked waste or cloths.
  - h. Combustible rubbish shall be placed in approved covered receptacles until removed to a safe place for disposal. Contents shall be removed on a daily basis.
  - i. Material storage outside of the facility should be maintained in a clean and neat fashion and shall be away from areas of emergency exits or fire protection devices. Stored items shall be secured at all times so as to not pose a hazard to aircraft or vehicles.

### 3. Equipment

- a. This Operator shall have the usual and typical equipment and trade fixtures, either owned or leased, for providing the services necessary to the tenant.
- b. Any GSE Operator needing to store equipment shall do so either on their leased premises or off-premise on Authority-owned apron. The GSE Operator shall be required to enter into a lease for the off-premise storage area with the Authority at the prevailing rate per square foot.
- b. Disabled Equipment – The GSE Operator shall have the means, either for itself or through a contract with a towing firm that can respond within the specified times, to remove disabled equipment from the operational areas of the airport within the times set below:
  - Ramp or Gate Areas – Any disabled equipment shall immediately be removed from the area.
  - Service Roads – Disabled equipment shall be removed within 30 minutes.

If the Authority has to remove any vehicles because of non-responsiveness on the part of any GSE Operator, the Authority shall bill the Operator the cost of removal plus a 25% administrative fee.

- c. Unserviceable equipment storage is not allowed and shall be removed from the premises within 30 days. Equipment waiting on parts shall also be repaired within 30 days or be removed off-site for storage.

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- d. The Authority reviews these Standards on a frequent basis and reserves the right to amend the minimum equipment requirement if, in its sole discretion, it determines that having the additional equipment is in the best interests and safety of the tenants.

4. Hours of Operation

- a. The Operator shall provide services during such hours as required by the customer.

5. Personnel and Training

- a. The Operator shall have at least one supervisor on duty at all times with a minimum of one-year experience.
- b. All personnel shall be uniformed with the company name prominently displayed.
- c. Employees shall be trained on a regular basis on the operation of fire protection equipment and emergency procedures. This would include knowing where emergency contact information is stored and how to report a fire or environmental emergency.
- d. An authorized employee or other designated properly trained person shall make a daily inspection of the facility and shall be responsible for the prompt removal or repair of any hazardous condition, including proper maintenance and safety devices and the immediate removal or proper storage of accumulations of combustible materials.
- e. All employees will be trained on proper procedures for handling and cleaning up any hazardous wastes.
- f. Training records shall be maintained on-site and be available for inspection upon reasonable notification.

6. Inspection

- a. The facility may be inspected at any time for compliance to this standard or any other applicable codes by the Authority or other code compliance entities.

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7. **Insurance Requirements**

- a. Each Specialized Aeronautical Service Operator is required to provide the specific types of insurance coverage's applicable for their operation in the limits specified by the Authority.

8. **Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

9. **Permit Agreement**

- a. The Operator must have a fully executed and approved Permit Agreement with the Aviation Authority and provide the Authority with all necessary documents, deposits and fees as outlined in the Permit Agreement or in these Standards before entering into a lease for space on the Airport.
- b. Each Operator shall provide the Authority with a signed copy of all written agreements or contracts with customers at the Airport.
- c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any customer(s) by using the form supplied in Appendix "D" of these Standards.

10. **Required Fees and Payments**

- a. As specified in the Permit Agreement.

11. **Enforcement**

- a. Any GSE Operator found violating any of these minimum standards shall be required to correct the deficiency within 15 days of being notified by the Authority. If the violation is not corrected, the GSE Operator's Permit Agreement and security media will be canceled and they will lose the privilege of working at OIA.

12. **Definitions**

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a. Light Repairs: fluids and filter changes, lubrication, inspection, and similar minor automotive maintenance work. Examples of minor repairs would be:

- Engine tune-ups
- Brake system repairs
- Small component change outs
- Tire repair and rotations
- Paint touch up

b. Heavy Repairs: work that would require specialized training and tools to perform. Examples of major repairs would be:

- Engine Overhauls
- Repairs that would require draining or removing the fuel tank or opening the fuel system.
- Welding or other “Hot” work.
- Body and fender work
- Any painting in excess of the maximum allowed by EPA

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## SECTION 13

### SPECIALIZED AERONAUTICAL SERVICE OPERATOR

### MULTIPLE AERONAUTICAL SERVICES

#### STATEMENT OF CONCEPT

This section is applicable to any Specialized Aeronautical Services Operator that engages in any two (2) or more of the specialized aeronautical services for which Minimum Standards have been developed. The retail sale of aviation fuels and lubricants are not allowed under this category. These activities are reserved solely for Fixed Base Operators as set forth in Section 5 of this document.

#### MINIMUM STANDARDS

1. Land

- a. If required by the Standards, this Operator shall lease, either from the Authority or sublease from another tenant, subject to the approval of the Authority, an area that is equal to the total area required by the sum of the land area requirements under the individual specialized services the Operator is providing.

2. Hangars and Other Buildings

- a. If required by the Standards, this Operator shall lease or construct hangar facilities providing a total square footage that is equal to the total area required by the sum of the hangar size required under the individual specialized services the Operator is providing.

3. Aircraft Apron

- a. If required by the Standards, this Operator shall lease or construct paved aircraft parking apron that provides a total square footage that is equal to the total area required by the sum of the apron area required under the individual specialized services the Operator is providing.

4. Hours of Operation

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- a. The Operator shall maintain the longest hours of operation required elsewhere in these Minimum Standards for the aeronautical service being provided

5. **Personnel**

- a. The Operator shall have in its employ and on duty during the appropriate business hours, uniformed, trained personnel in such numbers as are required to meet the Minimum Standards for the aeronautical services to be provided. Multiple responsibilities may be assigned to meet the personnel requirements for each specialized aeronautical service being performed.

6. **Equipment**

- a. The Operator shall provide the facilities, equipment and services required to meet the Minimum Standards for the aeronautical services provided.

7. **Insurance**

- a. Each Specialized Aeronautical Service Operator is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.
- b. The Operator in this category shall obtain, as a minimum, that insurance coverage which is equal to the highest single coverage requirement of all the aeronautical services being performed by the Operator. All required insurance shall meet the Authority's Insurance Requirements.

8. **Airport Security**

- a. All Operators shall be required to conform to the applicable requirements and procedures of the Comprehensive Security Plan for Orlando International Airport. The Authority reserves the right to impose additional security measures based on threat vulnerability estimates at any time.

9. **Permit Agreement**

- a. Execute a Permit Agreement with the Aviation Authority and provide the Authority with all the necessary documents and deposits as outlined in the Permit Agreement.

- 
- b. Provide the Authority with a signed copy of all agreements or contracts with airline(s) currently serving the Airport.
  - c. Each Operator shall advise the Authority within five (5) working days of any changes in their agreement(s) or contract(s) with any airline(s) by using the form supplied in Exhibit “D” of these Standards.

9. **Required Fees and Payments**

- a. As specified in the Permit Agreement.

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## SECTION 14

### SPECIALIZED AERONAUTICAL SERVICE OPERATOR

#### OTHER SERVICES

##### STATEMENT OF CONCEPT

The purpose of this section is to address the activities which, by nature of the operation or service, are not directly associated with aeronautical activities, or services that are too specialized to reasonably permit the establishment of specific minimum standards for each. When services are proposed which do not fall within the categories in this document, minimum standards will be developed on a case-by-case basis if needed, taking into consideration the desires of the proponent, the needs of the Authority, and the need for such service at Orlando International Airport.

Listed below are some of the services that are included in this category:

- Baggage Delivery
- Janitorial Services to Leased Areas
- Security Services
- Drug Testing
- Communications
- Skycap, Check-in Services and Baggage Runners
- Airline Crew Transportation (Pickup and Drop Off)
- Aircraft Cleaning and Washing
- Employment Agencies

All companies intending to provide services at OIA must have the appropriate insurance coverage and a Permit Agreement from the Aviation Authority before they will be allowed to do business on the property.

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SECTION 15

NON-COMMERCIAL HANGAR

STATEMENT OF CONCEPT

This section provides guidance for those individuals that desire to lease property directly from the Authority to construct a hangar for the storage of their own aircraft. The following minimum operating standards shall apply:

MINIMUM STANDARDS

1. Land

- a. The leasehold shall comprise sufficient land to provide adequate space for all buildings, paved aircraft parking apron, paved automobile parking, vehicular driveways and service access ways, any required minimum building setbacks from edges of the leasehold and any required stormwater ponds. In addition to the minimum leasehold requirement for hangar facilities, the Tenant shall provide at its own expense, paved taxiway access to the Airport's existing taxiway system. All aircraft pavement proposed by Tenant shall be designed and constructed in full conformance with applicable Authority and FAA standards for the largest type of aircraft approved to use the premises.

2. Hangar

- a. A hangar shall be constructed which will provide a minimum of 12,000 square feet of aircraft storage space. Any additional space for offices, storage and restroom facilities must meet all applicable City of Orlando Code requirements. The aircraft parking apron shall be at least 18,000 square feet in area.

3. Permitted Uses

- a. Lessee shall use the leased premises solely for storage and servicing of their own aircraft. No commercial activity of any kind shall be permitted on the premises

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unless authorized in the lease agreement with the Authority. Lessee shall not sell, barter, trade, share or in any other manner provide hangar space to any other airport tenant or user, or to any other aircraft except those aircraft owned or leased for the exclusive use of the tenant unless expressly approved in writing by the Authority. Hangar, office, shop or ramp space may be shared, subleased or used by others with the approval of the Authority. Lessee shall not exercise any other rights or privileges reserved to Fixed Base Operators or Specialized Aeronautical Service Operators at the Airport under these Minimum Standards.

4. **Insurance Coverage**

- a. Each Tenant is required to provide the applicable types of insurance for their operation in the limits specified by the Authority.

5. **Specific Use of Premises Conditions**

- a. Aircraft based and serviced upon the premises shall be directly owned by, or exclusively leased in writing for a minimum period of six (6) months to the tenant. No aircraft owned, leased, borrowed or otherwise used by employees of the tenant shall be permitted on the premises unless approved in writing by the Aviation Authority.
- b. All maintenance and service work conducted on the premises and performed on the tenant's aircraft shall be performed only by direct, full-time permanent employees of the tenant, or by any FBO or SASO based upon the Airport which have written agreements with the Authority authorizing such Operators to conduct said activities.
- c. A tenant must be a person, individual, firm, company, corporation, partnership or a joint venture which has substance under State Law and a specific legal identity and corporate purpose as registered with the Secretary of State in such tenant's state of corporate residence. Said corporate purposes shall not in any way, shape or form be related to the use, ownership, maintenance or operation of aircraft or hangar activities, or to any commercial aviation activity or enterprise. The use and ownership of a tenant's aircraft must be incidental, and not relative to, the corporate purpose of the tenant.

- 
- d. The following operations are defined as hazardous and are specifically not allowed on the premises:
- Fuel Transfer (other than refueling of aircraft by an FBO)
  - Welding
  - Torch cutting
  - Torch soldering
  - Doping
  - Spray Painting

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APPENDIX "A"  
APPLICATION PERMIT

FIXED BASE OPERATOR  
or  
SPECIALIZED AERONAUTICAL SERVICES OPERATOR

Company Information - The name and contact information of the Company:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-mail \_\_\_\_\_ Cell: \_\_\_\_\_

Company Financial Billing Contact(s)

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-mail \_\_\_\_\_ Cell: \_\_\_\_\_

Company 24 Hour Emergency Contacts – minimum of 2 contacts required

Name & Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Pager: \_\_\_\_\_ Cell: \_\_\_\_\_  
E-mail: \_\_\_\_\_ Other: \_\_\_\_\_

Name & Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Pager: \_\_\_\_\_ Cell: \_\_\_\_\_  
E-mail: \_\_\_\_\_ Other: \_\_\_\_\_

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Company Insurance Contact

Name & Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Pager: \_\_\_\_\_

Cell: \_\_\_\_\_

E-mail: \_\_\_\_\_

Other: \_\_\_\_\_

**PROPOSED SERVICES**

Place a check in the box provided below for the aeronautical services that the applicant is requesting to provide at Orlando International Airport. Include a five year business plan giving details of the proposed business.

- Fixed Base Operator
- Air Carrier Fueling
- Air Carrier Line Maintenance
- Aircraft Repair Station
- Ramp Services
- Passenger Services
- Cargo Services
- Multiple Aeronautical Services
- Other Aeronautical Services (Specify the services to be provided)
- Private Non-Commercial Hangar

---

**BUSINESS BACKGROUND**

a. Number of Years in business: \_\_\_\_\_

Where have you done business before? Indicate below the type of business and the number of years. (e.g. FBO – 10 years, Aircraft Maintenance - 5 years, etc.)

	Type of Activity	Number of Years	Location (Airport)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

**CUSTOMER INFORMATION**

List all air carriers or airport tenants with whom applicant has contracts, the effective dates of contracts and type of service to be provided in the space provided below. Please provide a letter from each airline as required by these Standards.

<u>Airline/Tenant</u>	<u>Effective Date</u>	<u>Type of Service</u>

---


**REFERENCES**

Please provide the name, address and telephone number of an airport employee who supervised or is otherwise familiar with your activities at each airport where you operated during the past three (3) years (*attach additional sheets as necessary*):

**Reference 1**

Contact Person:			
Company			
Title:			
Address:			
Phone Number:		Fax Number:	
Cell Phone:		E-mail address:	

**Reference 2**

Contact Person:			
Company			
Title:			
Address:			
Phone Number:		Fax Number:	
Cell Phone:		E-mail address:	

**Reference 3**

Contact Person:			
Company			
Title:			
Address:			
Phone Number:		Fax Number:	
Cell Phone:		E-mail address:	

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## MANAGEMENT EXPERIENCE

Attach resumes for the principals and key staff for the proposed business. Please be sure that the experience of such owner or manager, including type of experience, number of years of experience and number of years of experience at particular airports are included in the resume.

## SPACE REQUIREMENTS

Indicate the amount, type and preferred location of space needed to support the activity (administrative, operational and other needs):

	Type of Space	Approximate Size (Square Feet)	Preferred Location On Airport
1.	Office		
2.	Break room		
3.	Equipment Parking		
4.	Storage (air-conditioned)		
5.	Storage (no air-conditioning)		
6.	Land		
7.	Apron		
8.	Automobile Parking		
9.			
10.	Other (specify)		

## ADDITIONAL INFORMATION

- a. As a general rule, Permit Agreements for Specialized Aeronautical Service providers will be renewed on an annual basis, and shall contain a thirty (30) day cancellation clause by either party to the agreement.
- b. Applicants that require Air Operations Area (AOA) access must complete the Airport Safety and Security Program (ASSP) sponsored by the Greater Orlando Aviation Authority prior to submitting an application for an identification badge.

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Class times and scheduling information are available by calling the Airside Operations Department at 407-825-3817.

- c. The following items must be on hand prior to start of operations:
- A fully executed Permit Agreement with the Greater Orlando Aviation Authority
  - A security deposit
  - Proof of insurance (Insurance Certificate) as required by the type of agreement
  - Copies of all signed contracts between the applicant and airline(s) currently serving Orlando International Airport, together with the required written statement from the airline(s).
- d. Return this completed application, along with the items listed below and any additional information or materials requested by the Authority, to:

Commercial Properties Department  
Greater Orlando Aviation Authority  
One Jeff Fuqua Boulevard  
Orlando, FL 32827-4399

Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Phone Number \_\_\_\_\_



## APPENDIX "B"

### DEFINITIONS

The following terms used in these Standards shall have the following meanings:

AOA – (See Air Operations Area.)

**AERONAUTICAL ACTIVITY** - Any activity commonly conducted at airports which involves, makes possible or is required for the operation of aircraft, or which contributes to or is required for aircraft, or which contributes to or is required for the safety of such operations. The following activities, commonly conducted on airports, are Aeronautical Activities within this definition:

- a. Aircraft sales and services.
- b. Airframe and powerplant repair services.
- c. Aircraft rental services.
- d. Flight training services.
- e. Aircraft charter and air taxi services.
- f. Radio, instrument or propeller repair services.
- g. Aerial applications (crop dusting, firefighting, etc.)
- h. Aviation fuels and petroleum products sales.
- i. Sale of aircraft parts.
- j. Sale or rental of aircraft hangar, parking and tie-down space.
- k. Air carrier operations.
- l. Air freight or cargo operations.
- m. Banner towing and aerial advertising.
- n. Ground servicing of air carrier aircraft.
- o. Aerial photography or survey.
- p. Aircraft washing and cleaning services (interior and exterior).
- q. Any other activities which because of their direct relationship to the operation or repair of aircraft can be appropriately regarded as an Aeronautical Activities.

**AIRPORT** - Orlando International Airport (MCO)

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**AIRPORT FUELING SYSTEM** – means an arrangement of aviation fuel storage tanks, pumps and associated equipment, such as filters, water separators, hydrants, cabinets, and pits installed at an airport designed to service aircraft at fixed positions.

**AIR CARRIER** - means a person who undertakes directly by lease, or other arrangement, to engage in air transportation and who holds or is required to hold an Air Carrier Certificate or Operating Certificate under FAR part 119.

**AIRCRAFT FUEL SERVICING HYDRANT VEHICLE (HYDRANT VEHICLE)** – means a vehicle equipped with facilities to transfer fuel between an aircraft fuel hydrant and an aircraft.

**AIRCRAFT FUEL SERVICING TANK VEHICLE (FUELER)** – means a tank vehicle (tank truck; tank, full trailer; tank, semi trailer) designed for and employed in the transportation and transfer of fuel into or from an aircraft.

**AIR OPERATIONS AREA (AOA)** - means that portion of the Airport used or intended to be used for landing, take off or surface maneuvering of aircraft including the hangar and cargo areas and aircraft parking aprons.

**APRON** - those areas of the Airport within the AOA designated for the loading, unloading, servicing, or parking of aircraft.

**AUTHORITY** - means the Greater Orlando Aviation Authority (GOAA).

**AUTHORIZED AREAS OF THE AIRPORT** - means a common use area open to the Aeronautical Services Operator and all other similarly situated users of the Airport, or space under the exclusive control of the Authority or a tenant of the Authority in which the Aviation Services Operator is permitted to operate by the Authority or such tenant, as applicable.

**CITY** - the City of Orlando, Florida, a municipal corporation existing under the laws of the State of Florida.

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**COMMERCIAL ACTIVITY** – The exchange, trading, buying, hiring or selling of commodities, goods, services or property of any kind, or any revenue producing activity on the Airport.

**EXCLUSIVE RIGHT** - a power, privilege, or other right excluding or debarring another from enjoying or exercising a like power, privilege or right. An Exclusive Right may be conferred either by express agreement, by imposition of unreasonable 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. The granting of an Exclusive Right to conduct an aeronautical activity on an airport developed or improved with federal funds is expressly forbidden by law.

**EXECUTIVE DIRECTOR** - means the chief executive officer of the Authority, or their designee.

**FEDERAL AVIATION ADMINISTRATION (FAA)** - the federal aviation agency established by the Federal Aviation Act of 1958, as amended, and re-established in 1967 under the Department of Transportation.

**FIXED BASE OPERATOR (FBO)** - an operator engaged primarily in fueling and line services to General Aviation aircraft.

**GREATER ORLANDO AVIATION AUTHORITY (GOAA)** - a public body existing under the laws of the State of Florida, or its successor in interest.

**MINIMUM STANDARDS** – the qualifications which are established as the minimum requirements to be met as a condition for the privilege to conduct an aeronautical activity on the Airport. All operators will be encouraged to exceed the minimums; none will be allowed to operate under conditions below the minimum. These minimum standards are not intended to be all-inclusive, as the operator of a commercial venture which is based on the Airport will be subject additionally to all applicable Federal, State and local laws, orders, codes, ordinances and other similar regulatory measures, including any Airport Rules and Regulations promulgated by the Authority.

**MOVEMENT AREA** - the runways, taxiways and other areas of an airport that are utilized for taxiing, air taxiing, takeoff and landing of aircraft.

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**NON-MOVEMENT AREA** - specifically designated portions of the AOA that may include aircraft loading ramps and aircraft parking areas.

**NON-SIGNATORY AIRLINE** - is licensed by the Authority to operate at Orlando International Airport for a term of up to one year. Space is allocated to the carriers according to scheduling criteria set by policy not in conflict with the Signatory Airline Agreements. Non-Signatory Airlines have no long-term financial commitment to the Authority. Non-Signatory Airlines may be “Scheduled” or “Charter” as the Authority may define these from time to time. All cargo airlines are included as non-signatory airlines.

**OPERATIONAL AREAS:**

1. **Landside** - Those areas generally not involved in aircraft movement or operation.
2. **Airside** - Those areas generally involved in any aircraft movement or operation, i.e., runways, taxiways, ramps, tie-down areas, hangar areas, etc.

**OPERATOR** – a person or persons, firm, company, joint venture, partnership or corporation engaging in any commercial aeronautical activity on the Airport. An Operator may be classified as either a Fixed Base Operator (FBO) or a Specialized Aeronautical Services Operator.

**PERMIT AGREEMENT** - a license granting the right to conduct specific activities at Orlando International Airport for up to one year which is in writing.

**REPAIR STATION** - a Federal Aviation Administration approved facility utilized for the repair of aircraft. Activities may include repair and maintenance of airframes, power plants, propellers, radios, instruments and accessories.

**RESTRICTED AREA** - Any area of the Airport posted to prohibit entry or to limit entry or access to specific authorized persons.

**SIGNATORY AIRLINE** - means an air carrier which has executed an Orlando Airline – Airport Lease and Use Agreement with the Authority.

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**SPECIALIZED AERONAUTICAL SERVICES OPERATOR (SASO)** - an Operator that is authorized to engage in the specialized aeronautical support services addressed in these Standards.

**SPACE/USE AGREEMENT (SUA)** - a written agreement with the Authority authorizing a person, firm, corporation or entity to occupy space at Orlando International Airport for up to one year.

**TERMINAL GATES** - as used in this document refers to the aircraft parking locations at Airsides 1, 2, 3, and 4.

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APPENDIX “C”

CHANGES TO THE STANDARDS

<u>NUMBER</u>	<u>DATE</u>	<u>DESCRIPTION</u>
1	8/17/2001	All references to the Director of Aviation Leasing changed to Director of Commercial Properties
2	8/17/2001	Additional sub-category added to aircraft maintenance known as “Line Maintenance.”
3	8/17/2001	Various text edits throughout document to bring it up to date.
4	12/5/01	“Air Carrier Line Maintenance” moved to a separate category.
5	12/5/01	“General Aviation FBO” category created.
6	12/5/01	“Air Carrier Fueling” category created.
7	12/5/01	“Aircraft Repair Station” category created.
8	12/5/01	Various minor text edits to bring the document up to date.
9	February 2003	Annual review of document. Numerous changes and edits throughout. They are documented on the following page.
10	February 2004	Annual review of document. Numerous minor text edits made throughout the document. Significant changes are documented on page 3 of this Appendix.
11	April 2006	Annual document review and update. Several changes for clarity throughout the document. GSE Standards inserted in Section 13. GOAA Insurance requirements brought up to date.
12	February 2010	Annual review and update. Numerous changes throughout the document for clarity. The latest approved version of the GOAA Insurance Requirements were added.
<b><u>13</u></b>	<b><u>March 2012</u></b>	<b><u>Annual review and update to reflect current Advisory Circulars. The document was also changed by the addition of minimum standards for fueling aircraft by an Aircraft Repair Station.</u></b>

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**CHANGES TO AERONAUTICAL SERVICE OPERATOR**  
**MINIMUM STANDARDS**  
**FEBRUARY 2003**  
**Revision #9**

**PAGE**

- i Section 5 – Reference to “General Aviation” deleted. Global document change.
2. Language revised to bring Standards into compliance with MII Ballot 02-06.
4. “General Aviation” deleted (global change).
5. Senior Director of Commercial Properties – Title correction (global change)
7. Item “o” added to clarify unescorted access
9. 6. **Contract Security** – language clarified and made consistent.
10. 9. **Operating Agreement** – “Environmental Requirements” added.
12. Section 5 Heading – changed from “General Aviation Fixed Base Operator” to “Fixed Base Operator” (global change)
12. **Statement of Concept** – Format changed for clarity
16. **Statement of Concept** – language changed to enhance clarity
17. Minimum Standards - 2. **Facilities** – “Maintain” added.
18. 8. **Operating Agreement** - a. – Reformatted
- B-1 Definitions – “**Air Carrier**” added
- B-2 Definitions – “**Fixed Base Operator**“(FBO) put in correct alphabetical order.
- B-4 Definitions – “**Terminal Gates**” added.

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**CHANGES TO AERONAUTICAL SERVICE OPERATOR**  
**MINIMUM STANDARDS**  
FEBRUARY 2004 Revision #10

**Title** Title Page added.

**Section 1 - General Information**

Page 3 - **Amendment to Existing Standards**, reference to "*Standards of Operation and Maintenance for a Fixed Base Operator at Orlando International Airport*" deleted.

Page 4 - **Categories of Aeronautical Service Operators** – Specialized Aeronautical Service Operator categories added for clarification.

**Section 2 – Application Procedures**

Page 5 – paragraph e. – Reference is made to Section 1130.00 of the Authority's Policy & Procedures being added as Appendix "F".

**Section 3 – General Requirements**

Page 10 – Subcontracting – Paragraph b. amended to allow certain SASOs to subcontract.

**Section 6 – Air Carrier Refueling**

Page 17 – Minimum Standards 1. Experience – Paragraph b. amended with specific references to FAA and NFPA safety requirements.

Page 18 – 5. Personnel Training – Specific FAA training standards and criteria for both supervisory and line personnel.

**Section 9 – Ramp Services**

Page 26 – Statement of Concept – Aircraft Marshalling and Parking combined into a single service category.

**Section 10 – Passenger Services**

Page 30 – Reference to U.S. Immigration & Naturalization and Customs Service changed. (Global document change)

Page 31 – Same

**Section 13 – Other Aeronautical Services**

Page 39 – A list of typical services or activities that might be included in the category was developed to assist both prospective operators and staff.

**Appendix "B" – Definitions**

Page B-1 Airport Fueling System added.  
Page B-2 Aircraft Fuel Servicing Hydrant Vehicle added.  
Page B-2 Aircraft Fuel Servicing Tank Vehicle added.

**Appendix "F"**

Insurance Requirements added.

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Appendix "C" – Changes to Standards

Minimum Standards

Orlando International Airport

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**CHANGES TO AERONAUTICAL SERVICE OPERATOR  
MINIMUM STANDARDS**

April 2006  
Revision #11

**Global Changes** - Date changed to 2006.  
Header & Footer modified for easier reading and reference.  
Reference to Operating/Permit Agreement included.

**Section 1 - General Information**

Page 2 – **Purpose** and **Introduction** rewritten for clarity.

Page 3 – **Right to Amend Standards** – minor editorial changes for conciseness.

**Section 5 – Fixed Base Operator**

**Minimum Standards** 2. Hangars and Other buildings – Minimum hangar door width and height added.

**Section 11 – Air Cargo Services**

Page 33 – Facilities – space requirements reduced to two aircraft types; narrow body and wide body. Minimum leased area updated.

**Section 13 – Other Aeronautical Services**

Page 39 – GSE added as a category.

Page 40 – GSE minimum standards inserted.

**Section 14 – Non-Commercial Hangar**

Entire section removed and replaced with revised text.

**Appendix “D”** – Updated to include the 2006 changes.

**Appendix “F”**

Most recent Insurance Requirements added

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Appendix “C” – Changes to Standards

Minimum Standards

Orlando International Airport

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**CHANGES TO AERONAUTICAL SERVICE OPERATOR  
MINIMUM STANDARDS**

February 2010

#12

**Global Document Changes**

Date changed to 2010

Header eliminated & Footer modified for easier reference

Reference to Permit Agreement expanded

Aircraft GSE Maintenance moved to its own Section (12)

Editorial changes throughout for clarity and conciseness

**Title Page**

Restyled and revised to include Executive Director's signature and approval

Effective Date line added

**Section 1 - General Information**

Entire section restructured and re-formatted

Executive Director's signature and approval moved to Title Page

Effective Date moved to Title Page

"Grandfather" clause added

**Section 2 – Application Procedures**

Requirement for a financial statement dropped. Authority still has the right to request one.

**Section 3 – General Requirements**

Minor editorial changes for clarity

Reference to "Permit Agreement" added

**Section 5 – Fixed Base Operator**

Clarified where on the airport FBOs can exercise their fueling privileges

Clarified FBOs role with respect to removal of disabled aircraft from the movement area

Increased minimum hangar size to 24,000 sf from 20,000 sf

Increased minimum clear door height from 27' to 28'

Reduced the square footage requirement for FBO support space from 7,000 sf to 5,000 sf

Reduced shop space from 5,000 sf to 3,000 sf

Clarified that the required aircraft parking apron must be contiguous to the FBO executive terminal

---

Eliminated the requirement for FBOs to have a fuel storage facility on their leasehold.  
Allows FBO to use main tank farm for supply

**Section 6 – Air Carrier Refueler**

Clarified who can refuel aircraft at the terminal gates  
Changed to reflect the new Fuel Agreement

**Section 13 – Other Aeronautical Services**

GSE removed and placed in Section 12 as a SASO category

**Section 14 – Non-Commercial Hangar**

Entire section removed and replaced with revised text

**Appendix “C”** – Updated to include the 2010 changes

**Appendix “D”** – Deleted former Appendix “D”, Baggage Delivery Performance Standards and retitled to Notification of Changes Form

**Appendix “E”** – Deleted GOAA Insurance Requirements Policy and added reference in Section 2, 3.g that GOAA Insurance Requirements are available upon request

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Appendix “C” – Changes to Standards

Minimum Standards

Orlando International Airport

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**CHANGES TO AERONAUTICAL SERVICE OPERATOR  
MINIMUM STANDARDS**

December 2011

#13

**Global Document Changes**

Date changed to 2012

Editorial changes throughout for clarity and conciseness

Changed address to One Jeff Fuqua Boulevard

**Section 1 – General Information**

Updated references to Statutes, FAA Orders and Advisory Circulars

**Section 5 – Fixed Base Operator**

Added exception for Aircraft Repair Station to dispense aviation fuel

Added reference to code for line technician safety course

**Section 6 – Air Carrier ReFueler**

Update references to Advisory Circulars

**Section 8 – Aircraft Repair Station**

Added section to set forth minimum standards for an Aircraft Repair Station to store and dispense fuel

Added reference to lease agreement and delete reference to permit agreement

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**APPENDIX "D"**

**Notification of Addition or Cancellation of a Contract**

Date: \_\_\_\_\_

Commercial Properties Department  
Greater Orlando Aviation Authority  
One Jeff Fuqua Boulevard  
Orlando, Florida 32827-4399

**Company Name:** \_\_\_\_\_,  
hereby notifies the Greater Orlando Aviation Authority of the following:

**Has a New Contract with:**

<u>Airline/Tenant</u>	<u>Effective Date</u>	<u>Type of Service</u>

**Has Terminated Contract with:**

<u>Airline/Tenant</u>	<u>Effective Date</u>	<u>Type of Service that was Provided</u>

Sincerely,

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Please fax to the Commercial Properties Department at (407) 825-4580.