

# **EXHIBIT I**

## **PROCEDURES REQUIRED FOR NEW AIRLINES APPLYING FOR OPERATIONAL STATUS AT HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT**

**REVISED: OCTOBER 2008**

**BENJAMIN R. DeCOSTA  
AVIATION GENERAL MANAGER**

## WELCOME FROM THE AVIATION GENERAL MANAGER BENJAMIN R. DeCOSTA

Welcome to Hartsfield-Jackson Atlanta International Airport, the world's busiest airport with 89.4 million passengers in 2007. You could not have chosen a more exciting period to provide air service to Atlanta. Hartsfield-Jackson has been the world's busiest airport for a decade, and now we are in the midst of a Capital Improvement Program that will allow us to efficiently and affordably meet the demand.

This program will ensure that Hartsfield-Jackson maintains its position as a premier facility in global air transportation. Major projects include the development and completion of a fifth runway in 2006. We are also constructing a Consolidated Rental Car facility to better serve customers that will be connected to the Terminal by an elevated train.

The Atrium's 43,000-square-foot Executive Conference Center boasts 24 meeting rooms and 18 individual workstations. Also, Hartsfield-Jackson's high-tech underground Automated People Mover connects all concourses with the terminal. The wait between trains, at any of the 13 stations, is less than two minutes. All this and more explain why Hartsfield-Jackson was voted in 2008 the most efficient airport in the world by Air Transport Research Society.

A Metropolitan Atlanta Rapid Transit Authority (MARTA) station is conveniently located inside the terminal to provide easy access for your passengers, whisking them from the Airport to downtown Atlanta, only 15 minutes away, and beyond.

In the end, however, it is our staff on whom you can rely to assist you in making your operation successful. Our mission, plainly stated, is "To be the world's best airport by exceeding customer expectations." In that regard, I encourage you to call on me or any member of my staff for assistance.

The information contained in this handbook is subject to change at any time. Please contact the Department of Aviation's Marketing Division for the latest information.

Again, welcome to the Hartsfield-Jackson family. I look forward to a long and prosperous partnership with you.

Sincerely,



Benjamin R. DeCosta  
Aviation General Manager

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## NEW AIRLINE TENANT REQUIREMENTS

All prospective air carriers seeking to commence scheduled service at Hartsfield-Jackson Atlanta International Airport (H-JAIA) must initiate the following actions before any aircraft operations are started and comply with the following requirements after operations have started:

- Domestic and international airline representatives must submit a written request, describing the type of service (passenger, cargo, scheduled, charter), frequency, destinations, projected schedule, requested arrival and departure times, and type of aircraft to the Department of Aviation Property Manager, at least 90 days prior to expected start-up.
- If the airline wishes to use ticket counters, terminal, and other airline support space, a written request must include projected operational space needs, and be submitted 90 days in advance to allow time for all binding agreements to be processed and executed. Space needed for airline operations may be obtained directly from the Airport under a lease, or through a sublease or other arrangement with an existing tenant. The Airport will assist in making arrangements with existing tenants, if necessary.
- Airport Use License Agreement: Airlines executing this document are subject to Landing Fee rates charged similarly classified airlines at the Airport. Landing fees are adjusted periodically.
- An air carrier with international flights from Concourse E can apply to join the international fuel consortium – Atlecon, which offers preferred fuel rates to its members. Contact Mike Bronkar of Delta Air Lines at (404) 714-5397 for further information.
- Provide the following information at least 90 days prior to expected start-up:
  1. A minimum security deposit of three (3) months landing fees based on your projected schedule and type of aircraft, computed at either the signatory or non signatory rate, plus three (3) months of estimated lease payments, if applicable, based on any exclusively leased premises, is required prior to start-up of aircraft operations. The security deposit is to be in the form of an irrevocable letter of credit drawn on a reputable U.S. bank or financial institution with the City of Atlanta, Department of Aviation, listed as the beneficiary. Cash is not accepted.
  2. A copy of Insurance Certificate naming the City of Atlanta, Department of Aviation as additional insured providing:
    - i. Comprehensive General Liability insurance of \$50 Million combined single minimum (Bodily Injury and Property Damage);
    - ii. Required minimum insurance amount: a) Workers Compensation (Statutory Limit); b) Bodily Injury by Accident/Disease (\$500,000 each policy);
    - iii. Vehicle and Aircraft (including Helicopter) Liability insurance of \$10 Million each policy (Bodily Injury and Property Damage). Call the Department of Aviation, Properties and Airline Affairs Division at (404) 209-2902

for information.

3. An up-to-date copy of the air carrier's FAA Aircraft Certification and Operating Certificate from the Department of Transportation (DOT).
4. Copy of air carrier's registration from the Office of the Georgia Secretary of State providing evidence of authorization to conduct business in this state.
5. The names of the companies that will handle the airline's operations: Fuel Supplier, Aircraft Maintenance Contractor, Ground Handler, etc.
6. The airline's public information number for passengers seeking flight information.
7. Atlanta has no landing slots or curfews. However, Atlanta is a "landing rights" airport, and as such, a permit must be obtained from the U.S. Customs and Border Protection office when operating international flights.

PORT DIRECTOR  
U.S. CUSTOMS AND BORDER PROTECTION  
4341 INTERNATIONAL PARKWAY, SUITE 600  
ATLANTA, GEORGIA 30354  
TELEPHONE: (404) 675-9948

SEND A COPY OF THE PERMIT REQUEST TO:

INTERNATIONAL OPERATIONS DIRECTOR  
FEDERAL INSPECTION SERVICE  
C/O TBI AIRPORT MANAGEMENT, INC.  
PO BOX 45838  
HARTSFIELD-JACKSON ATLANTA  
INTERNATIONAL AIRPORT  
ATLANTA, GEORGIA 30320

➤ Monthly Activity Reports. Each airline serving Atlanta is required to submit certain monthly reports to the Department of Aviation. They include:

1. On the 10th day of each month after start-up, a traffic report including passenger volume, cargo volume and aircraft operations must be completed for the prior month and submitted to the Department of Aviation, Market Research Analyst, Marketing & Business Development Division. Contact the Marketing Department (404-209-2902) for a copy of the reporting form. Currently, airlines may submit the reports via-e-mail at [marketing@atlanta-airport.com](mailto:marketing@atlanta-airport.com) or via facsimile at 404-209-2942. In the future, airlines will be required to submit information via a secured online form.
2. Scheduled Monthly Activity Report which is a forecast of next month's flights and is used for billing landing fees to cargo airlines which the airline, not its handling agent, is responsible to pay. This form is submitted to the Department of Aviation Accounting Division (404) 530-7338 via facsimile or by email to [DeWanda.Tharpe@atlanta-airport.com](mailto:DeWanda.Tharpe@atlanta-airport.com).

- All new airlines conducting international operations at Concourse E must sign a contract for use of the FIS (Federal Inspection Services). Contact International Operations Director at (404) 530-2000 .
- Employee Security Identification is obtained from the Department of Aviation Security, call (404) 530-6667 for additional information.
- Interline baggage recheck services are currently provided by Delta Air Lines, call (404) 714-7222 for additional information.
- Airport “Name of Airline” Signs: For your sign needs, not within your leased space, contact the Department of Aviation /Signage and Graphics Manager 404-530-5500.
- Parking: A free car parking space is provided to each passenger airline’s station manager. Contact the Department of Aviation Parking Manager to make arrangements at (404) 209-1700.

# NEW AIRLINE TENANT REQUIREMENTS

## ADDITIONAL INFORMATION

- The FIS international passenger charge varies each quarter, but averages about \$9.50 per arriving passenger and \$9.00 per departing passenger. Airlines must deplane passengers at the FIS facility in order for them to be processed through U.S. Customs and Border Protection. The airline may, with the approval of the CBP, use one of the domestic gates of its handling agent for enplaning passengers. For further information, contact the FIS Director at (404) 530-2000.
- Monthly payment of Passenger Facility Charges (PFCs) is required by the U.S. Government (FAA). The PFC fee is required to be collected by the airlines and remitted to the City of Atlanta, Department of Aviation, P.O. Box 20509, Atlanta, GA 30320 pursuant to FAA Order 5500.1 Chapter 6 - *Passenger Facility Charge Collection, Handling and Remittance of PFC's*.
- Aircraft fuel is distributed at ATL through one of four fuel farms; City, North Cargo (also City owned and operated), Atlecon (operated by an airline consortium for Concourse E international Fuel users only) and Delta Air Lines. For use of the City or North Cargo fuel farms, a fuel flowage fee is charged on a per gallon basis. For FY2009, the City is charging \$0.0081 per gallon and for South Cargo users a \$0.01 fuel surcharge is added to recover the costs of the fuel pipeline installed to accommodate the fuel hydrants in the South Cargo ramp area. Also users of FTZ fuel are charged an additional \$0.0025 per gallon. These rates are subject to change based upon cost adjustments or fuel activity changes throughout the fiscal year and are revised on an annual (fiscal year commencing July 1) basis.
- In-Flight Caterers: Gate Gourmet (404) 530-6325            LSG-Skychef (404) 767-3171
- Ground Handling: While the following list is not exhaustive, below are some of the companies that provides handling services on the airport.
  - Aviation Services International Group (ASIG) (678) 878-0851
  - Integrated Airline Services (ramp) (404) 768-0073
  - Midwest Express (passenger, ramp) (404) 530-2467
  - Evergreen – Eagle Aviation (ramp) (404) 766-3553
  - Delta Air Lines (passenger, ramp & cargo) (404) 714-5237
  - Lufthansa Air Cargo (404) 443-2511
  - Swissport Cargo Service (404) 767-8785
  - Worldwide Flight Services (404) 763-2038
  - Perishable Group International (404) 767-1700
  - Alliance Airlines (404) 559-0244
  - Evergreen Aviation-Eagle (404) 766-3553
- Atlanta Airlines Stations Manager Associations:
  - Atlanta Airlines Manager's Association (678) 254-6116
  - Atlanta International Carriers Association (AICA) (770) 498-5108

**RENTAL RATES AND USER CHARGES**  
**(COST PER SQUARE FOOT PER ANNUM)**  
**AS OF OCTOBER 1, 2008**

**TERMINAL**

Upper Level	\$32.50
Lower Level Finished	\$12.00
Lower Level Unfinished	\$11.25

**CONCOURSES "A - D"**

Boarding Level	\$17.50
Lower Level Enclosed (finished)	\$12.00
Lower Level Unenclosed (finished)	\$11.25

**CONCOURSE "E"**

Upper Level	\$17.50
Boarding Level	\$17.50
3rd Level	\$17.75
Apron Level	\$12.00
Baggage Level	\$12.00

**CONCOURSE "T"**

Boarding Level	\$21.75
3rd Level	\$17.50
Lower Level Finished	\$12.00
Lower Level Enclosed	\$12.00
Lower Level Unenclosed	\$11.25
Aircraft Parking Apron:	\$ 1.50

All rates are subject to change periodically. See the "Current ATL Rates and Charges" for the latest rates.

## COMMON USE FACILITIES

The Department of Aviation (DOA) provides passenger gates, baggage claim carousels and ticket counters at Hartsfield-Jackson Atlanta International Airport for domestic common use. TBI Airport Management, Inc. (TBI) manages the operation of the Domestic Common Use facilities on behalf of the DOA.

Gates: Common use gates provide users with loading bridges facilities, fueling connections, cycle 400Hz power, check-in lounges, and parking for wide-body aircraft. Domestic Common Use gate lounges seat 50-150 passengers and have LED flight information displays at each check-in position. Telephone equipment is installed and ready for immediate use, however, long distance service remains the responsibility of the user airline.

Routine aircraft turn-around time per gate is ninety minutes. Additional gate turn-ground time may be submitted to TBI for approval. Schedules are to be submitted monthly whether or not changed from the previous month. Operators are expected to provide TBI with times and days of operation, origins and destinations and aircraft type. Efforts will be made to accommodate airline requests such as preferences for specific gates, and ticket counters whenever operation conditions permit. Each change in arrival and departure time or aircraft substitution must be conveyed to the TBI coordinator. TBI will post corresponding schedules and update ETA/ETD postings on the H-JAIA Airport Wide FIDS as a service to users.

### **Fees as of October 1, 2008 for Domestic Common Facilities are:**

\$1.05 per arriving passenger  
\$1.05 per departing passenger  
\$100 minimum per arriving flight  
\$100 minimum per departing flight  
\$200 for overnight parking at gate  
\$100 for overnight parking at remote location

\$5.16 per ticket counter position per hour

\$1.13 per bag (based on the number of outbound bags)

All rates are subject to change periodically. See the "Current ATL Rates and Charges" for the latest rates.

### **For information regarding scheduling and availability contact:**

TBI Airport Management, Inc.  
International Operations Director  
PO Box 45838  
Hartsfield-Jackson Atlanta International Airport  
Atlanta, Georgia 30320  
Phone: (404) 530-2000 Fax: (404) 530-2016

**FUEL FARM OPERATOR** (on behalf of the City)

Allied Aviation Fueling of Atlanta, Inc.  
Johnny Hobbs-General Manager  
3400 N. Loop road  
P. O. Box 454036  
Atlanta, GA 30320  
Phone: (404) 767-1743  
Fax: (404) 767-1745  
[Johnny.hobbs@alliedaviation.com](mailto:Johnny.hobbs@alliedaviation.com)

**FUEL SUPPLIERS/HOLDER OF TITLES** (as of October 2008)

<u>City Fuel Farm Storage Facility</u>	<u>North Cargo Fuel Storage Facility</u>
Air Total (formerly Atofina) AirTran Airways British Airways Chevron Continental J Aron Mercury Air Group Northwest Airlines US Airways	Air Total (formerly Atofina) ABX Chevron ConocoPhillips DHL Federal Express UPS

**INTO-PLANE AGENTS** (as of October 2008)

Aircraft Service International Group Chris Nix-General Manager 211 Charles W. Grant Parkway Atlanta, Georgia 30354 Phone: (404) 362-2907 <a href="mailto:Christopher.nix@asig.com">Christopher.nix@asig.com</a>	Skytanking USA, Inc. Kris Beardsley – General Manager 1597 Phoenix Blvd, Suite 1 College Park, GA 303491 Phone: (770) 907-0703 <a href="mailto:Kris.beardsley@skytanking.com">Kris.beardsley@skytanking.com</a>
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## GOVERNMENT AGENCIES

<p><b>Bureau of Citizenship &amp; Immigration</b>  MLK Jr. Federal Bldg.  77 Forsyth Street SW, Room 281  Atlanta, GA 30303  Phone 1-800-375-5283  Phone: (404) 763-7816</p>	<p><b>U.S. Aviation Operation Center</b>  1701 Columbia Ave.  College Park, GA 30337  Phone: (404) 305-5180</p>
<p><b>U.S. Customs and Border Protection</b>  4341 Int'l Parkway  Suite 600  Atlanta, GA 30354  Phone: (404) 564-2299</p>	<p><b>U.S. Dept. of Agriculture</b>  19 MLK Jr. Drive  Atlanta, GA 30334  Phone: (404) 656-3685  Fax: (404) 651 – 7947</p>
<p><b>U.S. Customs and Border Protection  Agriculture Quarantine Station</b>  P.O. Box 45408  Atlanta, GA 30320  Phone: (404) 564-2290</p>	<p><b>U.S. Dept. of Transportation</b>  Number 2 Capitol Square  Atlanta, GA 30334  Phone: (404) 656-5267</p>
<p><b>U.S. Federal Aviation Administration  Atlanta Airport Traffic Control Tower</b>  1100 Aviation Blvd  Hapeville, GA 30354  Phone: (404) 669-1200</p>	<p><b>U.S. Fish &amp; Wildlife Service</b>  12700 Spine Road, Concourse E  Atlanta, GA 30320  Phone: (404) 763-7959</p>
<p><b>U.S. Food &amp; Drug Administration</b>  60 Eighth Street NE  Atlanta, GA 30309  Phone: (404) 347-4265</p>	

## FORM OF IRREVOCABLE STANDBY LETTER OF CREDIT

**Name of Financial Institution:**

**Address:**

**Date:**

**IRREVOCABLE STANDBY LETTER OF CREDIT NO.:**

**BENEFICIARY:**

City of Atlanta, Department of Aviation  
Hartsfield-Jackson Atlanta International Airport  
6000 N. Terminal Parkway, Atrium Suite 435  
Atlanta, Georgia 30320-2533  
Attention: Art Bacon

**APPLICANT:**

Licensee  
Address

**AMOUNT: (US\$)**

**EXPIRATION:**

We hereby establish this Irrevocable Letter of Credit No. \_\_\_\_\_ in your favor for an amount of \_\_\_\_\_ for the account of Licensee Name.

This Letter of Credit is effective \_\_\_\_\_ and will expire on \_\_\_\_\_ unless renewed as hereinafter provided.

Funds under this Letter of Credit are available to you against your draft(s), purportedly signed by your authorized corporate officer, drawn on us bearing the clause "Drawn under Letter of Credit No. \_\_\_\_\_" and the Beneficiary's signed statement reading: "We hereby certify that \_\_\_\_\_ has failed, by act or omission, to perform an obligation under, or to otherwise act in accordance with, the Agreement dated \_\_\_\_\_, between \_\_\_\_\_ and City of Atlanta for \_\_[services]\_\_ at Hartsfield-Jackson Atlanta International Airport."

This Letter of Credit will be automatically renewed for a one-year period upon the expiration of date set forth above and upon each anniversary of such date, unless at least ninety (90) days prior to such expiration date or anniversary thereof we notify both you and your client in writing by registered/courier mail that we elect not to so renew this Letter of Credit.

Upon receipt by you of our notice of election not to renew this Letter of Credit, you may draw hereunder by your sight draft(s) drawn on us and bearing the clause "Drawn under Letter of Credit No. \_\_\_\_\_".

This Letter of Credit sets forth in full the terms of our undertaking. Such undertaking shall not in any way be modified, amended or amplified by reference to any document or instrument referred to herein or in which this Letter of Credit is referred to or to which this Letter of Credit is related and any such reference shall not be deemed to incorporate herein by reference any document or instrument. All bank charges and commissions incurred in this transaction are for the applicant's

account. We hereby agree with drawers, endorser's and bona fide holders of drafts drawn under and in compliance with the terms of this credit that such drafts will be duly honored upon presentation to the Drawee. The obligation of Financial Institution under this Letter of Credit is the individual obligation of the Financial Institution, and is in no way contingent upon reimbursement with respect thereto.

Except as otherwise expressly stated herein, this credit is subjected to the Uniform Customs and Practice for Documentary Credits (1993 revision) I.C.C. Publication No. 500. Notwithstanding Article 17 of said publication, if this credit expires during an interruption of business as described in Article 17, we agree to effect payment if the credit is drawn against within (30) days after resumption of business. As to matters not covered by UCP then the laws of the State of Georgia shall prevail.

Very Truly Yours,

Financial Institution

BY: \_\_\_\_\_

## Concourse E Operations Information Guide

### OVERVIEW

Concourse E at Hartsfield-Jackson Atlanta International Airport is provided by the City of Atlanta for services and activities associated with international flight operations. The Department of Aviation, through the services of TBI Airport Management, Inc., operates, maintains and assigns the use of the Federal Inspection Service (FIS) facilities.

The Concourse E facility opened September 21, 1994 and is the newest of six passenger concourses at H-JAIA. Concourse E is a 2.4 million square foot facility with 28 gates, all of which are designed for common-use and two configurations. Each gate can be configured for international or domestic arrivals as may be required by federal authorities or customer airlines. Concourse E is a 24 hour facility with limited restrictions which apply only to international arrivals. Information on limitations is available from U.S. Customs and Border Protection.

Additional aircraft may be parked at the four satellite locations adjacent to Concourse E. These positions are for common-use and will accommodate either domestic or international flight operations. Flight activity at these positions can occur in conjunction with activities in the main facility. Deplaning and enplaning of passengers at these positions is accomplished through the use of "Plane Mate" mobile lounges.

The Concourse E facility is designed for the flow of high volume passenger traffic and gate parking for every type of passenger aircraft, as demonstrated by the operations that occurred during the Summer Olympic Games of 1996.

The gates and baggage carousels are assigned daily by TBI Airport Management Control Center personnel. Assignments are based upon operational requirements, federal inspection needs, flight schedules and airline requests. Gate and carousel assignments are available and published 4-6 hours in advance of the operation activities and monitored by TBI Airport Management Control Center personnel. Assignment schedules are transmitted via facsimile daily to each federal agency, customer airline and service provider, as well as being displayed on the Flight Information Display System (FIDS).

Customer airlines are expected to provide TBI Airport Management Control Center with arrival and departure information, including times and projected passenger counts. Information regarding changes in equipment type, flagstops and pre-clearances are also required. TBI Airport Management Control Center can be contacted at (404) 530-2020 or facsimile (404) 530-2078 for planning and gate assignment information.

Each Concourse E gate is equipped with 400 Hz power and pre-conditioned air. The preconditioned air system eliminates the need for operators to maintain separate and individual heating and air conditioning units.

Bonded and non-bonded fuel systems are located at each gate parking position in order to accommodate both domestic and international fueling needs. Fuel delivery to the aircraft is the responsibility of the customer airline.

Gate boarding lounges are equipped with computers, software, boarding pass printers, operations printers and boarding pass counting devices. Common Use Terminal Equipment (CUTE) computers are located at each gate with software that is capable of matching formats of each SITA member airline. Departure flight information is displayed at each gate on LED screens and is controlled from the FIDS position in the TBI Airport Management Control Center. Airline logos and other corporate identifiers are displayed at each gate on high resolution 27 inch monitors. Airlines are responsible for providing TBI Airport Management “camera-ready” artwork for logos or other corporate identifiers they wish displayed. Artwork should be submitted six weeks in advance. Contact: Jerry Estes, Manager of Operations at (404) 530-2000 Monday-Friday or facsimile (404) 530-2016 for artwork requirements.

## **INTERNATIONAL OPERATIONS**

Configurations for international arrivals must be established prior to flight arrival. Customer airlines are responsible for advising U.S. Customs and Border Protection via intercoms located in each gate vestibule to confirm that all associated doors have been secured. Following verification by U.S. Customs and Border Protection, doors leading away from the inspection areas are electronically disabled. This procedure establishes the international configuration which remains in effect until deplaning is completed and confirmation is conveyed to U.S. Customs and Border Protection.

Arriving international passengers enter the building and ascend into the Passport Control inspection hall by the escalators or elevators at each gate. The Passport Control area is staffed with contract personnel for queue coordination and interpreters for communication assistance. There are 84 primary inspection stations capable of handling 6,000 passengers per hour.

In-transit lounges are provided for passengers traveling to international destinations who do not wish to enter the United States or those not having proper documents.

Upon leaving Passport Control, passengers proceed to the lower level of the U.S. Customs and Border Protection inspection areas and claim their luggage. Passengers are directed to appropriate carousels by 2 large LCD message boards. Each of the 12 oversized baggage carousels in the U.S. Customs and Border Protection area are identified by number and have LCD screens that identify each arrival flight. Courtesy carts are provided for passenger ease and convenience and to facilitate the baggage inspection process.

Adjacent to U.S. Customs and Border Protection is the Baggage Re-Check Area where luggage is re-checked to its final destination. Here, airlines have ticketing counters, coordinators, and interpreters and baggage handlers to provide passenger assistance.

Passengers leaving the re-check area are screened by TSA personnel before entering the sterile area. An information booth is located just past the TSA checkpoint and is staffed with multilingual interpreters.

## **DOMESTIC OPERATIONS**

Domestic arriving passengers may deplane and enter the Concourse E facility via the gate lounge door and continue to their next flight or to the Terminal Building without inspection.

## **CONCESSIONS AND SERVICES**

Concourse E has the service of duty-free shops, currency exchanges, restaurants, vending centers, news stands, a variety of other shops, ATMs and a U.S. Postal depository.

## **FEEES**

Estimated fees for Concourse E are based on an estimated per passenger basis. These estimated passenger counts are received by TBI Airport Management from each respective airline. This figure is used to calculate the estimated quarterly billing. At the end of each quarter the charges will be recalculated based on the actual passenger counts provided by each respective airline and a true-up invoice/credit will be generated.

## **Concourse E Operations Contact Guide**

### **For additional information contact:**

**TBI Airport Management, Inc.**  
International Operations Manager  
Mr. Robert Anderson  
Hartsfield-Jackson Atlanta International Airport  
P.O. Box 45838  
Atlanta, Georgia 30320  
Telephone (404) 530-2000  
Facsimile (404) 530-2016

Airlines planning to operate international arrivals must obtain landing rights approval from U.S. Customs and Border Protection. Following receipt of approval, a request for gate space and parking must be submitted to TBI Airport Management.

### **Submit requests for landing rights to:**

**U.S. Customs and Border Protection**  
**4341 International Pkwy.**  
**Suite 600**  
**Atlanta, GA 30354**  
Telephone (404) 564-2299

### **For quarantine issues contact:**

**U.S. Public Health**  
**Terrence Daley**  
**USPHD Quarantine Station**  
P. O. Box 45256  
Atlanta, GA 30320  
Telephone (404) 639-1220

### **Submit all allocation and parking requests to:**

**TBI Airport Management, Inc.**  
International Operations Manager  
Mr. Robert Anderson  
P. O. Box 45838  
Atlanta, GA 30320  
Telephone (404) 530-2000  
Robert.Anderson@tbiam.aero

## **PROCEDURES FOR ESTABLISHING A SECURITY ACCOUNT**

Transportation Security Regulation (TSR) 1542 requires the airport operator to establish procedures to control personnel and vehicle access to the air operations area (AOA). All individuals seeking authorization for, or seeking authority to authorize others to have unescorted access privileges to the security identification display area (SIDA), must follow the procedures for obtaining security identification media, i.e. badges and vehicle access permits:

### Authorization for Unescorted Access Privileges

An air carrier, airport tenant, governmental agency or an entity conducting business at HJAIA must sponsor companies for unescorted access to secured or restricted areas. The sponsor will provide a sponsorship letter to the Department of Aviation, Attn: Aviation Security Division. At minimum, this letter must contain the company's name, point of contact, business telephone number, and nature of work, duration of the activity and work site location.

### Designation of Authorizing Agent

The sponsored company must designate, in writing, an individual to serve as the company's representative for all security related matters. This individual must attend an authorizing agent briefing given by the Assistant Security Manager or designated representative. The purpose of this briefing is to explain the administrative security requirements associated with obtaining security media. The briefing is conducted in the Aviation Security Division Administration conference Room. Please see Hours of Operation Schedule, or visit the Department of Aviation website at [www.atlanta-airport.com](http://www.atlanta-airport.com) for more information.

### Insurance Documentation

The company requesting access must also have at least one million (\$1,000,000) dollars of general liability insurance coverage. Companies requiring vehicle access are required to have at least ten million (\$10,000,000) dollars of general or excess liability insurance.

### Submission of Required Documentation

The sponsored company shall provide the individual, designated as the security representative, with a copy of the sponsorship letter, a letter authorizing the individual to serve as the security representative, a certificate of insurance listing the City of Atlanta as an additional certificate holder, and access requirements. These documents should be presented at the initial briefing to expedite the process. During the briefing, the authorizing agent will complete a Company Information form and Authorizing Agent form to be maintained in the company's file.

## **PROCEDURES FOR individuals obtaining security IDENTIFICATION media:**

### FBI Fingerprint-based Criminal History Records Check

TSA's Fingerprint Rule requires each airport operator and aircraft operator to adopt a security program under TSR 1542.209, respectively, to conduct fingerprint-based criminal

history record checks (CHRC's) for individuals. Airlines may provide a certificate of CHRC completion for their direct hired employees. The rule applies to those who either have, or applied for: Unescorted access authority to the Security Identification Display Area (SIDA) of an airport; authority to authorize others to have unescorted access; and screening functions. The rule will ensure that individuals in these positions do not have disqualifying criminal offenses.

#### Security Threat Assessment Clearance

All personnel applying for a new SIDA badge will be submitted to the Transportation Security Clearinghouse (TSC) for additional background checks. Airline personnel must be entered into the badging system under a “pending status” until the clearance date is returned (this may take up to 14 days). Therefore, the Authorizing Agent is informed of the individual’s clearance status.

#### Security Awareness Training

All personnel must attend an airport sponsored or approved Security Awareness Training class prior to receiving security badges. Companies approved for unescorted access may schedule individuals for the SIDA classes, at (404) 530-6667. Please see pages 19 and 20 for briefing schedule, or visit the DOA website at [www.atlanta-airport.com](http://www.atlanta-airport.com) for more information. Classes are held Monday through Friday at 9:00 a.m., 10:30 a.m., 1:00 p.m., and 2:30 p.m. Employees attending the training must bring the completed badge application and an approved identification card. Recurrent SIDA training is required during renewal process.

#### Airport Driver Safety Training

All designated drivers must show proof of completion of the Airport Driver Safety Training (ADST) program by providing the ADST course completion form. Please contact Airport Operations at (404) 530-6620 for scheduling and more information. Recurrent driver safety training is required during renewal process.

#### Vehicle Access

This policy applies to all airport tenants and users seeking authorization for or seeking authority to authorize others to operate a licensed motor vehicle on the SIDA of H-JAIA. Companies requiring vehicular access into the SIDA must submit a security identification Display area (SIDA) vehicle access request. The request must contain the vehicle’s make, model, color, VIN, and license number. A copy of the vehicle’s state registration or lease documentation must be attached for each vehicle. Vehicles must be registered to the requesting company. The company must have at least ten million dollars (\$10,000,000) of automobile liability insurance.

The procedures outlined in this memorandum are intended to expedite the process for granting unescorted access privileges for your activities while maintaining a safe and secure airport for the traveling public and the airport community. Your assistance is requested to ensure that we provide quality service while complying with applicable security regulations. If you have questions concerning this process, please contact the Department of Aviation Security Manager, at (404) 530-6667.

**HOURS OF OPERATION, COST AND PHONE NUMBERS  
(Information Subject To Change)**

**Departmental Information:**

<b>Hours of Operation:</b>		<b>Cost:</b>	
<i>Administrative Office:</i>	Monday - Friday 8:15a.m. – 5:00p.m.	<i>SIDA &amp; NON-SIDA Badges:</i>	
<i>Badge Processing:</i>	Monday, Tuesday, Thursday & Friday 8:30a.m. – 4:30p.m. Wednesday 8:30a.m. – 12:00p.m.	New, Renewal & Upgrade:	\$40.00
<i>Fingerprinting:</i>	Monday, Tuesday, Thursday & Friday 8:30a.m. – 11:00a.m. & 1:00p.m. – 3:00p.m. Wednesday 8:30a.m. – 12:00p.m.	Lost/Stolen Replacement:	\$50.00
<i>Fingerprinting Disposition Reviews:</i>	Monday, Tuesday, Thursday & Friday 3:00p.m. – 4:00p.m.	Non-Returned:	\$200.00
<i>Vehicle Permits/Decals:</i>	Accepted during badge processing hours. Please allow 24 hours for processing.	<i>Fingerprinting:</i>	
		New & Renewal:	\$50.00
<i>Security Awareness Training:</i>	Monday, Tuesday, Thursday & Friday 8:30a.m., 10:00a.m., 1:00p.m. & 2:30p.m. Wednesday 8:30a.m. & 10:00a.m. No appointments needed.	<i>Vehicle Permits/Decals:</i>	
		New & Renewal:	\$50.00
		Lost/Stolen Replacement:	\$50.00
<i>New Company Orientation:</i>	Wednesday 2:00p.m. No appointments needed.	Non-Returned:	\$200.00
<i>Airport Drivers' Safety Training:</i>	Please contact DOA Airport Operations at (404) 530-6620 for information.	<i>Security Awareness Training:</i>	
		FREE	

- Each day the office will close for lunch from 12:00p.m. to 1:00p.m.
- **Customer Guest Policy:** Due to safety concerns and limited space, we no longer service customers with guests (family, friends & children) in our office.

**Lists of Acceptable Documents for Verification of Identity and Employment Eligibility (SD: 1542-04-08C):**

<b>LIST A</b>	<b>OR</b>	<b>LIST B</b>	<b>AND</b>	<b>LIST C</b>
<p><u>Documents that Establish Both Identity and Employment Eligibility:</u></p> <ol style="list-style-type: none"> <li>1. U.S. Passport (unexpired or expired)</li> <li>2. Certificate of U.S. Citizenship (USCIS Form N-560 or N-561)</li> <li>3. Certificate of Naturalization (USCIS Form N-550 or N-570)</li> <li>4. Unexpired foreign passport, with I-551 stamp or attached Form I-94 indicating unexpired employment authorization</li> <li>5. Permanent Resident Card or Alien Registration Receipt Card with photographed (USCIS Form I-151 or I-551)</li> <li>6. Unexpired Temporary Resident Card (USCIS Form I-688)</li> <li>7. Unexpired Employment Authorization Card (USCIS Form I-688A)</li> <li>8. Unexpired Reentry Permit (USCIS Form I-327)</li> <li>9. Unexpired Refugee Travel Document (USCIS Form I-571)</li> <li>10. Unexpired Employment Authorization Document issued by USCIS that contains a photograph</li> </ol>		<p><u>Documents that Establish Identity:</u></p> <ol style="list-style-type: none"> <li>1. Driver's license or ID card issued by a State or outlying possession of the U.S. provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li> <li>2. ID card issued by Federal, State, or local government agency or entity provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li> <li>3. School ID card with a photograph</li> <li>4. Voter's registration card</li> <li>5. U.S. Military card or draft record</li> <li>6. Military dependent's ID card</li> <li>7. U.S. Coast Guard Merchant Mariner Card</li> <li>8. Native American tribal document</li> <li>9. Driver's License issued by a Canadian government authority</li> </ol> <p><u>For persons under the age of 18 who are unable to present a document listed above:</u></p> <ol style="list-style-type: none"> <li>1. School record or report card</li> <li>2. Clinic, doctor, or hospital record</li> <li>3. Day-care or nursery school record</li> </ol>		<p><u>Documents that Establish Employment Eligibility:</u></p> <ol style="list-style-type: none"> <li>1. Social Security card issued by the Social Security Administration (other than a card stating it is not valid for employment)</li> <li>2. Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)</li> <li>3. Original or certified copy of a birth certificate issued by a state, county, municipal authority, or outlying possession of the U.S. bearing an official seal</li> <li>4. Native American tribal document</li> <li>5. U.S. Citizen ID Card (USCIS Form I-197)</li> <li>6. ID Card for use of Resident Citizen in the U.S. (USCIS Form I-179)</li> <li>7. Unexpired employment authorization document issued by USCIS (other than those listed under List A)</li> </ol> <p><b>NOTE: For Fingerprinting and ID Badge Services, applicants must present two forms of identification, one of which must be an authorized photo ID, at the point of service.</b></p>

**(Information Subject To Change)**

**Documentation Requirements:**

SIDA & NON-SIDA Badges:	Vehicle Permits/Decals:
<i>New Issue, Renewals &amp; Lost/Stolen Replacements:</i>	<i>New Issue, Renewals &amp; Lost/Stolen Replacements:</i>
<ul style="list-style-type: none"> <li>Completed Badge Request Form signed by Auth. Agent</li> <li>Copy of Fingerprint Clearance Results/Letter</li> <li>Security Awareness Training Date (if applicable)</li> <li>Airport Drivers Safety Training Completion Date – stamped on Badge Request Form &amp; Airport Operations Completion Form (if applicable)</li> <li>Custom Seal Clearance Results/Letter (if applicable)</li> <li>Two forms of identification (see front page for details)</li> <li>Payment (if applicable)</li> <li>Badges can be renewed within 30 days before or after badge expiration</li> </ul>	<ul style="list-style-type: none"> <li>Completed Vehicle Access Permit Request Form</li> <li>Copy of current vehicle registration</li> <li>Payment (if applicable)</li> </ul> <p><i>Please ensure the following information is current &amp; submitted before sending requests:</i></p> <ul style="list-style-type: none"> <li>Certificate of Insurance</li> <li>Project/Sponsorship Letter</li> </ul> <p><i>Please allow a 24-hour processing period from the time each request has been submitted!</i></p>

**Important!**

- **All Authorizing Agents must verify each employee's personal information on the Badge Request Form before it is submitted to the Security Division for processing.**
- Individuals who are renewing their badge may begin the renewal process 60-days prior to their badge expiration date. Badges will automatically deactivate on the badge expiration date.
- **All badges that are no longer needed must be returned to the Security Division for deactivation within a 24-hour time period.**

Fingerprinting:	
<i>New Issue:</i>	<i>Security Threat Assessment (STA) Clearance:</i>
<ul style="list-style-type: none"> <li>Completed Badge Request Form signed by Auth. Agent</li> <li>Two forms of identification (see front page for details)</li> <li>Payment (if applicable)</li> </ul>	<p>All personnel applying for a new SIDA badge will be submitted to the Transportation Security Clearing House (TSC) for additional background checks. Airline personnel must be entered into the badging system under a "pending status" until the clearance date is returned (this may take up to 14 days). Thereafter, the Auth. Agent is informed of the individual's clearance status.</p>
<i>Re-Prints:</i>	
<p>30 days after an individual's badge has been expired they must be re-printed (new-issue requirements apply).</p>	

- **ONLY Authorizing Agents can request fingerprint clearance results.** Employees are not able to request this information and must speak to their Authorizing Agent for details.

**General Security Procedures:**

<i>Badge Usage:</i>	<i>Escort Privileges:</i>
<ul style="list-style-type: none"> <li>Individuals must wear badge (SIDA &amp; NON-SIDA) at all times. The badge must be worn below the neck and above the waist on the outer-most garment.</li> <li><i>Piggybacking is not allowed by any individual.</i></li> </ul>	<ul style="list-style-type: none"> <li>Companies/Individuals must be approved by Security Management – submit all request forms to Security Division.</li> <li>A validation seal will be issued to approved individuals.</li> <li>Both request form and validation seal must be presented.</li> </ul>
<i>Vehicle Permit/Decal Usage:</i>	<i>Breach of Rules Notice (BORN):</i>
<ul style="list-style-type: none"> <li>Un-expired permits must be visibly placed on the dashboard of appropriate vehicles.</li> <li>Expired permits are not to be used for access; they must be returned to the Security Division and renewed (if applicable).</li> <li>Decals are only issued to vehicles permanently assigned to the airport.</li> <li>All vehicles must be properly marked with a <i>permanent company name or logo</i>; improperly marked vehicles will be denied access at the point of entry.</li> </ul>	<ul style="list-style-type: none"> <li>Implemented disciplinary measures for violations listed in City of Atlanta Code, Section 22-66.</li> </ul>
	<i>Hartsfield Harry:</i>
	<ul style="list-style-type: none"> <li>Challenge program designed to ensure safety in the SIDA.</li> <li>Keep the airport safe and secure by challenging individuals who are not properly displaying their badge.</li> <li>Win a \$25.00 cash reward and the opportunity to win \$500.00 in the Hartsfield Challenge Sweepstakes held quarterly.</li> </ul>

**Departmental Contact Information:**

<i>Main Telephone Number:</i>	(404) 530-6667
<i>Main FAX Number:</i>	(404) 530-6839
<i>Airport Website:</i>	www.Atlanta-Airport.com
<i>Mailing Address:</i>	City of Atlanta Department of Aviation – Security Division P.O. BOX 20509 Atlanta, GA 30320-2509

## AIRSIDE OPERATING INFORMATION

No tenant is allowed to enter the movement areas (runways, taxiways, safety areas, etc.) without an escort from an Airport Operations Supervisor. Escorts will only be conducted during emergency situations. Personnel required to tow aircraft via the movement areas must receive Airport Movement Area training from the Airport Operations Division. Unauthorized entry onto the movement area (runway or taxiway) will result in the immediate suspension of the individual's SIDA badge.

The Operations Division is responsible for numerous operating plans and procedures to include the Airport Certification Manual (ACM), Airport Emergency Plan (AEP), and the Airport Drivers Safety Training Program. Each carrier operating at Hartsfield-Jackson must be familiar with the procedures contained in the ACM. This manual contains important telephone numbers and airport maps. A copy is available in the Airport Operations Division office.

In accordance with federal and airport regulations, any individual who operates a ground vehicle on any portion of the airport requiring a SIDA badge must successfully complete the Airport Drivers Safety Training course before that individual may operate a vehicle. Personnel required to operate a vehicle must successfully complete this course **prior** to obtaining or renewing their SIDA badge, and every two (2) years thereafter prior to SIDA badge renewal. Contact the Airport Operations Division at (404) 530-6620 to schedule training.

An aircraft run-up (blast) pad is located on the northwest end of the airfield adjacent to the AirTran Airways Hangar. Contact the Airport Operations Division for pad availability and use. You must receive permission prior to using the pad.

The ramps (gate areas) are controlled by ramp controllers located in Concourse C and E ramp towers. Contact TBI Airport Management at (404) 530-2000 for ramp control procedures. Delta Air Lines operates the ramp tower on Concourse A. Your gate assignment (if applicable) will determine which ramp tower controls the movement of your aircraft on the ramps.

Contact the Airport Operations Division for information concerning the Surface Movement Guidance and Control System (SMGCS) for low visibility operations, severe winter weather operating procedures (aircraft deicing, defrosting, etc.), and the Foreign Object Debris (FOD) Prevention Program.

If you have any questions regarding airside operations, please contact the Airport Operations Division at (404) 530-6620.

## AATC SERVICES

### **AATC services include:**

- Lost and Found for the terminal, security checkpoint, the public parking lots and common areas on the concourses.
- Operation of the employee parking lot #3 and the bus service to and from the lot.
- Maintenance and janitorial services.
- Ramp sweeping and snow removal.

### **The following are the procedures for all airline tenants of Hartsfield-Jackson Atlanta International Airport who receive AATC's maintenance and operations services, revised as of December 18, 1997:**

- A deposit of at least six (6) months of estimated M&O Expenses will be required for AATC to provide M&O Services.
- The deposit will have to be received prior to AATC initiating M&O Services and may be made in the form of a check or irrevocable letter of credit.
- The estimated expenses used to calculate the deposit will be based on square footage assigned or the actual M&O for the most recent twelve (12) months for the airline.
- AATC will have the right to apply a portion or all of the deposit amount against any outstanding invoices that are not paid within 30 days of the invoice date. The airline will then be required to pay additional amounts to make whole the required deposit amount.
- AATC will pay interest on the advance deposits that are equal to the investment interest AATC earns on its overnight investments made through its commercial checking account.
- AATC management will exempt those existing airline tenants with a prompt payment record from the deposit requirement. However, if such tenant becomes a slow-paying tenant, as defined below, the deposit requirement will be imposed. A slow-paying tenant is defined as one from whom payments are received more than 45 days from invoice date more than two (2) times in any twelve (12) month period after July 1, 1996. The exemption contained in this paragraph does not apply to airline tenants with less than twelve (12) consecutive months of payment history with AATC.
- Discontinuance of M&O services will automatically occur when a tenant's invoice is still unpaid 30 days from the due date. AATC's continuation of such services after such date shall not constitute a waiver of its rights under the preceding sentence. Discontinuance of M&O services will include:
  - Any and all work order requests excluding those of an emergency nature as interpreted by the AATC executive director or his designee.

- All janitorial services, pest control, exclusive elevator, maintenance, waste removal, window washing and ramp sweeping.

The stockholders of AATC shall have the right to direct AATC to take such additional measures with respect to delinquent carriers as they might deem necessary to protect the corporation interest, based on the particular circumstances presented, which additional measures could include suspension of utility services.

- Repayment of the deposit is to be made immediately after reconciliation of the final invoice once the tenant ceases Atlanta Operations.
- Repayment of the deposit may also occur upon twelve (12) consecutive months of timely payments of invoices and the approval of the AATC stockholders to return said deposit.
- The above advance payment procedure does not negate the established procedures for financial penalty for payments received after the due date of the AATC invoice.

**AATC 2008 AVERAGE M&O COSTS**  
**PER SQUARE FOOT PER MONTH**  
As of September, 2008

TERMINAL	\$ 2.64
Concourse T	\$ 2.03
Concourse A	\$ 1.98
Concourse B	\$ 2.36
Concourse C	\$ 2.61
Concourse D	\$ 2.50
Concourse E	\$ 1.11

**Rates change monthly based on actual expenses.**

# AUTOMATED PEOPLE MOVER SYSTEM

## OVERVIEW

The Hartsfield-Jackson Atlanta International Airport Automated People Mover (APM) System forms the spine of the airport that links the terminal Ticketing and Baggage Claim with five concourses. The Adtranz pinched loop system is fully automated and operates in two underground tunnels separated by a Passenger Mall containing walkways and moving sidewalks. Approximately 85% of the airport's passengers and visitors use the APM system to travel to their departure gates. It is also used by airport employees and airline flight crews.

## STATUS

The airport's APM system is the busiest in the world in terms of passengers. The system is currently transporting over 1.4 million passengers per week.

## APM SYSTEM DATA

Manufacturer	Bombardier
Guideway Length	3 Miles
Operating Configuration	Pinched Loop
Stations	14
Switches	18 (14 Pivot; 3 Rotary; 1 Turntable)
Cruising Speed	25 MPH
Loop Time	17:35/9 Trains
Headway	1:25/9 Trains
Operating Days	365 Days/Year
Operating Hours	0530 - 0130 (20 Hours)
Reliability	99+%
Fleet Size	49 C-100 Vehicles
Train Size	4 Vehicles
Trains in Service	6- 10 Trains in service depending on time of day and passenger demand
Train Capacity	300 - 350 People per Train
Capital Investment	\$300M
Operating Budget	\$10M

## NEW AIRLINE TENANT CHECK-LIST

	<u>Domestic Carrier</u>	<u>International Carrier</u>
Fuel Agreements	_____	_____
Catering Agreements	_____	_____
Ground Handler	_____	_____
Cargo Handler	_____	_____
Submit Public Phone Number	_____	_____
Obtained Monthly Traffic Report	_____	_____
Obtained Scheduled Monthly Activity Report	_____	_____
Arrange For Security Checkpoint Payment	_____	_____
Arrange For PFC Payment	_____	_____
FIS Contact	_____	_____
Employees' Security Badges	_____	_____
Interline Baggage Recheck Services	_____	_____
Airport Signage	_____	_____
Station Manager's Parking	_____	_____
Airline Associations	_____	_____
Space Requests:		
Gate	_____	_____
Ticketing	_____	_____
Office	_____	_____
Lounge	_____	_____
Cargo	_____	_____
Airport Use License Agreement	_____	_____
International Fuel Consortium	_____	_____
Landing Fee Deposit	_____	_____
Georgia Corporate Registration	_____	_____
Insurance Certificate	_____	_____
FAA Aircraft Certification and Operating Certificate	_____	_____
U.S. Customs Permit	_____	_____