

TERMINAL 2

OPERATING POLICIES AND PROCEDURES



Metropolitan Airports Commission

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TERMINAL 2 - OPERATING POLICIES AND PROCEDURES

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TERMINAL 2 OPERATING POLICIES AND PROCEDURES

It is the policy of the Metropolitan Airports Commission (“MAC”) to review and evaluate all proposals for Airline service at the Airport and to determine those facilities that are available and best suited to the proposed operation of the applicant Airline. Terminal 2 is a common use facility. MAC’s goal is to maximize utilization and optimize operating efficiency of Terminal 2 to foster both existing and new competitive air service at MSP and to serve the public interest.

SECTION 1.0 DEFINITIONS

- 1.1 Airline. An entity that operates or is seeking to operate air transportation services at the Airport.
- 1.2 Airport. Minneapolis-St. Paul International Airport, Wold-Chamberlain Field, a public airport under the supervision, operation, direction, and control of the Metropolitan Airports Commission, and located in the County of Hennepin and State of Minnesota.
- 1.3 Commission. The Metropolitan Airports Commission, a public corporation organized and operating pursuant to Chapter 500, Laws of Minnesota 1943, and amendments thereto.
- 1.4 Common Use Facilities Fee Cap ("CAP"). The Cap, as established by the Commission, for use of Terminal 2 in which an aircraft operator shall pay no more than the Cap rate for an aircraft operator’s operations on a single Common Use Gate, excluding international arrival operations.
- 1.5 Common Use System Equipment ("CUSE"). Certain items and equipment provided and owned by the Commission for Airline or tenant use as approved by the MAC including but not limited to ticket counters, gate desks, computer passenger processing system equipment, printers, scanners, kiosks, bag scales, Flight Information Displays System (MUFIDS), Electronic Video Information Displays System (EVIDS), Passenger Boarding Bridges and public seating.
- 1.6 Customs and Border Protection (“CBP”). Agency of the United States government with authority and jurisdiction for inspection and clearance of international aircraft, cargo, passengers, and their baggage.
- 1.7 Discontinue Date. Date upon which service for a specific flight shall terminate.
- 1.8 Effective Date. Date upon which service for a specific flight shall commence.
- 1.9 Enhanced Priority Gate. A gate that is assigned by MAC to an Airline providing the Airline with certain scheduling priorities as further specified in Sections 3.3 and 3.4.

- 1.10 Enhanced Priority Gate Assignment. The assignment of a gate by MAC to an Airline providing the Airline with certain scheduling priority as further specified in Sections 3.3 and 3.4.
- 1.11 Federal Inspection Service (FIS) Facilities. The facilities and areas of MSP associated with or used by CBP for the inspection of aircraft, cargo, passengers, and their baggage.
- 1.12 MAC. The Metropolitan Airports Commission. Any references to the concurrence, approval, or consent of MAC, shall mean the concurrence, approval or consent of MAC's Executive Director/CEO or any individual designated by the Executive Director/CEO as having responsibility for the management, operation, or maintenance of Terminal 2.
- 1.12 New Entrant. Airline that has not previously served the Airport. New Entrant applies only to an Airline proposing regular, year-round service for flights with minimum frequency as required herein. Airline will be considered a New Entrant for its first 12 months of service at the Airport.
- 1.13 Operation. An aircraft arrival to or departure incident to the carrying of passengers.
- 1.14 Others. Airlines that do not meet the criteria to be awarded a Priority Gate or Enhanced Priority Gate.
- 1.15 Passenger Boarding Bridge. Motorized bridge attached to the terminal building, used for the enplaning and deplaning of passengers.
- 1.16 Priority Gate. A gate that is assigned by MAC to an Airline providing the Airline with certain scheduling priority as further specified in Sections 3.2 and 3.4.
- 1.17 Priority Gate Assignment. The assignment of a gate by MAC to an Airline providing the Airline with certain scheduling priority as further specified in Sections 3.2 and 3.4.
- 1.18 Remote Ramp. Whatever area MAC designates for remote aircraft parking and operations for MSP Airlines. Because of construction and congestion, this area is subject to change at MAC's discretion.
- 1.19 Terminal 2. The terminal located at 7150 Humphrey Drive of the Airport, together with any additions and/or changes thereto, and includes any Remote Ramp designated by MAC for use by Terminal 2 Airlines.
- 1.18 Terminal Operations. MAC or contracted personnel with the responsibility to manage, direct, allocate and maintain all common use assets and associated operations.

SECTION 2.0 TERMINAL USE PROCEDURES

2.1 Use of Terminal

All areas and appurtenant facilities of Terminal 2 shall be used only for the purpose of conducting those activities necessary for processing passengers and movement of persons and property to and from aircraft. Other uses of Terminal 2 are prohibited without prior written approval of MAC. MAC may charge a fee for any use of Terminal 2 other than that which is stated in this section. Terminal 2 shall be limited to passenger flights only, except for the carrying of cargo or mail incidental to the carrying of passengers, according to MAC [Ordinance 115](#) or as amended.

The placement, storage or distribution of any item including signage, newspapers, magazines, advertisement, banners, brochures, or furniture in Terminal 2 is prohibited without prior written approval of MAC. Parties wishing to exercise First Amendment rights must contact the MAC Airport Director's Office.

2.2 Vehicle and Equipment Parking

Vehicle or equipment parking is strictly prohibited on roadways adjacent to Terminal 2. Vehicles or equipment not parked in designated areas may be issued a citation and towed away at vehicle owner's risk and expense. Only ground handling equipment and aircraft maintenance vehicles incidental to the servicing of aircraft operations may be positioned on the ramp adjacent to gates. Parking of vehicles or equipment on the ramp that impedes the operation of other users is prohibited. Parking of vehicles or equipment in bag rooms or lavatory bays is strictly prohibited.

2.3 Required Documentation for Airline Use of Terminal 2

Airlines requesting use of Terminal 2 shall submit current DOT Airline certification and insurance documentation, which must be received by or on file with MAC before Airline may use Terminal 2 and before gate or facility assignments will be made to the Airline. Airlines shall also provide copies of (a) their emergency/safety procedures, (b) names and telephone numbers of key operations personnel and maintenance personnel, and (c) local or toll-free passenger information telephone numbers.

2.4 No Exclusive Use

No Airline or tenant has exclusive use of Terminal 2 or portions thereof including but not limited to gates, Passenger Boarding Bridges, ticket counters, FIS facility, bag processing areas and devices, curbside check-in or the CUSE at Terminal 2, except for areas such as office space under exclusive lease.

2.5 Ground Handling

Airlines may ground handle their own aircraft or passengers with their own employees and equipment. All other providers of ground handling or passenger services must have written authorization from MAC, which at its sole discretion will determine the need for such services and the ability/capacity to support those services.

2.6 Aircraft Parking

All aircraft parking, including overnight parking, shall be restricted to those areas approved by MAC. MAC shall assign the location for all aircraft parking. Airline is responsible for moving aircraft to and from parking locations and positioning of aircraft to ensure safety and compliance with all Airport and FAA rules. Aircraft parking on Terminal 2 gates is strictly prohibited unless prior approval is obtained from MAC. Exception: Airlines holding a Priority Gate Assignment or Enhanced Priority Gate Assignment may park their own aircraft on their Priority Gate or Enhanced Priority Gate only if/when that gate is not needed for flights by other Airlines as approved by MAC. Aircraft parked on Priority Gates or Enhanced Priority Gates as provided by this exception are not subject to aircraft parking fees. Aircraft parking fees shall be as stated in the applicable [MAC Ordinance](#) or as amended.

2.7 Aircraft Deicing

All aircraft deicing (i.e., spraying of glycol) shall be restricted to areas designated by MAC for deicing and shall be performed only by those Airlines and/or ground handling companies authorized by MAC. Aircraft deicing on Terminal gates is strictly prohibited unless otherwise approved by MAC. Upon request by MAC, Airlines must submit annual deicing plans.

2.8 Aircraft Fueling

Only those having written authorization from MAC may perform aircraft fueling at MSP Airport. All aircraft positioned at gates must be fueled using the fuel hydrant system, except as otherwise approved by MAC.

2.9 Aircraft and Vehicle Maintenance

Aircraft maintenance is prohibited at Terminal 2 and surrounding areas including gates and Remote Ramps unless otherwise approved by the MAC.

Airlines may not conduct aircraft maintenance from the gates except pre-departure or post-arrival maintenance incidental to the immediate operation of aircraft that does not disrupt normal operations on the gate or surrounding areas.

Airlines with a Priority Gate Assignment or Enhanced Priority Gate Assignment may, on their priority-assigned gate, conduct minor aircraft maintenance that does not disrupt normal operations on that gate, adjacent gates, or surrounding areas. This is further defined as aircraft maintenance that will not delay the immediate removal of the aircraft from the gate. Aircraft maintenance of fuel, hydraulic or other hazardous fluid related systems are prohibited.

In all cases, aircraft engine run-up is strictly prohibited at any time.

Vehicle maintenance and/or maintenance of ground support equipment of any kind is prohibited at Terminal 2 or surrounding areas.

SECTION 3.0 ASSIGNMENT AND SCHEDULING OF GATES AND SHARED FACILITIES

3.1 Common Use Facilities

All gates, shared areas, and appurtenant facilities shall be operated as common use facilities under the jurisdiction of MAC, which shall have final authority over their allocation, scheduling, and operation in accordance with the policies and procedures set forth herein.

MAC's goal is to maximize utilization and optimize operating efficiency of Terminal 2 and to foster both existing and new competitive air service at MSP and to serve the public interest. MAC will allocate and schedule the use of gates, CUSE and shared facilities using the following policies and procedures, which may be changed by MAC.

3.2 Priority Gate Assignment

A. Eligibility

Airlines having both (a) at least four regularly scheduled operations per day or 120 regularly scheduled operations per month, and (b) have met or exceeded the requirements of the Common Use Facilities Fee Cap on the Terminal 2 gate to be awarded in the previous twelve months ("Minimum Operations Requirements") are eligible for a Priority Gate Assignment on that gate. Exception: At its sole discretion, MAC may waive the Minimum Operations Requirements and award Priority Gate Assignment to a New Entrant Airline on a gate without an existing Priority Gate Assignment.

Existing Priority Gate Assignments will not be reassigned on a priority basis to another Airline as long as the Airline with the current Priority Gate Assignment meets or exceeds the eligibility requirements defined in this section. Additional Priority Gates will be assigned to Airlines that have met the requirements of this section within the previous 12 months. Remaining Priority Gate Assignments are

assigned first to the Airline having the most Operations (flights) in the previous twelve months at MSP, then to the Airline with the second most and so on until all eligible airlines are assigned a gate or all available gates are allocated, subject to the provisions of [3.2.C.1. Revocation of Priority Gate Assignment](#).

Airlines that do not meet the eligibility criteria for Priority Gates or Enhanced Priority Gates will be considered “Others” and assigned to gates with no Priority Gate Assignment or Enhanced Priority Gates or in available time slots on gates with Priority Gate Assignments or on Enhanced Priority Gates as provided herein.

B. Procedure for Priority Gate Assignment and Payment

1. Number of Gates Assigned as Priority Gates

MAC reserves the right to retain at least one gate at all times that is not assigned as a Priority Gate or Enhanced Priority Gate in order to maintain operational flexibility.

2. Annual Reevaluation for Priority Gate Assignments

Priority Gate Assignments are valid for one year. MAC may reevaluate the Priority Gate Assignments each calendar year, or more often as determined by MAC. Changes to Priority Gate Assignment(s) shall be effective 120 days from date of written notice.

3. Airline will pay for use of the Priority Gate according to [Ordinance 115](#), or as amended.

C. Revocation of Priority Gate Assignment

During the Priority Gate Assignment period outlined in Section [3.2.B.2.](#), [Procedure for Priority Gate Assignment and Payment](#) may be revoked for the following reasons effective upon delivery of written notice from MAC.

1. Airline Operations fall below the Minimum Operations Requirements found in Section [3.2.A.](#), [Eligibility](#).
2. Airline is delinquent in payment of passenger facility charges, fees or rents due to MAC.
3. Airline is in violation of any MAC ordinances, policies or procedures.
4. Airline regularly fails to operate within approved times.

5. Airline fails to use approved time slots for flights; this will result in loss of particular time slots if other Airlines desire such time slots.

3.3 Enhanced Priority Gate Assignment

A. Eligibility

Air carriers that currently qualify for Priority Gates and that are willing to make a substantial, long-term commitment to grow operations at MSP (*e.g.*, a bona fide plan for growth and a long-term financial commitment) may qualify for Enhanced Priority Gates assignments at Terminal 2. MAC at its sole discretion will determine the number and location of any such assignments based on the Airline's plan for growth and current and projected gate availability.

B. Relationship to Priority Gate Assignments

An Airline that qualifies for Enhanced Priority Gate Assignments will not be eligible for Priority Gate Assignments.

C. Term

The term of the Enhanced Priority Gates assignment will be stated in the Airline's Airline Agreement Exhibit Z (the "Enhanced Priority Gate Term") but shall not exceed the remaining term of the Airline's Airline Agreement.

D. Additional Enhanced Priority Gate Assignments

If MAC decides to expand common-use gate facilities at Terminal 2, MAC will evaluate whether to increase the maximum number of Enhanced Priority Gate Assignments based on several factors including the number of new gates to be constructed, current operations and future operational needs of Airlines assigned Enhanced Priority Gates, current operations and future operational needs of other Airlines at MSP and the need to accommodate new entrants. In the event MAC increases the maximum number of Enhanced Priority Gate Assignments and offers additional Enhanced Priority Gate Assignments to an Airline, that Airline may decline the offer.

E. Fees

An Airline with Enhanced Priority Gate Assignments shall pay an annual flat fee for each such Enhanced Priority Gate Assignment at a rate equal to the annual Common Use Facilities Fee Cap, which shall be payable in equal monthly installments, regardless of the Airline's actual usage of the Enhanced Priority Gate (the "Enhanced Priority Gate Cap Fee"). The airline shall be committed to pay the Enhanced Priority Gate Cap Fee throughout the Enhanced Priority Gate

Term in accordance with this Section [3.3.E. Fees](#), unless an Enhanced Priority Gate is recaptured by MAC under Section [3.3.F MAC's Recapture Rights](#), or MAC elects to use its Short-Term Gate rights under Section [3.3.G. Short-Term Gate](#).

F. MAC's Recapture Rights

- a. MAC shall have the right but not the obligation to recapture Enhanced Priority Gates if average gate utilization over any consecutive 12-month period as determined by MAC drops below an average of six Operations per day on each Enhanced Priority Gate (the “**Gate Utilization Requirement**”). If MAC elects to recapture one or more Enhanced Priority Gate(s), MAC shall provide the Airline with 90 days’ prior written notice (a “**Recapture Notice**”) specifying the number of Enhanced Priority Gates it intends to recapture. The Airline shall then have an opportunity to cure by providing MAC with a plan (a “Cure Plan”) to schedule and operate sufficient flights to meet the Gate Utilization Requirement over the twelve-month period following delivery of the Recapture Notice (“Cure Period”). An adequate Cure Plan must be provided to MAC within 30 days of delivery of the Recapture Notice. If at any point during the Cure Period the Airline fails to schedule or fly any flight in the Cure Plan, MAC shall have the right, but not the obligation, upon 30 days’ prior written notice to recapture up to the number of Enhanced Priority Gates specified in the Recapture Notice. The Airline shall have no further opportunity to cure its deficiency.
- b. Upon MAC’s election to recapture an Enhanced Priority Gate, the Airline’s obligation to pay the Enhanced Priority Gate Cap Fee for the recaptured gate shall cease and MAC shall have the right to reassign the recaptured gate and the Airline shall be liable to pay to MAC the applicable fees under MAC [Ordinance 115](#) or as amended for any flights on such gate instead of the Enhanced Priority Gate Cap Fee.

G. Short-Term Gate

MAC shall have the right to assign at least one Enhanced Priority Gate as a “Short-Term Gate” assignment. MAC may, in its discretion, cancel the assignment of a Short-Term Gate if an Airline or a New Entrant is proposing to add additional air service and desires a Priority Gate at Terminal 2 or MAC needs to convert a Short-Term Gate to a gate with no priority scheduling to accommodate such additional air service. The following procedures shall be followed before a Short-Term Gate assignment may be cancelled:

1. If an Airline or a New Entrant is proposing to add additional air service and desires a Priority Gate assignment from MAC, MAC may in its

discretion issue a notice to the Airline assigned Enhanced Priority Gates cancelling the assignment of the Short-Term Gate. Such notice may become effective no earlier than ninety (90) days after it is delivered.

2. In the event of a decision to cancel a Short-Term Gate assignment, MAC will work with the Airline in good faith to accommodate its schedule.
3. In the event of a decision to cancel a Short-Term Gate assignment, the Airline previously assigned the Short-Term Gate shall be liable to pay to MAC the applicable fees under MAC [Ordinance 115](#) or as amended for any flights on such gate instead of the Enhanced Priority Gate Cap Fee.
4. MAC may extend the time periods set forth in this Section [3.3.G. Short-Term Gate](#) for good cause, *e.g.*, the unavailability of replacement jet bridges or other ground equipment.

H. Revocation of Enhanced Priority Gate Assignment

Consistent with MAC's rights to revoke Priority Gate Assignments, MAC may revoke Enhanced Priority Gate Assignment for the following reasons effective upon delivery of written notice from MAC.

1. Airline is delinquent in payment of passenger facility charges, fees, or rents due to MAC.
2. Airline is in violation of any MAC ordinances, policies, or procedures.
3. Airline regularly fails to operate within approved times.
4. Airline fails to use approved time slots for flights; this will result in loss of particular time slots if other Airlines desire such time slots.

3.4 Priority Scheduling on Priority Gates and Enhanced Priority Gates

- A. Airlines awarded a Priority Gate Assignment, or an Enhanced Priority Gate Assignment will have scheduling priority on the gate to which the Airline has been assigned priority, subject to the following conditions.
 1. Scheduling priority applies only to the gate to which Airline has a Priority Gate Assignment or an Enhanced Priority Gate Assignment.
 2. Airlines assigned a Priority Gate or Enhanced Priority Gate hold no exclusive rights to that gate, the terminals, or its operation.

3. Only flights of the Airline with a Priority Gate Assignment or an Enhanced Priority Gate Assignment will be scheduled on that gate unless no other gate is available for flights by Others.
4. At all times, flights on all FIS Gates in Terminal 2, including Priority Gates and Enhanced Priority Gates, shall be subject to the following priorities: (1) long-haul international flights (flights to or from any international destination outside of North America), (2) short-haul international flights (flights to or from any international destination within North America), and (3) domestic flights. MAC shall have the right, after first making good faith efforts, taking into consideration any relevant exigencies, to work with the affected Airlines to resolve scheduling conflicts in a way that does not displace an existing lower priority flight, to displace a lower priority flight on an FIS Priority Gate or Enhanced Priority Gate with 90 days' prior written notice (a "Priority Displacement Notice"); provided, however, any such displacement shall be conditioned on (i) if applicable, MAC making good faith efforts to prioritize the use of the Short-Term Gate identified in accordance with Section [3.3.H. Revocation of Enhanced Priority Assignment](#), below to displace any flights, provided that MAC has not cancelled the assignment of the Short-Term Gate; (ii) MAC making good faith efforts to accommodate the displaced flight at a Terminal 2 gate; (iii) MAC not charging additional fees for the accommodation; and (iv) MAC specifying the gate location(s) for the accommodation, if any, in the Priority Displacement Notice.
5. In the event that MAC schedules a flight on a Priority Gate or an Enhanced Priority Gate, the Airline assigned the Enhanced Priority Gate may request that MAC move the flight to another gate if the airline has a bona fide plan to schedule a competing flight and has no space available on any of its other Priority Gates or Enhanced Priority Gates. MAC will move the flight if another Terminal 2 gate that has not been assigned priority scheduling is reasonably available and can accommodate the flight after taking into consideration current gate utilization, any bona fide plans by the Airline assigned the Priority Gate/Enhanced Priority Gate or another Airline to add flights and the contractual rights of all air carriers. If MAC determines that the flight will be moved, MAC will move the flight within 90 days of receiving the Airline's request to move the flight. In the event that MAC is unable to accommodate the Airline's request to move the accommodated flight to another gate, then MAC will make good faith efforts to work with the accommodating airline to schedule its competing flight at a Terminal 2 gate and MAC will not charge additional fees if such a gate is found.
6. Priority Gate Assignments and Enhanced Priority Gate Assignments are not transferable to another Airline.

3.5 Gates with No Priority Gate or Enhanced Priority Gate Assignment

Airlines may continue to use assigned time slots on gates with no priority assignment if the day of week and time of day remain unchanged, adjusting for seasonality. Gates with no priority assignment will be assigned on a first come, first serve basis based on the date and time the request is received by MAC. Assignments may be revoked if Airline fails to use the assigned times. Requests for use of a gate with no priority must be received within the time frame specified in [3.6.B. Airline Requests \(Schedules\) For Use of Gates and Facilities](#).

3.6 Scheduling of Flights

Use of all gates, including Priority Gates and Enhanced Priority Gates, and terminal facilities must be approved in advance by MAC, who shall prepare schedules for the Airline's use. All scheduling shall have as the prime objective the goal of minimizing economic impacts, delays or changes to original schedules to all Airlines arising from any necessary rescheduling. If a gate or Passenger Boarding Bridge is inoperable or out of service, MAC will use its best efforts to accommodate the affected Airlines on other gates at the available times closest to the original approved flight times.

A. Spare Gate

MAC may reserve a spare (unscheduled) gate to provide operational gate capacity necessary to manage daily changes in flight activity including delays, diversions and other unplanned events impacting gate schedules.

B. Airline Requests (Schedules) For Use of Gates and Facilities

All requests for use of gates and other facilities must be received by MAC no less than 90 days and no more than 120 days prior to the Effective Date of the proposed flight(s). Each flight must include all the information required in Section [C. Required Information - Flight Schedules](#) below. Requests submitted less than 90 days before the Effective Date shall be accommodated on a space available basis.

C. Required Information – Flight Schedules

Schedules must include all of the following information, if available, for each flight. Incomplete requests (schedules) may be rejected and can potentially delay assignments until required information is received. All schedules must be submitted in a format acceptable to MAC which may include electronic formats compatible with MAC's Common Use System Equipment (CUSE).

- Effective Date

- Discontinue Date
- Flight number(s)
- Arrival/departure time (local time for MSP Airport)
- Aircraft type and number of passenger seats
- Origin/destination airport
- Aircraft identification (tail number)
- Connecting flights or turn flight designation, where applicable
- Code share flight designation, where applicable

MAC may require other flight/schedule information prior to completing assignments necessary to assist in the resolution of scheduling conflicts and prioritization.

D. Resolution of Scheduling Conflict on non-Priority Assigned Gates

When scheduling gates, MAC shall attempt to resolve conflicting demands through amiable negotiations and mutual cooperation of affected parties in which reasonable and objective solutions will be sought. If all other methods to resolve conflicts set forth in these procedures are unsuccessful, notwithstanding the priorities set forth in Sections 3.2-3.5, the following criteria will be used to determine gate assignments.

1. Gates will be assigned on a first come/first serve basis, based on the date the schedule is submitted within the timeframe outlined in [Section 3.6.B. Airline Requests \(Schedules\) For Use of Gates and Facilities](#).
2. On all FIS-accessible gates: international arrival and corresponding departure. International arrival is defined as an arriving flight requiring use of the FIS Facility. For further information see [Section 5.1. Facility Access](#).
3. Gates will be assigned based on historical use and associated MAC approvals.
4. Flights of New Entrant Airline. New Entrants will first be assigned to gates where no Airline has been assigned priority, where possible. A New Entrant shall receive priority on only one gate unless otherwise approved by MAC.
5. In addition to the above criteria, the MAC will consider the following criteria to resolve scheduling conflicts:
 - Airline with greatest number of flights on MAC Common-Use gates in the same terminal in the past 12 months according to MAC records.

- Airline with the greatest number of enplanements on MAC Common-Use gates in the same terminal in the past 12 months according to MAC records.
- Airline with the highest proposed gate utilization on the gate in question.

E. Gate and Bag Claim Permissible Occupancy Time

Following are the approved/permissible gate and bag claim occupancy times (Minutes) for aircraft by category. Aircraft categories are as defined by MAC [Ordinance 115](#) or as amended. Alternative occupancy times may only be approved by MAC.

	Gate Arrival or Departure Only	Gate Turn	Bag Claim
Category I	30	40	30
Category II (typically, narrow body)	45	60	35
Category III (typically, narrow body)	75	90	45

MAC may charge a Delay Fee in accordance with [Ordinance 115](#), or as amended, in the event that an Airline exceeds the occupancy times.

F. Ticket Counter Assignment and Permissible Occupancy Time

1. Assignment

Ticket counters are shared space and will be assigned by the MAC according to the procedures herein. Cost for use of the ticket counters and CUSE are included in the facility use fees. Airlines will be assigned the same ticket counter positions whenever possible. Ticket counter positions assigned to an Airline will be contiguous whenever possible. Airlines holding Priority Gate Assignments and Enhanced Priority Gate Assignments will have first preference for ticket counter assignment.

2. CUSE System

All Airlines utilizing Terminal 2 must use the CUSE system. Unless provided by MAC, in its sole discretion, each Airline is responsible for obtaining and controlling its own boarding pass and bag tag stock, which shall meet MAC-specified standards. Airlines may not use (log-in) to

more CUSE computers than they are assigned ticket counter positions and gates.

3. Occupancy Times

Following are the approved/missible assignments of ticket counters and occupancy times for aircraft by category for the first aircraft of an Airline. Assignments for additional aircraft will be determined by MAC in its sole discretion. Alternative assignments and/or occupancy times may be approved only by MAC.

	<u>Positions</u>	<u>Occupancy time (Hrs.)</u>
Category I	2	2.0
Category II	4	3.0
Category III	6	4.0

MAC may charge a Delay Fee in accordance with [Ordinance 115](#), or as amended, in the event that an Airline exceeds the occupancy times.

G. Schedule Changes

1. In the event of scheduling conflicts MAC may require an Airline to make minor schedule changes to flights on all gates. MAC will work with the Airlines to make minor schedule changes in the event of a scheduling conflict. Minor Schedule Changes are defined as changing a flight time by up to 15 minutes in either direction or moving a flight to another gate. Changes of more than 15 minutes must be mutually agreed to by MAC and affected Airlines.
2. Schedule changes are subject to gate and ticket counter availability and gate priority rules set forth in Section [3.4. Priority Scheduling on Priority Gates and Enhanced Priority Gates](#).

3.7 Flight Delays

Aircraft that do not have an approved gate assignment (i.e., diversion) or arrive at the terminal more than 15 minutes late for their gate assignment shall be considered “Delayed.” Delayed flights will be reassigned on a space/gate available basis. Such reassignment(s) shall not interfere or otherwise cause delay to other flights operating on-time. Delayed flights waiting more than :30 minutes (thirty minutes) for reassignment shall be reassigned/accommodated on the next available gate and given highest priority over all other flights including on-time flights.

3.8 Notification of Flight and Operational Delays

All Airlines shall advise MAC, and CBP (where applicable), at the earliest opportunity, of any flight delays (including duration), schedule changes, emergencies, ground handling delays or other matters affecting Operations.

3.9 Minimum Flight Separation

There shall be no less than fifteen-minute separation between the assigned use of each gate, except as approved by MAC. MAC may determine, when reviewing schedules pursuant to Section [3.6. Scheduling of Flights](#), to require more than fifteen-minute separation between the assigned use each gate if MAC determines that additional separation is necessary to minimize delays and other operational impacts.

3.10 Late Fees

Any Airline exceeding the occupancy times as stated above in Sections [3.6.E. Gate and Bag Claim Permissible Occupancy Time](#) and [3.6.F.3. Occupancy Times](#) are subject to penalties (See Section [4.1. Facility Use Fees](#)).

SECTION 4.0 FACILITY USE FEES

4.1 Facility Use Fees

All Airlines will pay for the use of gates, CUSE and other facilities per MAC [Ordinance 115](#) as amended. Airlines will be charged for each approved use of common gates and facilities whether or not they are actually used unless cancelled in writing at least ten (10) days in advance. All use of MAC facilities and CUSE must be approved in advance by MAC.

SECTION 5.0 FIS FACILITY ACCESS

5.1 FIS Facility Access

The Federal Inspection Service (FIS) Facility is a common use facility managed by MAC. No Airline shall have exclusive, preferential or priority access or use of the FIS. A separate (per operation) use fee is charged for use of the FIS per MAC [Ordinance 115](#) or as amended. Advanced written approval from MAC is required for all international arrivals requiring use of the FIS and is independent of all gate use assignments. MAC authorization for use of the FIS facility does not include CBP landing rights authority. MAC approval for use of the FIS shall be determined based on available FIS capacity and the following gate use priorities.

- A. Participation in the Advanced Passenger Information System (APIS).

- B. Airline with greatest number of international arrival passengers in the past twelve months.
- C On-time performance of Airline's international arrivals in the past twelve months based on MAC records.
- D Approved seasonal international flight operations based on date and time.

5.2 FIS Gate Assignment and Landing Rights

Any Airline requesting arrival clearance for FIS inspection must first obtain MAC approval for use of the FIS and a gate assignment subject to the procedures herein. FIS (CBP) landing rights approval DOES NOT entitle or guarantee an Airline gate assignment, access to the FIS or use of the terminals.

SECTION 6.0 TERMINAL APRON AND AIRCRAFT PARKING RAMP

6.1 General

These operating policies and procedures are intended to provide guidance regarding issues not specifically addressed in tenant leases, Airline or company policies and procedures or manuals and to provide guidance regarding ramp operating conditions and multiple user situations. When a tenant, Airline or company policy or procedure is more restrictive, employees of that tenant, Airline or company must adhere to their respective policies or procedures.

A. Reporting of Incidents

All ramp incidents or accidents must be immediately reported to MAC Terminal Operations or appropriate MAC department.

B. Identification

Airport-issued or Airport-approved badges must be worn and prominently displayed above the waist on the outer most garment at all times while in security areas, in accordance with MAC [Ordinance 117](#) as amended, and Airport Security Manual. Airport badges shall be used only for and while performing job duties.

C. Severe Weather

During severe weather, it is the discretion of the MAC to close the airport and to suspend operations MSP Airport. At such time, users and tenants of the terminal should proceed to designated severe weather shelter locations inside the terminal. The MAC will advise users and tenants when it is safe to resume operations.

6.2 Ramp Operations

A. Foreign Object Debris (FOD)

It is the responsibility of all Terminal 2 Airlines and airport users to ensure the terminal apron and ramp areas are free of FOD. Effective ramp FOD control however requires the cooperation and participation of all terminal and ramp users. All ramp and ground handling personnel should perform a visual inspection of the apron/ramp before and after each aircraft operation and remove any FOD. Airlines are responsible for providing and emptying approved FOD containers at Priority Gates and Enhanced Priority Gates.

B. Hazardous Material Spills

All hazardous material spills, releases, or accidental discharges, including fuel(s), must be reported immediately to the MAC Communications Center or 911 in accordance with the MSP Integrated Spill Response and Coordination Plan.

C. Jet Blast

It is recommended that all employees, vehicles, and ramp equipment maintain:

- at least 250 feet behind a running aircraft;
- at least 20-foot perimeter away from the front of engine inlets; and
- at least 10 feet either side of engines.

D. Power-backs

Power backs (reverse under thrust) are strictly prohibited from all Terminal gates and ramp areas.

E. Engine Start

Starting or running of aircraft engines for maintenance purposes while aircraft is positioned at the gate is strictly prohibited.

Engine start-up during pushback is strictly prohibited except when approved by the Airline ground handling crew via headset communication.

In all cases, engine speed shall not exceed idle RPM.

F. Aircraft Handling and Ramp Personnel

Ramp employees shall not approach beyond any wingtip, nose, or tail section of any aircraft until the aircraft has come to a complete stop and the engine(s) have/has been shut down.

Visual confirmation of a “safe to proceed” environment shall be determined by observing that engine exhaust wake and/or propellers has stopped and that anti-collision light (red beacons) have been turned off.

G. Vehicles and Equipment on Ramp

All unattended vehicles must have wheels chocked and have the engine shut off or have the parking/emergency brake set.

When so equipped, stabilizers on ramp vehicles (i.e., stairs, catering vehicles, lifts, etc.) must be fully extended when the vehicle is in use.

Never park or stage vehicles or equipment behind or under aircraft unless performing services or maintenance on the aircraft. Vehicles and equipment must never be parked or positioned under or within 25 feet of Passenger Boarding Bridges or where subject to jet blast or engine ingestion.

Vehicles and equipment may be parked in designated areas only. Parking on roadways or non-designated parking areas behind the terminal is strictly prohibited. Only ground handling equipment incidental to the servicing of aircraft operations may be positioned on the ramp adjacent to gates. Parking of vehicles or equipment in bag rooms or lavatory bay is strictly prohibited. MAC, at its sole discretion, may authorize the parking of baggage carts around assigned make-up devices in the outbound bag room.

No motorized vehicles shall be parked in an enclosed area of the terminal with its engine running.

H. Guide person(s)

A guide person should be utilized whenever vehicle or equipment operator has obstructed or limited view, backing or approaching an aircraft for servicing, or in confined or limited clearance areas. In addition, cabin service/high lift vehicles and fueling equipment should also utilize a guide person when positioning to and from the aircraft.

If visual contact between the guide person and the vehicle/equipment operator is lost or clearance is questionable, the maneuver must be stopped immediately until visual contact is re-established and/or appropriate clearance is verified.

I. Cargo/Baggage Movement

No cargo or baggage shall be transported on a belt-loader, baggage tug, tow tug, cargo loader or on top of bag carts. Cargo and baggage shall only be transported on/in equipment designed for that purpose.

J. Passenger Boarding Bridge, Hard-Stand and Air-Stair Operation

All Passenger Boarding Bridges are the property of the MAC. Except as otherwise approved by MAC, all gate assignments shall be made so as to ensure the use of a Passenger Boarding Bridge attached to terminals (except Category I aircraft) for the enplaning and deplaning of passengers. Only those persons having been trained by the MAC, bridge manufacturer, or other MAC approved trainers are authorized to operate Passenger Boarding Bridges. The Airline and MAC shall maintain a current list of all persons trained and approved to operate Passenger Boarding Bridges. Airline is responsible for all damage to Passenger Boarding Bridges while using the bridges and/or gates.

All Passenger Boarding Bridge operators shall:

- Operate the bridge according to the bridge manufacturer operating manual.
- Establish eye and/or voice contact with a ramp guide person to determine if the Passenger Boarding Bridge is clear to move.
- When the Passenger Boarding Bridge is to be removed from an aircraft, the Passenger Boarding Bridge operator will receive assistance from a guide person on the ground (ramp).

When removing the Passenger Boarding Bridge or air-stair from aircraft, the operator must inform the aircraft crew or, in absence of crew, the aircraft mechanic to secure the doorway.

Operator shall ensure no one is on the step portion of the air-stair or outside Passenger Boarding Bridge stairs prior to moving the stair or Passenger Boarding Bridge.

Aircraft ground power cables shall be attached to the cable hoist and raised to the up position when not connected to aircraft.

K. Passenger Ground Boarding/Deplaning

Boarding and deplaning of passengers via the ramp (ground) is strictly prohibited except for Category I aircraft as defined in MAC [Ordinance 115](#) or as amended. Advanced approval from the MAC is required for ground boarding/deplaning and

will be granted in emergencies, approved military and sports charters, if/when an alternative gate and the Passenger Boarding Bridge are not available, or as approved by MAC. Airlines performing ground boarding/deplaning must provide appropriate Airline agents at all secure doors, the air-stair at the aircraft and no more than every 20 feet apart along the established path from the terminal to the aircraft. Airline is responsible for establishing a safe and secure walking path from the terminal to the aircraft using orange safety cones or other approved safety devices spaced not more than ten feet apart and shall ensure that no vehicles or equipment crosses the path during ground boarding/deplaning.

6.3 Baggage Conveyor Operation

All employees working with or near baggage conveyor and carousel systems shall be trained in the proper operation of these systems, control features, emergency shut off devices, motion and height sensors, security access doors, resets, and other operational features of the system(s).

Employees are prohibited from walking or riding on conveyor belts or carousels. Bag rooms, inactive belts, conveyors, carousels, or tunnels are not to be used for storage or employee break/rest areas. Only approved and certified technicians shall access the system controls and/or control panels. All lock-out/tag-out procedures shall apply.

6.4 Ramp Vehicle Operation

All employees required to operate ramp vehicles or equipment shall be properly trained on each respective unit prior to operating it without supervision. Additionally, all employees are required to have in their possession a valid driver's license and any required MSP Airport permits before they are allowed to drive on the Airport Operations Area (AOA), according to MAC [Ordinance 127](#), or as amended.

SECTION 7.0 AIRCRAFT GROUND HANDLING, FUELING, AND PASSENGER SERVICES

Airlines shall provide their own aircraft ground handling and passenger services using their own employees and equipment. Exception: MAC provides CUSE equipment for passenger and baggage processing on MAC Common-use terminal facilities. (See Section [3.6.F.2. CUSE System](#)). Airlines may contract for aircraft ground handling, fueling and/or passenger services with a third-party vendor or another airline. Only MAC approved vendors that have received specific authorization from MAC to provide handling, fueling and or passenger services at MSP Airport are permitted. All vendors and their employees shall comply with these procedures.

SECTION 8.0 TERMINAL 2 AND AIRPORT FEES AND CHARGES

The following are Airport and terminal use fees (in U.S. Dollars) charged pursuant to MAC [Ordinance 115 \(https://metroairports.org/resources/bylaws-ordinances\)](https://metroairports.org/resources/bylaws-ordinances) or as amended and payable directly to MAC. Contact MAC for current fee information (see Section [10. Administration and Management Information](#)).

- Landing Fee
- Facility Use Fee
- Passenger Facility Charge (PFC)
- International Arrivals Facility Use Fee
- Aircraft Parking Fees

SECTION 9.0 TERMINAL 2 MAINTENANCE

9.1 Terminal Maintenance

MAC as owner of MSP Airport provides for the maintenance and janitorial service in the terminals, surrounding areas, appurtenant facilities and equipment. Areas under lease or use agreements with MAC will be maintained under the terms and conditions of the agreements.

9.2 Ramp, Taxiway and Roadway Maintenance

Terminal ramp areas (excluding the fuel system), including the Remote Ramp and associated taxiway, roadway in front of the terminal building, and adjacent parking facilities shall be maintained by MAC.

9.3 Snow Removal

MAC shall provide for the removal of snow from all areas, including runways, taxiways, ramp areas, roadways, sidewalks and parking facilities. Airlines and ramp personnel are allowed to remove snow from the aircraft lead-in lines and pathways to the Passenger Boarding Bridges.

SECTION 10.0 ADMINISTRATION AND MANAGEMENT INFORMATION

Metropolitan Airports Commission
Terminal Operations
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Phone: (612) 726-5309

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6040 28th Avenue South
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