

## **Welcome from Aviation General Manager Louis E. Miller**

Welcome to Hartsfield-Jackson Atlanta International Airport, the world's busiest airport, with nearly 90 million passengers annually.

You could not have chosen a more exciting period to provide air service out of Atlanta. Hartsfield-Jackson is in the final stages of completing a capital improvement program that will allow us to efficiently and affordably meet higher demands for air cargo and projections for significant increases in passengers.

Past projects through the capital improvement program include the fifth runway, which opened in 2006, and the rental car center and elevated ATL SkyTrain, which began service in 2009. Rounding out the program's high-profile projects in spring 2012 will be the Maynard H. Jackson Jr. International Terminal. Perfectly timed for the expected surge in international travel, this facility and its new concourse will connect with Concourse E to create a 40-gate international air travel gateway for Atlanta.

Hartsfield-Jackson makes it quick and easy for passengers to get from one place to another, including within the Airport itself. The Plane Train, the Airport's underground automated people mover, connects all six concourses with the terminal. The wait time is less than two minutes between trains. Hartsfield-Jackson's transportation system and other factors led the Air Transport Research Society to name it the world's most efficient airport in 2010.

The Airport also offers convenient transportation to downtown Atlanta and points beyond through a Metropolitan Atlanta Rapid Transit Authority (MARTA) station inside the terminal.

Hartsfield-Jackson's vision is to be the global leader in airport efficiency and customer service excellence, and our staff members always are ready to help your operation here succeed. Please do not hesitate to call on me or any staff member for assistance.

The information in this handbook is subject to change at any time. Please contact Hartsfield-Jackson'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,

A handwritten signature in cursive script that reads "Louis E. Miller".

Louis E. Miller  
Aviation General Manager

## NEW AIRLINE REQUIREMENTS AND GUIDELINES

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

- Domestic and international airlines should 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.
- If the airline wishes to use ticket counters, terminal and other airline support space, please contact DOA Properties to discuss space availability.
- 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 (or the future Concourse F) can apply to join the international fuel consortium – Atlecon, which offers preferred fuel rates to its members. Contact Olen Bennett of Delta Air Lines at (404) 715-1754 for further information.
- Provide the following information prior to expected start-up:
  1. A security deposit of three (3) months landing fees based on your projected schedule and type of aircraft, computed at the signatory rate, plus three (3) months of estimated lease payments, if applicable, based on any exclusively leased premises. 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 as a security deposit.
  2. A copy of Insurance Certificate naming the City of Atlanta, Department of Aviation as additional insured providing:
    - i. Comprehensive General Liability insurance of \$100 Million combined single limit 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. Airside Vehicle and Aircraft (including Helicopter) Liability insurance of \$50 Million combined single limit each policy (Bodily Injury and Property Damage). Call the Department of Aviation, Properties and Airline Affairs Division at (404) 382-2373 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 (if domestic airline).
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 (404-382-2427) for a copy of the reporting form. Submit the reports to [marketing@atlanta-airport.com](mailto:marketing@atlanta-airport.com). In the future, airlines may be required to submit information via a secured online form.
  2. Cargo airlines must submit a Scheduled Monthly Activity Report which is a forecast of the following month's flights. It 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 404-530-5700.
- 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) 382-2336.
- Participate in airport emergency exercises and winter weather coordination meetings.
- Obtain and review the Airport Emergency Plan and Emergency Evacuation Plan.

# NEW AIRLINE REQUIREMENTS AND GUIDELINES

## ADDITIONAL INFORMATION

- Airlines must deplane international 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 FY2011, the fuel flowage fee is \$0.0111 per gallon. 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.
- 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 JANUARY 1, 2011**

**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	\$17.50
Apron Level	\$14.00
Baggage Level	\$14.00

**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.

## AATC SERVICES

### **AATC services include:**

- CPTC HVAC, Building Management and General Building Maintenance
- Fire alarm and fire suppression system Maintenance and Operation
- Vertical transportation Maintenance and Operation
- CPTC Utility management (water, sewer and electricity)
- Cleaning services and refuse removal
- Window cleaning, pest control,
- Public address system maintenance and Operation
- Ramp sweeping and Snow and ice removal services within the NLVR designated ramp and employee parking
- 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.
- Security Guard services at employee parking lot #2.

### **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 October 1, 2010:**

- 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 an 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.
- The estimated expenses will be revised whenever there is a change of 10% or greater in square footage. In addition, the deposit will be reviewed on an annual basis to insure its reasonableness.
- 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 2010 AVERAGE M&O COSTS  
PER SQUARE FOOT PER MONTH  
As of September, 2010**

TERMINAL	\$2.92
Concourse T	\$1.70
Concourse A	\$2.05
Concourse B	\$2.65
Concourse C	\$2.75
Concourse D	\$2.45
Concourse E	\$1.08

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

## COMMON USE FACILITIES

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

All 28 gates on the international Concourse E are operated on a common use basis. There are two domestic common use gates on Concourse D south.

Rates for the use of the common use facilities are recalculated quarterly on a cost recovery basis.

The common use facilities are operated in accordance with the following Common Use Protocols.

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

TBI Airport Management, Inc.  
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 March 2011)

<u>City Fuel Farm Storage Facility</u>	<u>North Cargo Fuel Storage Facility</u>
Air Total (formerly Atofina)  AirTran Airways Alaska Airlines British Airways Chevron Continental Epic J Aron Mercury Air Group  Material Services  World Fuels	Air Total (formerly Autofina)  Chevron  Federal Express

## INTO-PLANE AGENTS (as of March 2011)

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>	

## **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 H-JAIA must sponsor companies for unescorted access to secured or restricted areas. The sponsor will provide a sponsorship letter to the Department of Aviation, Attn: 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 worksite location(s), vehicle access and escort privilege requirements.

A sponsorship letter sample can be found on the Security Division website at [www.atlanta-airport.com/business/security](http://www.atlanta-airport.com/business/security).

### Designation of Authorized Signatory (AS)

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 the New Company Orientation/Authorized Signatory Training given by the Security Division. The purpose of this briefing is to explain the administrative security requirements associated with obtaining security media. The briefing is conducted in the Security Division.

Visit the Security Division website at [www.atlanta-airport.com/business/security](http://www.atlanta-airport.com/business/security) for a detailed training schedule and hours of operations.

### Insurance Documentation

The sponsored company requesting access must have a minimum of one million (\$1,000,000) dollars of general liability insurance coverage. Companies requiring vehicle access are required to have a minimum of ten million (\$10,000,000) dollars of automobile liability insurance.

### Submission of Required Documentation

The sponsored company shall provide the individual, designated as the Authorized Signatory (AS), with a copy of the sponsorship letter, a letter authorizing the individual to serve as the AS, and a certificate of insurance listing the City of Atlanta as an additional certificate holder. These documents must be presented at the New Company Orientation/Authorized Signatory Training. During the training session, the AS will complete a Company Information File Form, which will be maintained in the company's file.

The Company Information File Form can be found on the Security Division website at [www.atlanta-airport.com/business/security](http://www.atlanta-airport.com/business/security).

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

### **Important Notice:**

**Applicants must complete the process of obtaining his/her security identification badge (SIDA, Non-SIDA and Public) within a 30-day timeframe from the date the Authorized Signatory signs the Security Identification Badge Application Form. This includes the following:**

- **FBI Fingerprint-based Criminal History Records Check & Security Threat Assessment clearances**
- **Security Awareness Training (if applicable)**
- **Airport Driver Safety Training (if applicable)**
- **Badge processing**
  - The security identification badge will be issued once all previous items are successfully completed

Individuals who wish to apply for a U.S. customs seal may begin the process 60 days prior to being issued their security identification badge (instead of the 30-day timeframe indicated above). This exception applies to U.S. customs seal applicants only!

### **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 security identification badge (SIDA, Non-SIDA, and Public) will be submitted to the Transportation Security Clearinghouse (TSC) for a Security Threat Assessment (STA) clearance. Airline personnel, who provide a certificate of CHRC completion for their direct hired employees, must be entered into the badge system under a "pending status" until the STA clearance is returned (this may take up to 14 calendar days). Thereafter, the Authorized Signatory is informed of the individual's clearance status.

### **Security Awareness Training**

All personnel applying for a security identification area badge (SIDA) must successfully complete an airport-sponsored or approved Security Awareness Training Course prior to receiving those badges. This computerized training course is available on the Interactive Employee Training System, located in the Security Division's Training Room. Please visit the Security Division website at [www.atlanta-airport.com/business/security](http://www.atlanta-airport.com/business/security) for Training Room location and hours of operations.

Employees attending the training must provide the completed Security Identification Badge Application Form, one (1) copy of the fingerprint clearance letter (issue by the Security Division), and an approved government-issued identification card. Recurrent Security Awareness training is required during each renewal process.

#### Airport Driver Safety Training

All personnel, who require driving privileges, applying for a security identification badge (SIDA) must successfully complete an airport-sponsored or approved Non-Movement Drivers Safety Training Course prior to receiving those badges. This computerized training course is available on the Interactive Employee Training System, located in the Security Division's Training Room. Please visit the Security Division website at [www.atlanta-airport.com/business/security](http://www.atlanta-airport.com/business/security) for Training Room location and hours of operations.

Employees attending the training must provide the completed Security Identification Badge Application Form, one (1) copy of the fingerprint clearance letter (issue by the Security Division), and a valid government-issued Drivers License. Recurrent Airport Drivers Safety training is required during each 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 Vehicle Access Permit Request Form to the Security Division for approval and processing. 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 a minimum of ten million (\$10,000,000) dollars of automobile liability insurance; companies without the right amount of insurance coverage will be denied vehicular access into the SIDA.

The procedures outlined in this document 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 Division via email at [SecurityID@atlanta-airport.com](mailto:SecurityID@atlanta-airport.com).

**SECURITY DIVISION  
HOURS OF OPERATION, COST AND PHONE NUMBERS**

**(Information Subject To Change)**

**Departmental Information:**

<b>Hours of Operation:</b>		<b>Cost - Effective April 15, 2010</b>	
<b>Administrative Office:</b>	Mon - Fri 8:15a.m. – 5:00p.m.	<b>SIDA, NON-SIDA &amp; Public Badges:</b>	
<b>Badge Processing:</b>	Mon, Tue, Thurs & Fri 8:30a.m. – 4:30p.m. Wednesday 8:30a.m. – 12:00p.m.	New, Renewal & Upgrade:	\$60.00
<b>Fingerprinting:</b>	Mon, Tues, Thurs & Fri 8:30a.m. – 11:00a.m. & 1:00p.m. – 3:00p.m. Wednesday 8:30a.m. – 12:00p.m.	Lost/Stolen or Damaged Replacement:	\$60.00
<b>Fingerprinting Disposition Reviews:</b>	Mon, Tues, Thurs & Fri 3:00p.m. – 4:00p.m.	Non-Returned:	\$200.00
<b>Vehicle Permits/Decals:</b>	Accepted during badge processing hours. Please allow 24 hours for processing.	<b>Fingerprinting:</b>	
<b>Interactive Training: ALL COURSES</b> - Security Awareness - Driver (Non-Movement) - Auth. Signatory Refresher (renewals only) <i>Effective November 15, 2010</i>	Mon, Tue, Thurs & Fri 8:30a.m. – 11:15a.m. & 1:00p.m. – 4:00p.m. Wed 8:30a.m. – 11:15a.m.	New & Renewal:	\$50.00
	<b>After-Hours Drivers Training</b> (Reservations required!) Wed 6:30p.m. & 11:30p.m. Contact Airport Operations at 404-530-6620	<b>Vehicle Permits/Decals:</b>	
		New & Renewal:	\$50.00
		Lost/Stolen or Damaged Replacement:	\$50.00
<b>New Company Orientation:</b>	Wed 2:00p.m. - No appointments needed	Non-Returned:	\$200.00

- 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 do not service customers with guests (family, friends & children) in our office.

**Documentation Requirements:**

<b>Badge Processing - SIDA, NON-SIDA &amp; Public Badges:</b>	<b>Vehicle Permits/Decals:</b>
<i>New Issue, Renewals &amp; Lost/Stolen/Damaged 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. Signatory</li> <li>• Copy of Fingerprint Clearance Results/Letter</li> <li>• Security Awareness Training Completion Date (if applicable)</li> <li>• Airport Drivers Safety Training Completion Date (if applicable)</li> <li>• AS Refresher Training Completion Date (if applicable)</li> <li>• Custom Seal Clearance Results/Letter (if applicable)</li> <li>• Two forms of identification</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>

- All Auth. Signatory **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 30-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 **48-hour time period.**

<b>Fingerprinting:</b>	
<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. Signatory</li> <li>Completed Fingerprint Application signed by Auth. Signatory</li> <li>Two forms of identification</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 Signatory Authority is informed of the individual's clearance status.</p>
<i>Re-Prints:</i>	
30 days after an individual's badge expires they must be re-printed (new-issue requirements apply).	

- **ONLY Auth. Signatories can request fingerprint clearance results.** Employees are not able to request this information and must speak to their Signatory Authority 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, NON-SIDA &amp; Public) 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> <p><u>Contact Compliance &amp; Enforcement for additional details:</u>  E-Mail: SecurityCompliance@Atlanta-Airport.com  Tel: 404-561-6416 FAX: 404-762-3737</p>
<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-Jackson 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:**

<b>Security Division E-mail Address:</b>	<b>SecurityID@Atlanta-Airport.com</b>
<i>Main Telephone Number:</i>	(404) 530-6667
<i>Main Fax Number:</i>	(404) 305-2424
<i>Airport-Airport Website:</i>	www.Atlanta-Airport.com
<i>Security Services Website (Direct Link):</i>	www.Atlanta-Airport.com/Business/Security
<i>Mailing Address:</i>	City of Atlanta Department of Aviation – Security Division P.O. BOX 20509 Atlanta, GA 30320-2509
<i>Office &amp; Training Room Location:</i>	The Security Division is located at the Hartsfield-Jackson Atlanta International Airport <b>North Terminal – Third Floor</b>

# AUTOMATED PEOPLE MOVER SYSTEM

## OVERVIEW

The Hartsfield-Jackson Atlanta International Airport's (H-JAIA) two Automated People Mover (APM) systems are among the busiest and most complex systems of their kinds in the world.

The "Plane Train" underground system is comprised of a Bombardier-manufactured and maintained fleet of 49 vehicles operating over 20 hours each day, seven days a week. This system enters its 31st year of service expediting movement between the landside terminal and six airside concourses of the Central Passenger Terminal Complex (CPTC) for more than 200,000 passengers daily, with less than two-minute wait times between trains and well over 99 percent reliability. It is an integral factor in Hartsfield-Jackson Atlanta International Airport's outstanding service to nearly 90 million passengers each year.

The "ATL SkyTrain" is H-JAIA's newest APM with a fleet of 12 Mitsubishi vehicles providing exclusive connectivity between the airport and the Rental Car Center (RCC) for our rental car customers. Additionally, business and leisure travelers enjoy complimentary transportation to and from the Georgia International Convention Center (GICC) and Gateway Center hotel and restaurant complex.

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## APM SYSTEMS DATA

	<u>Plane Train</u>	<u>ATL SkyTrain</u>
<i>Manufacturer</i>	Bombardier	Mitsubishi/Sumitomo
<i>Guideway Length</i>	3 miles	3 miles
<i>Operating Configuration</i>	Pinched Loop	Pinched Loop
<i>Stations</i>	14	6
<i>Switches</i>	18	
<i>Cruising Speed</i>	25 mph	37 mph
<i>Loop Time</i>	17:35/9 trains	20:00/4 trains
<i>Headway</i>	1:25/9 trains	2:30/4 trains
<i>Operating Days</i>	365 days/year	365 days/year
<i>Operating Hours</i>	05:00 – 01:30 (20.5 hrs/day)	24 hrs/day
<i>Reliability</i>	99.5 %	99.7 %
<i>Fleet Size</i>	49 CX-100 vehicles	12 Crystal Mover vehicles
<i>Train Size</i>	4 vehicles	2 vehicles
<i>Trains in Service</i>	1-10 trains in service depending on time of day	1-4 trains in service depending on time of day
<i>Train Capacity</i>	240 - 300 people per train	120 – 150 people per train
<i>Capital Investment</i>	\$900 million	\$225 million
<i>Operating Budget</i>	\$17.5 million	\$5.7 million

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