

## **FREQUENTLY ASKED QUESTIONS**

**Q) HAS THERE BEEN ANY CHANGES IN THE BOARD PROCESS AS FAR AS SUSTAINABILITY AND ALSO COVID-19?**

A) Only one original contract is needed from the Company for Board signature. We now accept electronic notaries and electronic signatures. At the conclusion of the Board meeting, Real Estate will retain a scanned copy of the fully executed contract and return the fully executed original to the Company. In some cases, with the Company's approval, a fully executed contract will be emailed in lieu of mailing.

**Q) HOW DOES A TENANT ACQUIRE A U.S. POST OFFICE MAIL BOX?**

A) Please contact: Jackie Lyons, Real Estate, Business Office Manager  
C: (813) 870-7861 | E: [JLyons@TampaAirport.com](mailto:JLyons@TampaAirport.com)

**Q) WHAT IS THE APPROXIMATE TIME FRAME TO BRING AN AGREEMENT TO THE BOARD?**

A) Approximately two months. The Real Estate Team must follow strict guidelines and adhere to lengthy checklist in order to bring an item to the Board. There are often long lead times for receiving and approving payment security and insurance.

**Q) HOW DOES A TENANT NOTIFY HCAA OF A CHANGE IN ADDRESS?**

A) Send a letter (mailed) pursuant to your Operating Agreement (Notices and Communication Article), stating the change of address. Please also email a PDF of the letter to your HCAA contact.

Example:

*"Pursuant to Article (XX) of our (Full Agreement Name, example: "Operating Agreement for Ground Handlers") with the Hillsborough County Aviation Authority (HCAA), (Company Name) is hereby notifying HCAA that (Company Name)'s new address is: (Please include both mail delivery and hand delivery addresses)*

Please mail to the following address:

Hillsborough County Aviation Authority  
Tampa International Airport  
P.O. Box 22287  
Tampa, FL 33622-2287

**Q) CAN AN AIRLINE HAVE CUSTOMIZED STANCHIONS?**

A) Please refer to *Operating Directive No. D342.01.01 - Display or Placement of Tenant Related Signs, Materials, Decorations and Equipment in Public Areas at Tampa International Airport*

Located at <https://www.tampaairport.com/business/airport-operations>> Operating Policies, Directives, and Standard Procedures.

**Q) HOW DOES A TENANT ACQUIRE A KNOXBOX?**

A) To order the KnoxBox, go to <https://www.knoxbox.com/> and complete the online form.

Note: When ordering the KnoxBox, type in **Tampa Fire Rescue** as the Local fire dept./agency.

Please contact the Airport Division Fire Chief to get the location and height requirements. And, keep HCAA's Senior Manager, Security Operations at: [ERobichaud@TampaAirport.com](mailto:ERobichaud@TampaAirport.com), informed.

Once the order form is complete, a request is sent to the Fire Department for approval.

Airport Division Chief, Fire | Tampa International Airport  
City of Tampa, 3911 Bessie Coleman Blvd., Tampa, FL 33607  
C: 813-267-0335

**Q) HOW DO I SET UP EMPLOYEE PARKING AT TPA?**

A) The parking permit process should not take long. An employee completes a registration card, and then the company completes a parking card. Once the paperwork is complete, parking access is "turned on" on the employee's badge.

Tiffini Rendon is the contact person for billing/paperwork for all employee parking, including those on the airside truck court. And, for parking spaces on the airside truck court (Managers only) please contact [TerminalAOM@TampaAirport.com](mailto:TerminalAOM@TampaAirport.com).

Tiffini's contact information:

Tiffini Rendon, Employee Parking Administrator  
ABM | Aviation P: 813-870-8792 | E: [TRendon@TampaAirport.com](mailto:TRendon@TampaAirport.com)  
*Office Hours: Mon-Fri 8am-4pm*

Physical Location:  
4801 N. Hoover Blvd., Tampa, FL 33634

Mailing Address:  
HCAA, PO Box 23703 Tampa, FL 33623  
ATTN: Employee Parking

**Q) WHAT IS THE PROCESS FOR A COMPANY COORDINATING DELIVERIES TO AN AIRSIDE?**

A) E.G. Company wishes to make deliveries (e.g., furniture) from a vehicle to Airside E.

These deliveries can come through the Airside E truck court. The Company Station Manager should coordinate escort through the truck court and up to the designated Level of Airside E. Scott Loper is a good resource to identify and/or walk the path with the Station Manager.

Airside E no longer has a guard maintaining control; the access is controlled by an electronic gate on the Airports ACS system. HCAA's Senior Manager, Security Operations at: [ERobichaud@TampaAirport.com](mailto:ERobichaud@TampaAirport.com), should be notified by e-mail and will make any notification necessary.

**Q) WHAT ARE "ALL-IN" AVIATION FUEL PRICES?**

A) At TPA, we have two into-plane fuelers, Menzies and PrimeFlight.

The airline would contract directly with one of the two into-plane fuelers.

Into-plane providers charge either per gallon or flat rate. And, the rate all depends on the amount of fuel needed, length of contract, and number of operations.

Airlines typically use suppliers, such as World Fuel, to arrange their fuel needs and the into-plane fuelers provide the airlines with all-in quotes. Note: The airline would be able to gather directional fees from its supplier, even if it were to contract directly with a Menzies or PrimeFlight.

The three major suppliers are:

- World Fuel Services
- AVFuel
- AEG Fuels

**Q) RESPONSIBILITIES: FIRE SAFETY EQUIPMENT / FIRE SUPPRESSION SYSTEMS AT NORTH CARGO**

A) Tenant's Responsibility:

- The Tenant should submit a Work Order and copy their Real Estate contract manager so that the Authority can contract with Simplex to fix/replace.
  - All repairs must be made through the Authority.
  - The Tenant is not to fix/replace the system or equipment on its own, or through its own vendors.
- If the equipment/system is damaged/worn due to age or other factors not related to Tenant negligence, the Authority will fix/replace and not charge back to Tenant

Authority's Responsibility:

- The Authority is responsible for maintaining the systems.