

ALASKA INTERNATIONAL AIRPORT SYSTEM

NEW AIRLINE HANDBOOK

February 2025





WELCOME

Alaska International Airport System (AIAS) Angie Spear, AIAS Director

Welcome to the Alaska International Airport System (AIAS)—home to Ted Stevens Anchorage International Airport (ANC) and Fairbanks International Airport (FAI). Together, these airports serve as Alaska’s gateway to the world, ensuring safe, efficient, and reliable connections for passengers, cargo, and businesses alike.

Aviation is the lifeline of Alaska, and AIAS plays a critical role in keeping our state and the global economy moving. Whether you’re traveling, transporting goods, or investing in airport operations, ANC and FAI offer unparalleled access to global markets. Anchorage is a major international cargo hub, handling 500+ wide-body freighter flights per week, while Fairbanks provides strategic connectivity for both passenger and cargo operations just 220 air miles to the north. Together, our airports are positioned to support growth, innovation, and economic opportunity across Alaska and beyond.

Most importantly, AIAS is powered by people—the dedicated professionals who keep our airports running 24/7, ensuring seamless operations in all conditions. Their expertise and commitment have earned AIAS national and international recognition, including the Balchen Post Award for winter operations and the Air Cargo Excellence Award.

Every day, the world connects through ANC and FAI. Whether you are a passenger, airline partner, cargo operator, or business looking to expand, AIAS is here to support your success. We look forward to working with you and welcoming you into our airport community.

Warm Regards,

Angie Spear, CM



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INTRODUCTION

AIAS: Your Gateway to Global Connectivity

The Alaska International Airport System (AIAS) consists of Ted Stevens Anchorage International Airport (ANC) and Fairbanks International Airport (FAI). Strategically positioned on major global air routes, AIAS is renowned for both passenger and cargo operations with exceptional flexibility and cost-effectiveness.




Key AIAS Advantages

-  **Single Operating Permit:** Signing an agreement at one airport grants the same rights at the other, streamlining operations.
-  **No Additional Diversion Fees:** Seamless movement between ANC and FAI.
-  **Geographic Leverage:** Less than 9.5 hours from 90% of the industrialized world.
-  **High Cargo Throughput:** ANC is the 4th busiest cargo airport globally, 2nd in the U.S.
-  **Unrestricted Large Aircraft Operations:** Both airports are Design Group VI capable.
-  **24/7/365 Services:** Round-the-clock passenger and cargo operations.
 - o ANC: Three runways, handling over 5 million passengers annually
 - o FAI: One runway, supporting over 1 million passengers annually
-  **Competitive Rates:** Lower operating costs than many other major airports.

AIAS: Unique Cargo Transfer Rights

Unlock More Efficiency

AIAS provides unique cargo transfer rights, allowing carriers to:




-  Consolidate cargo from multiple markets.
-  Transfer cargo between their own aircraft or aircraft from other carriers.
-  Access new markets and optimize routing for greater efficiency and profitability.



Strategic Advantages for Airlines, Manufacturers, and Logistics Companies

Boost Your Business

For airlines, manufacturers, and logistics companies, an Anchorage-based operation offers:

-  Ideal for Aircraft Operations Centers: Reducing flight time and fuel costs.
-  Prime Location for Logistics Hubs: Customer service, repair centers, assembly, packaging, testing, and high-value distribution.
-  Centralized Access for International Warehousing: Streamline your global logistics.

Incentives for New Routes




Expand Your Network



AIAS offers landing fee waivers and other incentives for qualifying airlines that establish new passenger or cargo routes. These incentives help carriers reduce costs while expanding into profitable new markets.

Cost-Competitiveness & Business-Friendly Environment

Maximize Your Bottom Line

AIAS remains cost-competitive with other airports along major international routes, ensuring airlines benefit from:

-  Low Operating Costs: Without sacrificing service quality.
-  Exceptional Reliability & Efficiency: Even in challenging weather conditions.
-  Aviation-Friendly Business Climate: With strong industry partnerships.

Whether you are moving passengers, cargo, or positioning your business for global success, AIAS provides the infrastructure, efficiency, and flexibility you need. We look forward to working with you and helping you unlock new opportunities.  







SIGNATORY STATUS REQUIREMENTS

An airline desiring **signatory carrier** status at ANC or FAI must provide “Commercial Air Transportation” as defined by the AIAS Operating Agreement and Passenger Terminal Lease (“Operating Agreement”):

The carriage for compensation of passengers, property, freight, or mail by an aircraft of FAA Design Group II or larger—or having a certificated maximum gross takeoff weight (CMGTW) of 12,500 lbs or more—making at least 156 landings or 50 international passenger landings within each 12-month period.

Qualifications

-  **Previous Two Years of Service:** If an airline has provided uninterrupted Commercial Air Transportation (as defined above) for two years prior—and commits to continue through the Operating Agreement term (through **June 30, 2033**)—it may enter into the Operating Agreement with signatory rates immediately.
-  **Leased Space:** If the airline has not met the two-year threshold but agrees to provide the required Commercial Air Transportation through June 30, 2033, **and** leases >100 sq. ft. of terminal space or >1,000 sq. ft. of land at ANC or FAI for the same term, it may also enter the Operating Agreement with full signatory rights.
-  **Provisional Signatory:** If the airline has not operated for two years, does not lease sufficient space, but commits to provide the required Commercial Air Transportation, it may sign the Operating Agreement but must pay non-signatory rates for two years. Upon successfully meeting the annual threshold for each 12-month period, it will receive a credit/refund of the difference between signatory and non-signatory rates.
-  **Exemption at FAI:** Non-signatory landings at FAI are exempt from non-signatory landing fee differentials and fuel flowage fees for aircraft over 12,500 lbs. CMGTW.



AIAS CARGO: THE GLOBAL AIRFREIGHT HUB

The Alaska International Airport System (AIAS)—comprised of Ted Stevens Anchorage International Airport (ANC) and Fairbanks International Airport (FAI)—is one of the world’s most strategic and efficient air cargo hubs. Located on the Great Circle Route, AIAS provides unmatched access to global markets, offering cost-effective and operationally efficient solutions for air carriers, freight forwarders, and logistics providers.

Why AIAS for Cargo?

- ◆ **Liberal Cargo Transfer Rights:** The most flexible air cargo transfer regulations in the U.S., allowing seamless interline transfers and transloading.
- ◆ **Strategic Location:** Within 9.5 hours of 90% of the industrialized world, perfectly positioned for transpacific cargo routes.
- ◆ **High Cargo Capacity:** ANC ranks #4 globally for cargo throughput, handling 500+ wide-body freighter operations per week.
- ◆ **24/7/365 Operations:** AIAS is built for efficiency, with round-the-clock services, minimal delays, and world-class winter weather operations.
- ◆ **Cost & Fuel Savings:** Airlines reduce operational costs by utilizing AIAS as a technical stop or cargo consolidation hub instead of flying beyond Alaska.
- ◆ **Infrastructure Ready:** AIAS supports Design Group VI aircraft, with ANC featuring three runways and FAI offering quick-turn capabilities for cargo carriers.

Cargo Transfer Flexibility

AIAS offers unparalleled air cargo transfer rights, allowing foreign and domestic carriers to:

- ✓ Transfer cargo between flights on the same airline or different airlines.
- ✓ Interline cargo freely between U.S. and foreign carriers.
- ✓ Comingle U.S. and non-U.S. freight on the same flight.
- ✓ Leverage Alaska as a cost-efficient logistics hub for global distribution.

Opportunities for Logistics & Supply Chain Optimization

Anchorage is the ideal location for:

- 📦 Global freight consolidation & transloading



- 🔧 Aircraft operations centers & maintenance hubs
- 🚚 Distribution, warehousing, and final product assembly
- 📍 3PL and e-commerce fulfillment centers

Ready to Move Your Cargo Through AIAS?

With world-class infrastructure, unmatched connectivity, and industry-leading cargo transfer rights, AIAS provides the fastest, most efficient route for global airfreight.





INCENTIVE PROGRAM

Alaska International Airport System Passenger and Cargo Airline Incentive Program

To promote the expansion or addition of scheduled passenger and cargo airline service at **Ted Stevens Anchorage** and **Fairbanks International Airports**, AIAS has developed an **Incentive Program** with the following categories of eligible services and terms of eligibility. The program always adheres to Federal Aviation Administration (FAA) rules and regulations.

Eligibility Categories

Category 1: Domestic Passenger Service



Service Type:

New, **non-stop, scheduled** passenger service between an AIAS airport and a city **not previously served**.



Requirements:



Service duration: At least **3 consecutive months**.



Frequency: Minimum of **1 flight per week**.



Ticket Sales: Available for segments between the origin city and AIAS airport.



Incentives:



Landing Fees waived for 12 months for services lasting **12 consecutive months**.



Landing Fees waived for the first 13 eligible flights if service lasts **3-6 months**.

Category 2: International Passenger Service



Service Type:

New, **non-stop, scheduled** international passenger service between an AIAS airport and a city that has not been **directly served**.



Requirements:



Service duration: At least **3 months**.



Frequency: Minimum of **1 flight per week**.



Ticket Sales: Available for segments between the international city and AIAS airport.










Incentives:



Landing fees waived for 12 months from initiation.



 **Additional fees waived:**



-  FIS Passenger Fee
-  FIS Aircraft Inspection Fee
-  Common Use Premises Charges
-  Airport Administered Gate Fee Per Turn
-  Passenger Jet Bridge Fee
-  Ticket Counter/Baggage Makeup Space Fee
-  Common Use Passenger Processing System Fee

Category 3: Expanded Passenger Service

 **Service Type:**

Expanded, non-stop, scheduled service between **September 16** and **May 14** from an AIAS airport and a city **not previously served**.

 **Requirements:**

-  **Service duration:** At least **8 months**.
-  **Frequency:** Minimum of **1 flight per week**.

 **Incentives:**

-  **Landing fees waived** for the **8-month** period from **September 16 to May 14**.

Category 4: Rescheduled Cargo Service

 **Service Type:**

Rescheduled all-cargo service previously performed from a **non-AIAS** airport now performed exclusively at an AIAS airport.

 **Requirements:**

-  **Service duration:** At least **6 months**.

 **Incentives:**

-  **Landing fees waived** for **12 months**.



Category 5: Cargo Service



Service Type:

New, **non-stop, scheduled** cargo service between an AIAS airport and a city **not previously served**.



Requirements:



Service duration: At least **6 months**.



Frequency: Minimum of **1 flight per week**.



Incentives:



Landing fees waived for 12 months.

Eligibility Criteria:



Eligible Flights: Performed by certified **international or domestic air carriers**.



Service Type: New or expanded as described in the categories.



First-come, First-served: Incentives awarded based on **application review**.



AIAS Discretion: All incentives are at AIAS' discretion and may be canceled at any time.



Commitment Compliance: If an airline does not complete its commitment, or fails to maintain good standing, **waived fees will be due**.



Service Restart Criteria: Incentives considered only for restart due to **extraordinary circumstances** (e.g., natural disasters, public health crises).



Poor performance does not qualify for an incentive.

Public Notice:

In compliance with **FAA Policy on Airport Incentive Programs**, AIAS will issue a **30-day public notice** prior to signing any incentive agreement with an airline that meets the program's criteria and is approved for an incentive.

Enrollment:

Applications must be made by letter to AIAS and should explain the applicant carrier's understanding of the Program, the applicant's eligibility to participate, and the applicant's proposed schedule of eligible service for participation. Applications must be received two (2) months before the scheduled start of service for review, determination, and public notice; the Program cannot be applied retroactively.



Application for participation should be sent to the AIAS Controller at the following mailing or e-mail address:

Mailing address:

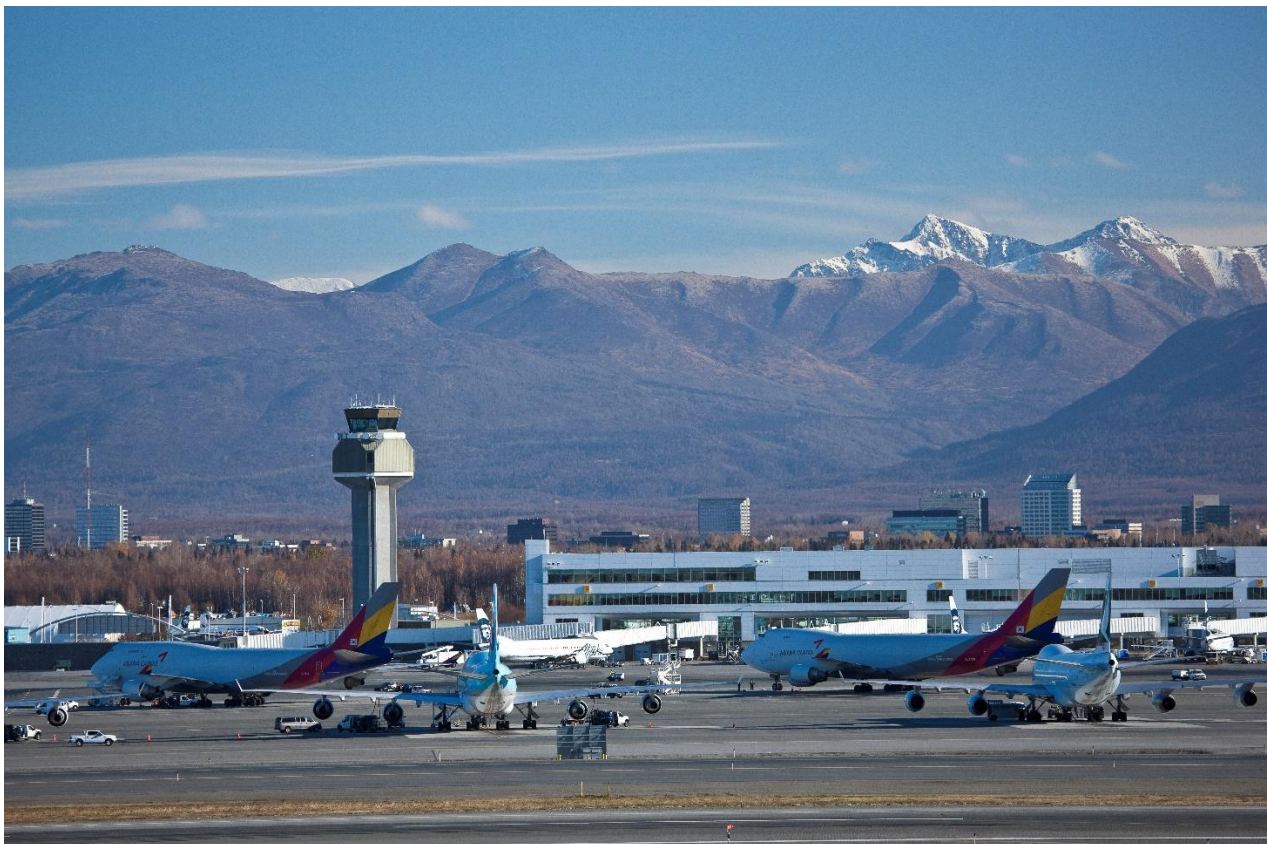
AIAS Controller
P.O. Box 196960
Anchorage, AK 99519-6960
Phone: (907) 474-2577

Physical address:

South Terminal, Room C-3588
5000 West International Airport Road
Anchorage, Alaska 99502

Email: dot.aias.staff@alaska.gov

The Incentive Program may change from time to time, for the most up-to-date Incentive Program please visit our website at: https://dot.alaska.gov/aias/rates_fees.shtml#incentive







ALASKA INTERNATIONAL AIRPORT SYSTEM RATES AND FEES **DEPARTMENT OF TRANSPORTATION & PUBLIC FACILITIES** *(Established Pursuant to AIAS Passenger Terminal Lease and Operating Agreement)*

The Commissioner of the Department of Transportation and Public Facilities (DOT&PF), under authority vested by AS 2.15.020 and Title 17 AAC 42.125, has implemented certain fees listed below for the Alaska International Airport System (AIAS), consisting of the Ted Stevens Anchorage (ANC) and Fairbanks (FAI) International Airports. The rates are effective **July 1, 2024** for AIAS users. Signatory Airlines are air carriers that have executed an AIAS Operating Agreement and Passenger Terminal Lease ([Sample Operating Agreement](#) and [Sample Exhibits to Operating Agreement](#) 4MB).





The rates are as follows and are subject to change by further public notice.

Current rates and fees may be found at: dot.alaska.gov/aias/rates_fees.shtml


Terminal Rental Rate

-  **Long-term Lease** *(until at least June 30, 2025)*
\$92.81 per square foot per year
-  **Month-to-Month Lease or Permit**
\$116.02 per square foot per year

Landing Fee *(For Aircraft 6,000 lbs and greater CMGTW)*

-  **Signatory Airline Aircraft**
\$1.77 per 1,000 pounds CMGTW
-  **Aircraft 12,500 lbs and less CMGTW**
\$1.77 per 1,000 pounds CMGTW
-  **FAI Non-Signatory Aircraft > 12,500 lbs CMGTW**
\$1.77 per 1,000 pounds CMGTW
-  **ANC Non-Signatory Aircraft > 12,500 lbs CMGTW**
\$2.21 per 1,000 pounds CMGTW

Fuel Flowage Fee *(Applies to all fuel/all aircraft)*

-  **Signatory Airline Aircraft**
\$0.027 per gallon



💧 **Aircraft 12,500 lbs and less CMGTW**
\$0.027 per gallon

💧 **Non-Signatory Airline Aircraft >12,500 lbs CMGTW**
\$0.067 per gallon

⚠️ **Note:**

At FAI, the Fuel Flowage Fee for Non-Signatory Aircraft >12,500 lbs CMGTW will be \$0.027 per gallon for the first 25,000,000 gallons dispensed. Once total fuel dispensed exceeds 100,000,000 gallons, the rate will change.

P Aircraft Ramp Rental Rate

💡 \$1.94 per square foot per year

P Vehicle Parking Position (*Current aircraft ramp rent x 200 sq ft / 12*)

💡 \$32.33 per month

🔍 Federal Inspection Service Fee

◆ **FIS Service Fee per Airplane Inspection**
\$65.00 per inspection

◆ **ANC FIS Service Fee per Deplaning Passenger**
\$10.50 per passenger

◆ **FAI FIS Service Fee per Deplaning Passenger**
\$8.25 per passenger

P Aircraft Parking Charge Rate

✈️ **Narrow Body Aircraft** (single aisle) up to 4hrs
\$81.19 per use (0.5 x a/c parking charge rate)

✈️ **Wide Body Aircraft** (2 or more aisles) up to 4hrs
\$162.38 per use (1 x a/c parking charge rate)

✈️ **Narrow Body Aircraft** (single aisle) 4hrs to 24hrs
\$324.76 per use (2 x a/c parking charge rate)

✈️ **Wide Body Aircraft** (2 or more aisles) 4hrs to 24hrs
\$649.52 per use (4 x a/c parking charge rate)

🌐 Common Use Premises Charges

🌐 **All other common use premises**
\$2.86 per enplaned passenger



Airport Administered Premises Charges

Airport Administered Gate Fee Per Turn *(one landing and departure of an aircraft)*

Wide Body *(two or more aisles)*

\$1,702.60 per turn

Narrow Body *(single aisle and > 100 seats)*

\$945.89 per turn

Regional *(50-99 seats)*

\$662.12 per turn

Commuter *(fewer than 50 seats)*

\$378.36 per turn

Note:

Amount paid by Signatory Airline on a per-turn basis not to exceed the amount paid for preferential use premises for the entire fiscal year.

Passenger Jet Bridge Fee

Per Turn

\$440.56 per turn

Per Month

\$5,101.29 per month

Ticket Counter / Bag Makeup Space *(Per Use)*

\$117.57 per use

Common Use Passenger Processing System *(CUPPS)*

\$1.52 per enplaned passenger

Ground Support Equipment *(GSE)* Parking Sticker Fee

Self-Propelled

\$40.00 per year

Non-Self-Propelled

\$20.00 per year








TED STEVENS ANCHORAGE INTERNATIONAL AIRPORT





NEW AIRLINE TENANT REQUIREMENTS

Prospective air carriers seeking scheduled service at Ted Stevens International Airport (**ANC**) must:

-  Complete and submit an **Airline Agreement and Terminal Lease Application** found at https://dot.alaska.gov/faiiap/pdfs/term_airlineapp.pdf
-  Provide a **Certificate of Insurance**.
-  Coordinate with the **Competitive Access Team** for gate, ticket counter, or other operational space. Contact:
 - ✓ **AIAS Director, Angie Spear:** (907) 474-2529 | angie.spear@alaska.gov
 - ✓ **Development Director, Teri Lindseth:** (907) 266-2544 | teri.lindseth@alaska.gov
 - ✓ **Properties Manager, Sara Haley:** (907) 266-2667 | sara.haley@alaska.gov
-  If denied reasonable access, carriers may submit an **Airline Access Complaint Form** with the Airport Director. The form may be found at: **???**
-  Electronically submit **Monthly Certified Activity Reports** for flights and passenger data. Forms can be found at https://dot.alaska.gov/aias/rates_fees.shtml

Note:

ANC has no landing slots or curfews but is a “**landing rights**” airport and as such, a permit must be obtained from the US Customs and Border Protection office when operating international flights.

The contact information is as follows:

Area Port Director

US Customs and Border Protection North Terminal, Room NA207
4600 Postmark Drive
Anchorage, AK 99502
(907) 271-6313 - Phone
(907) 271-6333 - Fax



INFORMATION GUIDE FOR DOMESTIC & INTERNATIONAL OPERATIONS

OVERVIEW


Ted Stevens Anchorage International Airport (ANC) provides Federal Inspection Services (FIS) at the North Terminal, ensuring smooth international arrivals.

North Terminal Features:

- ✓ **Common-Use International Gates** – Flexible assignments for airlines.
- ✓ **24/7 Operations** – Handles both passenger & cargo flights around the clock.

Gate Coordination Required:

- ◆ Flights must be scheduled through Airport Operations Gate Management.

 **Phone:** (907) 266-2633

 **Email:** dot.aia.ops.gatemanagement@alaska.gov

CONCESSIONS & SERVICES

Retail, Food & Beverage


Experience world-class shopping and dining at ANC, ranked #6 nationwide in 2021 for passenger spending!

Retail & Dining Highlights:

 **16 Retail Outlets** – Including Alaskan-themed stores!


 **14 Food & Beverage Options** – Featuring:

 Two (2) restaurants open 24/7 for late-night travelers.

 A taste of Alaska through local cuisine.

North Terminal Amenities

 **Duty-Free Shop** – Offering:

 Luxury & essential travel items (fragrances, cosmetics, and accessories).



🇺🇸 Authentic Alaskan goods, including furs & souvenirs.

🚬 Smoking Room Available – A designated space for travelers.

🏪 South Terminal Amenities

🏪 **Retail & Gift Shops** – Find essentials, gifts, and souvenirs.

🍔 **Restaurants** – Multiple dining choices for all travelers.

🚗 Rental Car Services

🚗 Full-Service Rental Car Facility

🚦 Fast & easy airport access to rental services.

🚗 Multiple rental car agencies available.





AIRPORT IDENTIFICATION BADGES AND VEHICLE PERMITS

Airport Badge Office & Security Clearance

In accordance with Department of Homeland Security regulation 49 CFR Part 1542, Ted Stevens Anchorage International Airport (ANC) is required to conduct Criminal History Records Checks (CHRCs) and Security Threat Assessments (STAs) for most individuals applying for airport identification badges.

- ✔ Upon clearance, individuals may be issued an airport identification badge.
- 📍 For more details, contact the Airport Badge Office.

Airport Badge Office Services

- ◆ Pre-badging Background Checks
- ◆ Badging & Identification
- ◆ Security Training
- ◆ Vehicle Permit Issuance


Airport Badge Office Information

- 📍 **Location:** First floor of the **North Terminal at ANC**, Room **NA165**
- 🕒 **Hours:** Monday – Friday, **0700 – 1600** (*Closed on State & Most Federal Holidays*)
- ☎ **Phone:** [907-266-2409](tel:907-266-2409)
- 📠 **Fax:** [907-266-2554](tel:907-266-2554)
- ✉ **Email:** dot.tsaia.badge.office@alaska.gov
- ⚠ **Most services are by appointment only**

 **Schedule a badge appointment & learn more:**

 [Airport Badging Office Website](#)

Vehicle & GSE Permits

 **Vehicle Permits** are required for all vehicles accessing the **Airport Operations Area (AOA)**.



✂ **Ground Service Equipment (GSE) Permits** are required for all **motorized and non-motorized equipment** operating on the AOA.

🔗 **For vehicle permit details, visit:**

👉 [Commercial Vehicle & Air Operations Area Permits Website](#)

🚨 **Reporting Lost/Stolen Badges or Employee Terminations After Hours Contact the Airport Communications Center:**


📞 **Phone:** [907-266-2415](tel:907-266-2415)






AIRSIDE OPERATING INFORMATION




Ted Stevens Anchorage International Airport (ANC) - Airport Operations Area (AOA) includes all surfaces inside the perimeter fence and is managed by **Airport Operations**. The AOA consists of:

 **Movement Areas:** Runways and taxiways controlled by the **FAA Air Traffic Control Tower (ATCT)**.

 **Non-Movement Areas:** Taxiways, taxi lanes, and aprons used by aircraft but not controlled by ATCT.


Since the **Secure Identification Display Area (SIDA)** and the **AOA** are the same at **ANC**, access requires an **airport identification badge** or **appropriate escort**.


 **Ground Vehicle Access** To drive a vehicle on the AOA, the following is required:

-  Ramp driver training
-  Ramp driver endorsement **on the** SIDA badge
-  Appropriate vehicle markings

For new carriers, please contact the **Badge Office** at **(907) 266-2409** or email dot.tsaia.badge.office@alaska.gov to set up an account.

Movement & Non-Movement Areas

 **Movement Areas** (Controlled by ATCT) require tenant vehicle access to be escorted by **Airport Operations**.

 **Non-Movement Areas** do **not** require ATCT control.



 **To request escort or aircraft “Follow-Me” operations**, contact **Airport Operations** at **(907) 266-2600**.










Airport Certification & Compliance

-  **Airport Operations** maintains the **Airport Certification Manual (ACM)** and inspects the airfield regularly to ensure **FAA compliance**.  If discrepancies are found, **Notice to Airmen (NOTAMs)** are published to inform aircrews, airlines, and ground handlers.  The **Airport Operations Manual** is available at: [ANC Operations Manual](#)



Airfield Drivers Safety Training Program

-  All personnel operating a ground vehicle on the **AOA** must complete the **Airfield Drivers Training Program**.  Training is conducted through the **Airport Badge Office**.

Airfield Conditions & Reporting Conducted by ANC Airport Operations

-  Wildlife mitigation
-  Surface condition changes
-  Lighting outages
-  Non-standard ground markings
-  **AOA surfaces** are **monitored continuously** during winter weather conditions  and maintained per ANC's **FAA-approved snow & ice control plan**.  **Hazard notifications** are disseminated via **NOTAM**.

Gate & Remote Cargo Parking

-  **Airport Operations** coordinates **passenger terminal gates & remote cargo parking** per the **Airport Operations Manual**.
-  **Engine Runs & Explosive Cargo Loading** locations are available.



📞 For aircraft parking assistance, contact **Airport Operations Gate Management** at **(907) 266-2633**.

🌀 Low Visibility Operations

✈️ **ANC is certified for operations in low-visibility weather conditions.**

📄 The **FAA-approved low visibility (SMGCS) plan** allows qualified aircrews to operate in conditions as low as **CAT IIIb (500 RVR)**.

🚦 All ground vehicle and aircraft operations in **low visibility conditions** must comply with the **ANC SMGCS plan**.

📞 Contact Information

📞 For general airfield concerns or requests for airport-administered plans, contact **Airport Operations: (907) 266-2600**.

📞 For immediate airfield issues, contact the **Operations Officer on duty: 📞 (907) 266-2600 📞** Or via the **Airport Communication Center: (907) 266-2415**.






GROUND HANDLERS (Full Service and Specialized Services)


Air Liquide America Corp (*Cylinder Gases Only*)


 **Address:** 6415 Arctic Blvd., Anchorage, AK 99518

 **Phone:** (907) 564-9742

 **Email:** info@fsspeople.com

Airline Support, Inc. (*Crew Transportation & Aircraft Cleaning*)


 **Address:** P.O. Box 190735, Anchorage, AK 99519-0735

 **Phone:** (907) 272-2211

 **Email:** dispatch@airlinesupportinc.com


BAC Transportation, LLC (*Crew Transportation*)


 **Address:** 8040 Hartzell Dr., Anchorage, AK 99515

 **Phone:** (907) 222-2600

 **Email:** reservations@BACtrans.com

Unifi (*Aircraft Cleaning Only*)


 **Address:** 5000 West Int'l Airport Road, Rm C1754, Anchorage, AK 99502-1093

 **Phone:** (907) 344-6450

 **Email:** sales@unifiservice.com

Daifuku Services America Corp. (*Corporate Aircraft Only*)

 **Address:** 30100 Cabot Dr., Novi, MI 48377


 **Phone:** (470) 599-0932

 **Email:** dlamp1@daifukuna.com



 **Great Circle Flight Services** *(Corporate Aircraft Only)*


 **Address:** 6121 S. Airpark Place, #2, Anchorage, AK 99502

 **Phone:** (907) 550-8500

 **Email:** ancfrontdesk@atlanticaviation.com


 **Integrated Deicing Services, LLC** *(De-icing Only)*


 **Address:** 6201 Boeing Avenue, Anchorage, AK 99502

 **Phone:** (907) 245-0526

 **Email:** kirkh@idsllc.aero

 **Pegasus Aviation Services**


 **Address:** 3901 Old International Airport Road, Anchorage, AK 99502

 **Phone:** (907) 301-3254

 **Email:** gm@pegasusanc.com

 **PrimeFlight Aviation Services, Inc.**


 **Address:** 3 Sugar Creek Center Blvd, STE 450, Sugar Land, TX 77478

 **Phone:** (281) 942-6800

 **Email:** sfurnari@primeflight.com

 **Quantem Aviation Services, LLC**

 **Address:** 4370 Old International Airport Road, Anchorage, AK 99502

 **Phone:** (907) 266-5656

 **Email:** agiantleapinperformance@qasllc.aero



✈ Atlantic Aviation

- 📍 **Address:** 6160 Carl Brady Drive, Anchorage, AK 99502
- ☎ **Phone:** (907) 550-8500
- ✉ **Email:** anfrontdesk@atlanticaviation.com

✈ Signature Flight Support Corp. *(Corporate Aircraft Only)*

- 📍 **Address:** 6231 S. Airpark Place, Anchorage, AK 99502
- ☎ **Phone:** (907) 243-7627
- ✉ **Email:** anc@signatureaviation.com

🏢 Swissport USA, Inc.




- 📍 **Address:** PO Box 190408, Anchorage, AK 99519-0408
- ☎ **Phone:** (907) 243-3310
- ✉ **Email:** weiran.man@swissport.com








FUEL SUPPLIERS

Anchorage Fueling and Service Co. (Menzies)

 **Address:** PO Box 190246, Anchorage, AK 99519-0246
 **Phone:** (907) 243-4322
 **Email:** bert.mattingly@menziesaviation.com




World Fuel Services Kinect

 **Address:** 9800 N.W 41ST ST, Miami, FL 33178
 **Phone:** (800) 282-2731 (Option 0)
 **Email:** clientsupport@wfscorp.com



Great Circle Flight Services

 **Address:** 6121 S. Airpark Place, #2, Anchorage, AK 99502
 **Phone:** (907) 550-8500
 **Email:** anfrontdesk@atlanticaviation.com

Inlet Energy LLC *(Delivery to Airline Storage Tanks Only)*




 **Address:** 1848 Ship Ave, Anchorage, AK 99501
 **Phone:** (907) 274-3835
 **Email:** cfr@inletenergy.com

International Aviation Service, Inc.




 **Address:** 4200 West 50th Avenue, Anchorage, AK 99502
 **Phone:** (907) 243-1515
 **Email:** ias@alaska.net



 **Petro Star, Inc.**

 **Address:** PO Box 240108, Anchorage, AK 99524
 **Phone:** (907) 339-6613
 **Email:** dlchapados@petrostar.com

 **Atlantic Aviation**

 **Address:** 6160 Carl Brady Drive, Anchorage, AK 99502
 **Phone:** (907) 550-8500
 **Email:** ancfrontdesk@atlanticaviation.com

 **Signature Flight Support Corp. (Corporate Aircraft Only)**


 **Address:** 6231 S. Airpark Place, Anchorage, AK 99502
 **Phone:** (907) 243-7627
 **Email:** anc@signatureaviation.com






AIRCRAFT MAINTENANCE PROVIDERS

FEAM Aircraft Maintenance


 **Address:** 6300 Boeing Avenue, Suite 900, Anchorage, AK 99502

 **Phone:** (907) 677-7770 / (907) 360-2598

 **Email:** kr@feam.aero

Pegasus Aviation Services


 **Address:** 3901 Old International Airport Road, Anchorage, AK 99502

 **Phone:** (907) 301-3254

 **Email:** gm@pegasusanc.com


Atlantic Aviation


 **Address:** 6160 Carl Brady Drive, Anchorage, AK 99502

 **Phone:** (907) 550-8500

 **Email:** ancfrontdesk@atlanticaviation.com

Swissport USA, Inc.


 **Address:** PO Box 190408, Anchorage, AK 99519-0408

 **Phone:** (907) 243-3310

 **Email:** weiran.man@swissport.com

HAECO

 **Address:** 623 Radar Road, Greensboro, NC 27410

 **Phone:** (336) 668-4100

 **Email:** *None*






AIR FREIGHT FORWARDERS




Airland Transport

 **Address:** 11100 Calaska Circle, Anchorage, AK 99515
 **Phone:** (907) 248-0362
 **Email:** dispatch@airlandak.com




Alaska Air Forwarders

 **Address:** 4000 W. 50th Avenue, Suite 6, Anchorage, AK 99502
 **Phone:** (907) 248-4697
 **Email:** 4help@alaskaairforwarders.com




Alaska Central Express

 **Address:** 5901 Lockheed Ave, Anchorage, AK 99502
 **Phone:** (907) 334-5100
 **Email:** toni.perez@aceaircargo.com

American Fast Freight, Inc.




 **Address:** 5025 Van Buren, Anchorage, AK 99517
 **Phone:** (907) 248-5548
 **Email:** affcustomerservice@odysseylogistics.com

Everts Air Cargo




 **Address:** 6111 Lockheed Avenue, Anchorage, AK 99502
 **Phone:** (907) 243-0009
 **Email:** sales@evertsair.com






Lynden Logistics

 **Address:** 6441 S. Airpark Place, Anchorage, AK 99502
 **Phone:** (907) 243-6150
 **Email:** anccsa@lynden.com




Nippon Express

 **Address:** 2000 W. International Airport Road, Anchorage, AK 99502
 **Phone:** (907) 243-7891
 **Email:** support@nippon.com




Northern Air Cargo

 **Address:** 3900 Old International Airport Road, Anchorage, AK 99502
 **Phone:** (907) 243-3331
 **Email:** customerserviceagent@nac.aero

Polar Air Cargo

 **Address:** 2000 Westchester Avenue, Purchase, NY 10577
 **Phone:** (914) 701-8000
 **Email:** customerservicecenter@polaraircargo.com




Southern Air

 **Address:** 6300 Boeing Avenue, Suite 350, Anchorage, AK 99502
 **Phone:** (907) 248-5880
 **Email:** info@atlasair.com



FIXED BASED OPERATIONS




Alaska CargoPort, LLC

 **Address:** 6200 Boeing Avenue, Suite 200, Anchorage, AK 99502
 **Phone:** (907) 243-0390
 **Email:** info@cerescp.com


Great Circle Flight Services

 **Address:** 6121 S. Airpark Place, #2, Anchorage, AK 99502
 **Phone:** (907) 550-8500
 **Email:** ancfrontdesk@atlanticaviation.com

Atlantic Aviation

 **Address:** 6160 Carl Brady Drive, Anchorage, AK 99502
 **Phone:** (907) 550-8500
 **Email:** ancfrontdesk@atlanticaviation.com


Signature Flight Support Corp. *(Corporate Aircraft Only)*


 **Address:** 6231 S. Airpark Place, Anchorage, AK 99502
 **Phone:** (907) 243-7627
 **Email:** anc@signatureaviation.com



CATERING COMPANIES

Airline Support *(Cargo and Passenger)*


 **Address:** PO Box 190735, Anchorage, AK 99519-0735

 **Phone:** (907) 272-2211

 **Email:** Voyvoy2@yahoo.com

LSG Sky Chefs *(Cargo and Passenger)*

 **Address:** 4370 Old International Airport Road, Anchorage, AK 99502

 **Phone:** (907) 248-2424

 **Email:** ancdispatch@lsgskychefs.com






GOVERNMENT AGENCIES


Federal Aviation Administration, *Regional Administrator, Alaskan Region*

 **Address:** 222 West 7th Avenue, #14, Anchorage, AK 99513

 **Phone:** (907) 271-5645


Transportation Security Administration, *Federal Security Director*


 **Address:** 4000 West 50th Avenue, Suite 300, Anchorage, AK 99502

 **Phone:** (907) 771-2905


U.S. Customs and Border Protection

Inspection Section (downstairs) / Cargo/Marine Section (upstairs)


 **Address:** North Terminal, Room NA207, 4600 Postmark Drive, Anchorage, AK 99502


 **Phone:** (907) 271-6309 or (907) 271-8110

 **Address:** Regional Office, 605 West 4th Avenue, #205, Anchorage, AK 99501


 **Phone:** (907) 271-2675


U.S. Department of Agriculture

 **Address:** North Terminal, Room NA207, 4600 Postmark Drive, Anchorage, AK 99502

 **Phone:** (907) 271-6309 or (907) 271-8110

U.S. Department of Fish & Wildlife

 **Address:** North Terminal, Room NB207, 4600 Postmark Drive, Anchorage, AK 99502

 **Phone:** (907) 271-6198



✈ U.S. Department of Health & Human Services, *Center for Disease Control and Prevention*

📍 Address: Anchorage Port Health Station, North Terminal, Room NA212, 4600 Postmark Drive, Anchorage, AK 99502

☎ Phone: (907) 271-6301





FAIRBANKS INTERNATIONAL AIRPORT






NEW AIRLINE TENANT REQUIREMENTS

Prospective air carriers seeking scheduled service at Fairbanks International Airport (**FAI**) must:

 Complete and submit an **Airline Agreement and Terminal Lease Application** found at https://dot.alaska.gov/faiiap/pdfs/term_airlineapp.pdf


 Provide a **Certificate of Insurance**.

 Coordinate with the **Competitive Access Team** for gate, ticket counter, or other operational space. Contact:

✓ **AIAS Director, Angie Spear:** (907) 474-2529 | angie.spear@alaska.gov

✓ **Development Director, Teri Lindseth:** (907) 266-2544 | teri.lindseth@alaska.gov

✓ **Properties Manager, Christel Burgess:** (907) 474-2549 | christel.burgess@alaska.gov

 If denied reasonable access, carriers may submit an **Airline Access Complaint Form** with the Airport Director. The form may be found in Appendix II of this handbook.

 Electronically submit **Monthly Certified Activity Reports** for flights and passenger data. Forms can be found at https://dot.alaska.gov/aias/rates_fees.shtml

Note:

A permit must be obtained from the Customs and Border Protection when operating international flights.

The contact information is as follows:

Area Port Director

Customs and Border Protection
6450 Airport Way, Suite 13
Fairbanks, AK 99709
Phone: (907) 474-0307
FAX: (907) 474-3035



INFORMATION GUIDE FOR DOMESTIC & INTERNATIONAL OPERATIONS

OVERVIEW


Fairbanks International Airport (FAI) provides Federal Inspection Services (FIS) at the Main Terminal, ensuring smooth international arrivals.

Main Terminal Features:

- ✓ **Common-Use International Gates** – Flexible assignments for airlines.
- ✓ **24/7 Operations** – Handles both passenger & cargo flights around the clock.
- ✓ **Two designated international gates** for common use in an international configuration.
- ✓ **Six Processing Stations** – Operated by U.S. Customs and Border Protection.

Gate Coordination Required:

◆ Flights must be scheduled through Airport Operations Gate Management.

 **Phone:** (907) 750-0890 or (907) 451-2300

 **Email:** fai.operations@alaska.gov


CONCESSIONS & SERVICES

Retail, Food & Beverage


Experience world-class shopping and dining at FAI

Retail & Dining Highlights:

2 Retail Outlets


 Authentic Alaskan goods, including furs & souvenirs

Food & Beverage Options – Featuring:




 Two (2) restaurants

 A taste of Alaska through local cuisine and coffee options



 **Vending Machines & On-The-Go Kiosk** – Available for snacks and cold beverages, catering to all travelers. Includes a vending machine with local food options in the Baggage Claim 2 area!

Rental Car Services

-  Full-Service Rental Car Facility
-  Fast & easy airport access to rental services.
-  Multiple rental car agencies available.





AIRPORT IDENTIFICATION BADGES AND VEHICLE PERMITS

In accordance with Department of Homeland Security regulation 49 CFR Part 1542, Fairbanks International Airport (FAI) is required to conduct Criminal History Records Checks (CHRCs) and Security Threat Assessments (STAs) for most individuals applying for airport identification badges.

- ✔ Upon clearance, individuals may be issued an airport identification badge.
- ✦ For more details, contact the Airport Badge Office.

Airport Badge Office Services

- ◆ Pre-badging Background Checks
- ◆ Badging & Identification
- ◆ Security Training
- ◆ Vehicle Permit Issuance

Airport Badge Office Information

- ✦ **Location:** 5195 Brumbaugh Blvd Airport Response Center
- 🕒 **Hours:** Monday – Friday, **0800 – 1700** (Closed on State & Most Federal Holidays)
- 📞 **Phone:** (907) 474-2532
- 📠 **Fax:** (907) 474-2512
- ✉ **Email:** fai.badging@alaska.gov
- ⚠ **Most services are by appointment only**

Schedule a badge appointment & learn more:

 [Book an Appointment with Fairbanks International Airport \(Airport Badging\) | Picktime](#)

Contacts

Phil Adams - Chief of Airport Operations

- 📞 Phone: (907) 474-2550
- 📠 Fax: (907) 474-2512
- ✉ Email: phil.adams@alaska.gov



Katie Wilmoth - Badging Office Manager

☎ Phone: (907) 474-2504

📠 Fax: (907) 474-2512

✉ Email: katherine.wilmoth@alaska.gov

🚚 **Vehicle & GSE Permits**

🚚 **Vehicle Permits** are required for all vehicles accessing the **Airport Operations Area (AOA)**.

✂ **Ground Service Equipment (GSE) Permits** are required for all **motorized and non-motorized equipment** operating on the AOA.

🔗 For vehicle permit details, contact **FAI Badging** or website at:
<https://dot.alaska.gov/faiiap/badging.shtml>

🚒 **Reporting Lost/Stolen Badges or Employee Terminations After Hours Contact the Airport Communications Center:**


📞 **Phone:** (907) 474-2530






AIRSIDE OPERATING INFORMATION




Fairbanks International Airport (FAI) - Airport Operations Area (AOA) includes all surfaces inside the perimeter fence and is managed by **Airport Operations**. The AOA consists of:

 **Movement Areas:** Runways and taxiways controlled by the **FAA Air Traffic Control Tower (ATCT)**.

 **Non-Movement Areas:** Taxiways, taxi lanes, and aprons used by aircraft but not controlled by ATCT.


Since the **Secure Identification Display Area (SIDA)** and the **AOA** are the same at **FAI**, access requires an **airport identification badge** or **appropriate escort**.

 **Ground Vehicle Access** To drive a vehicle on the AOA, the following is required:

-  Ramp driver training
-  Ramp driver endorsement **on the** SIDA badge
-  Appropriate vehicle markings

For new carriers, please contact the **Badge Office** at **(907) 451-2300** or email fai.badging@alaska.gov to set up an account.

Movement & Non-Movement Areas

 **Movement Areas** (Controlled by ATCT) require tenant vehicle access to be escorted by **Airport Operations**.

 **Non-Movement Areas** do **not** require ATCT control.


 **To request escort or aircraft “Follow-Me” operations**, contact **Airport Operations** at **(907) 451-2300** or **(907) 750-0890**.








Airport Certification & Compliance

-  **Airport Operations** maintains the **Airport Certification Manual (ACM)** and inspects the airfield regularly to ensure **FAA compliance**. ⚠️ If discrepancies are found, **Notice to Airmen (NOTAMs)** are published to inform aircrews, airlines, and ground handlers. 🔗 The **Airport Operations Manual** is available at: http://www.dot.state.ak.us/faiiap/op_orders.shtml

Airfield Drivers Safety Training Program





-  All personnel operating a ground vehicle on the **AOA** must complete the **Airfield Drivers Training Program**. 🏠 Training is conducted through the **Airport Badge Office**.

Airfield Conditions & Reporting Conducted by FAI Airport Operations



-  Wildlife mitigation
-  Surface condition changes
-  Lighting outages
-  Non-standard ground markings
-  **AOA surfaces** are **monitored continuously** during winter weather conditions ❄️ and maintained per ANC's **FAA-approved snow & ice control plan**. 🚨 **Hazard notifications** are disseminated via **NOTAM**.


Airfield Inspections & Operational Orders

Airport Operations inspects the airfield regularly to ensure compliance with **FAA airport regulations** and publishes **Airport Operational Orders** for airport users.

-  These **Operational Orders** contain information on procedures for:
 -  Aircraft de-icing
 -  Tour bus and taxi operations
 -  Aircraft engine run-up areas




-  Hazardous cargo loading
-  Noise abatement...and more!

 Operational Orders are available through our office or by downloading at:
http://www.dot.state.ak.us/faiiap/op_orders.shtml



Gate & Parking Scheduling

Biannually, **Airport Operations** works with airport users to create and publish a **terminal gate use schedule** based upon scheduled traffic.



-  **Unscheduled flights** must be coordinated through **Airport Operations** to ensure availability of airport-administered gate or remote parking positions.
-

Low Visibility Operations

Fairbanks International Airport is certified to remain operational in **low-visibility weather conditions**.

-  An **FAA-approved low visibility (SMGCS)** plan allows arrivals and departures for qualified aircrews in weather conditions as low as **CAT IIIB**.
 -  **Adherence to the FAI SMGCS plan** is required when planning to operate ground vehicles or aircraft in low visibility conditions at **FAI**.
-





Contact Information

-  For more information on any airfield concern or issue, or to obtain copies of any airport-administered plan, contact **Airport Operations** at:
(907) 451-2300
-  For immediate airfield issues, contact the **Operations Officer** on duty at:
(907) 750-0890



GROUND HANDLERS (Full Service and Specialized Services)





Atlantic Aviation (formerly Alaska Aerofuel)

 **Attn:** Lance or Connie Wilson
 **Address:** 5904 Old Airport Road, Fairbanks, AK 99709
 **Phone:** (907) 474-0061
 **Email:** CSRs-Faifrontdesk@atlanticaviation.com or
Connie.wilson@atlanticaviation.com




Everts Air

 **Attn:** On Duty Operations
 **Address:** 5525 Airport Industrial Road, Fairbanks, AK 99709
 **Phone:** (907) 450-2300 or (907) 450-2355
 **Email:** faidispach@evertsair.com

Omni Logistics, Inc.


 **Attn:** Denny Michel
 **Address:** 6302 Old Airport Way, Fairbanks, AK 99709
 **Phone:** (907) 474-9494
 **Email:** ops@omnifai.com


Pegasus Aviation


 **Attn:** General Manager
 **Phone:** (907) 301-3254 (GM) or (907) 243-3100 (Pegasus Ops)
 **Email:** GM@pegasusANC.com or operations@pegasusANC.com



 **Unifi**

 **Attn:** Courtney Sanford

 **Address:** 6450 Airport Way, Suite 17, Fairbanks, AK 99709

 **Phone:** (907) 474-3064 or (907) 483-3366





 **Email:** courtney.sanford@unifiservice.com








FUEL SUPPLIERS





Atlantic Aviation (formerly Alaska Aerofuel)

 **Attn:** Lance or Connie Wilson
 **Address:** 5904 Old Airport Road, Fairbanks, AK 99709
 **Phone:** (907) 474-0061
 **Email:** CSRs-Fairfrontdesk@atlanticaviation.com or
Connie.wilson@atlanticaviation.com


Clear Skies, LLC (East Ramp Fuel)

 **Attn:** On Duty Operations
 **Phone:** (907) 750-7651 or (907) 750-7652
 **Email:** gaustadanders@gmail.com

Crowley Fuels LLC

 **Attn:** Bobby Hunnicutt
 **Address:** 170 East Van Horn, Anchorage, AK 99701
 **Phone:** (907) 328-4500 or (907) 385-9508
 **Email:** bobby.hunnicutt@crowley.com

Eastern Aviation Fuels, Inc. (dba Titan Aviation Fuels)

 **Attn:** On Duty Operations
 **Phone:** (252) 633-0066
 **Email:** sstrickland@titanfuels.aero

Everts Air

 **Attn:** On Duty Operations
 **Address:** 5525 Airport Industrial Road, Fairbanks, AK 99709
 **Phone:** (907) 450-2300 or (907) 450-2355
 **Email:** faidispach@evertsair.com







AIRCRAFT PARTS & MAINTENANCE PROVIDERS

Everts Air

-  **Attn:** Eric Jamieson
 -  **Address:** PO Box 60908, Fairbanks, AK 99706
 -  **Phone:** (907) 249-4327 or (907) 230-3843
 -  **Email:** ejamieson@evertsair.com
-

Northland Aviation Services, Inc.


-  **Attn:** Jon McIntyre
-  **Address:** 3708 University Avenue South, Fairbanks, AK 99709
-  **Phone:** (907) 388-9837 or (907) 308-6110
-  **Email:** jon@northlandaviation.com





FIXED BASED OPERATIONS





Atlantic Aviation (formerly Alaska Aerofuel)

 **Attn:** Lance or Connie Wilson
 **Address:** 5904 Old Airport Road, Fairbanks, AK 99709
 **Phone:** (907) 474-0061
 **Email:** CSRs-Fairfrontdesk@atlanticaviation.com or
Connie.wilson@atlanticaviation.com




Everts Air

 **Attn:** On Duty Operations
 **Address:** 5525 Airport Industrial Road, Fairbanks, AK 99709
 **Phone:** (907) 450-2300 or (907) 450-2355
 **Email:** faidispach@evertsair.com

Omni Logistics, Inc.

 **Attn:** Denny Michel
 **Address:** 6302 Old Airport Way, Fairbanks, AK 99709
 **Phone:** (907) 474-9494
 **Email:** ops@omnifai.com





Pegasus Aviation

 **Attn:** General Manager
 **Phone:** (907) 301-3254 (GM) or (907) 243-3100 (Pegasus Ops)
 **Email:** GM@pegasusANC.com or operations@pegasusANC.com







CATERING COMPANIES

Atlantic Aviation (formerly Alaska Aerofuel)

-  **Attn:** Lance or Connie Wilson
 -  **Address:** 5904 Old Airport Road, Fairbanks, AK 99709
 -  **Phone:** (907) 474-0061
 -  **Email:** CSRs-Fairfrontdesk@atlanticaviation.com or Connie.wilson@atlanticaviation.com
-

NANA Management Services (Cargo & Passenger – International & Domestic)

-  **Attn:** Aaran Shaver, General Manager
-  **Address:** 6450 Airport Way, Suite 7, Fairbanks, AK 99709
-  **Phone:** (907) 451-0144
-  **Email:** aaran.shaver@nmsusa.com






GOVERNMENT AGENCIES

Federal Aviation Administration (FAA) – Air Traffic Control Tower (ATCT)

 **Attn:** Chad Lord, Manager

 **Address:** 3800 University Avenue South, Fairbanks, AK 99709


 **Phone:** (907) 474-0050

 **Email:** chad.m.lord@faa.gov

Transportation Security Administration (TSA)


 **Attn:** Dawn Baptist, Assistant Federal Security Director


 **Address:** 5904 Old Airport Way, Suite 2B, Fairbanks, AK 99709

 **Phone:** (907) 452-9418

 **Email:** dawn.baptist@tsa.dhs.gov

U.S. Customs and Border Protection (CBP)

 **Address:** 6450 Airport Way, Suite 13, Fairbanks, AK 99709

 **Phone:** (907) 474-0307

 **Email:** fairbankscpb@cbp.dhs.gov





APPENDIX I

NEW AIRLINE CHECKLIST

NEW AIRLINE CHECKLIST

(This checklist has been included as an organizational tool and is not required to be submitted with your application.)

	Domestic Carrier	International Carrier
Fuel Agreements	<input type="checkbox"/>	<input type="checkbox"/>
Catering Agreements	<input type="checkbox"/>	<input type="checkbox"/>
Ground Handler	<input type="checkbox"/>	<input type="checkbox"/>
Cargo Handler	<input type="checkbox"/>	<input type="checkbox"/>
Submit Public Phone Number	<input type="checkbox"/>	<input type="checkbox"/>
Certified Activity Report	<input type="checkbox"/>	<input type="checkbox"/>
Arrange for PFC Payment	<input type="checkbox"/>	<input type="checkbox"/>
Employees' Security Badges	<input type="checkbox"/>	<input type="checkbox"/>
Airport Signage	<input type="checkbox"/>	<input type="checkbox"/>
Employee Parking	<input type="checkbox"/>	<input type="checkbox"/>
Space Requests	<input type="checkbox"/>	<input type="checkbox"/>
Gate	<input type="checkbox"/>	<input type="checkbox"/>
Ticketing	<input type="checkbox"/>	<input type="checkbox"/>
Office	<input type="checkbox"/>	<input type="checkbox"/>
Lounge	<input type="checkbox"/>	<input type="checkbox"/>
Cargo	<input type="checkbox"/>	<input type="checkbox"/>
Insurance Certificate	<input type="checkbox"/>	<input type="checkbox"/>
FIS Contact		<input type="checkbox"/>
US Customs Permit		<input type="checkbox"/>



APPENDIX II

AIRLINE ACCESS COMPLAINT PROCEDURES AND FORM

AIRLINE ACCESS COMPLAINT PROCEDURES

The Ted Stevens Anchorage International Airport and Fairbanks International Airport have committed to accommodate any carrier seeking to initiate or expand service in Anchorage or Fairbanks. In the event a carrier feels that their facility requirements are not met, there is both an informal and formal process for resolution of any complaints.

INFORMAL PROCESS: If the complainant does not receive cooperation and accommodation from an existing carrier, an informal complaint may be either written or verbally directed to the applicable Leasing Office, Airport Competitive Access Team, or Airport Manager or his staff. The Airport Competitive Access Team will attempt to mediate the matter in order to avoid having to exercise more divisive authority.

FORMAL PROCESS: If the dispute is not resolved satisfactorily with the complainant, a formal written complaint should be filed. A copy of the form is included below. Airlines have a right under 17 AAC 42.910 to protest Airport decisions. To protest a decision, the affected Airline must submit to the applicable Airport a descriptive written protest within 21 calendar days after being informed of the decision. The Airport Manager must then deliver a written decision on the protest within 15 calendar days from receiving the protest.

An aggrieved Airline has the right under 17 AAC 42.920 to appeal the Airport Manager's protest decision. To appeal a protest decision, the affected Airline must submit to the Commissioner of the State of Alaska Department of Transportation & Public Facilities (the Commissioner) a written appeal within 21 calendar days after being informed of the decision on the protest. The Commissioner then appoints a review officer who may either hold a hearing or, if no hearing has been requested or there are no material facts in dispute, consider the appeal without a hearing. The review officer submits a written recommendation to the Commissioner who accepts the review officer's recommendation, remands the recommendation back to the review officer with instructions or issues a written decision based on the appeal record. A copy of the Commissioner's decision is sent to the appellant airline.

The Commissioner's decision on an appeal is the final administrative decision of the Department of Transportation and Public Facilities. Further appeals would be made to the Alaska Superior Court under the Alaska Rules of Appellate Procedure.

**ALASKA INTERNATIONAL AIRPORT SYSTEM
AIRLINE ACCESS COMPLAINT FORM**

DATE: _____

TO: AIAS Airport Director
Ted Stevens Anchorage International Airport
P.O. Box 196960
Anchorage, AK 99519-6960

AIAS Airport Director
Fairbanks International Airport
6450 Airport Way, Suite 1
Fairbanks, Alaska 99709

FROM: _____

The above airline is filing a formal complaint after having been denied reasonable access to facilities at Ted Stevens Anchorage International Airport or at Fairbanks International Airport. Airline may provide written comments below or attach a document containing the details of denied access.

Complaint: _____

Signed: _____

Contact Information: _____

