



JANUARY 2026

# NEW AIRLINE HANDBOOK

TED STEVENS ANCHORAGE INTERNATIONAL AIRPORT  
FAIRBANKS INTERNATIONAL AIRPORT



# Welcome

## ALASKA INTERNATIONAL AIRPORT SYSTEM

Welcome to the Alaska International Airport System—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 700+ 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 our airports running 24/7, ensuring seamless operations in all conditions. expertise and commitment have earned AIAS national and international including the Balchen Post Award for winter operations and the Air Cargo 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, C.M.



*Figure 1 Angie Spear,  
Alaska International  
Airport System Director*

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# INTRODUCTION

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The Alaska International Airport System (AIAS) includes Ted Stevens Anchorage International Airport in Anchorage (ANC) and Fairbanks International Airport (FAI). Perfectly located on key global air routes, AIAS plays an essential role in connecting Alaska to the world—known for its efficient, flexible, and cost-effective passenger and cargo services.

## Key AIAS Advantages

- **Single Operating Permit:** 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
- **ANC:** Three runways, handling over 5 million passengers annually
- **FAI:** One runway, supporting over 1 million passengers annually
- **Competitive Rates:** Lower operating costs than many other major airports

## AIAS: Unique Cargo Transfer Rights

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

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

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.

[AIAS Passenger and Cargo Airline Incentive Program](#)

## Cost-Competitiveness & Business-Friendly Environment

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.



Figure 2



Figure 3

# SIGNATORY STATUS REQUIREMENTS

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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 obs. CMGTW.

# AIAS CARGO: THE GLOBAL AIRFREIGHT HUB

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The Alaska International Airport System (AIAS) which is 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 700+ 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 accommodates Design Group VI aircraft, supported by ANC's three 10,000-plus-foot runways and FAI's 10,000-foot runway optimized for quick-turn cargo operations.

## 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

Ted Stevens Anchorage International Airport 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.

# AIAS RATES & FEES

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## ***(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, 2025 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](#)).

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

Current rates and fees may be found at: [AIAS Rates and Fees](#)

### **Terminal Rental Rate**

- **Long-term Lease:** (until at least June 30, 2026) \$105.31 per square foot per year.
- **Month-to-Month Lease or Permit:** \$131.64 per square foot per year.

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

- Signatory Airline Aircraft: \$1.75 per 1,000 pounds CMGTW
- Aircraft 12,500 lbs and less CMGTW: \$1.75 per 1,000 pounds CMGTW
- FAI Non-Signatory Aircraft > 12,500 lbs CMGTW: \$1.75 per 1,000 pounds CMGTW
- ANC Non-Signatory Aircraft > 12,500 lbs CMGTW: \$2.19 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.

### **Aircraft Ramp Rental Rate**

\$2.00 per square foot per year

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

\$33.33 per month

### **Federal Inspection Service Fee**

- FIS Service Fee \$70.00 per airplane inspection

- ANC FIS Service Fee \$11.00 per deplaning passenger
- FAI FIS Service Fee per Deplaning Passenger \$8.25 per passenger

### **Aircraft Parking Charge Rate**

- Narrow Body Aircraft (single aisle) up to 4hrs \$87.96 per use (0.5 x a/c parking charge rate)
- Wide Body Aircraft (2 or more aisles) up to 4hrs \$175.92 per use (1 x a/c parking charge rate)
- Narrow Body Aircraft (single aisle) 4hrs to 24hrs \$351.83 per use (2 x a/c parking charge rate)
- Wide Body Aircraft (2 or more aisles) 4hrs to 24hrs \$703.67 per use (4 x a/c parking charge rate)

### **Common Use Premises Charges**

All other common use premises \$3.68 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) \$1,935.49 per turn
- Narrow Body (single aisle and > 100 seats) \$1,075.27 per turn
- Regional (50-99 seats) \$752.69 per turn
- Commuter (fewer than 50 seats) \$430.11 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** \$454.24 per turn
- **Per Month** \$5,101.29 per month

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

\$139.84 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

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

- Complete and submit an [Airline Agreement and Terminal Lease Application](#)
- Provide a Certificate of Insurance
- Coordinate with the Competitive Access Team for gate, ticket counter, or other operational space
- Contact:

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

**Teri Lindseth, Development Manager:** (907) 266-2544 | [teri.lindseth@alaska.gov](mailto:teri.lindseth@alaska.gov)

**Sara Haley, Leasing Manager:** (907) 266-2667 | [sara.haley@alaska.gov](mailto:sara.haley@alaska.gov)

- If denied reasonable access, carriers may submit an Airline Access Complaint Form with the Airport Director (**Appendix II**)
- Electronically submit monthly Certified Activity Reports for flights and passenger data using forms available here: [AIAS Rates and Fees](#)

**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.

## Area Port Director contact information:

US Customs and Border Protection North Terminal, Room NA207

4600 Postmark Drive

Anchorage, AK 99502

**Phone:** (907) 271-6313

**Fax:** (907) 271-6333

# INFORMATION GUIDE: DOMESTIC AND INTERNATIONAL OPERATIONS

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## OVERVIEW

Ted Stevens Anchorage International Airport 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

**Gate Coordination Required:** Flights must be scheduled through Airport Operations Gate Management.

### Airport Operations Gate Management

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

**Email:** [dot.aia.ops.gatemanagement@alaska.gov](mailto:dot.aia.ops.gatemanagement@alaska.gov)

## CONCESSIONS & SERVICES

Experience world-class shopping and dining at ANC, ranked #1 in the nation by Airport Experience Network in 2023 for passenger spending.

### Retail & Dining Highlights:

ANC offers 21 retail outlets, including several Alaskan-themed shops that showcase local art, gifts, and regional specialties. Travelers can also enjoy 17 food and beverage options throughout the terminal, featuring two restaurants open 24/7 to serve late-night and early-morning passengers, along with a variety of local cuisine that highlights the flavors of Alaska.

### North Terminal Amenities

- Essential travel items and light food and beverage options
- Authentic Alaskan goods, including furs & souvenirs

### South Terminal Amenities

- Retail & Gift Shops – Find essentials, gifts, and souvenirs
- Restaurants – Multiple dining choices for all travelers

### Rental Car Services

- Full-service car rental facility
- Fast and easy airport access to rental services

# AIRPORT IDENTIFICATION BADGES AND VEHICLE PERMITS

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In compliance with Department of Homeland Security regulation 49 CFR Part 1542, Fairbanks International Airport (FAI) conducts Criminal History Records Checks (CHRCs) and Security Threat Assessments (STAs) for most individuals applying for airport identification badges. Individuals who successfully complete the required background checks and security vetting may be issued an airport identification badge.

For additional information regarding pre-badging background checks, badge issuance, security training, and vehicle permits, please contact the Badging office.

## Airport Badging Office

**Location:** First floor of the North Terminal at ANC, Room NA165

**Office hours:** Monday – Friday, 0700 – 1600 (Closed on State and Federal Holidays)

**Phone:** (907) 266-2409

**Email:** [dot.tsaia.badge.office@alaska.gov](mailto:dot.tsaia.badge.office@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, visit:** [Airport Badging Office](#)

With the implementation of AirBadge, signatories can report lost or stolen badges and employee terminations directly in the system. To report lost or stolen badges, or employee terminations after hours, contact the Airport Communications Center.

## Airport Communications Center

**Phone:** 907-266-2415



# AIRSIDE OPERATING INFORMATION

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## **Airport Operations Area (AOA)**

The 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:

- Valid Driver's License
- Ramp driver training
- Ramp driver endorsement on the SIDA badge
- Appropriate vehicle markings

For new carriers, please contact the Badging Office at (907) 266-2409 or email [dot.tsaia.badge.office@alaska.gov](mailto:dot.tsaia.badge.office@alaska.gov) to set up an AirBadge profile.

## **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. Must also comply with all standards in the [Airport 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 Badging 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 and 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!

## **Gate & Remote Cargo Parking**

- Airport Operations coordinates passenger terminal gates and remote cargo parking per the Airport Operations Manual.
- Engine Runs and 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 more information on airfield concerns or issues, requests for airport-administered plans, or any immediate airfield matters requiring prompt attention, please contact the on-duty Operations Officer at: (907) 266-2600.

# GROUND HANDLERS

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## **Air Liquide America Corp** *(Cylinder Gases Only)*

- **Address:** 6415 Arctic Boulevard, Anchorage, AK 99518
- **Phone:** (907) 564-9742
- **Email:** [info@fsspeople.com](mailto:info@fsspeople.com)

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

- **Address:** 3551 Postmark Drive, Anchorage, AK 99519-0735
- **Phone:** (907) 272-2211
- **Email:** [dispatch@airlinesupportinc.com](mailto:dispatch@airlinesupportinc.com)

## **Atlantic Aviation**

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

## **BAC Transportation, LLC** *(Crew Transportation)*

- **Address:** 8040 Hartzell Drive, Anchorage, AK 99515
- **Phone:** (907) 222-2600
- **Email:** [reservations@bactrans.com](mailto:reservations@bactrans.com)

## **Unifi** *(Aircraft Cleaning Only)*

- **Address:** 5000 West International Airport Road, Rm C1754, Anchorage, AK 99502
- **Phone:** (907) 344-6450
- **Email:** [sales@unifiservice.com](mailto:sales@unifiservice.com)

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

- **Address:** 30100 Cabot Drive, Novi, MI 48377
- **Phone:** (470) 599-0932
- **Email:** [dlampl@daifukuna.com](mailto:dlampl@daifukuna.com)

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

- **Address:** 6201 Boeing Avenue, Anchorage, AK 99502
- **Phone:** (907) 245-0526
- **Email:** [kirkh@idsllc.aero](mailto:kirkh@idsllc.aero)

## **Naniq Global Logistics**

- **Address:** 6375 Kulis Drive, Anchorage, AK 99502
- **Phone:** (907) 529-7351
- **Email:** [linda.close@naniqglobal.com](mailto:linda.close@naniqglobal.com)

## Pegasus Aviation Services

- **Address:** 3901 Old International Airport Road, Anchorage, AK 99502
- **Phone:** (907) 301-3254
- **Email:** [gm@pegasusaviation.com](mailto:gm@pegasusaviation.com)

## PrimeFlight Aviation Services, Inc.

- **Address:** 3 Sugar Creek Center Boulevard, Suite 450, Sugar Land, TX 77478
- **Phone:** (917) 710-2505
- **Email:** [sfurnari@primeflight.com](mailto:sfurnari@primeflight.com)

## Quantem Aviation Services, LLC

- **Address:** 4370 Old International Airport Road, Anchorage, AK 99502
- **Phone:** (603) 647-1717
- **Email:** [rtapayan@gasllc.aero](mailto:rtapayan@gasllc.aero) or [kirkh@idsllc.aero](mailto:kirkh@idsllc.aero)

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

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

## Swissport USA, Inc.

- **Address:** PO Box 190408, Anchorage, AK 99519-0408
- **Phone:** (907) 243-3310
- **Email:** [Denise.Anderson@swissport.com](mailto:Denise.Anderson@swissport.com)



Figure 4

# FUEL SUPPLIERS

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## **Anchorage Fueling and Service Co. (Menzies)**

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

## **Atlantic Aviation**

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

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

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

## **International Aviation Service, Inc.**

- **Address:** 2550 Postmark Drive, Anchorage, AK 99502
- **Phone:** (907) 243-1515
- **Email:** [ias@alaska.net](mailto:ias@alaska.net)

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

- **Address:** 6350 Kulis Drive, Anchorage, AK 99502
- **Phone:** (907) 243-7627
- **Email:** [anc@signatureaviation.com](mailto:anc@signatureaviation.com)

## **Naniq Global Logistics**

- **Address:** 6375 Kulis Drive, Anchorage, AK 99502
- **Phone:** (907) 529-7351
- **Email:** [linda.close@naniqglobal.com](mailto:linda.close@naniqglobal.com)

## **Petro Star, Inc.**

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

## **World Fuel Services Kinect**

- **Address:** 9800 Northwest 41<sup>st</sup> Street, Miami, FL 33178
- **Phone:** (800) 282-2731 (Option 0)
- **Email:** [clientsupport@wfscorp.com](mailto:clientsupport@wfscorp.com)

# AIRCRAFT MAINTENANCE

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## Atlantic Aviation

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

## FEAM Aircraft Maintenance

- **Address:** 6300 Boeing Avenue, Suite 900, Anchorage, AK 99502
- **Phone:** (907) 360-2598
- **Email:** [kr@feam.aero](mailto:kr@feam.aero)

## Pegasus Aviation Services

- **Address:** 3901 Old International Airport Road, Anchorage, AK 99502
- **Phone:** (907) 301-3254
- **Email:** [gm@pegasusaviation.com](mailto:gm@pegasusaviation.com)

## Swissport USA, Inc.

- **Address:** PO Box 190408, Anchorage, AK 99519-0408
- **Phone:** (907) 830-2932
- **Email:** [denise.anderson@swissport.com](mailto:denise.anderson@swissport.com)



Figure 5

# AIR FREIGHT FORWARDERS

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## Airland Transport

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

## Alaska Air Forwarding

- **Address:** 4000 West 50<sup>th</sup> Avenue, Suite 6, Anchorage, AK 99502
- **Phone:** (907) 248-4697
- **Email:** [jims@alaskaaircargo.com](mailto:jims@alaskaaircargo.com)

## Alaska Central Express

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

## American Fast Freight, Inc. and Odyssey Logistics

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

## Everts Air Cargo

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

## Lynden Logistics

- **Address:** 6441 Sout Airpark Place, Anchorage, AK 99502
- **Phone:** (907) 243-6150
- **Email:** [Jestes@lynden.com](mailto:Jestes@lynden.com)

## Nippon Express

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

## Northern Air Cargo

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

## **Polar Air Cargo / Atlas Air**

- **Address:** 6300 Boeing Avenue, Anchorage, AK 99502
- **Phone:** (914) 701-8000

## **Southern Air**

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

# FIXED BASED OPERATIONS

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## **Alaska CargoPort, LLC**

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

## **Atlantic Aviation**

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

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

- **Address:** 6350 Kulis Drive, Anchorage, AK 99502
- **Phone:** (907) 243-7627
- **Email:** [anc@signatureaviation.com](mailto:anc@signatureaviation.com)

# CATERING COMPANIES

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## **Airline Support (Cargo and Passenger)**

- **Address:** PO Box 190735, Anchorage, AK 99519-0735
- **Phone:** (907) 272-2211
- **Email:** [dispatch@airlinesupport.com](mailto:dispatch@airlinesupport.com)

## **LSG Sky Chefs (Cargo and Passenger)**

- **Address:** 4370 Old International Airport Road, Anchorage, AK 99502
- **Phone:** (907) 248-2424
- **Email:** [ancdispatch@lsgskycheffs.com](mailto:ancdispatch@lsgskycheffs.com)

# GOVERNMENT AGENCIES

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## **Federal Aviation Administration, Regional Administrator, Alaskan Region**

- **Address:** 222 West 7<sup>th</sup> Avenue, #14, Anchorage, AK 99513
- **Phone:** (907) 271-5645

## **Transportation Security Administration (*Federal Security Director*)**

- **Address:** 4000 West 50<sup>th</sup> Avenue, Suite 300, Anchorage, AK 99502
- **Phone:** (907) 771-2905

## **U.S. Customs and Border Protection (*Terminal Office*)**

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

- **Address:** North Terminal, Room NA207, 4600 Postmark Drive, Anchorage, AK 99502
- **Phone:** (907) 271-8110

## **U.S. Customs and Border Protection (*Regional Office*)**

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

## **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

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

- Complete and submit an [Airline Agreement and Terminal Lease Application](#)
- Provide a Certificate of Insurance
- Coordinate with the Competitive Access Team for gate, ticket counter, or other operational space
- Contact:
  - Angie Spear, AIAS Director:** (907) 474-2529 | [angie.spear@alaska.gov](mailto:angie.spear@alaska.gov)
  - Teri Lindseth, Development Manager:** (907) 266-2544 | [teri.lindseth@alaska.gov](mailto:teri.lindseth@alaska.gov)
  - Christel Burgess, Leasing Manager:** (907) 474-2549 | [christel.burgess@alaska.gov](mailto:christel.burgess@alaska.gov)
- If denied reasonable access, carriers may submit an Airline Access Complaint Form with the Airport Director (**Appendix II**)
- Electronically submit monthly Certified Activity Reports for flights and passenger data using forms available here: [AIAS Rates and Fees](#)

**Note:** FAI 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.

## Area Port Director contact information:

Customs and Border Protection

6450 Airport Way, Suite 13

Fairbanks, AK 99709

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

**Fax:** (907) 474-3035

# INFORMATION GUIDE: DOMESTIC & INTERNATIONAL OPERATIONS

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## 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 and 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.

### Airport Operations Gate Management

**Phone:** (907) 750-0890

**Email:** [fai.operations@alaska.gov](mailto:fai.operations@alaska.gov)

## CONCESSIONS & SERVICES

Enjoy a comfortable and distinctly Alaskan passenger experience at Fairbanks International Airport (FAI), where travelers can find essential services and local flavor in a streamlined terminal environment.

### Retail

- Offering authentic Alaskan goods, including furs, artisan items, and souvenirs

### Food & Beverage Options

- One restaurant serves Alaskan-inspired cuisine
- Locally roasted coffee and regional menu favorites

### Vending & Grab-and-Go

- Vending machines and an on-the-go kiosk with snacks and cold beverages
- Includes a vending machine featuring local food options near Baggage Claim 2

### Rental Car Services

- Full-service car rental facility
- Fast and easy airport access to rental services

# AIRPORT IDENTIFICATION BADGES AND VEHICLE PERMITS

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In compliance with Department of Homeland Security regulation 49 CFR Part 1542, Fairbanks International Airport (FAI) conducts Criminal History Records Checks (CHRCs) and Security Threat Assessments (STAs) for most individuals applying for airport identification badges. Individuals who successfully complete the required background checks and security vetting may be issued an airport identification badge.

For additional information regarding pre-badging background checks, badge issuance, security training, and vehicle permits, please contact the Badging office.

## **Airport Badging Office**

**Location:** 5195 Brumbaugh Boulevard, Airport Response Center

**Office hours:** Monday – Friday, 0800 – 1700 (*Closed on State & Federal Holidays*)

**Phone:** (907) 474-2532

**Email:** [fai.badging@alaska.gov](mailto:fai.badging@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** visit: [Airport Badging Office](#).

With the implementation of AirBadge, signatories can report lost or stolen badges and employee terminations directly in the system. To report lost or stolen badges, or employee terminations after hours, contact the Airport Communications Center.

## **Airport Communications Center**

**Phone:** (907) 750-0890

# AIRSIDE OPERATING INFORMATION

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## **Airport Operations Area (AOA)**

The 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:

- Valid Driver's License
- Ramp driver training
- Ramp driver endorsement on the SIDA badge
- Appropriate vehicle markings

For new carriers, please contact the Badging Office at (907) 474-2532 or email [fai.badging@alaska.gov](mailto: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) 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. Must also comply with all standards in the [Airport 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 Badging 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 FAI'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!

## **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**

- FAI 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 (600 RVR).
- All ground vehicle and aircraft operations in low visibility conditions must comply with the FAI SMGCS plan.

## **Contact Information**

For more information on airfield concerns or issues, requests for airport-administered plans, or any immediate airfield matters requiring prompt attention, please contact the on-duty Operations Officer at (907) 750-0890.

# GROUND HANDLERS

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## **Atlantic Aviation** *(formerly Alaska Aerofuel)*

- **Address:** 5904 Old Airport Road, Fairbanks, AK 99709
- **Phone:** (907) 474-0061
- **Email:** [faifrontdesk@atlanticaviation.com](mailto:faifrontdesk@atlanticaviation.com) or [connie.wilson@atlanticaviation.com](mailto:connie.wilson@atlanticaviation.com)

## **Everts Air**

- **Address:** 5525 Airport Industrial Road, Fairbanks, AK 99709
- **Phone:** (907) 450-2300 or (907) 450-2355
- **Email:** [faidispach@evertsair.com](mailto:faidispach@evertsair.com)

## **Omni Logistics, Inc.**

- **Address:** 6302 Old Airport RD, Fairbanks, AK 99709
- **Phone:** (907) 474-9494
- **Email:** [ops@omnifai.com](mailto:ops@omnifai.com)

## **Pegasus Aviation**

- **Phone:** (907) 301-3254 (Pegasus Operations) or (212) 321-0448 (Station Manager)
- **Email:** [gm@pegasusanc.com](mailto:gm@pegasusanc.com) or [operations@pegasusanc.com](mailto:operations@pegasusanc.com)

## **Unifi**

- **Address:** 6450 Airport Way, Suite 17, Fairbanks, AK 99709
- **Phone:** (907) 474-3064 or (907) 483-3366
- **Email:** [courtney.sanford@unifiservice.com](mailto:courtney.sanford@unifiservice.com)



Figure 6

# FUEL SUPPLIERS

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## **Atlantic Aviation** *(formerly Alaska Aerofuel)*

- **Address:** 5904 Old Airport Road, Fairbanks, AK 99709
- **Phone:** (907) 474-0061
- **Email:** [faifrontdesk@atlanticaviation.com](mailto:faifrontdesk@atlanticaviation.com) or [connie.wilson@atlanticaviation.com](mailto:connie.wilson@atlanticaviation.com)

## **Clear Skies, LLC** *(East Ramp Fuel)*

- **Phone:** (907) 750-7651 or (907) 750-7652
- **Email:** [gaustadanders@gmail.com](mailto:gaustadanders@gmail.com)

## **Crowley Fuels LLC**

- **Address:** 170 East Van Horn, Fairbanks, AK 99701
- **Phone:** (907) 328-4500 or (907) 385-9508
- **Email:** [bobby.hunnicutt@crowley.com](mailto:bobby.hunnicutt@crowley.com)

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

- **Phone:** (252) 633-0066
- **Email:** [contractfuel@titanfuels.aero](mailto:contractfuel@titanfuels.aero)

## **Everts Air**

- **Address:** 5525 Airport Industrial Road, Fairbanks, AK 99709
- **Phone:** (907) 450-2300 or (907) 450-2355
- **Email:** [faidispach@evertsair.com](mailto:faidispach@evertsair.com)



Figure 7

# AIRCRAFT MAINTENANCE PROVIDERS

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## Everts Air

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

## Northland Aviation Services, Inc.

- **Address:** 3708 University Avenue South, Fairbanks, AK 99709
- **Phone:** (907) 308-6110 or (907) 474-0948
- **Email:** [jon@northhlandaviation.com](mailto:jon@northhlandaviation.com)

# FIXED BASED OPERATIONS

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## Atlantic Aviation (*formerly Alaska Aerofuel*)

- **Address:** 5904 Old Airport Road, Fairbanks, AK 99709
- **Phone:** (907) 474-0061
- **Email:** [faifrontdesk@atlanticaviation.com](mailto:faifrontdesk@atlanticaviation.com) or [connie.wilson@atlanticaviation.com](mailto:connie.wilson@atlanticaviation.com)

## Everts Air

- **Address:** 5525 Airport Industrial Road, Fairbanks, AK 99709
- **Phone:** (907) 450-2300 or (907) 450-2355
- **Email:** [faidispach@evertsair.com](mailto:faidispach@evertsair.com)

## Omni Logistics, Inc.

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

## Pegasus Aviation

- **Phone:** (907) 301-3254 (Pegasus Operations) or (212) 321-0448 (Station Manager)
- **Email:** [gm@pegasusanc.com](mailto:gm@pegasusanc.com) or [operations@pegasusanc.com](mailto:operations@pegasusanc.com)

# CATERING COMPANIES

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## **Atlantic Aviation** *(formerly Alaska Aerofuel)*

- **Address:** 5904 Old Airport Road, Fairbanks, AK 99709
- **Phone:** (907) 474-0061
- **Email:** [faifrontdesk@atlanticaviation.com](mailto:faifrontdesk@atlanticaviation.com) or [connie.wilson@atlanticaviation.com](mailto:connie.wilson@atlanticaviation.com)

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

- **Address:** 6450 Airport Way, Suite 7, Fairbanks, AK 99709
- **Phone:** (907) 451-0144
- **Email:** [aaran.shaver@nmsusa.com](mailto:aaran.shaver@nmsusa.com)

# GOVERNMENT AGENCIES

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

- **Address:** 3800 University Avenue South, Fairbanks, AK 99709
- **Phone:** (907) 474-0050
- **Email:** [vincent.l.baehr@faa.gov](mailto:vincent.l.baehr@faa.gov)

## **Transportation Security Administration (TSA)**

- **Address:** 5904 Old Airport Way, Suite 2B, Fairbanks, AK 99709
- **Phone:** (907) 452-9610 or (907) 452-9603
- **Email:** [dawn.baptist@tsa.dhs.gov](mailto: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](mailto:fairbankscpb@cbp.dhs.gov)

**APPENDIX I**  
**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"/>
US Customs Permit	<input type="checkbox"/>	<input type="checkbox"/>
FIS Contact	<input type="checkbox"/>	<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:**

Airport Manager  
Ted Stevens Anchorage International Airport  
P.O. Box 196960 Anchorage,  
AK 99519-6960

Airport Manager  
Fairbanks International Airport  
6450 Airport Way, Suite 1  
Fairbanks, Alaska 99709

**FROM:**

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

Complaint:

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Signed:

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Contact Information:

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