COMMON USE PASSENGER PROCESSING

TICKET COUNTER AND GATE RESPONSIBILITIES

ACCESSORIES – Airline-specific or branded stanchions, bag sizers, signage, etc.

CUPPS – (Common Use Passenger Processing System) Gate or Ticketing/check-in workstations and peripherals owned and acquired by DOA for nonexclusive Airline use.

CUSS – (Common Use Self-Service) Kiosks owned and acquired by DOA for nonexclusive Airline use.

DOA – Department of Airports.

FIDS – Flight Information Display Screens behind the ticket counter and/or at the gate desk/boarding area.

Each CUPPS ticket counter includes two (2) workstation positions, including two (2) FIDS, peripherals, and one (1) luggage scale. If additional scale(s) or workstation position(s) are required, additional CUPPS ticket counter positions must be reserved (and paid for). Accessories and passenger queuing should be limited to the area in front of the two (2) workstations and (1) scale of the CUPPS ticket counter area. A Fire Line exists across from all ticket counters; therefore, Accessories must not extend beyond the third silver bar on the floor, located approximately 12' from the counter. CUPPS ticket counters and gates are reserved in two (2) hour increments. Airlines will be charged for additional usage if the duration exceeds two (2) hours.

Airline Obligations

1. Airlines shall reserve CUPPS ticket counters and gates prior to use by contacting Airport Operations at (561) 471-7420. Reservations for regular or recurring operations may be made in advance, instead of daily.

    a. Reservations must be cancelled no less than two (2) hours prior to flight arrival in order for charges to not be applied.
    b. If reservations are not cancelled, charges for ticket counters and gates shall be applied, whether or not the flight operation occurred.

2. Airlines shall deploy Accessories or display Airline-branded information on CUPPS ticket counter or gate area FIDS only during scheduled usage.

3. Airlines shall promptly remove all Accessories and Airline-branded information on FIDS from the CUPPS ticket counter and gate areas as soon as the flight is closed, or when reserved-use has ended; and ensure PBI branding is restored to the FIDS. In the event Airline fails to remove Accessories, Airline shall pay County for the costs of ticket counter or gate reservation until Accessories are removed, plus a twenty-five percent (25%) administrative overhead.

4. A lease for storage of Accessories may be arranged by contacting DOA Properties at properties@pbia.org.

5. Airlines shall not affix any signage or equipment, or otherwise modify DOA's equipment or workstations in any way, including, but not limited to, airline-specific phones, radios, printers, or other equipment, which cannot be utilized by all carriers, unless expressly approved by DOA in writing.

6. Report any issues to DOA at 561.471.7420 (out of paper; out of service equipment; cleanliness)

DOA Obligations

1. DOA shall provide paper and toner supply to all equipment.

2. DOA shall respond to, resolve, or escalate functionality-issues, as reported by a user.