

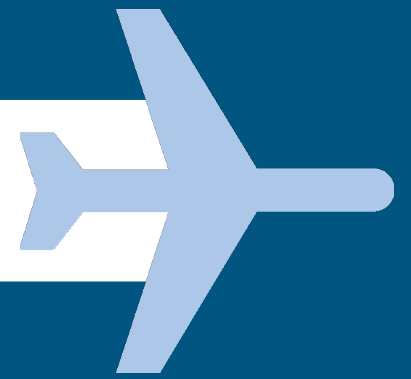
OPERATING AT PHOENIX SKY HARBOR AIRPORT: *INSIDE THE TERMINAL EDITION*

AVIATION BUSINESS SUMMIT
FEBRUARY 25, 2025



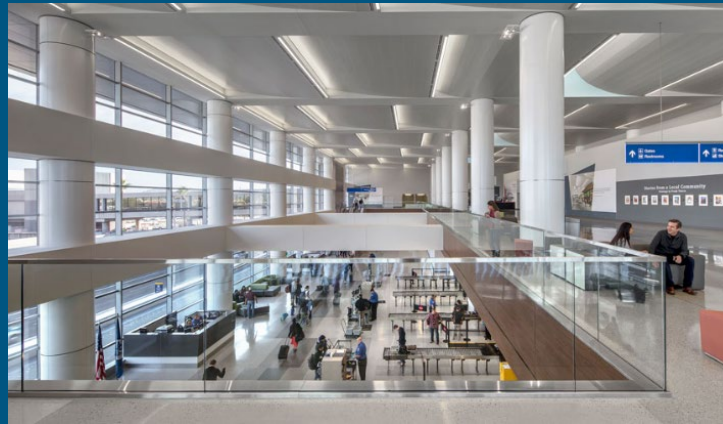
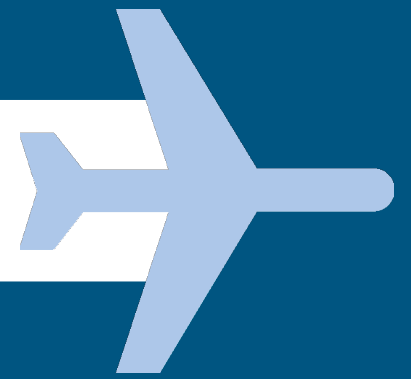
PHX DVT BYR

TODAY'S AGENDA



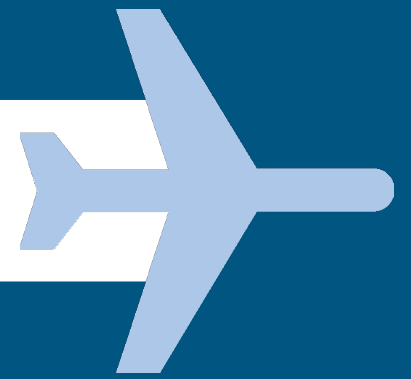
- PHX Overview
 - Upcoming Opportunities
- Airport Badging & Security Process
- Employee Parking
- Airfield Vehicle Process
- Technology Solutions
- Sustainability
- Questions & Answers

AMERICA'S FRIENDLIEST AIRPORT®



PHX
celebrating
90th
anniversary
in 2025!

PHX SKY HARBOR – AT A GLANCE



Two Major Terminals

- 47,000+ jobs at the Airport
- \$44.3 billion total economic impact to Arizona



Home for 20+ Airlines

- 140+ destinations (US & International)
- One of the busiest 3 runway airports in the world



Award Winning Airport

- USA Today 10 Best Readers Choice Awards in Concessions Program
- Airport of the Year at the Airport Minority Advisory Council's Business Diversity Conference Catalyst Awards



Record 52 Million+ Passengers in 2024

- Avg. 140,000+ passengers daily
- Avg. 1,200+ flight operations daily

UPCOMING CONCESSION OPPORTUNITIES AT TERMINAL 3

Business & Properties Division
Janet Lee



PHX DVT BYR

TERMINAL 3

Airlines

- Advanced Airlines
- Air Canada (Int'l Canada)
- Alaska Airlines
- Allegiant Air
- Breeze Airways
- Delta Airlines
- Denver Air Connection
- Frontier Airlines
- Hawaiian Airlines
- jetBlue Airways
- Porter Airlines (Int'l Canada)
- Southern Airways Express
- Spirit Airlines
- Sun Country
- United Airlines



TERMINAL 3

Enplanements

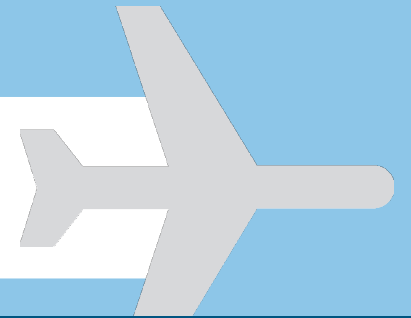
- 2024: 6.5M
- 2023: 6.3M
- 2022: 5.1M
- 2021: 4.2M

Badging Office

- Monthly Avg. Individuals: 4,000
- Daily Avg. Individuals: 230 – 300
- Avg. Walk-Ins: 25 - 50



T3 Micro-Restaurant and Kiosk



Food and Beverage (F&B) Package

01 Food and Beverage: One (1) Small Business Opportunity with Two Locations

02 Locations: Terminal 3 Pre-security: KIOSK at Baggage Claim (Level 1), and Terminal 3 Pre-security: MICRO-RESTAURANT (Level 4)

03 Airport to provide concept related equipment

04 Micro Restaurant and Mobile Kiosk

05 Solicitation Timeline – Spring 2025*



* subject to change

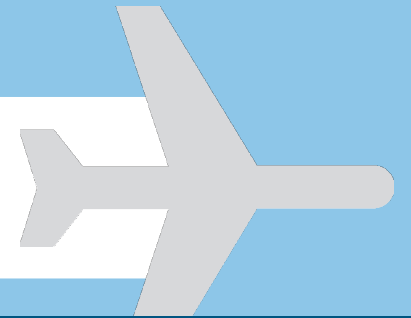


*Preliminary Concepts

T3N2 Concourse Concessions Programming Objectives

- ✓ Meet the need for 1.5M passenger activity
- ✓ Timeline to coincide with concourse opening

T3 North 2 (T3N2) Concourse – Retail



Retail Packages

01

2 Retail Opportunities, Post-Security Locations

02

1 News, Gifts and Convenience & 1 Specialty Retail Boutique Style Store

03

Estimated Total Retail Space: 3,650 Sq. Ft.*

04

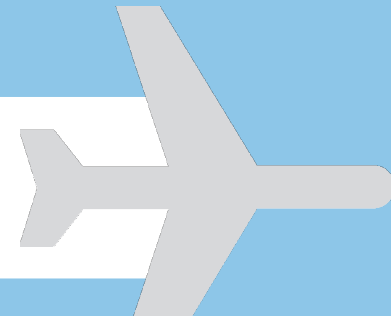
Solicitation Timeline – Summer 2025*

05

Upcoming Outreach and Business Information Meetings in April and May

* subject to change

T3 North 2 (T3N2) Concourse – F&B



Food & Beverage (F&B) Packages

- 01 3 Food and Beverage Opportunities
- 02 1 Full-Service Restaurant with Bar; 2 Quick-Serves and Café-style Bar; 1 Coffee Café
- 03 Estimated Total Food & Beverage Space: 7,950 Sq. Ft.*
- 04 Solicitation Timeline – Summer 2025*
- 05 Upcoming Outreach and Business Information Meetings in April and May

* subject to change

TERMINAL 3 N2 OUTREACH EVENTS

Business
Information
Meeting #1

TBD in April

Matchmaking
Event &
Business
Information
Meeting #2

MAY 9

Business
Information
Meeting #3

TBD in June



Visit our outreach website for updates

CONCESSION GOALS AND PRINCIPLES

- Increase small business participation;
- Reflect region in the food concept and menu, and merchandise plan with consideration to current customer trends;
- Optimize sales and revenues;
- Provide quality food and beverage and unique retail offerings;
- Incorporate technology and innovative service concepts



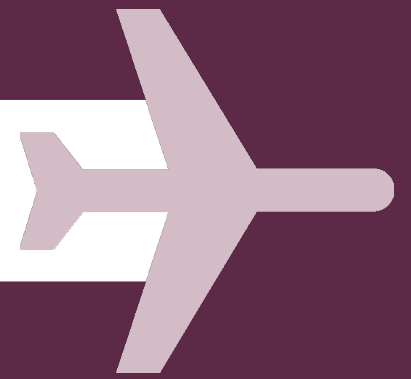
PHX BADGING & SECURITY

Public Safety & Security Division
Wence Arevalo



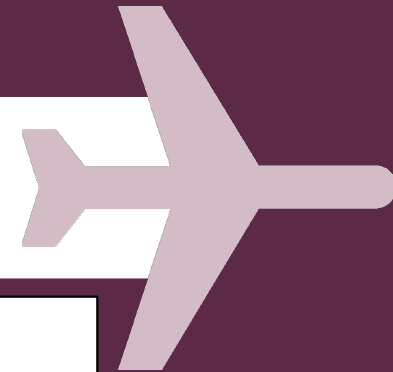
PHX DVT BYR

WELCOME



- Making the Process Easy
- Process Overview
- Questions & Answers

EXCITING NEWS! NEW BADGING OFFICE

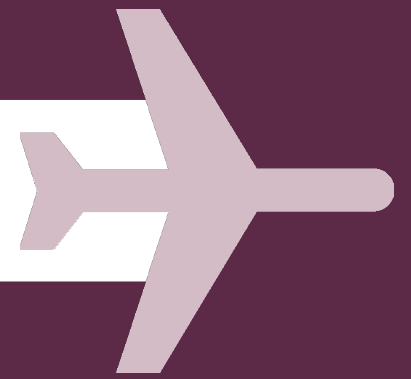




COMPANY PROCESS



NEW COMPANY PROCESS



- Awarded a contract
- Letter of Sponsorship
- Establish the Company & Authorized Signatory





BADGING PROCESS



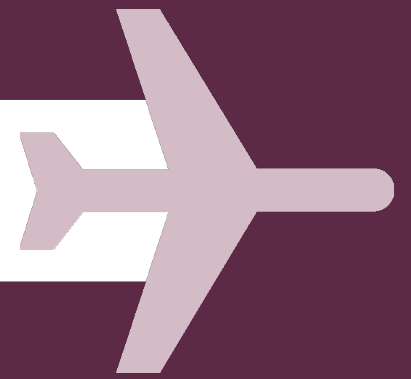


REVIEW IDENTIFICATION DOCUMENTS



PHX DVT BYR

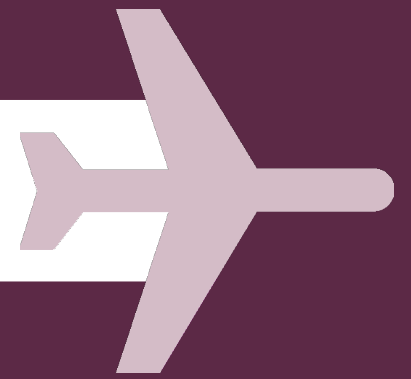
BADGING 1, 2, 3



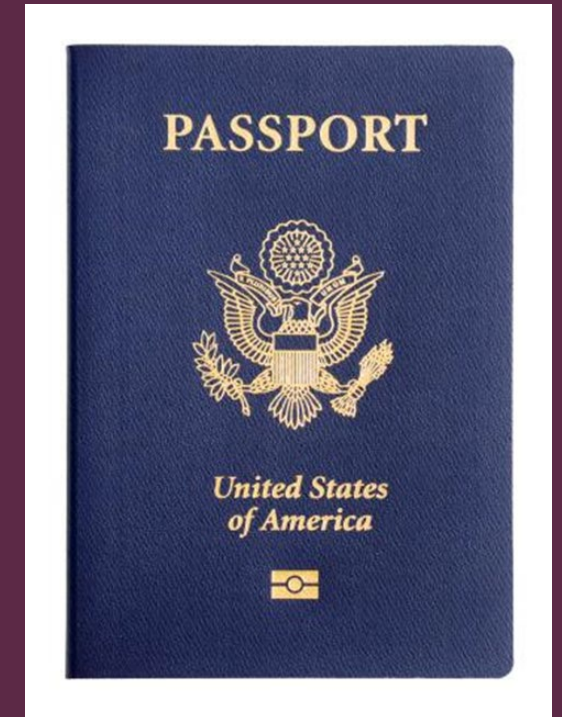
1. Application submitted & Appointment made
2. Finger printing & Background submission
3. Training & Badge print



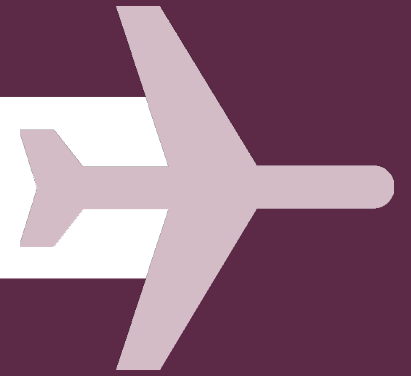
INITIAL PROCESSING



- Verify documents
- Take fingerprints
- Collect payment
- Print Temporary Badge



PROCESSING FEES



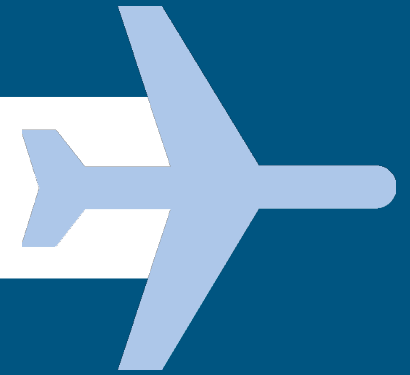
- \$39 Initial Fingerprinting
- \$50 Refundable Badge Control Fee
- \$10 Renewal or Reprint





AVIATION SECURITY





DIRECTIVE

Concessionaires, restaurants, and vendors may use knives necessary for food preparation.

The Chef's / Cook's / Gyuto Knife



The Utility Knife / Petty



The Pairing Knife



The Santoku Knife



The Bread Knife



The Cleaver / Chinese Knife



The Kitchen Scissors

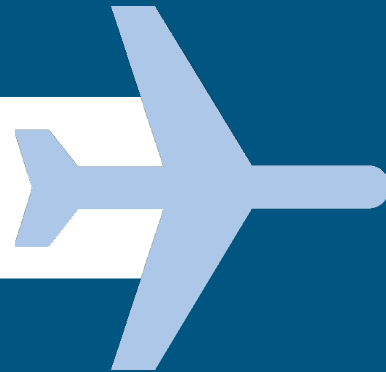


The Steak Knife



The Boning Knife /





KNIFE LOG



PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT

Public Safety and Security

Concessionaire Knife Log

# of Knives	Description	Sunday Date:		Monday Date:		Tuesday Date:		Wednesday Date:		Thursday Date:		Friday Date:		Saturday Date:	
		AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
11															
12															
13															
14															
15															
16															
17															
18															
19															
20															

Location & Hours: _____ Company/Lessee Name: _____

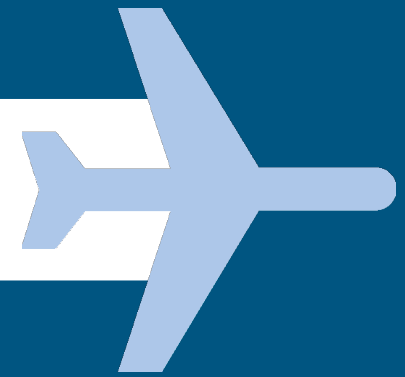
Point of Contact/MGR: _____
Name Phone Email

REPORTING LOST/STOLEN KNIVES IMMEDIATELY
call 602-273-3311 PHX Communication Center
Must provide:

- Name of person reporting the incident
- Name of business
- Time knife was deemed unaccounted
- Number of knives loss of stolen
- Date/shift and time of incident

REV-8-2021

SECURITY NOTICE



SECURITY NOTICE

The list of TSA Prohibitive Items available at www.tsa.gov are not permitted in the Sterile Area of the airport*

Concessionaires, restaurants, or vendor staff may use knives necessary for food preparation (chef's knife, cleaver, etc.). Tenants conducting food preparation who utilize these prohibited items must follow the protocol for transferring, securing, documentation and reporting.

Knives for food preparation **shall** be delivered through vehicle gates. When disposing, knives shall be disposed off-site.

SECURING Knives shall be secured in a lockable container during non-operating hours.

DOCUMENTATION Knives used during food preparation must be physically checked and verified. All must be listed individually and identified on the log provided by PHX. This standard knife log is kept for 2 months to ensure compliance and requires:

- Name of the Company and/or Name of Sub-Lease holder
- Location
- Point of Contact (Name, Email, Phone number)
- Month & Day
- Number of Knives
- Hours of Operation
- Initial of employee verifying am count (opening) and pm count (closing)

REPORTING - In the event a knife becomes unaccounted, the concessionaire, restaurant, or vendor must immediately notify the **PHX Communications Center at 602-273-3311** and provide the following information:

- Name of person reporting the incident/Name of Business
- Location
- Time knife was deemed unaccounted
- Number of knives lost or stolen
- Date/Shift and time of incident

An investigation will be conducted jointly by PHX Security and the Tenant.

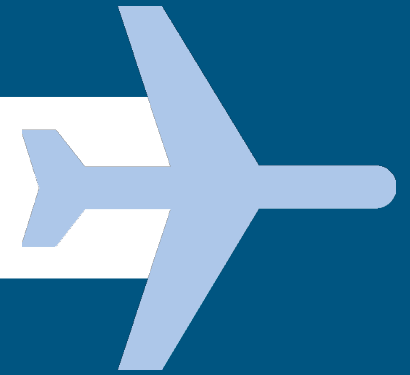
Report will be prepared by the PHX Security with copies of all relevant documents and recommendations for further action. The report will be submitted to the Airport Security Coordinator for further distribution to TSA.

*Knives described below (Figure 1) are allowed for employees and patrons to use for dining and at restaurants in the Sterile Area of the airport. These knives are described as a one-piece construction with the blade and handle made of the same material; the blade must have a blunt or rounded tip or have serrations on one edge only.

FIGURE 1



Revised 09/01/2021



SEE SAY AIRPORT APP



We need your help to keep PHX clean, well-maintained and running smoothly.

See something that needs attention?

Report it.

Download the See Say Airport app to report incidents directly without having to make a phone call.

See Say Airport allows you to send descriptions of issues you see, plus photos or video. You can remain anonymous if you wish. Dispatchers will use your report to alert the airport's maintenance or security teams.

Download the See Say Airport app today!



AIRPORT EMPLOYEE PARKING OVERVIEW

Business & Properties Division
Lea Cons



PHX DVT BYR

GETTING SET UP

- **Contact the Airport Employee Parking Office**
 - 2425 E. Buckeye Rd., Phoenix AZ 85034
 - 602-683-3615, Option 1
 - Airportparking@phoenix.gov
 - Office Hours: Monday – Friday 8:00 AM – 5:00 PM
- **Submit complete paperwork with a copy of your Letter of Sponsorship**
 - Identify your company employee parking representative and receiving invoices
- **Employee Parking Facilities Location**
 - 44th Street Employee Lot
- **Manager Access & Cards**
 - Two (2) complimentary manager cards
- **Complete Parking Payment Portal account**



EMPLOYEE PARKING PAYMENT PORTAL



PHX DVT BYR

IMPORTANT PARKING PHONE NUMBERS

 PHX Airport Parking Hotline: 602-273-4545

 PHX Airport Employee Parking Office: 602-683-3615



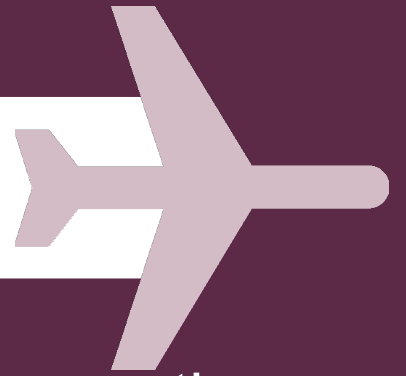
PHX AIRFIELD VEHICLE OPERATIONS

Airside Operations – Operations Division
Jody Springer



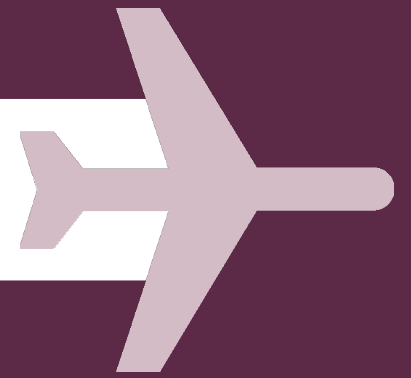
PHX DVT BYR

AIRFIELD DRIVING PRIVILEGES (ADP)



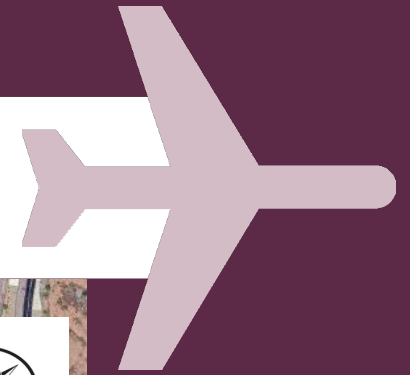
- Personnel must obtain an Airfield Driving Permit (ADP) prior to driving on the airfield. An ADP icon will be added to airport credentials
- Personnel must have a valid drivers license in their possession while driving on the airfield
- Appropriate Aviation Insurance is required prior to operating vehicles / equipment on the airfield
- Vehicle must be clearly identified with LOGO or Company Name on both sides of the vehicle
 - 12” Logo or 4” Letters
 - Vehicles with no Logo or Company Name must be escorted

DELIVERY ESCORT PROCEDURES

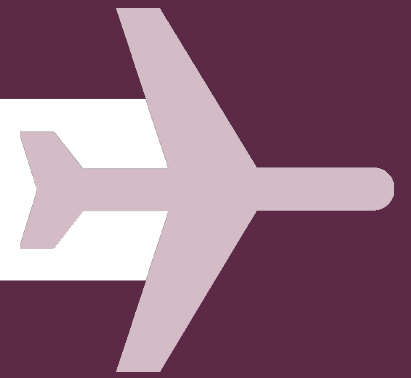


- Deliveries must utilize a security manned gate for vehicle and delivery inspection
 - Gate 220, 141 located in the center core will be primary access to terminals
 - Gate 141 will close April 2025
 - Gate 144 will be available as replacement until December 2025
 - Gate 248 south airfield and Gate 116 north airfield are available for use
 - Gate 141 will be relocated December 2025 to east side of airfield near the American Airlines Hangar and will be renamed Gate 125

DELIVERY ESCORT PROCEDURES

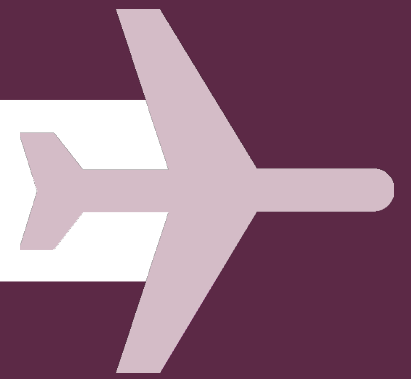


ESCORT PROCEDURES

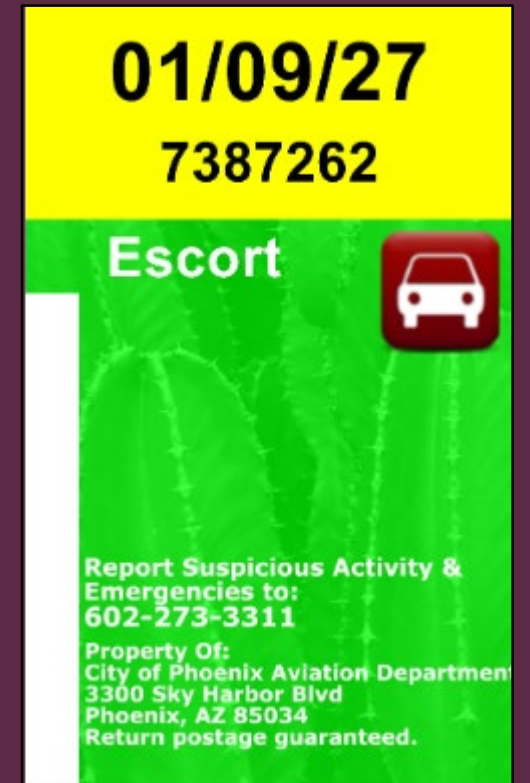


- Individual providing airfield escort must have approved Escort Privileges with ESCORT icon located on their airport credentials
- Vehicle Service Roadways (VSR) should be used at all time or as much as possible
- Aircraft **ALWAYS** have the right of way on the airfield
 - Maintain situational awareness and be aware of your surroundings for aircraft and other operating vehicles / equipment
- Movement Area (Taxiway and Runway) is **strictly prohibited**
 - Violations are subject to Notice of Violation (NOV), suspension of ADP and/or Airport credentials

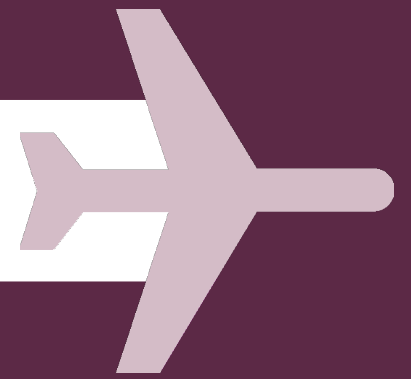
ESCORT PROCEDURES



- The escort **must make contact** with the individual being escorted and insure the following
 - Discuss escort procedures and guidance with driver (These are covered in training)
 - Insure driver is aware Firearms, Explosives, Deadly Weapons are not allowed on the airfield
 - Tools are allowed
- The escort must remain with the individual being escorted at **ALL times**



ESCORT ASSISTANCE



- For safety purposes Operations will escort all oversize vehicles on the airfield
 - Tractor Trailers, Over Height Vehicles, etc.
 - Box trucks are not considered oversize
 - Beware of both vehicle and airport height limits as height restrictions vary thru out the airport (6'8" to 15')
- Operations will assist with any questions or emergency escort needs
 - Call Supervisor 602-273-2008 or Command Center 602-273-3302
- Due to liability issues Operations will not escort scheduled deliveries
 - Oversize vehicles should not be used for scheduled deliveries

TENANT TECHNOLOGY SERVICES (TTS)

Technology Division
Mike Gander



PHX DVT BYR

What Is Tenant Technology Services (TTS)?

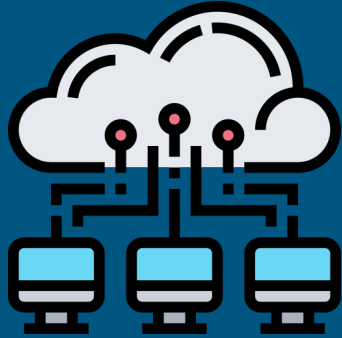
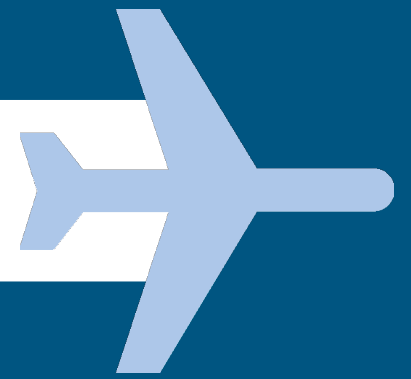


image: Flaticon.com

Network As A Service

PHX provides:

- Internet service
- Network hardware (routers, switches, firewalls, wireless, etc)

Tenant provides:

- End devices (PCs, point of sale devices, printers, time clocks, etc)

Can I Manage It Myself?

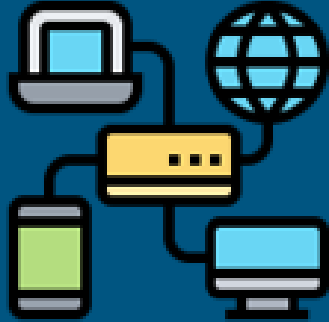
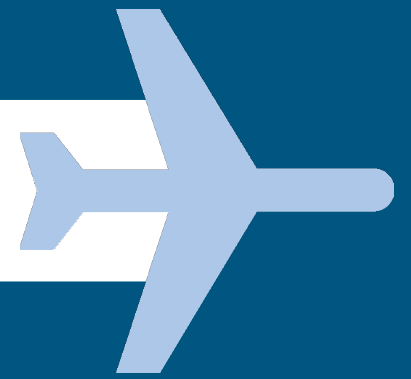


image: Flaticon.com

Bring Your Own Network

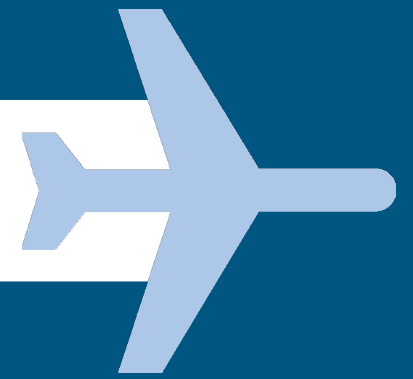
Tenant provides:

- Internet service
- Network hardware (routers, switches, firewalls, wireless, etc)
- End devices (PCs, point of sale devices, printers, time clocks, etc)

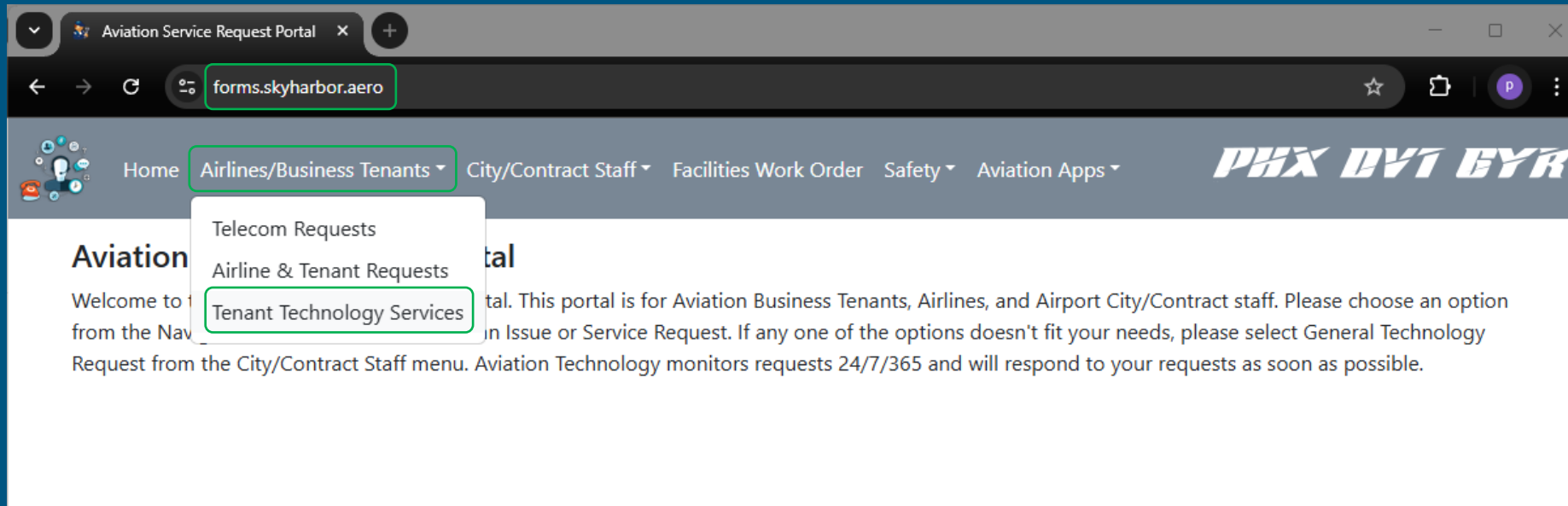
Fiber cabling:

- Tenant leases fiber from PHX

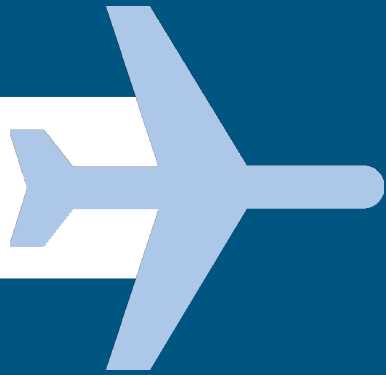
Where Can I Learn More About TTS?



<https://forms.skyharbor.aero>



Tenant Technology Service (TTS) Request



Aviation Service Request Portal

PHX DVT GYR

Tenant Technology Services Request



Network Services

A dark blue rounded square button containing a white Wi-Fi signal icon and the text "Network Services".

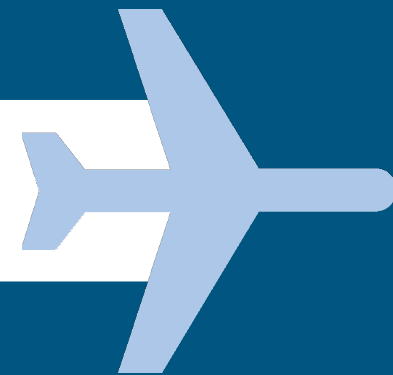
Flight Information Display

A dark blue rounded square button containing a white icon of an airplane on a screen and the text "Flight Information Display".

Equipment Colocation

A dark blue rounded square button containing a white icon of a server rack and the text "Equipment Colocation".

Timely On-Site Tech Support



- Carrier-grade, resilient IT Infrastructure
- Quick start-up/activation
- 24x7x365 On-site level 1 tech support
- One number to call: 602-273-HELP

SUSTAINABLE GOALS IN SHARED OPERATIONAL SPACES

Facilities & Services Division
Brett Aiken



PHX DVT BYR

Sustainability & Resiliency Focus Areas



DOCK COLLECTION BIN

65 Units at 13 Locations

- Keyless locking lid to prevent FOD
- Inner gasket seal to prevent odor from getting out and pests getting in.



COMPOSTABLES ONLY

- | | | | |
|---|---|--|--|
| 
BREAD, PASTA
GRAINS | 
FRUITS
& VEGETABLES | 
MEAT
& DAIRY | 
COFFEE GROUND
TEA BAGS |
| 
EGG SHELLS | 
GREASY PIZZA BOXES
& PAPER BAGS | 
NAPKINS &
PAPER TOWELS | 
COMPOSTABLE
PRODUCTS |

GREEN BAGS ONLY



PHX DVT BYR

FUTURE FRIENDLY: AVIATION SUSTAINABILITY

TENANT COLLECTION BIN

Every tenant will be allotted one bin unless they request additional based on their operational needs.

- 1 - slim compost bin
- 1 - odor catching lid
- 1 – transportation dolly
- 1 year stock of green bags



TRAINING MATERIALS

COFFEE GROUNDS & TEA BAGS

EGG SHELLS

MEAT & DAIRY

GREASY PIZZA BOXES & PAPER BAGS

FRUITS & VEGETABLES

NAPKINS & PAPER TOWELS

BREAD, PASTA & GRAINS

COMPOSTABLE PRODUCTS

PHX
FUTURE FRIENDLY: SKY HARBOR SUSTAINABILITY

USE GREEN BAGS ONLY
IN THE COMPOST CONTAINER.
IF YOU ARE RUNNING LOW, CONTACT
THE RECYCLING COORDINATOR.

ONCE THE COMPOST
CONTAINER IS FULL, USE IT TO
TRANSPORT GREEN BAGS TO
THE DOCK CONTAINERS.

QUESTIONS?
CALL THE RECYCLING COORDINATOR
602-273-2014

TRASH

RECYCLABLES

PHX DVT BYR
FUTURE FRIENDLY: AVIATION SUSTAINABILITY

Posters for display in Back of House Employee areas and hallway corridors.

DESIGNATED SPACE

The 13 dock locations were striped in green to ensure they are kept clear and accessible for ease of access to the collection bins.



AIRSIDE DOCK ETIQUETTE AROUND COMPOST BINS

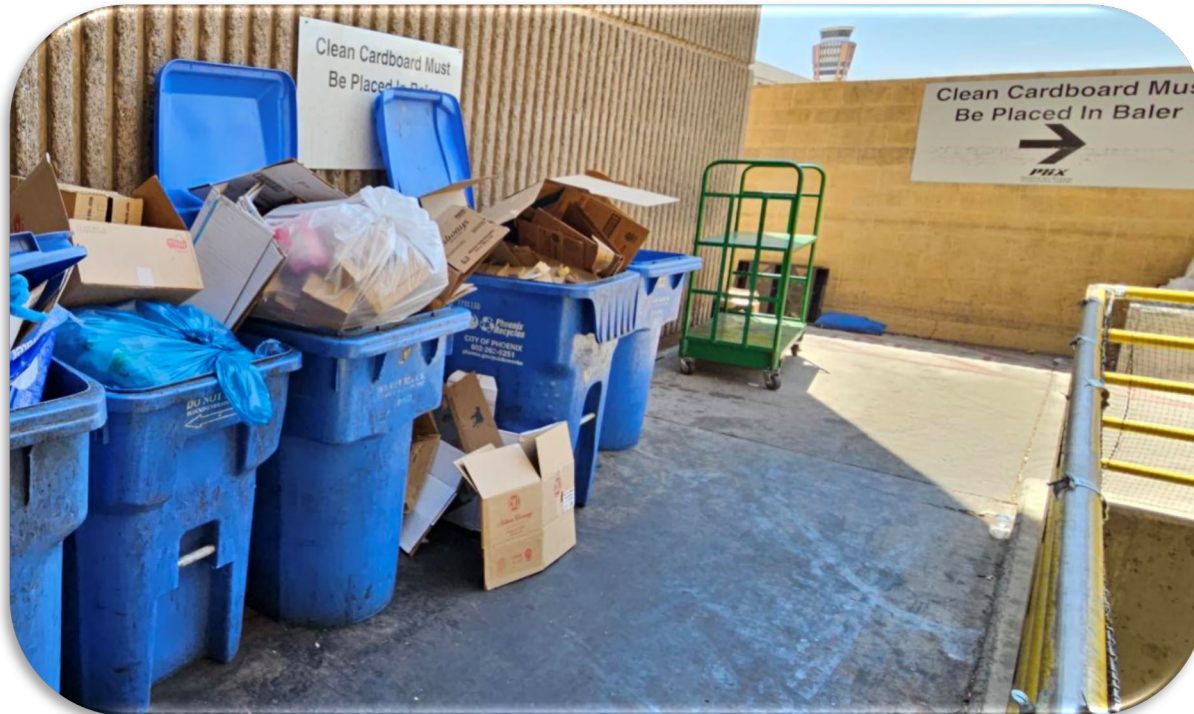


The compost program utilizes more dock space for collection.

Keeping the areas in front of them as clear as possible so that they are easily accessible is essential to making this program a success.

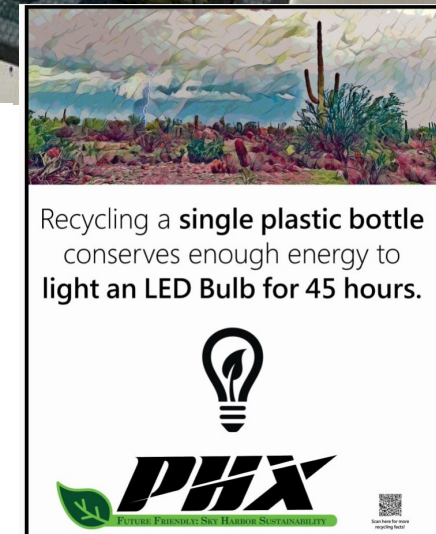
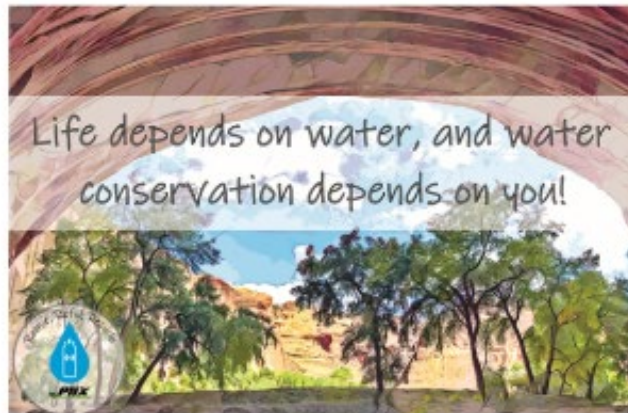
CARDBOARD

- Cardboard must be placed into the balers (where applicable).
- This will allow us to focus more resources to run the food scraps program in conjunction to make both waste collection streams a success.



ACCOMPLISHMENTS

- Recycling infrastructure and signage
- Liquid collection stations
- Waste/source reduction education
- Dashboard of metrics
- Composting





PHX DVT BYR

FUTURE FRIENDLY: AVIATION SUSTAINABILITY

<https://www.skyharbor.com/about-phx/sustainability>

Brett Aiken

PHX Airport Recycling Coordinator

brett.aiken@phoenix.gov

602-206-5694



QUESTIONS?



PHX DVT BYR

Have More Questions? Contact Us



skyharbor.com/airport-business/



busopps.aviation@phoenix.gov



(602) 273-3390



PHX DVT BYR

