

TBIT TICKET COUNTER ASSIGNMENT PROTOCOLS

COUNTER ALLOCATION PROTOCOL

1. Authority:

- a) LAWA GATE Management team will develop and provide resource allocation protocol.
- b) LAWA Gate Management team will plan and assign common use ticket counter positions based on schedules submitted by the airlines.
- c) LAWA Gate Control in the ARCC will manage day to day counter allocation requirements.

2. Methodology:

- a) Base Counter positions will be allocated for a period of 240 minutes prior to departure. Assignment that are greater or less than this may be accommodated in coordination with Terminal Management.
- b) All airlines operating at TBIT will be assigned a “base” allocation of four (4) ticket counters irrespective of aircraft size, seat configuration, or passenger counts.
- c) A principle of “add-on” positions to the base allocation will be adopted to provide adequate number of positions for larger counts of passenger processing. See table directly below for final allocations. Add-on position timings may vary from the Base Allocation.
- d) Multiple flights with departure times within 90 minutes are expected to consolidate processing and will be assigned a modified “add-on” number of ticket counters.
- e) During periods of high demand airlines may be required to scale down the number of ticket counters during the last 30-45 minutes prior departure but at no time will this be less than four (4) counter positions.

Single Flight			
Seat Count	Base Allot	Ad-On	Final Allot
<200	4	0	4
201-300	4	2	6
301-400	4	4	8
>401	4	6	10

Two Flights – Overlapping Departures within 90 Mins			
Seat Count	Base Allot	Ad-On	Final Allot
<200	4	2	6
201-300	4	4	8
301-400	4	6	10
>401	4	8	12

Three or more Flights – Overlapping Departures within 90 Mins			
Seat Count	Base Allot	Ad-On	Final Allot
<200	4	4	8
201-300	4	6	10
301-400	4	8	12
>401	4	10	14

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3. Rules and Expectations:

- a) Transit flights:
All transit flights will be allocated the base allocation of four (4) ticket counters.
- b) Multiple flights within the 90-minute period with different aircraft type and seat capacity will receive a final allocation which is a derivative of the average seat counts of the flights involved.

4. Other Considerations

- a) Additional ticket counter positions or extended hours at assigned ticket counter positions will be assessed on a case-by-case basis and approved if the request can be accommodated. Airlines must be prepared to comply with assignments provided per protocol described above.
- b) Any change to ticket counter position assignments on the day of operation must be coordinated through Gate Control in the ARCC.
- c) Ticket counter position assignments of a delayed flight (with prior delay notice) may be changed to avoid impacting adjacent operation of a scheduled on-time flight. The scheduled on-time flight will have priority.
- d) Ticket counter position assignments of a delayed flight (without prior delay notice) may be required to close operations at assigned positions if the operation impedes on another airline's operation. Alternate ticket counter assignments for continued operations will be made by ARCC Gate Control.