



City of Phoenix Aviation Department Rules and Regulations

Number: 04-04

Authority

This Rule and regulation is promulgated pursuant to City Code Chapter IV. Article I. 4-4.

Rule and Regulations

Queue Lines in Front of Counters in Terminals

The purpose of this regulation is to establish standards for queue lines in front of rental car and airline ticket counters in terminals at Sky Harbor International Airport, for the safe, efficient and orderly use of the Airport. Based on increased passenger traffic, the Aviation Department will allow an air carrier or rental car company to establish queue lines in the terminals under the following conditions. A written request to install queue lines must be submitted to the Deputy Aviation Director for Business and Properties. A diagram detailing queue line size, layout, and signs must accompany the request. The Deputy Aviation Director for Business and Properties will provide written notification of the approval or disapproval of a submitted queue line layout.

To maintain and enhance safety, efficiency and terminal design uniformity, all tenants must adhere to the following queue line standards:

Equipment

All stanchions must be those provided by the Aviation Department. Stanchions must be connected in arrangements that are parallel and perpendicular to the counter with each row formed not exceeding three feet in width. The use of free-standing (moveable or fixed) podiums are not permitted in the queue line area. All signs placed on the stanchions are subject to the airport's sign approval.

Queue Line Limitations

The Queuing Area is defined as an extension of the leasehold area in which customers are uniformly held in position while awaiting a service provided at the counter. Limitations are as follows:

1. The queuing area is limited in **length** to the actual length of the leased counter unless otherwise approved. Queue lines will not extend into an area directly in front of another tenant's counter.
2. Queuing area depth measurements begin at the counter's front edge and proceed directly outward from that edge to a maximum depth of **ten feet**. However, due to proximity of obstructions, airport exits, heavy passenger flow areas and other related items, the maximum depth may not be permitted.
3. Adjoining lease area queue lines must not connect.
4. Queue line entrance and exit(s) must be consistently positioned to conform with the approved layout. Interference with emergency exits, heavy passenger

