



PHOENIX DEER VALLEY AIRPORT



PHOENIX SKY HARBOR INTERNATIONAL AIRPORT

America's Friendliest Airport™



PHOENIX GOODYEAR AIRPORT

City of Phoenix Aviation Department Rules & Regulations

Number: R&R 10-03

Authority: This Rule and Regulation (Rule) is promulgated pursuant to Phoenix City Code Chapter 4, Article I, Sec. 4-4

Rule and Regulation: Queue Lines in Front of Airline Ticket Counters Inside Terminals

Purpose

The purpose of this Rule is to establish Aviation Department standards for airlines to manage passenger queue lines using stanchions in front of airline ticket counters at Phoenix Sky Harbor International Airport (Airport).

Queue Design Request

Airlines redesigning queuing at an existing ticket counter, deviating from current approved queue designs, or moving to a new location must submit a Queue Design Request at least two (2) weeks prior to planned use. A detailed diagram of the queue line size, layout, signs, stanchions, post-mounted objects, and other associated equipment (together, the queue design) must accompany the request and be sent to the Terminal Operations Manager at gate.requests@phoenix.gov. A written response to the queue line request will be provided within five (5) business days. The queue design must be approved in writing before it can be implemented.

Equipment

Stanchions must be approved by the Terminal Operations Manager and connected in arrangements that are parallel and perpendicular to the ticket counter. Stanchions and post-mounted objects in the queuing areas must meet Americans with Disabilities Act of 1990 (ADA) minimum standards. Stanchions will be provided by the Aviation Department to those airlines using common use ticket counter space. For more detail refer to R&R 10-01 "Gate Utilization and Shared Terminal Equipment", section 4.8, "Stanchions".

Queue Line Limitations

The queuing area is defined as an extension of the area in which customers are uniformly held in position while awaiting service at the ticket counter. The queue lines, entrances, and exits are required to meet the minimum standard accessibility width and



PHOENIX DEER VALLEY AIRPORT



PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT

America's Friendliest Airport™



PHOENIX GOODYEAR AIRPORT

City of Phoenix Aviation Department Rules & Regulations

turning area measurement standards established by the ADA. It is the responsibility of each airline to maintain a safe and secure queuing area for all customers.

Limitations are as follows:

1. The queuing area is limited to the actual length of the assigned or leased ticket counter unless otherwise approved by the Terminal Operations Manager. Queue lines will not extend into an area directly in front of another airline's ticket counter.
2. Queuing area depth measurements begin at the ticket counter's front edge and proceed directly outward from that edge to a maximum depth of 28 feet.
3. Interference with emergency exits or heavy passenger flow areas of neighboring airline space will not be permitted.

Due to the proximity of obstructions, Airport exits, heavy passenger flow, and other related issues, the maximum depth may be reduced at the discretion of the Terminal Operations Manager.

Maintenance

To facilitate cleaning, Aviation Department custodial staff will periodically move the stanchions away from the ticket counter. Proper stanchion repositioning per the approved queue design is the responsibility of the airline. All questions regarding queue line approval procedures or installation should be directed to the Terminal Operations Manager or his/her designee at gate.requests@phoenix.gov.

The foregoing Rule is hereby adopted and promulgated this 22nd day of April, 2026.

Chad R. Makovsky, A.A.E.
Aviation Director

Carolina Potts
Assistant Chief Counsel