

MINIMUM STANDARDS  
FOR  
COMMERCIAL AERONAUTICAL SERVICES  
AT THE  
PIEDMONT TRIAD INTERNATIONAL AIRPORT  
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PIEDMONT TRIAD AIRPORT AUTHORITY

7/25/2017

## SECTION 1

### DEFINITIONS

As used in these Minimum Standards, the terms set forth below are defined as follows:

- **Airport** - the Piedmont Triad International Airport in Guilford County North Carolina.
- **Authority** - the Piedmont Triad Airport Authority.
- **Agreement** - the written lease or operating agreement between the Authority and an Operator specifying the detailed terms and conditions under which the Operator will hold its premises and conduct Commercial Aeronautical Services at the Airport.
- **Commercial Aeronautical Service** - any commercial service provided to the public at the Airport that involves, makes possible, or is required for the operation of aircraft, or that contributes to or is required for the safety of such operations.
- **Executive Director** - the Executive Director of the Authority, or his or her designee.
- **FAA** - Federal Aviation Administration.
- **General Fixed Base Operation (FBO)** - a Commercial Aeronautical Service Operation that provides all of the essential FBO services specified in Section 4.1. An FBO may also provide one or more of the specialized services described in Section 5 if the FBO meets all of the Minimum Standards for the additional service or services.
- **Normal Business Hours** - the hours of 6 a.m. to 6 p.m. each day.

- Operator - a party performing one or more Commercial Aeronautical Services at the Airport to which these Minimum Standards apply.
- Specialized Aviation Service Operation (SASO) - a Commercial Aeronautical Service operation providing either a single service or limited services within one or more of the classifications set forth in Section 5.
- TSA - the Transportation Security Administration.

## SECTION 2

### GENERAL PROVISIONS

#### 2.1 Purposes.

The Authority has established these Minimum Standards to achieve the following purposes, among others:

- Promoting safety in all Airport activities;
- Maintaining high quality commercial services for all Airport users;
- Defining the minimum operating thresholds for prospective Operators;
- Protecting Airport users from unlicensed and unauthorized products or services;
- Ensuring the efficiency of Airport operations;
- Facilitating competition among Commercial Aeronautic Service providers at the Airport to promote fair pricing and quality service to the public;
- Promoting orderly development of Airport property; and
- Providing a baseline for lease development.

#### 2.2 Governing Rules and Guidance.

These Minimum Standards have been prepared in conformity with the following:

- *FAA Airport Sponsor Assurances;*
- *FAA Advisory Circular 150/5190-7, Minimum Standards for Commercial Aeronautical Activities;*

- FAA Advisory Circular 150/5190-6, *Exclusive Rights at Federally Obligated Airports*; and
- FAA Order 5190.6B, *Airport Compliance Manual*.

### 2.3 Applicability.

These Minimum Standards shall apply to all Commercial Aeronautical Service providers at the Airport, except for parties whose operations at the Airport consist exclusively of one or more of the following activities:

- Common carrier passenger or cargo service;
- Aircraft manufacturing;
- Maintenance, repair or overhaul services, and incidental fueling, for commercial or military aircraft; Maintenance, repair or overhaul services, and incidental fueling, for aircraft that are manufactured by the service provider;
- Ground handling services for commercial carriers;
- Non-commercial aircraft operations by private, corporate or non-profit aircraft owners and operators;
- Maintenance, repair, fueling and other services that an aircraft owner or operator performs on the owner or Operator's own aircraft;
- Maintenance by a pilot of an aircraft that is being operated by the pilot; or
- Aircraft operations by aircraft that are not based at the Airport and that are using the Airport on a transient or itinerant basis. Such operations must be conducted in accordance with all applicable rules, regulations, and procedures established by the Authority and the FAA.

The requirements imposed by these Minimum Standards, if applicable, are not all-inclusive. Operators are also subject to the terms and conditions of their Agreements with the Authority and to all applicable federal, state, and local laws, codes, ordinances, rules and regulations, as amended from time to time, including the Rules and Regulations of the Authority.

#### 2.4 Existing Agreements.

If an Operator has an existing Agreement with the Authority at the time these Minimum Standards are adopted or amended, and if compliance with these Minimum Standards by the Operator would create a conflict with any provisions of the existing Agreement, the conflicting provisions of the Agreement shall prevail until such time as the Agreement is amended, or a new Agreement is entered into between the Airport and the Operator, at which time the Operator shall comply with all of these Minimum Standards as in effect at the time of such amendment or new Agreement.

#### 2.5 Waivers.

The Executive Director may (but in no event shall be obligated to) waive one or more of the Minimum Standards applicable to an Operator for good cause shown upon written request by the Operator, provided that the Executive Director finds that such waiver would not adversely affect public safety, the quality of service to be provided by the Operator to the public, or Airport finances or operations, and provided that such waiver would not violate any applicable Federal, State, local or other law, ordinance, rule, or regulation, or any of the Authority's grant assurances. In the event the Executive Director exercises his or her authority under this Section 2.5 to waive any provision of these Minimum Standards, the decision and the grounds therefor will be set forth in writing and shall be available to the public.

## **2.6     Enforcement.**

Each Operator shall be obligated to comply with these Minimum Standards throughout the term of its Agreement with the Authority. If an Operator fails to comply in any respect with these Minimum Standards and fails to correct such violation within the time for curing defaults under its Agreement, the Authority may terminate the Operator's Agreement in accordance with the default provisions thereof and may revoke the Operator's right to conduct business at the Airport.

## **2.7     Interpretation and Enforcement.**

The Authority shall decide all questions regarding the interpretation of these Minimum Standards and an applicant's or Existing Operator's conformity herewith based on such evidence or other factors that the Authority determines to be relevant.

## **2.8     No Through the Fence Operations.**

The Authority shall not permit taxiway access to the airfield from property outside the Airport boundary. Such operations are not supported by the FAA, interfere with the Authority's ability to perform its federal obligations and are detrimental to the operation of the Airport.

## **2.9     Subordination.**

These Minimum Standards, and any Agreement that the Authority enters into with an Operator, shall be subordinate and subject to the provisions of any agreement between the Authority and the United States Government the execution of which has been, or may in the future be, required as a condition precedent to the receipt by the Authority of federal funds or property, or to the expenditure of federal funds, for the development of the Airport.

**2.10     Savings Clause.**

The invalidity or unenforceability of any provision of these Minimum Standards shall not affect the validity or enforceability of any other provision of these Minimum Standards, and the remaining provisions shall be construed and enforced as if the invalid or unenforceable provision were not included herein.

**2.11     Existing Standards Superseded.**

The Authority's "Schedule of Minimum Standards for Commercial Aeronautic Activities, Fixed Base Operations/Manufacturer's Maintenance Base" adopted by the Authority on July 23, 1991, and in effect at the time of the adoption hereof, is hereby superseded in its entirety by these Minimum Standards as of the adoption hereof.

**2.12     Reservation of Right to Amend.**

The Authority reserves the right to adopt from time to time such amendments to these Minimum Standards, and such new Minimum Standards, as the Authority determines are necessary or desirable for the benefit of the general public or the operation of the Airport.



## SECTION 3

### STANDARDS APPLICABLE TO ALL OPERATORS

Each Operator must comply with the requirements set forth in this Section 3, which, except as otherwise indicated, shall apply across the board to all Operators regardless of their classification, in addition to such Operator meeting the standards in Sections 4 and 5 that are specific to the type of Commercial Aeronautical Services that are being provided by such Operator.

#### 3.1 Agreement.

Before making any improvements or commencing any operations at the Airport, a prospective Operator must enter into a written lease or other agreement with the Authority specifying the terms and conditions under which the Operator will make any necessary improvements to its leased premises and conduct its operations at the Airport, including, without limitation, a description of the Operator's premises; the specific type and level of services to be provided by the Operator; the term (duration) of the Agreement; the applicable rates, fees, and charges to be paid to the Authority; and the other rights, privileges, responsibilities and obligations of the parties. The conditions set forth in these Minimum Standards do not represent all of the provisions and covenants to be included in the Agreement. All Operators are required to comply with these Minimum Standards as well as their written Agreements with the Authority. In the event of a conflict between an Operator's Agreement with the Authority and these Minimum Standards, the terms of the Operator's Agreement will govern.

#### 3.2 Leased Premises.

All FBO Operators must lease a minimum of two acres at the Airport for their facilities, and all SASOs must lease a minimum of one-half acre. The Operator's premises may be leased directly from the Authority or under a sublease with an Authority tenant. The premises, in either case, shall include such

additional acreage as may be needed for the Operator's premises to accommodate the facilities that the Operator is required to provide under these Minimum Standards for the type of services the Operator is providing.

### **3.3      Required Facilities.**

Each Operator shall provide on its leased premises the specific facilities and accommodations that are required under Sections 4 and 5 hereof for the type of services that it offers, a paved aircraft apron of sufficient size and strength to support its operations, a sufficient number of paved parking spaces for its employees and customers, and any hangars, offices, waiting rooms, shops, storage areas or other improvements that are needed for the Operator to provide its services in a safe, accommodating and efficient manner. All of the Operator's facilities shall be of a suitable size and capacity to meet the anticipated demand for the Operator's services and shall be compatible with the design, materials and landscaping of the other facilities at the Airport.

### **3.4      Site Development Standards.**

The Operator's facilities may be situated only in those areas of the Airport specified for such use on the Authority's approved Airport Layout Plan and Airport Master Plan and must be compatible with the airfield and other facilities at the Airport. All construction undertaken by the Operator must meet all applicable FAA requirements, including remaining clear of designated airspace, FAR Part 77 surfaces, navigation aid critical areas, and line of sight criteria, and shall also meet all applicable building and fire codes, ADA requirements, and other standards that apply to the particular facilities or improvements that are being constructed. Before beginning construction of any improvements upon its premises, the Operator shall first submit proposed plans and specifications to the Authority for review and obtain the approval of the Authority for such plans and specifications, and all construction must be completed in substantial conformity therewith. The Authority shall hold title to all permanent improvements to the premises, whether or

not constructed by the Operator, subject to the leasehold rights of the Operator.

### **3.5      Conduct of Business Operations.**

The Operator shall conduct all of its business operations in a safe and professional manner consistent with the degree of care and skill exercised by experienced operators providing comparable products, services, and activities at similar airports in like markets. The Operator shall strive to consistently meet or exceed its customer's expectations by providing high-quality service in a timely manner. Operators are encouraged to exceed these Minimum Standards.

### **3.6      Operating Hours.**

All FBOs shall provide their essential services, as specified in Section 4.1, seven days a week, 24 hours a day, including holidays. All SASO services and non-essential FBO services shall be provided at least five days a week, exclusive of holidays, during Normal Business Hours.

### **3.7      Operator Certificates, Licenses, Permits.**

Each Operator shall obtain and maintain in full force and effect all FAA and other required certificates, licenses, and permits necessary for the services that the Operator provides and for the operations that the Operator is conducting at the Airport. The Operator shall provide the Executive Director with a copy of each of its required certificates, licenses, and permits, and any renewals and modifications thereof.

### **3.8      Management Control and Supervision.**

Each Operator shall provide adequate management control and supervision for all of its operations at the Airport. The Operator shall have a minimum of one designated manager or assistant manager on duty during Normal Business Hours, and shall have a Manager or Assistance Manager on call, with a

maximum response time of one hour, at all other times the Operator is conducting its operations. Operators shall also have management personnel on call for emergency services outside the Operator's regularly scheduled hours, with a response time of no more than 60 minutes.

### **3.9      Personnel Requirements.**

During all operating hours, each Operator shall have on duty trained and qualified personnel in such numbers as are needed for such Operator to comply with the personnel requirements specified in Sections 4 or 5 hereof for the type of services that it offers and for the Operator to meet the reasonably anticipated demand for such services in a prompt and efficient manner. All personnel shall have the experience, certificates, and ratings necessary for the performance of their duties. The Operator shall provide the Executive Director with copies of records of staff qualifications and training, and with all required certificates for its personnel.

### **3.10     Personnel Conduct.**

The Operator's employees shall, at all times, be neat and courteous, and shall carry appropriate identification as required by the Authority, the FAA or the TSA. The Operator's employees may not use, possess, or be under the influence of alcohol, illegal drugs, or controlled substances while on the Airport, nor possess firearms at the Airport. Each Operator shall closely monitor its employees to ensure compliance with these provisions, and performance of consistent high-quality service.

### **3.11     Maintenance.**

Except as otherwise provided in its Agreement, the Operator shall, at its sole cost and expense, maintain, repair, and keep in good condition at all times all of its leasehold premises and operating equipment.

### 3.12 Equipment.

Each Operator shall have on hand at its facility any aircraft or other specific equipment that is required in these Minimum Standards for the type operation that it is conducting and such other equipment as may be needed to provide its services in a safe, adequate, and efficient manner. If the Operator is required to have any aircraft at its facility, the aircraft must be either owned by the Operator or leased in writing by the Operator on a full-time basis. All equipment, whether owned or leased by the Operator, shall be under its exclusive control and shall be maintained in good working order.

### 3.13 Airport Security.

Each Operator, its employees, agents, and contractors, shall:

- Abide by all provisions of the Authority's Airport Security Plan approved by the FAA or TSA, and institute and carry out all security measures required in such Security Plan, as such Plan may be amended from time to time;
- Successfully complete the security training required by the Authority and the TSA prior to gaining access to restricted areas of the Airport (including but not limited to the AOA and SIDA);
- Successfully complete a background check and security threat assessment as required by the Authority or TSA for all of its personnel, obtain the appropriate security badging for all of its personnel, and provide all necessary documentation to the Executive Director prior to allowing its personnel access to secured areas of the Airport (including but not limited to the AOA and SIDA); and
- Fully comply with all applicable Airport, TSA, and FAA security regulations, including but not limited to 14 CFR Part 139 and 49 CFR Parts 1540 and 1542.

### **3.14     Insurance and Indemnification.**

The Operator shall procure and maintain, during the full term of its Agreement, insurance of the types and minimum limits specified in its Agreement with the Authority, including commercial general liability insurance, and such other insurance as may be specified in the Agreement, such as aviation, automobile, hangar keeper and products liability insurance, and property and casualty insurance. The Authority, and its directors, officers, agents, and employees shall be named as additional insureds on all of the Operator's liability policies, other than Workers' Compensation Insurance; and the Authority shall be named as loss payee for all property insurance policies covering property of the Authority. The Operator's Agreement shall contain a hold harmless and indemnity provision in favor of the Authority and the Authority's directors, officers, agents, and employees.

### **3.15     Environmental Requirements.**

Each Operator shall strictly comply with all applicable environmental laws, rules, regulations, and policies of federal, state, and local authorities, and of the Authority. The Operator shall be responsible to the Authority for the lawful handling and disposal of hazardous materials used by the Operator or present upon its premises.

### **3.16     Economic Non-Discrimination.**

All of the Operator's services to the public at the Airport shall be furnished in a reasonable and not unjustly discriminatory basis to all users thereof, and the Operator's charges for each unit of service shall be reasonable and not unjustly discriminatory, provided that the Operator may grant reasonable and not unjustly discriminatory discounts, rebates or other similar type of service reductions to volume purchasers.

### 3.17 Legal Compliance.

The Operator shall comply with all federal, state or local statutes, ordinances, regulations, and standards applicable to the Operator, to its facilities or to its business at the Airport, including, but not limited to, the rules and regulations of the FAA, the TSA, and the Authority and FAA Advisory Circulars.

### 3.18 Subcontracting Services.

An Operator may subcontract with other parties, whether subtenants or licensees, to provide any of its Commercial Aeronautical Services, provided that the subcontracting of such services is not prohibited by any applicable rules or regulations, each subcontractor meets all of the requirements of these Minimum Standards and each subcontractor has been pre-approved by the Executive Director in writing. The Executive Director may grant or withhold such approval in the Executive Director's discretion. An Operator providing services through a subcontractor shall be fully responsible and liable for all acts, conduct, omissions, and errors of such subcontractor.

### 3.19 Subleasing Facilities.

In lieu of leasing its operating premises directly from the Authority, an Operator may provide the facilities required by these Minimum Standards by subleasing its premises from an Authority tenant. The use of sublet premises to satisfy the Operator's facility requirements under these Minimum Standards must be approved by the Executive Director in writing. The Executive Director may grant or withhold such approval in the Executive Director's discretion.

### 3.20 Multiple Use of Facilities.

An FBO that is providing services in addition to its essential services under Section 4.1 may use its FBO facilities to satisfy the facility requirements in Section 5 for such additional services, and a SASO may likewise use the same facilities

to satisfy the separate facility requirements of Section 5 for multiple specialized services, as long as, in either case, (i) the facilities would be adequate to meet the facility requirements of each service if such service were the only service that was being offered by the Operator, and (ii) the Executive Director determines that adequate space and facilities are available within the Operator's premises for conducting each of the separate operations in a safe and efficient manner.

**3.21     Multiple Use of Aircraft.**

If an Operator, whether an FBO or SASO, provides more than one service for which an aircraft is required under these Minimum Standards, the Operator may use the same aircraft to meet the separate aircraft requirements for each such service as long as (i) the aircraft would meet the requirements of each such service if such service were the only service that was being offered by the Operator, and (ii) the Executive Director determines that the Operator will be able to provide satisfactory services without additional aircraft.



## SECTION 4

### ADDITIONAL STANDARDS FOR A GENERAL FIXED BASE OPERATION

A General Fixed Base Operation (FBO) shall meet the General Standards in Section 3, the additional standards set forth in this Section 4, and the specific standards set forth in Section 5 for any additional Commercial Aeronautical Services that it also provides.

#### 4.1 Essential Services.

The Operator of an FBO shall provide, at a minimum, the following essential services in accordance with this Section 4:

- Aircraft Fueling and Lubrication;
- Line Services;
- Aircraft Maintenance and Repair; and
- Aircraft Hangar Services.

An FBO may, in addition, provide one or more of the services identified in Section 5 in accordance with the applicable requirements for such additional service or services.

#### 4.2 Aircraft Fueling and Lubrication.

a. Product. Each FBO shall have available for sale, through the equipment and facilities specified herein (i) at least one grade of aviation gasoline (Avgas), (ii) Jet A fuel, and (iii) aircraft motor oil and lubricants.

b. Fuel Storage Facilities. Each FBO shall have adequate fuel storage tanks, pumps, and other facilities to meet reasonably anticipated demand. Fuel storage facilities must be permanently installed and must have a sufficient storage and throughput capacity for both Avgas and Jet A fuel to maintain a

continuous supply for the Operator's customers. All newly installed fuel storage tanks shall be above ground.

c. Maintenance and Operating Standards. Each FBO Operator shall comply with all standards, codes, and requirements applicable to its aviation fueling service and to its fuel facilities and equipment, including, but not limited to, the following, as amended from time to time:

- National Fire Protection Association (NFPA) 407, "Standard for Aircraft Fuel Servicing";
- FAA Airport Circular 150/5230-4B, "Aircraft Fuel Storage, Handling, Training, and Dispensing on Airports";
- FAA Advisory Circular 00-34A, "Aircraft Ground Handling and Servicing";
- Code of Federal Regulations 14 CFR Part 43, "Maintenance, Preventive Maintenance, Rebuilding, and Alteration";
- Code of Federal Regulations 14 CFR 139.321;
- U.S. EPA, "Spill Prevention, Control, and Countermeasure (SPCC) Rule";
- Applicable State of North Carolina and Guilford County regulations and codes, as well as any other applicable Building and Fire Codes;
- Any fuel tank standards or specifications that are adopted by the Authority; and
- The Authority's Spill Prevention and Countermeasure (SPCC) Plan, or the FBO's own approved SPCC Plan, which must be consistent with SPCC Plan of the Authority.

d. Inspections. All FBO fueling services and systems shall be subject to inspection for spills, contamination, and

other hazards by the Executive Director or other Authority representative, and by appropriate State and local fire and safety officials.

e. Required Record Keeping. Each FBO Operator shall keep an up-to-date and accurate record of all deliveries to the Operator, and of all sales by the Operator, of aircraft fuel and aircraft motor oil and lubricants at the Airport, and shall maintain such records, and make them available for review by the Authority, for a minimum of three years after the recorded transactions.

f. Payment of Fuel and Oil Flowage Fees. Each FBO Operator shall pay to the Authority the fuel and oil flowage fees that it owes to the Authority, at the rates established by the Authority and in effect from time to time and shall keep such records, furnish such statements and other documentation, and submit to such audits, as the Authority shall require to prove the amount of such fees.

g. Solicitation. Each FBO Operator shall prohibit its employees and agents from soliciting its fueling services in a manner which, in the opinion of the Authority, is unprofessional, offensive, or objectionable.

h. No Direct Delivery. No Operator shall deliver fuel into any aircraft unless such fuel has first been placed in the Operator's fuel storage tanks on its leased premises.

#### 4.3 Line Services.

Each FBO shall provide, for the typical number and type of aircraft using the FBO during peak periods, a paved ramp of not less than 40,000 square feet for aircraft maneuvering and parking; adequate tie-down facilities and equipment, including ropes, chains and other types of restraining devices, and wheel chocks; and adequate loading, unloading, and towing equipment to safely and efficiently move and store aircraft under all reasonably expected weather conditions. Each FBO shall also provide adequate ground support equipment, including but not limited to, ground power and starting equipment, fire extinguishers, oxygen carts, portable compressed air tanks, washing and

cleaning facilities, and such other equipment, tools, supplies, and spare parts as may be reasonably required to service general aviation aircraft at the Airport in accordance with the manufacturers' recommendations.

#### **4.4      Aircraft Maintenance and Repair.**

Each FBO shall provide line maintenance and routine repair services for the types of general aviation aircraft that typically use the Airport. The FBO's maintenance and repair services shall be provided for both airframe and aircraft engines and shall meet the requirements for an aircraft maintenance and repair operation under Section 5.1.

#### **4.5      Aircraft Hangar Services.**

Each FBO shall provide hangar facilities with a floor area of not less than 12,000 square feet (counting the entire floor area of a single hangar or the combined floor area of multiple hangars). The size, height, door dimensions, and layout of the FBO's hangar or hangars shall be adequate to accommodate the types and sizes of general aviation aircraft that typically use the Airport and to accommodate the expected demand for the FBO's services. The FBO's hangar services shall meet the requirements of an aircraft hangar service under Section 5.2.

#### **4.6      Other Accommodations.**

In connection with the FBO's aeronautical services, each FBO shall also provide the following facilities sufficient to accommodate its customers and employees during peak periods:

- A comfortably furnished public waiting lounge;
- Restrooms;
- A Pilot's briefing and break room.

#### 4.7 Personnel.

Each FBO must meet the following personnel requirements:

- A staff of at least three must be on duty during Normal Business Hours and two on duty at all other times.
- The staff on duty during Normal Business Hours must include an FAA licensed mechanic and a Manager or Assistant Manager. An FAA licensed mechanic and a Manager or Assistant Manager must be on call, with a response time of not more than 60 minutes, at all other times.
- At all times, a qualified supervisor must be on duty who has completed an FAA aviation fuel training course in fire safety and who otherwise possesses sufficient training and qualifications to supervise the other staff.
- At all times, there must be a staff person on duty who qualifies as a customer service representative, a staff person who qualifies as a ramp attendant, and a staff person who qualifies as a fuel service worker.
- Multiple responsibilities may be assigned to a staff person as long as he or she possesses the necessary qualifications for each function and can efficiently perform all of the assigned jobs, and as long as the combination of responsibilities among staff members does not reduce the total staff below the number specified above for the applicable time of day.

The FBO shall also have on duty at all times any other personnel that are needed to meet reasonably anticipated demand, in an efficient manner, for the FBO's services and shall have on call any other personnel that may be needed for emergency services.

#### 4.8 Standard Operating Procedure.

Each FBO shall also develop and maintain Standard Operating Procedures (SOP) for its services. An FBO's SOP shall include a training plan, fuel quality assurance procedures, record

keeping, best management practices, Airport security procedures, and emergency response procedures for fuel fires and spills. An FBO SOP shall also address bonding and fire protection; public protection; control of access to fuel storage facilities and vehicles; and marking and labeling of fuel storage tanks and refueling vehicles. The SOP shall comply with the requirements of FAA Advisory Circular 00-3A and other applicable standards. A prospective FBO shall submit its SOP to the Authority for review, comment, and approval no later than 60 days before commencing activities at the Airport.

**4.9.     Pricing.**

All of an FBO's fuel prices and discounts, and all of its aircraft parking fees, shall be in line with prices at comparable airports.

## SECTION 5

### ADDITIONAL STANDARDS FOR SPECIALIZED AVIATION SERVICE OPERATIONS (SASOs)

An Operator of a Specialized Aviation Service Operation (SASO) shall meet the General Standards in Section 3 and the additional standards and special requirements that are set forth in this Section 5 for each of the services that it provides.

#### 5.1 Aircraft Maintenance and Repair.

a. Services. An Aircraft Maintenance and Repair Operator shall provide one or more of the aircraft maintenance and repair services for which an FAA Certificate is required under FAR Part 145. The Operator's services shall be limited to the specific services that are permitted by its FAA Certification.

#### b. Special Facilities, Equipment, and Supplies.

- An aircraft maintenance hangar of sufficient size to accommodate the largest aircraft that the Operator is rated to service;
- All other buildings and improvements required by FAR Part 145 for the Operator's services;
- One aircraft tug of sufficient power and braking weight to handle any aircraft the Operator offers to service at its facility;
- All equipment, and all tools, required by FAR Part 145 for the Operator's services; and
- An adequate supply of all necessary parts, equipment and accessories.

c. Personnel. The Operator shall have on duty during all business hours one or more aircraft mechanics who, individually or collectively, are certified by the FAA with appropriate ratings for the services to be performed by the Operator.

## 5.2 Aircraft Hangar Service.

a. Services. An Aircraft Hangar Service Operator shall provide one or more multi-aircraft hangar(s), or individual T-hangar(s), for rental to aircraft operators. Customers must have access to their aircraft at all times, to be provided by Operator personnel on duty or on call, for removal of their aircraft from the Operator's premises.

b. Special Facilities, Equipment, and Supplies. A minimum of one stand alone hangar or, in addition to or in instead of a stand alone hangar, not less than two T-hangar storage units.

## 5.3 Aircraft Sales.

a. Services. An Aircraft Sales Operator shall sell new or used aircraft to customers. The Operator shall sell new aircraft through a sales or distribution franchise or as a licensed dealer. The Operator shall provide suitable arrangements for satisfying any warranty that is given on the aircraft that it sells.

b. Special Facilities, Equipment, and Supplies.

- A suitable aircraft available or on call for sale or for use as a demonstrator;
- A customer waiting room; and
- Any facilities, and any equipment and inventory, that are needed for any warranty work that the Operator will perform on site.

c. Personnel. The Operator shall have sufficient trained personnel for demonstrating the aircraft that it sells. If flight demonstrations or aircraft checkouts are offered in connection with its sales, the Operator shall have a properly licensed pilot, with proper experience, to perform such demonstrations or check outs.



#### 5.4 Avionics Maintenance and Sales.

a. Services. An Avionics Maintenance and Sales Operator shall perform avionics and instrument maintenance, repair, and overhaul for its customers, and shall sell new and used avionic equipment and aircraft instruments. The Operator must hold an appropriate FAA Certificate under FAR Part 145 for the services that it offers.

b. Special Facilities, Equipment, and Supplies.

- Offices and workshop;
- A customer waiting room;
- All equipment and tools required under the Operator's Part 145 Certificate; and
- An adequate supply of all necessary parts, equipment, and accessories.

If the Operator provides avionics removal and installation services, the Operator must also have an adequately-sized hangar for the largest aircraft for which its services are offered.

c. Personnel. The Operator shall have on duty during all business hours at least one person who is an FAA-rated radio and instrument repairman.

#### 5.5 Aircraft Rental.

a. Services. An Aircraft Rental Operator rents or leases aircraft to the public.

b. Special Facilities, Equipment, and Supplies.

- At least one airworthy and FAA-certified aircraft; and
- A customer waiting room.

c. Personnel. The Operator shall have on duty sufficiently trained personnel for customer demonstrations, and pilot checkout and servicing, as necessary, for the aircraft that it rents or leases to customers. If flight demonstrations or pilot checkouts are offered as part of the Operator's aircraft rental service, its personnel must include at least one pilot holding a current FAA commercial pilot certificate with appropriate ratings.

#### 5.6 Aircraft Charter and Air Taxi.

a. Services. An Aircraft Charter and Air Taxi Operator shall provide air passenger or air cargo service for hire on a scheduled or on-demand basis under FAR Part 135. The Operator must hold an appropriate certificate from the FAA to conduct its operations and must comply in full with FAR Part 135.

b. Special Facilities, Equipment, and Supplies.

- At least one airworthy and properly certified aircraft capable of carrying one or more passengers or cargo and capable of instrument flight; and
- A customer waiting room.

c. Personnel. The Operator must have on duty for all flight operations at least one FAA certified commercial pilot with appropriate ratings and sufficient additional personnel to check in passengers and handle luggage or cargo.

#### 5.7 Flight Instruction.

a. Services. A Flight Instruction Operator shall provide aircraft flight training and instruction. The Operator must be certified under either FAR Part 141 or FAR Part 61 and, if certified under FAR Part 141, must provide its services under a flight training program approved by the FAA.

b. Special Facilities, Equipment, and Supplies.

- At least one airworthy and FAA-certified aircraft suitable for training customers in the flight training skills that are being offered by the Operator; and
- A ground school training room.

If the Operator is certified under FAR Part 141, the Operator's training room must meet the requirements for a pilot briefing area under 14 CFR 141.43.

c. Personnel. The Operator must have on duty a sufficient number of FAA certified flight and ground instructors with the proper experience and ratings to conduct the training and flight instruction that are being offered by the Operator.

5.8 Specialized Flying Services.

a. Services. A Specialized Flying Services Operator shall provide one or more of the following aeronautic services:

- Sightseeing;
- Crop dusting or other agricultural support;
- Banner towing or other aerial advertising;
- Aerial photography;
- Aerial mapping;
- Firefighting;
- Medical transportation;
- Construction support;
- Traffic or other news reporting;
- Powerline/Pipeline patrol; and

- Other specialized flying services not covered by the preceding provisions of this Section 5 that are approved by the Executive Director.

b. Special Facilities, Equipment, and Supplies.

- One or more airworthy aircraft suitably equipped and properly certified by the FAA for Operator's services; and
- A building and aircraft parking and storage facilities adequate to support the Operator's services.

c. Personnel. A suitably trained pilot, with appropriate FAA certification and ratings, for the Operator's services and such additional trained and properly certified personnel, if any, that are needed to conduct such services.

d. Other Terms and Conditions. The Authority may impose such other terms and conditions as it may determine to be necessary or appropriate for the specific type of services or operations that are proposed for a specialized flying service.

## SECTION 6

### APPLICATION PROCEDURES

#### 6.1 Application Requirements.

A party seeking to perform any Commercial Aeronautical Services that it is not currently providing at the Airport, and that is subject to the requirements of these Minimum Standards, must first submit an application to the Authority under this Section 6 signed by the applicant or signed on behalf of the applicant by an authorized officer, member or general partner of the applicant. The application form is attached to these Minimum Standards as Appendix A.

#### 6.2 Submission of Application.

The original application, together with all required documentation, shall be submitted to:

Executive Director  
Piedmont Triad Airport Authority  
1000-A Ted Johnson Parkway  
Greensboro, NC 27409

#### 6.3 Supporting Documentation.

Applicants shall furnish the following supporting documents with their completed application forms:

- Business Plan. A written business plan with all information listed on Appendix B.
- Financial Statement. A current financial statement for the applicant prepared in accordance with standard accounting principles by a certified public accountant. The Authority shall be entitled to consider the financial statement in evaluating the applicant's financial ability to provide reasonable, safe and

adequate Commercial Aeronautical Services to the public. The Executive Director in his or her sole discretion may waive this requirement with respect to a SASO.

- Credit Report. A current credit report covering all business activities in which the applicant has participated within the past ten years. If the applicant is a privately-held corporation, limited liability company, or partnership, the applicant must also submit a current credit report for all of its principals.
- Personnel. A listing, with resumes, of the key personnel to be assigned to the applicant's operations at the Airport along with a description of their duties and responsibilities.
- Certifications and Licenses. Copies of all FAA and other governmental certifications and licenses that the applicant, its employees or subcontractors must possess to conduct the applicant's proposed operations or evidence, satisfactory to the Authority, that the required certifications and licenses will be obtained before the applicant begins operations.
- Bankruptcy Disclosure. Identification of any and all bankruptcies relating to the applicant, and all bankruptcies relating to any of the applicant's principals.
- Violations Disclosure. Disclosure of any and all documented violations by the applicant or the applicant's principals of FAA Regulations.
- Other Information. Such other information or supporting documents as the Authority may require.

The Authority reserves the right to request a deposit or charge a fee with the submittal of the application to indicate the good faith intentions of the applicant and to offset any costs incurred by the Authority in the Authority's review and consideration of the application.

#### **6.4     Action on Application.**

Following its receipt and review of an applicant's application and supporting documentation, the Authority shall make a determination as to whether the applicant satisfies the qualifications, standards and requirements of these Minimum Standards and whether any grounds for denial exist under Section 6.5 that, in the Authority's opinion, would justify denial of the application. Before making its determination, the Authority may request additional information and supporting documentation from the applicant and may request one or more meetings with the applicant to discuss the applicant's proposed operations and the applicant's qualifications. Upon completing its review and consideration of the application, the Authority shall notify the applicant in writing as to whether the application is accepted or denied. If an application is accepted, the Authority shall then prepare and submit a proposed Agreement to the applicant. Neither party shall be bound by the acceptance of the application until a definitive Agreement has been negotiated by the parties, approved by the Board of Directors of the Authority, and executed by the parties.

#### **6.5     Grounds for Denial of an Application.**

The Authority may, in its discretion, deny an application to operate an FBO or SASO on the Airport on any one or more of the following grounds, as determined by the Authority:

- The applicant does not meet the qualifications, standards or requirements established by these Minimum Standards.
- The applicant has submitted false or misleading information to the Authority, or has failed to make full disclosure of relevant information, in the applicant's application or supporting documents.
- There is no suitable or adequate space on the Airport at the time of the application to accommodate the applicant's proposed operations.

- The applicant's proposed activity or its construction and development plans conflict with the Authority's Airport Master Plan or its approved Airport Layout Plan, or with the Authority's plans for future development of the Airport.
- The applicant's proposed construction or operations would create a safety hazard.
- The applicant's proposed activity or its construction would require the Authority to incur costs, or to commit staff time, that the Authority is unwilling to incur or to commit.
- The proposed activity or its construction would deprive existing Airport Operators of any of their operating space; would result in congestion or crowding of aircraft, buildings, or ground traffic; would unduly interfere with the operating ability of anyone already operating at the Airport, or would limit access to the facilities of anyone already operating at the Airport.
- The applicant has violated any of the Rules and Regulations of the Authority or the standards and regulations of any other airport, any Federal Aviation Regulations, or any other statutes, ordinances, laws or orders applicable to this Airport or any other airport.
- The applicant has defaulted in the performance of any lease or other agreement with the Authority or any other airport.
- The applicant has not submitted sufficient evidence that it has or can obtain adequate financing to make its leasehold improvements or to conduct its proposed operation.
- The applicant has not demonstrated that the applicant or its management have sufficient experience to conduct its proposed operation in a safe, reliable and competent manner.



- The applicant's credit report contains information that calls into question the applicant's ability to conduct its proposed operation, including but not limited to, any reported delinquencies or any reported judgments or foreclosures against the applicant.
- The applicant is unable to obtain sufficient insurance, financial sureties or guarantors to protect the interests of the Authority.
- The applicant or any of its principals has been convicted of a felony, or has committed any violations of local, state or federal law that call into question the integrity, reliability or responsibility of the applicant.
- The applicant's proposed operation or facility construction fails to qualify for a Categorical Exclusion determination by the FAA with respect to its environmental impacts, would be contrary to any environmental permit or mitigation plan of the Authority, or would require the Authority to undertake any substantial measures, not already in place, to mitigate its environmental impacts.
- The applicant's proposed operation or construction would not be fully compliant with the security regulations or procedures of the Authority, the TSA, or the FAA.

APPENDIX A  
APPLICATION  
TO CONDUCT A  
FIXED BASE OR SPECIALIZED  
AERONAUTICAL SERVICE OPERATION

SECTION 1 - APPLICANT INFORMATION

a. Applicant Name:

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b. Business Form (corporation, LLC, partnership, or sole proprietorship):

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c. State of Incorporation (if corporation):

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d. State in which organized (if LLC or limited partnership):

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e. Officers (name and title):

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## SECTION 2 - SERVICE PROPOSAL

Check below the services that the applicant is requesting to provide:

- ☐ General Fixed Base Operation
- ☐ Aircraft Maintenance and Repair
- ☐ Aircraft Hangar Service
- ☐ Aircraft Sales
- ☐ Avionics Maintenance and Sales
- ☐ Aircraft Rental
- ☐ Aircraft Charter and Air Taxi
- ☐ Flight Instruction
- ☐ Specialized Flying Services

## SECTION 3 - CONTACT INFORMATION

a. Home Office Address: \_\_\_\_\_  
\_\_\_\_\_

Web Site: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

b. Local Address: \_\_\_\_\_  
(if different) \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

c. Authorized  
Representative: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

d. Legal Notice Address: \_\_\_\_\_  
\_\_\_\_\_

#### SECTION 4 - BUSINESS BACKGROUND

a. Number of Years in business: \_\_\_\_\_

- b. Type of Commercial Aeronautical Services engaged in, number of years for each (e.g. FBO - 10 years, Aircraft Maintenance - 5 years, etc.), and airport location for each:

|     | Type of Activity | Number of Years | Airport Location |
|-----|------------------|-----------------|------------------|
| 1.  |                  |                 |                  |
| 2.  |                  |                 |                  |
| 3.  |                  |                 |                  |
| 4.  |                  |                 |                  |
| 5.  |                  |                 |                  |
| 6.  |                  |                 |                  |
| 7.  |                  |                 |                  |
| 8.  |                  |                 |                  |
| 9.  |                  |                 |                  |
| 10. |                  |                 |                  |

## SECTION 5 - REFERENCES

Please provide the name, address, and telephone number of an airport employee who supervised or is otherwise familiar with your activities at each airport where you have operated during the past three years (attach additional sheets as necessary):

### Reference 1

Contact Person: \_\_\_\_\_

Company: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
Cell Phone: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

**Reference 2**

Contact Person: \_\_\_\_\_  
Company: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
Cell Phone: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

**Reference 3**

Contact Person: \_\_\_\_\_  
Company: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
Cell Phone: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

**Reference 4**

Contact Person: \_\_\_\_\_  
Company: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

## SECTION 6 - SPACE REQUIREMENTS

Indicate the square footage, type, and preferred location of the space you need to conduct your proposed operations (administrative, operational, and other functions):

|     | Type of Space                 | Approximate<br>Size<br>(Square Feet) | Preferred<br>Location<br>on Airport |
|-----|-------------------------------|--------------------------------------|-------------------------------------|
| 1.  | Office                        |                                      |                                     |
| 2.  | Breakroom                     |                                      |                                     |
| 3.  | Equipment Parking             |                                      |                                     |
| 4.  | Storage (air-conditioned)     |                                      |                                     |
| 5.  | Storage (no air-conditioning) |                                      |                                     |
| 6.  | Hangar(s)                     |                                      |                                     |
| 7.  | Other Building(s)             |                                      |                                     |
| 8.  | Aircraft Apron                |                                      |                                     |
| 9.  | Vehicular Parking             |                                      |                                     |
| 10. | Other (specify)               |                                      |                                     |
| 11. |                               |                                      |                                     |

Describe how you propose to lease the premises you require for your operations, whether by entering into a new lease with the Authority, an assignment of an existing lease from an Authority tenant, or the subletting of space from an Authority tenant:

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\* \* \* \* \*

Return your completed application to the Authority, along with all supporting documentation specified in Section 6.3 of the Minimum Standards, to the following address:

Executive Director  
Piedmont Triad Airport Authority  
1000-A Ted Johnson Parkway  
Greensboro, NC 27409

\_\_\_\_\_  
Applicant Name

By: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed or Typed Name

\_\_\_\_\_  
Title



## **APPENDIX B**

### **BUSINESS PLAN INFORMATION**

1. All services that will be offered and all required certifications.
2. The land and any existing facilities to be leased.
3. New facilities that will be constructed and the proposed site plans and floor plans.
4. Proposed alterations that will be made to any existing facilities and the proposed site plans and floor plans.
5. Amount of your proposed investment in the construction or modification of your facilities.
6. Any assistance that will be required from the Authority to accommodate your proposed operation.
7. Number and type of aircraft that will be provided for your proposed services.
8. Equipment and special tooling to be provided.
9. Number of persons to be employed.
10. Periods (days and hours) when you will conduct your proposed operation including a proposed holiday schedule.
11. Financial projections for the first year by quarter and the succeeding four years annualized.
12. Sources of capital or financing to construct or improve your proposed facilities, and to initiate and sustain your operations.
13. Methods to be used to attract new business (advertising and incentives).
14. Amenities to be provided to attract business.

15. Plans for future expansion, if business should warrant such expansion.
16. The term (number of years) that you will request for your proposed Agreement with the Authority.