




**Minimum Standards
For
Commercial Aeronautical Service Providers**

CMAA President Signature: 

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I. GENERAL STATEMENT OF POLICY

These Minimum Standards for Commercial Aeronautical Service Providers are hereby adopted by the Chattanooga Metropolitan Airport Authority for the Chattanooga Metropolitan Airport, superseding any and all previous documents of its kind previously adopted by the Authority or its predecessor.

The Airport is a publicly owned and operated airport, and subject to certain Federal obligations to operate in a financially self-sustaining manner and to make available to persons, firms, or corporations the opportunity to engage in Commercial Aeronautical Activities at the Airport that satisfy a demonstrable need and that meet the Minimum Standards as established, adopted and revised from time to time by the Authority. Pursuant to FAA AIP Grant Assurance 22 *Economic Nondiscrimination*, the Authority may establish reasonable and not unjustly discriminatory, conditions and minimum standards to be met by all commercial users of the Airport as may be necessary for the safe and efficient operation of the Airport.

It is the intent and policy of the Authority to continue to operate and develop the Airport as the region's primary commercial aviation facility, serving all facets of aviation, including general aviation, passenger air carriers and air cargo operations. The Airport will be operated in a manner that will ensure the Airport's financial self sufficiency and with a view towards compatibility with the Airport's neighbors.

These Minimum Standards were developed taking into consideration the aviation role of the Airport, facilities that currently exist at the Airport, services currently being offered at the Airport and likely to be needed in the future given the anticipated growth in the Airport's service area, and the future development planned for the Airport. These Minimum Standards are intended to govern the requirements for Operators wishing to provide Commercial Aeronautical Activities at the Airport, including Commercial Aeronautical Activity performed by the Authority, either with its own employees or with private contractors, consistent with the applicable State and Federal laws and regulations. By application of these Minimum Standards, the Authority intends to fulfill its mission with respect to the Airport, protect the interests of the public at the Airport and promote the growth of business at the Airport while preventing substandard operations.

The Authority has established these Minimum Standards for the Airport with the intent of providing fair and reasonable rules to govern the conduct of Commercial Aeronautical Activity on the Airport. It is the intent of the Authority to enforce these Minimum Standards in a consistent, uniform, and fair manner to accomplish the Authority's goals and promote successful commercial business operations at the Airport. The President is responsible for and is hereby empowered to enforce these Minimum Standards.

Existing Leases, Permits or Agreements with existing Operators supersede these Minimum Standards. Existing Operators, however, are encouraged to comply with the Minimum Standards set forth herein that are not specifically addressed in the Operator's current (valid)

Lease, Permit, or Agreement. All existing Operators shall become subject to the then-current Minimum Standards immediately following the expiration, early termination, and/or any modification to an existing Lease, Permit, or Agreement through amendment, addendum, extension, renewal, or other means, or through the provision of new services covered by the Minimum Standards. The exercise by an Operator of a term extension option that was negotiated and made part of its Lease, Permit, or Agreement prior to the adoption of these Minimum Standards should not, by itself, trigger the requirements of these Minimum Standards.

These Minimum Standards were developed in accordance with FAA Advisory Circular 150-5190-7, dated August 28, 2006. The Authority may make revisions and amendments to these Minimum Standards when business conditions at the Airport require it, or when necessary, to comply with FAA, TSA or other governmental regulations. Commercial Aeronautical Activities not addressed in these Minimum Standards will be addressed by the Authority on a case-by-case basis in the Operator's Lease, Permit, or Agreement.

Except as permitted by Federal law and FAA policy, nothing herein contained shall be construed to grant or otherwise authorize the granting of an exclusive right to provide any aeronautical service to the public or to conduct any Aeronautical Activity on the Airport. For purposes of the prior sentence, an exclusive right is a power, privilege, or other right excluding or debarring another from enjoying or exercising a like power, privilege, or right.

II. DEFINITIONS

As used in these Minimum Standards, the following terms are defined as follows:

Aeronautical Activity - any activity or service conducted 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. Activities within this definition include, but are not limited to: air taxi and charter operations, sale of aviation petroleum products, aircraft storage, flight training, aircraft rental and sightseeing, aerial photography, crop dusting, aerial advertising, aircraft sales, sale of aircraft parts, aircraft repair and maintenance, and any other activity that, because of their relationship to the operation of aircraft, can appropriately be regarded as an Aeronautical Activity.

Agreement - the written agreement between the Authority and an Operator specifying the terms and conditions under which the Operator may conduct commercial aviation activities. Such Agreement will recite the terms and conditions under which the activity will be conducted at the Airport including, but not limited to, the term of the Agreement; rents, fees and charges to be paid; and the rights and obligations of the respective parties.

Aircraft Fuel - all flammable liquids composed of a mixture of selected hydrocarbons expressly manufactured and blended for the purpose of effectively and efficiently operating an internal combustion, jet, or turbine engine in aircraft.

Aircraft Fueling Vehicle - any vehicle used for the transportation, delivery and dispensing of Aircraft Fuel.

Aircraft Operations Area (AOA) - consists of all runways, taxiways, ramps, aircraft hold areas and any area used or intended to be used for surface maneuvering of aircraft, or any areas inside the perimeter fence that are adjacent to surface maneuvering areas. The AOA is considered a restricted area and is established for safety and security reasons. Except for passengers enplaning or deplaning aircraft, the general public is prohibited from the AOA unless escorted by an authorized employee of the Authority or a tenant.

Airport - means the entirety of the Chattanooga Metropolitan Airport, located in Hamilton County, Tennessee.

Airport Master Plan - is the document, including any amendments or revisions thereto, prepared by the Authority in accordance with FAA Advisory Circular 150/5070-6B, as it may be amended from time to time, which guides the development of the Airport.

Airport Security Plan (ASP) - is the TSA approved document, including any amendments or revisions thereto, that governs the provision of security at the Airport.

Based Aircraft - an aircraft that the owner physically locates at the Airport for an undetermined period, and that, whenever absent from the Airport, its owner intends to return to the Airport for long-term storage.

Chattanooga Metropolitan Airport Authority (CMAA or Authority) - refers to the duly authorized governmental board created pursuant to T.C.A. Sections 42-4-101 et seq. The Authority is the owner of the Chattanooga Metropolitan Airport, and is authorized by T.C.A. Sections 42-4-101 et seq. to manage, operate, promote and develop the Airport.

Commercial Aeronautical Activity - is an Aeronautical Activity for commercial purposes. A Commercial Aeronautical Activity also includes any third party or contract employee engaged in the performance of an Aeronautical Activity for compensation or hire at the Airport who is not an employee of an FBO or a SASO. For purposes of this definition, "commercial purposes" is the conduct of any aspect of a business, concession, operation, or agency providing goods or services to any person for compensation or hire, including exchange of services, whether or not such objectives are accomplished. An activity is considered a commercial activity regardless of whether the business is nonprofit, charitable, or tax-exempt. Certain maintenance and other service providers shall be exempt from the permit process and the 2% fee. These include: OEM (Original Equipment Maintenance Providers), MRO (Maintenance, Repair, Overhaul), engine inspections, Customer Service Representatives, aircraft cleaning services, contract pilots, 135 operators, and 121 carriers.

Director of Maintenance - whether an employee or contractor whose primary function is to provide maintenance management with limited time on performing the actual maintenance on aircraft and flight instruction conducted under Part 91.

FAA - means the Federal Aviation Administration, or its successor agency.

Fixed Base Operator (FBO) - the Operator that provides the services listed under Section IV. C.

FBO Premises - shall mean, collectively, the entire site located on Airport property authorized or leased by the Authority for an FBO to conduct its FBO operations and business.

Fuel Storage Area - any portion of the Airport designed temporarily or permanently by the Authority as an area in which aviation or motor vehicle fuel or any other type of fuel or fuel additive may be stored or loaded.

Fueling or Fuel Handling - the transportation, sale, delivery, dispensing, storage, or draining of fuel or fuel waste products to or from aircraft, vehicles, or equipment.

General Aviation - all phases of aviation other than aircraft manufacturing, military aviation, and scheduled or non-scheduled commercial air carrier operations.

Hazardous Material - any substance, waste, or material which is toxic, explosive, corrosive, flammable, infectious, radioactive, carcinogenic, mutagenic, or otherwise hazardous, and is or becomes regulated as a hazardous substance by any governmental authority, agency, department, commission, board, agency or instrumentality of the United States, the State of Tennessee, or any political subdivision thereof.

Identification Badge - Airport security and identification badge issued by the Authority to Airport employees to control Airport access in compliance with the Airport Security Program. All Identification Badges will remain property of the Authority.

Lease - means written, contractual agreement between the Authority and an entity which is enforceable by law, wherein said agreement grants a concession or otherwise authorizes the conduct of certain activities.

Minimum Standards - means these Minimum Standards for Commercial Aeronautical Service Providers adopted by the Authority, as amended from time to time.

Operator - means either an FBO or a SASO, as applicable, or the Authority, when performing a Commercial Aeronautical Activity, unless the context clearly indicates another meaning.

Permit - administrative approval issued by the Authority to a person or company to conduct a Commercial Aeronautical Activity from facilities and locations where such services are authorized.

President - is the individual employed and authorized by the Authority to be the chief administrative officer for the Airport, and who is responsible directly to the Board of Commissioners of the Authority, or the person authorized by the President to act for or on behalf of the President with respect to any particular matter.

Rates and Charges Policy – is a document that will provide guidance to Airport tenants and aeronautical users on Airport fees which will be fair, reasonable, and not unjustly discriminatory.

Rules and Regulations - means the Rules and Regulations of the Airport as adopted by the Authority, and amended from time to time.

Self-Service - aircraft refueling, repair, preventive maintenance, towing, adjustment, cleaning, and general services performed by an aircraft owner or his/her employees on his/her aircraft with resources supplied by the aircraft owner.

Self-Service Fueling - the provision by an FBO of a stationary storage tank of Aircraft Fuel and associated dispensing equipment for use by aircraft operators via a card reader or similar device. This includes the operations of anyone utilizing this type of equipment to provide fuel for sale or reuse.

Specialized Aviation Service Operator (SASO) - is a commercial aeronautical business or any entity that provides any one or more of the services listed in Section V.B.

State - the State of Tennessee.

Transportation Security Administration (TSA) – An agency of the U.S. Department of Homeland Security that has authority over the security of the traveling public in the United States.

Two-way Radio - a two-way communication system operated by a non-governmental entity that provides airport advisory information.

III. GENERAL REQUIREMENTS

- a. All Operators shall meet or exceed the requirements of this section as well as the applicable standards applicable to the Operator's activities at the Airport.
- b. Any prospective Operator shall demonstrate, to the satisfaction of the Authority, that it is capable of consistently providing the proposed Commercial Aeronautical Activity in a safe, secure, efficient, prompt, courteous, and professional manner for a fair and reasonable price. This includes, but is not necessarily limited to, demonstrating that the prospective Operator's aviation/business background and experience is appropriate for the proposed Commercial Aeronautical Activities, and that the prospective Operator has the resources (including, but not limited to, the financial capacity) to realize its business objectives.
- c. Any prospective Operator shall provide evidence, satisfactory to the Authority, of its financial responsibility. The prospective Operator shall also demonstrate financial capability to initiate operations, to construct proposed improvements, and to provide working capital to carry on the contemplated business.
- d. Any prospective Operator shall demonstrate to the Authority's satisfaction evidence of its ability to acquire insurance coverage as stipulated for each particular type of operation in the Rates and Charges Policy.
- e. No Operator shall engage in any type of Commercial Aeronautical Activity or service at the Airport without first obtaining a Lease, Permit or Agreement from the Authority authorizing such Commercial Aeronautical Activity in accordance with specifications established by the Authority. Leases, Permits, or Agreements shall be for a term to be mutually agreed upon between the parties with due consideration for the financial investment and the need to amortize improvements to the leasehold
- f. Operators shall comply with the Rules and Regulations, applicable Federal, State, and local laws, and all regulations, orders, certificates or permits required by FAA, TSA, the Environmental Protection Agency (EPA), local fire regulations and any other Federal, State or local agencies and successors having jurisdiction at the Airport as may change from time to time.
- g. Each Operator shall, at its sole expense, provide and maintain all equipment and facilities of the Operator, and shall provide the required

services and level of performance in a clean and safe condition at all times.

- h. Each Operator shall furnish good, prompt, courteous and efficient services adequate to meet all reasonable demands on a fair, reasonable and nondiscriminatory basis to all users of the Airport who wish to avail themselves of the Operator's services. It shall maintain and operate its business in a first-class manner, and shall at all times keep its premises in a safe, clean and orderly condition, consistent with the business activity contemplated hereunder and reasonable satisfaction of the Authority.
- i. Each Operator shall follow all security regulations and requirements established by the Federal government, State government, and local government and shall abide by all the applicable provisions of the ASP, as amended from time to time. In addition, the Authority reserves the right to require that principal officers of an FBO or SASO, regardless of level of involvement in the actual operation of the business, and any employee, customer or sub-leasee of the FBO or SASO submit to a Security Threat Assessment (STA) and/or criminal history records check (CHRC), including fingerprinting, at the expense of the Operator, dependent upon which area on the airfield or facility direct, unescorted access is required. The Authority may suspend the authority of an Operator to conduct business at the Airport if the results of the STA and/or CHRC indicate that the individual poses a threat to the Airport, local community, State or nation.
- j. The Authority, as a matter of policy, does not allow any "through-the-fence" operations. The Authority intends to maintain the position of no "through-the-fence" operations in the future.

IV. FIXED BASE OPERATORS (FBOs)

The following shall apply to all prospective Operators wishing to become an FBO at the Airport.

A. Description

An FBO is (i) an Operator that has entered into a Lease, Permit, or Agreement authorizing and enabling it to engage in the sale of aeronautical products, services, and facilities required in accordance with Section IV.C below, or (ii) the Authority when it provides the services of an FBO. Only FBOs shall be permitted to provide commercial Aircraft Fueling services and operate retail Aircraft Fueling facilities at the Airport. An FBO must provide all the services required of Section IV.C below.

Each FBO shall conduct its business and activities on and from the FBO Premises in a safe and professional manner consistent with all FAA standards and applicable laws and regulations and the following Minimum Standards.

B. General

1. Aircraft Design Group Serviceability

An FBO shall provide the personnel, equipment, and facilities required to provide line service to all types of General Aviation aircraft normally frequenting the Airport. The Airport Reference Code (ARC) to be supported is category ARC C-III.

2. FBO Manager, Staffing, and Employee Qualifications

The FBO shall select and appoint a full-time manager. Such manager shall be highly qualified and experienced, and be vested with full power and authority to act in the name of the FBO with respect to the method, manner and conduct of the services to be performed hereunder. Such manager shall be available at the Airport during regular business hours, and during the manager's absence a duly authorized and qualified subordinate shall be in charge of the FBO and on the FBO Premises at the Airport.

The FBO shall provide, at its sole expense, a sufficient number of employees to effectively and efficiently provide the services herein authorized. During the required hours of operation, each FBO shall employ and have on duty sufficient staff to meet the Minimum Standards for each Commercial Aeronautical Activity provided. However, multiple responsibilities may be assigned to employees where feasible. The FBO will provide to the Airport a current written statement of the names, addresses, telephone numbers and other necessary contact information for all personnel responsible for the operation and management of

the FBO. In addition, the Authority shall be provided a point-of-contact with phone numbers for emergency situations.

All FBO aircraft Fuel Handling personnel shall be trained in the safe and proper handling, dispensing, and storage of Aircraft Fuel. Acceptable training shall be NATA Safety 1st or an equivalent training program.

The FBO shall control the conduct, demeanor and appearance of its employees and representatives. Such employees shall be trained by the FBO and shall possess any technical qualifications, and hold certificates of qualifications as may be required for such employee to carry out assigned duties. It shall be the responsibility of the FBO to maintain close supervision over its employees to assure a high standard of service to customers of the FBO. Upon reasonable objection from the Authority concerning the conduct, demeanor or appearance of any employee, the FBO shall forthwith take all steps necessary to remove the cause of the objection.

All personnel of the FBO shall conduct themselves in a courteous and businesslike manner at all times. Personnel who have public/customer contact (excluding pilots, office personnel, marketing personnel and offsite sales persons) shall be clothed in attractive uniforms with appropriate insignia and nameplates so they may be readily identified by customers. The Authority may survey customers and users periodically to determine the overall quality of service being rendered by the FBO.

FBO employees who access the Air Operations Area or "airside" of the FBO facilities will display on their outermost garment, above the waist, an Identification Badge issued by the Authority in accordance with the Airport Security Program. Authority personnel will conduct inspections and evaluation as required by the Airport Security Program to insure conformity with those standards.

3. FBO Hours of Operation

The FBO shall be required to be open for business and provide aircraft Fueling and aircraft line services a minimum of 24 hours per day, seven (7) days a week, except as when necessitated by business or emergency conditions. Exceptions to these minimum operating hours may be granted by the President for certain holidays, or when special circumstances, conditions, or events warrant a reduction in operating hours.

4. FBO Premises

The FBO Premises shall comprise land and improvements thereon that meet or exceed the following minimum requirements:

- a. a minimum of ten (10) acres of contiguous land for aircraft parking and servicing, automobile parking and hangars and related structures;
- b. a public-use terminal building with a minimum of 6,000 square feet of property lighted, heated and air conditioned building space on Airport property for office, restrooms, public use area and wireless internet access (Wi-Fi);
- c. at least 12,000 square feet of clear-span hangar of adequate dimensions to accommodate storage of aircraft normally frequenting the Airport;
- d. FBO Apron shall comprise at least 150,000 square feet of paved area for parking, tie-down and maneuvering of aircraft and shall be constructed to engineering standards for the current design aircraft at the Airport as defined in the existing Airport Master Plan; and,
- e. a Fuel Storage Area of at least 5,000 square feet on which aviation or motor vehicle fuel or any other type of fuel or fuel additive may be stored.

No building, structure, tie-downs, ramps, paving, taxi areas or other improvements or additions to the Airport shall be altered, removed, placed or constructed on the Airport without the prior approval of the Authority. In the event of any construction, the Authority may, at its discretion, require an appropriate bond to guarantee the completion of construction and/or demolition. The Authority reserves the right to review any proposals for construction on the Airport, particularly in regard to conformity. All construction should be built with environmental efficiency in mind and be aesthetically acceptable to the Authority.

Off-airport facilities with direct access to the airfield ("through-the-fence" operations) are prohibited.

Each FBO shall provide, at its own expense, customer and employee parking as required by the Authority.

C. Required FBO Services

Each FBO shall be required to provide, at a minimum, the following services at the Airport:

1. Aircraft Hangaring, Parking and Tie-Down

The FBO shall lease the necessary amount of land to accommodate the proper quantity and required size of aircraft storage hangars. The land area shall be at the sole discretion of the Authority and shall be dependent upon the number

and size of hangars proposed. The FBO shall provide, as a minimum, main hangar parking for at least four (4) twin-engine, Based Aircraft of 12,500 pounds or less, and ramp parking for a minimum of 10 based or itinerant aircraft. In addition, each FBO shall:

- a. Provide a listing of all aircraft stored within the FBO's or sublessee's (if any) hangar facilities to the Authority at least on an annual basis.
- b. Ensure that hangar tenants only perform preventive aircraft maintenance within the hangar on their own aircraft to the extent permitted in 14 CFR Part 43, as now or hereafter amended. Painting, welding, and any type of Hazardous Material storage shall not be permitted within aircraft hangars unless authorized specifically by the Authority in writing. The piling and storage of crates, boxes, barrels, containers, refuse, and surplus property shall not be permitted.

2. Line Service

Each FBO shall provide necessary equipment, supplies, and trained personnel for FBO Apron assistance, towing, parking, and tiedowns, within the FBO Premises. Equipment shall be sufficient to facilitate the handling of aircraft up to and including corporate jets as defined by FAA Category ARC C-III.

The FBO shall, during normal business hours, provide line services as follows:

- a. ramp parking and tie-down assistance, including ramp personnel and vehicles as appropriate;
- b. tie-down ropes, chains and anchors;
- c. aircraft towing services capable of moving single- and multi-engine aircraft weighing up to 100,000 pounds;
- d. mobile ground power assistance with a minimum 14/28 volt, 1,600 ampere surge capacity;
- f. cabin cleaning and catering services;
- g. passenger, crew, and aircraft ground services, support and amenities in connection with its line service.

The following services and concessions shall be available at the FBO terminal building located within the FBO Premises:

- a. public lounge and waiting area;
- b. flight planning work area with flight service station and weather service communication links;
- c. public telephones;
- d. crew car;
- e. snack food and beverage machines; and

- f. local ground transportation contacts.

3. **Fuel and Lubricants**

The FBO shall provide the sale and into-plane delivery of common and recognized brands of Aircraft Fuel, lubricants and other aviation petroleum products. Each FBO shall provide, store and dispense Jet A and 100LL aviation gasoline in sufficient quantities to meet the needs of the based and itinerant general aviation and air carrier customers at the Airport.

Aircraft Fueling Personnel

- a. At least one FBO supervisor must complete an Aircraft Fuel training course in fire safety that is authorized by the FAA. Such individual must be trained to initial performance of duties, or enrolled in an authorized Aircraft Fuel training course that will be completed within ninety days of initiating duties, and recurrent instruction at least every 24 calendar months.
- b. All other FBO employees who fuel aircraft, accept fuel shipments, or otherwise handle fuel shall be trained in the safe and proper handling, dispensing, and storage of Aircraft Fuel, with recurrent instruction every 24 consecutive calendar months, in fire safety from the identified FBO supervisor. Acceptable training shall be NATA Safety 1st or an equivalent training program.

Aircraft Fuel Storage Area and Tanks

- a. Each FBO shall, at its own expense, maintain, manage, and provide a stationary Fuel Storage Area encompassing a minimum of five thousand (5,000) square feet, with safety features, and filtration systems to ensure Aircraft Fuel quality. Each FBO shall ensure that all Aircraft Fuel is delivered clean, bright, pure and free of microscopic organisms, water, or other contaminants. Ensuring the quality of the Aircraft Fuel is the sole responsibility of the FBO. The Fuel Storage Area must have proper signage to identify hazards and no smoking.
- b. One 100LL AvGas Fuel Storage Area tank with a minimum of twelve thousand (12,000) gallon capacity, two Jet-A Fuel Storage Area tanks with a minimum of twenty thousand (20,000) gallon capacity each. The FBO shall provide adequate mobile or stationary dispensing equipment and personnel to provide adequate service 24-hours per day, seven (7) days a week, to serve the Airport's Aircraft Fuel demand. Filter-equipped Aircraft Fuel dispensers with separate dispensing pumps and meter systems for each grade of Aircraft Fuel shall be provided. All metering devices must be inspected, checked and certified annually by appropriate

local and State agencies. Fuel Storage Area facility tanks shall meet all applicable Federal, State and local laws, and the Rules and Regulations.

- c. Each FBO shall operate its Fuel Storage Area in accordance with all applicable National Fire Protection Association (NFPA) Codes, and Environmental Protection Agency (EPA) and State regulations including proper Aircraft Fuel spill prevention features and containment capabilities. In addition, each FBO shall provide a current copy of its Aircraft Fuel Spill Prevention, Countermeasures, and Control plan (SPCCC) to the Authority no later than thirty (30) days prior to commencing operations and anytime after the documented has been updated. Aircraft Fuel inventories shall be monitored in accordance with EPA standards.
- d. Each Area or Tank must meet requirements a-k under Self Service Fueling Station (below).

Aircraft Fueling Vehicles

The FBO shall provide, as a minimum, three (3) Aircraft Fueling Vehicles for jet fuel, each with a capacity of at least 2,000 gallons; and one (1) Aircraft Fueling Vehicle of at least 750-gallon capacity of 100LL aviation gasoline. All Aircraft Fueling Vehicles dispensing jet fuel shall have over the wing and single point servicing capability.

Self Service Fueling Station (Optional)

A Self-Service Fueling station may be provided by an FBO. The location and design of the Self-Service Fueling station shall:

- a. not be located within the 100-year floodplain;
- b. not penetrate any 14 CFR Part 77 surfaces;
- c. not penetrate any object free areas;
- d. not penetrate any runway protection zone;
- e. not penetrate any runway safety area;
- f. not interfere with Airport operations;
- g. be behind the building restriction line;
- h. provide adequate clearance from all taxi lanes;
- i. meet all applicable National Fire Protection Association (NFPA) Codes;
- j. have a security camera for monitoring the Self-Service Fueling station, and monitoring plan;
- k. have an emergency shut-off button and prominent signage for it; and
- l. have a containment area for all delivery trucks for the facility that will accommodate 100% of the largest delivery truck plus the 100-year flood rainfall.

Any FBO interested in providing a Self-Service Fueling station must submit preliminary engineering drawings to the Authority for approval. Following approval of the preliminary engineering drawings, FBO shall submit stamped engineering drawings along with the following permits and plans prior to receiving approval for construction.

- a. any required City of Chattanooga permits;
- b. National Pollutant Discharge Elimination System (NPDES) permits; and
- c. Spill Prevention, Control and Countermeasure (SPCC) Plan.

Upon completion of construction of the Self-Service Fueling station, the FBO shall have the facility inspected by the Authority prior to bringing the facility online. The FBO shall be required to submit to the Authority as-built drawings.

General Aircraft Fueling Standards

- a. The FBO shall conduct the lawful, sanitary, and timely handling and disposal of all solid waste, regulated waste, and other materials including, but not limited to, sump Aircraft Fuel, used oil, solvents, and other regulated waste. The piling and storage of crates, boxes, barrels, containers, refuse, and surplus property is not permitted upon the FBO premises.
- b. The FBO shall develop and maintain Standard Operating Procedures (SOP) for Aircraft Fuel and ground handling operations and shall ensure compliance with the highest industry standards for aircraft ground handling and servicing. The SOP shall address bonding and fire protection, public protection, control of access to the Aircraft Fuel Area, and marking and labeling of Aircraft Fuel storage tanks and Aircraft Fueling Vehicles, and shall be submitted to the Authority prior to the FBO commencing Aircraft Fueling activities. FBO shall update SOP as required from time to time and submit a copy of updated and revised SOP to the Authority at least 30 days after the update has been completed.
- c. The FBO shall comply with the FAA Advisory Circular 150/5230-4A, Aircraft Fuel Storage, Handling, and Dispensing on Airports, the Rules and Regulations, and all other applicable Federal, State and local laws related to Aircraft Fuel handling, dispensing, sale and storage. The FBO shall obtain all applicable Aircraft Fueling certifications and permits, and receive periodic refresher training as required. The Authority and/or the FAA may periodically conduct inspections of the FBO activities and facilities to ensure compliance with all applicable laws and regulations, and these Minimum Standards.

4. Miscellaneous Customer Services

FBO shall provide for the following:

- a. Two-way radio equipment to facilitate airborne customers requests;
- b. a discreet flight planning area properly equipped with appropriate wall chart, AIM, NOTAM's board, a local-access telephone to contact the Flight Service Station, and a monitor for the Chattanooga ATC ATIS;
- c. flight planning aids and miscellaneous small flight aid and comfort accessories;
- d. conveniently located land line phones available for public use;
- e. a convenient, comfortably furnished, public waiting area with adjoining restroom facilities;
- f. a discrete vending area within the FBO premises with the availability, at a minimum, of both hot and cold beverages and prepackaged snacks;
- g. aviation grade in-flight oxygen refills upon 24-hour notice; and
- h. acceptance of one or more national bank and one or more oil company credit cards for fueling, line and related services.

5. Assistance to Disabled Aircraft

FBO shall, on thirty (30) minutes notice, provide equipment and trained personnel to remove disabled aircraft with a gross weight of 12,500 pounds or less from the Air Operations Area, and shall be required to perform such service on request of the Authority or operator of the disabled aircraft.

D. Optional FBO Services

With the prior consent of the Authority, FBO may provide other Commercial Aeronautical Activities at the Airport, which may include, but are not necessarily limited to, the services listed below for Specialized Aviation Service Operator. An FBO providing optional FBO services, either directly or through sub-lessee or subcontractor, shall comply with the Minimum Standards for Specialized Aviation Services Operator.

V. SPECIALIZED AVIATION SERVICE OPERATORS (SASOs)

The following shall apply to all prospective aeronautical service providers wishing to become a SASO at the Airport.

A. General

- a. Each SASO shall have its premises and services available to the public during normal business hours at least five (5) days a week unless otherwise indicated below or approved by the Authority. The schedule may be reduced during major holidays, as approved by the Authority.
- b. Each SASO shall have in its employ, and available during required operating hours, trained personnel in such numbers as are required to meet the Minimum Standards in an efficient manner for each Commercial Aeronautical Activity being performed.

B. SASO Services

The following categories of services may be provided as an optional service by an FBO, or as a separate SASO:

1. Aircraft Lease and Rental.

An aircraft lease and rental SASO engages in the rental or lease of aircraft to the public. An Operator engaged in Aircraft Lease and Rental shall:

- a. occupy properly lighted, heated and air conditioned space on the Airport, appropriate for the type of work (in the Authority's discretion), including an area to conduct business and provide access to a customer lounge, telephones and restrooms; and lease space at the airport to locate the aircraft(s) used in the operation;
- b. own or have under a written lease, and have available to rent or lease to persons with a current pilot certificate at least one aircraft equipped for night and instrument flight; aircraft must meet all Federal and State regulations including, but not limited to, those promulgated by the FAA; and
- c. employ and have available at least one certified flight instructor available with rating appropriate for the aircraft available for rent or lease, for purposes of providing flight checks in such aircraft.

2. Aircraft Charter or Air Taxi.

An unscheduled or scheduled Air Charter or Air Taxi SASO engages in the business of providing air transportation (persons or property) to the general

public for hire, on an unscheduled or scheduled basis under 14 CFR Part 135. An Operator engaged in Air Charter or Air Taxi services shall:

- a. occupy properly lighted, heated and air conditioned space on the Airport, appropriate for the type of work (in the Authority's discretion), including an area to conduct business and provide access to a customer lounge, telephones and restrooms; and lease space at the airport to locate the aircraft(s) used in the operation;
- b. hold a valid current FAA certificate, with ratings appropriate to and licensing the functions to be accomplished;
- c. provide an adequate number of aircraft meeting all requirements of the certificate held;
- d. own or lease by written agreement at least one certified and airworthy aircraft, completely equipped for flight under instrument conditions; all aircraft shall meet all applicable requirements of 14 CFR Part 135;
- e. have certificated pilots employed and available during the appropriate business hours as required to comply with all FAA and other Federal regulations.

3. Flight Training.

A Flight Training SASO engages in instructing pilots in dual and solo flight training, in fixed and/or rotary wing aircraft, and provides such related ground school instruction as is necessary and preparatory to taking a written examination and flight check ride for the category or categories of pilots' licenses and ratings involved. An Operator engaged in Flight Training shall:

- a. occupy properly lighted, heated and air conditioned space on the Airport, appropriate for the type of work (in the Authority's discretion), including an area to conduct business and provide access to a customer lounge, telephones and restrooms; and lease space at the airport to locate the aircraft(s) used in the operation;
- b. have available at least one properly trained, fully qualified, and FAA certificated flight instructor holding the appropriate ratings and medical certification for the aircraft being utilized and/or the flight training being provided, and at least one properly certificated ground school instructor capable of providing ground school instruction sufficient to enable a student to pass the FAA written examination for private pilot.
- c. own or have under written lease at least one properly certified aircraft equipped for flight instruction that is equipped for instrument flight instruction.

4. Aircraft Sales.

New Aircraft Sales: An Aircraft Sales SASO engages in the sale of new aircraft through franchises or licensed dealerships (if required by local, county or State authority) or distributorship (either on a retail or wholesale basis) of an aircraft manufacturer; and provides such repair, services, and parts as necessary to meet any guarantee or warranty on aircraft sold. Used Aircraft Sales: An Aircraft Sales SASO may also engage in the purchasing and selling of used aircraft. This may be accomplished through various methods including matching potential purchasers with an aircraft (brokering), assisting a customer in the purchase or sale of an aircraft, or purchasing used aircraft and marketing them to potential purchasers. Some of the requirements may not be appropriate to the sale of used Aircraft because of each aircraft's unique history. An Operator engaged in Aircraft Sales shall:

- a. occupy properly lighted, heated and air conditioned space on the Airport, appropriate for the type of work (in the Authority's discretion), including an area to conduct business and provide access to a customer lounge, telephones and restrooms;
- b. have under lease or sublease a minimum amount of paved tie-down area or hangar space to accommodate the projected inventory of aircraft, including a minimum tie down area to accommodate at least one (1) of the largest of the aircraft authorized for sale; if the Operator leases hangar space for storage of sale aircraft, this provision may be waived;
- c. have at least one available agent to transact sales who maintains a current commercial pilot certificate with an instrument rating, and is rated for the types of aircraft to be demonstrated;
- d. if for new aircraft, shall have available or on call at least one current model demonstrator and shall provide for demonstrations of additional models of the manufacturer for which a dealership is held, if any;
- e. provide necessary and satisfactory arrangements for repair and servicing of sold aircraft and for the supply of related aircraft parts during aircraft and parts warranty periods.

5. Aircraft Maintenance and Repair Services.

An Aircraft Maintenance and Repair Services SASO provides preventive maintenance, major alteration, or major repair (as defined in 14 CFR Part 43, App. A) on the airframe, powerplants, and associated systems of aircraft, and may also provide repair, sales and service of aircraft avionics, radios and instruments. An Operator engaging in Aircraft Maintenance and Repair shall:

- a. occupy properly lighted, heated and air conditioned space on the Airport, appropriate for the type of work (in the Authority's discretion), including

- an area to conduct business and provide access to a customer lounge, telephones and restrooms;
- b. employ and have on-duty a minimum of one FAA certified technician who possesses the appropriate ratings for the work to be performed;
- c. keep premises and services available during normal business hours; provided, however, that a technician shall also be available 24 hours a day, seven days a week on-call for emergencies, with a response time of not more than two hours. If more than one Aircraft Maintenance and Repair Services Operator is located on the Airport, this responsibility may be rotated on a mutually agreeable rotating on-call schedule; and,
- d. provide equipment, supplies and parts required for aircraft airframe, power plant, inspection, tire, battery, oxygen, and other routine aircraft maintenance functions appropriate for the type of aircraft serviced.

6. Other Services.

The Operator who has been approved by the Authority to offer the following services at the Airport shall occupy an appropriate amount of office, vehicle and aircraft parking, maintenance, storage and apron space:

- a. aircraft exterior painting;
- b. aircraft interior modification including, but not limited to custom seating and furnishing;
- c. contract major airframe repair and/or rebuilding;
- e. whole or part aircraft type modifications under the auspices of a supplemental type certificate;
- f. turbine engine hot section repair;
- g. propeller overhaul and repair;
- h. engine/flight instrument overhaul and repair;
- i. Accessory overhaul and repair;
- j. avionics repair and installation with specialization in complex equipment such as pulse-radar and HIS systems;
- k. specialized aircraft sales of a single or limited type and/or manufacturer such as for a multi-engine turbine;
- l. contract reciprocating engine overhaul and rebuilding;
- m. specialized aircraft charter services;
- n. agricultural application;
- o. banner towing and aerial advertising;
- p. aerial photography and survey;
- q. fire fighting;
- r. power line or pipeline patrol; and,
- s. any other operations specifically excluded from CFR Part 135.

VI. NEW APPLICATIONS

Any corporation, partnership or individual desiring to receive permission to operate as an FBO, SASO, or any other Commercial Aeronautical Activity on the Airport shall first make application to the Authority. The application shall be in sufficient detail to discern the completed qualifications of the applicant to perform the desired service and shall include, as a minimum, the following information.

- 1.** A written letter detailing the nature of the proposed activity as well as the following:
 - a. the name, address and telephone number of the applicant;
 - b. a detailed description of the proposed operation, to include the date of commencement;
 - c. the professional qualification of the personnel who will manage and/or operate the proposed service; and,
 - d. descriptions and cost estimates of any proposed capital improvements on the proposed site.

- 2.** A current financial statement prepared by a certified public accountant, if available, and if not, a current financial statement as provided to a financial institution. The Authority shall be entitled to consider the type of financial statement in evaluating the applicant's financial ability to provide responsible, safe and adequate service to the public. The financial statement should include the following:
 - a. a written listing of the assets owned, leased or being purchased which will be used in the business on the Airport (copies of any leases or purchase contracts must be attached); and,
 - b. a current credit report covering all areas in which the applicant has done business in the past ten years.

- 3.** A written authorization for the FAA and all aviation or aeronautic commissions, administrators, or departments of all states in which the applicant has engaged in aviation business to release information in their files relating to the applicant or its operation. The applicant will execute such forms, releases or discharges as may be requested by those agencies.

- 4.** The applications shall be signed and submitted by every person owning an interest in the business, those who will be managing the business, if already designated, every partner of a partnership, and each director and officer of the entity.

5. The applicant will submit any additional information and material necessary or requested by the Authority to establish to the satisfaction of the Authority that the applicant can qualify and will comply with these Minimum Standards.

The application, together with all the supporting documentation shall be submitted to the President no less than 60 working days prior to any regularly scheduled meeting of the Authority. Once all application material is submitted, and reviewed by the President, the matter will be considered at the next regularly scheduled board meeting of the Authority, provided the application is deemed complete. The Authority may deny any application if, in its opinion, it finds one or more of the following:

- a. the applicant for any reason does not meet the qualifications, standards and requirements established by these Minimum Standards, or is not prepared to meet same within a reasonable time as established by the Authority;
- b. the applicant's proposed operation or construction will create a safety hazard on the Airport;
- c. the granting of the application will require the Authority to spend funds or to supply labor or materials in connection with the proposed operation, or the operation will result in a financial loss to the Authority;
- d. no appropriate, adequate or available space or building exists at the Airport which would accommodate the entire activity of the applicant at the time of application, nor is contemplated within a reasonable time thereafter;
- e. the proposed operation, development or construction does not comply with the Airport Master Plan then in effect;
- f. the development or use of the area requested by the applicant will result in a congestion of aircraft or buildings, or will result in unduly interfering with the operations of any present Operator on the Airport;
- g. the applicant has either intentionally or unintentionally misrepresented or omitted any material fact in the application or in supporting documents;
- h. the applicant has failed to make full disclosure on the application or in supporting documents;
- i. the applicant has a record of violating the rules and regulations of any airport or civil air regulations, FAA regulations, or any other rules and regulations applicable to the Airport;
- j. the applicant has defaulted in the performance of any lease, permit, or any other agreement with the Authority;
- k. the applicant does not, in the opinion of the Authority, exhibit adequate financial responsibility to undertake the project, based upon current financial information provided;
- l. the applicant cannot provide a performance bond in the amount required by the Authority for that contract;
- m. the applicant has been convicted of any felony or misdemeanor involving moral turpitude;

- n. acceptance of the application would cause the Authority to breach its Federal, State, or local obligations; and
- o. acceptance of the application would be, in the opinion of the Authority, inconsistent with the best interest of the operations of the Airport or the aeronautical users of the Airport.

Nothing contained herein shall prohibit the Authority from granting or denying, for any reason it deems sufficient, an application to do business on the Airport for the purpose of selling, furnishing or establishing non-aviation products supplied for any service or business of a non-aeronautical nature, or an application for the non-profit use of an Airport facility.

VII. INSURANCE REQUIREMENTS

Each Operator shall provide, and maintain in full force and effect, insurance coverage in the types and minimum amounts as set forth in the Airports Rates and Charges Policy. Each Operator should make its own analysis to determine whether more insurance coverage is needed. However, such policies of insurance shall be maintained in full force and effect during all terms of any Lease, Permit or Agreement, or any renewals or extensions thereof with a 30-calendar day notice of cancellation to the Authority. Such policies shall not be less than the amounts listed in Rates and Charges Policy; however, in all cases, must meet the statutory requirements of applicable governmental agencies and be approved in writing by the Authority.

VIII. WAIVER OF MINIMUM STANDARDS

The Authority may, in its sole discretion, waive or modify any portion of these Minimum Standards with respect to a governmental agency performing non-profit public services, fire protection, or emergency response operations, or if the Authority determines that such waiver is in the best interest of the public and will not result in unjust discrimination against other Commercial Operators at the Airport.

IX. COMPLIANCE WITH RULES AND REGULATIONS

Operator shall be required to conduct its activities at the Airport in strict compliance with the Rules and Regulations, as amended from time to time.

X. INDEMNIFICATION AND ENVIRONMENTAL

Each Operator shall be required to protect, defend, and hold harmless from and against and all liabilities, losses, suits, claims, judgments, fines or demands, including all reasonable costs for investigation and defense thereof (including but not limited to attorney fees, court costs, and expert fees), of any nature whatsoever arising out of or incident to Operator's use of the Airport facilities, including use or occupancy of its premises or relating to its premises, including the injury or death of any person or damage to any property, any environmental matter, (including but not limited to expert, investigation and/or remediation costs and expenses of

any site remediation), any other acts or omissions of Operator's officers, agents, employees, contractors, subcontractors, licensees, or invitees, regardless of where the injury, death, damage or other liability may occur, unless such injury, death, damage, or other liability is caused by the sole negligence of the Authority, its agents, employees, tenants or contractors. Operator and the Authority shall agree to use counsel reasonably acceptable to Authority in carrying out these obligations. Operator shall also agree that these provisions shall survive the expiration or early termination of any lease or other agreement between Operator and the Authority.

XI. EQUAL OPPORTUNITY

Each Operator for itself, successors in interest, and assigns, as a part of the consideration for any lease or other agreement with Authority, shall agree that:

- a. no person on the grounds of race, color, or national origin shall be excluded from participation in denied the benefits of or be otherwise subjected to discrimination in the use of said facilities;
 - b. that in the construction of any improvements on, over, or under such land and the furnishing of services thereon, no person on the grounds of race, color, or national origin shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination; and
 - c. that the Operator shall conduct its business and operations on the Airport in compliance with all applicable requirements imposed pursuant to 49 CFR Parts 21 and 23, as said regulations may be amended from time to time.
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