

## Top 10 Questions From Internal and External Customers

### INTERNAL

1. How can I schedule a public meeting at the Airport Terminal Conference Room?
  - a. Call x3540 to check availability.
  - b. Avoid the evenings of the second Wednesdays of each month. This time is reserved for the regular Airport Commission meeting.
  - c. Public meetings that are not related to the Airport or Airpark will be charged an hourly room rental fee.
2. How many people can the Airport Terminal conference room handle?
  - a. The room seats approximately 35 comfortably, but the occupancy limit for the entire building is 57.
3. What parking is available at the Terminal Building?
  - a. The Terminal parking lot contains approximately 30 spaces (including 2 accessible spaces) and is frequently parked by airport users. The other two airport parking lots are not convenient for Terminal events.
4. Who can I contact in case of an emergency at the Airport?
  - a. Airport Operations at x3544 or call 911.
5. I have a customer that has an aircraft noise complaint. Where can I refer them?
  - a. Please refer them to the Airport Noise Complaint line at 480-782-3550 or <http://www.chandleraz.gov/surveys/TakeSurvey.aspx?SurveyID=92KLIm7>

### EXTERNAL

1. How can I contact Chandler's fixed based operator ("FBO")?
  - a. The FBO at Chandler Municipal Airport is Chandler Air Service, which can be contacted at 480-963-6420 or at [www.aerobatics.com](http://www.aerobatics.com)
2. What are the Airport Administration hours?
  - a. Monday through Friday, 8 am to 5 pm, except holidays.
3. What are the Terminal Building hours?
  - a. The Terminal Building is open from 5:00 am – 5:00pm Monday through Friday and from 5:00 am – 3:30 pm on Saturday and Sunday.
4. What is the address of the Terminal Building?

- a. 2380 S. Stinson Way, Chandler, AZ 85286
5. What are the Air Traffic Control Tower's hours?
  - a. The Tower is open from 6:00 am – 9:00 pm. Note that the airport is open to arriving and departing traffic 24 hours.
6. How can I have after-hours access to the airport?
  - a. Please make arrangements with Airport Administration during regular business hours for instructions for entering the airfield after hours.
7. Where can I find the Rules and Regulations for the Chandler Airport?
  - a. <http://www.chandleraz.gov/default.aspx?pageid=318>
8. I need to make a delivery to an Airport tenant. What do I need to know?
  - a. Please have the tenant meet you at the Terminal.
9. Who are the fuel providers at Chandler Municipal Airport?
  - a. Chandler Air Service has full-service Jet A and 100LL fuel available
  - b. CHD has a self-serve fuel facility for 100 LL (credit cards accepted)
10. Is the Airport Terminal Conference Room available for rent?
  - a. Yes, please call 480-782-3540 for room availability and further details
  - b. For non-aviation uses, the Airport charges \$25/hr for Chandler residents and \$34/hour for non-residents for the use of the room
  - c. Charges are waived for airport-related activities, including neighborhood meeting for developments within the Airpark.
  - d. The room's occupancy is limited to 35.
11. What are your current rates for hangars and tie-downs?
  - a. Our current rate schedule is posted on the Airport website:  
<http://www.chandleraz.gov/default.aspx?pageid=318>
  - b. Please note that we currently have a waiting list for Airport-owned hangar space.
12. I'd like to rent a tie down. What do I need to do?
  - c. Please contact Airport Administration at 480-782-3540.
13. What methods of payment do you accept?
  - d. We accept cash, personal check, electronic check or credit cards (Visa, Master Card, Amex, Discover).
  - e. For E-checks, a flat 95 cent fee will be applied for e-checks processed through the online payment portal. Check payments made in person or by mail will not incur this fee.

- f. For credit cards, a third party fee of 2.95% will be applied to all credit card transactions, including those made in person or online.
14. What are the regulations regarding flying drones and model aircraft (unmanned aerial vehicles) in Chandler?
- a. The Chandler Airport regulations (Section 3.16), which are adopted by reference as City Code, states that "No person shall fly or release a model aircraft, rocket, kite, fireworks, tethered balloon, etc. on or within two (2) miles of the airport if such activity would create a hazard to aircraft operations."
  - b. For non-commercial activities, you will need to notify the Airport if your flight area is between 2 and 3 miles away from the Airport.
  - c. We also encourage you to visit the "Know Before You Fly" website that provides guidance and best practices for safely enjoying your model or unmanned aircraft: <http://knowbeforeyoufly.org/>
  - d. Did you know that Thuge Park in Chandler is frequented by many radio-controlled aircraft enthusiasts? The park is a great place to meet other residents who share the same interests. The address is 2825 West Galveston Street in Chandler.

#### EXTERNAL AGENCIES

1. I've been told that I need to file for an obstruction evaluation with the FAA for my project. What is this?
  - a. An obstruction evaluation is required for the FAA to determine potential impacts from buildings, construction, or other activities on navigable airspace.
2. How do I file an obstruction evaluation with the FAA?
  - a. FAA obstruction evaluations can be submitted online at: <https://oeaaa.faa.gov/>
3. What is a "7460"?
  - a. "7460" refers to FAA Form 7460-1 "Notice of Proposed Construction or Alteration", which is the form used for obstruction evaluations. You can use the FAA obstruction evaluation website to file these forms electronically.
4. What information do I need to file the obstruction evaluation?
  - a. Submit data points for each structure. Structures include, without limitation, antennas, building parapets, mechanical penthouses, building corners, light poles, and wind turbines.
  - b. Also, please be aware that structures also include temporary equipment like cranes and drilling rigs.

- c. For each data point, provide latitude, longitude, site elevation, structure height above ground level, frequencies (if applicable), etc. as identified on the FAA obstruction evaluation website.
  
- 5. How long does the FAA take to complete its evaluation?
  - a. Due to the volume of evaluations that the FAA receives, plan for approximately four weeks.
  
- 6. What will be the result of their evaluation?
  - a. Depending on the FAA's evaluation, the result will either be a "no hazard determination" or a hazard determination.
  
- 7. How do I check the status of my obstruction evaluation ?
  - a. When you submit your data points, you will receive a reference number ("case number"). You can input the case number on the FAA obstruction evaluation website.
  
- 8. I don't have the data points for the cranes or drilling rigs on my project right now. What do I need to do?
  - a. As soon as you know the type of equipment you're using (particularly the number of pieces and their maximum height) and your schedule, determine the data points and submit as soon as possible.

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