

740 CMR: MASSACHUSETTS PORT AUTHORITY

740 CMR 26.00: LOGAN AIRPORT - MINIMUM STANDARDS FOR AVIATION SERVICES

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INTRODUCTION

26.01: Introduction

(1) General. 740 CMR 26.01 through 26.99 contain minimum standards that must be met in order to provide certain "regulated services", as defined in 740 CMR 26.02, at Logan. The minimum standards divide the providers of regulated services into five categories, list the services that each category of operators must provide, and set forth requirements that apply to the provision of those services.

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(2) Applicability. The minimum standards apply to any person or entity that provides one or more regulated services to aircraft at Logan except for the following:

- (a) an air carrier servicing itself;
- (b) a tenant air carrier providing non-fueling services to another air carrier at the tenant air carrier's premises or at such other location required by the Authority for operational reasons, and with substantially the same equipment used by the tenant air carrier to service itself; and
- (c) a tenant air carrier providing services to another air carrier pursuant to a written agreement with the Authority entered into prior to the enactment of the minimum standards.

(3) Effective Date. The effective date for these minimum standards shall be September 1, 1991.

26.02: Definitions

For purposes of 740 CMR 26.01 through 26.99 the following terms shall have the following meanings:

Air carrier - shall mean an entity that provides commercial air transportation services pursuant to a certificate issued in accordance with federal law or that provides scheduled air transportation and has an operating agreement with the Authority.

Airport Certification Manual - shall mean the Authority's Airport Certification Manual that has been approved by and filed with the FAA pursuant to 14 CFR Part 139.

Aviation service operator or operator - shall mean any person or entity that provides one or more regulated services to aircraft at Logan, and to whom the minimum standards apply as set forth in 740 CMR 26.01(2).

EPA - shall mean the United States Environmental Protection Agency.

FAA - shall mean the Federal Aviation Administration.

FCC - shall mean the Federal Communications Commission.

FSS - shall mean the Flight Service Station.

General aviation aircraft - shall mean all aircraft other than air carriers except for those the Authority has approved for handling at the general aviation/ itinerant ramp.

Into-plane - shall mean the operational fuel servicing of an aircraft from a mobile tank fueler or from an inground hydrant system through a pumping mechanism, and shall not include bulk storage, bulk delivery of fuel or transfers from storage tanks into mobile tank fueling vehicles.

Logan - shall mean Logan International Airport.

MEPA - shall mean the Massachusetts Environmental Policy Act (M.G.L. c. 30, §§ 61 through 62H) and the regulations (301 CMR 11.00) promulgated thereunder.

NFPA - shall mean the National Fire Protection Association.

Regulated service - shall mean any one of the following services: air carrier fueling, general aviation fueling, ramp services, cargo and mail services, baggage handling, passenger air carrier servicing, air carrier maintenance, and general aviation aircraft servicing, all as more particularly described in 740 CMR 26.21 through 26.28.

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Required service - shall mean any service other than a regulated service that an operator is required to provide by the minimum standards and may include flight crew transportation escort service, collection of fees, removal of disabled aircraft, cabin cleaning, passenger security screening, passenger airfield ground transportation, passenger handling and aircraft deicing, all as more particularly described in 740 CMR 26.41 through 26.49.

SITA - shall mean the Society Internationale Teleco Communications Aeronautics.

Tenant air carrier - shall mean any air carrier that has entered into a lease with the Authority or has an Authority approved sublease for operating areas at Logan.

26.03: Categories of Aviation Service Operators

The following sets forth the five categories of aviation service operators at Logan, lists the services that each category of operator must provide and describes the locational constraints upon the provision of such services.

(1) Air Carrier Fueler

(a) Scope of Services. An air carrier fueler shall provide to air carriers the following services:

1. Air Carrier fueling;
2. Collection of fees;
3. Flight crew transportation;
4. Escort service; and
5. Aircraft deicing.

(b) Location of Services. An air carrier fueler may provide services in any area of the aerodrome approved by the Authority.

(2) Cargo Handler

(a) Scope of Services. A cargo handler shall provide to air carriers the following services:

1. Ramp services;
2. Cargo and mail services;
3. Flight crew transportation;
4. Escort service;
5. Collection of fees; and
6. Aircraft deicing.

(b) Location of Services. A cargo handler shall provide its services only on the ramp or at an Authority approved cargo terminal.

(3) Passenger Handler

(a) Scope of Services. A passenger handler shall provide to air carriers the following services:

1. All services listed in 740 CMR 26.03(2)(a);
2. Baggage handling;
3. Passenger air carrier servicing;
4. Passenger handling;
5. Passenger security screening;
6. Passenger airfield ground transportation; and
7. Cabin cleaning.

(b) Location of Services. A passenger handler shall provide services only on the ramp or at a passenger terminal that has been approved by the Authority for the rendering of such services.

(4) General Aviation Full Service Operator

(a) Scope of Services. A general aviation full service operator shall provide the following services:

1. General aviation fueling;
2. General aviation aircraft servicing;

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3. Deicing services to general aviation aircraft and to any other aircraft if the operator so desires;
 4. Collection of fees from general aviation aircraft;
 5. Removal of disabled aircraft; and
 6. Cabin cleaning for general aviation aircraft.
- (b) Location of Services. A general aviation full service operator shall perform all of its services except for aircraft removal and deicing services at the general aviation/itinerant ramp and terminal facilities or at any other ramp that has been approved by the Authority.
- (5) Air Carrier Maintenance Operator
- (a) Scope of Services. An air carrier maintenance operator shall provide the following services:
1. Air carrier maintenance;
 2. Collection of fees from air carriers;
 3. Flight crew transportation; and
 4. Escort services.
- (b) Location of Services. An air carrier maintenance operator may perform maintenance at any location at Logan provided it can be performed safely at that location except as follows:
1. Major maintenance shall not be performed on the ramp or apron areas; and
 2. Maintenance that would immobilize an air carrier shall not be performed at a passenger terminal gate.

26.04: Operating Agreement

- (1) Prior to providing one or more regulated services at Logan, an operator shall enter into a written operating agreement with the Authority covering each category of operations set forth in 740 CMR 26.03 that it wishes to provide. The operating agreement shall be in a form acceptable to the Authority and shall contain, without limitation, provisions for insurance, indemnification, and an operating fee payable to the Authority. At the Authority's discretion, the operating agreement may require a payment guaranty or other financial assurance.
- (2) Requests for an operating agreement with documentation of the operator's ability to comply with these minimum standards should be submitted to the Authority in writing at least 90 days prior to the proposed start-up date. The request should identify all services that the operator proposes to provide and demonstrate how the operator will satisfy all equipment, facility and other requirements imposed by the minimum standards.
- (3) The operating agreement shall specify the regulated services that the operator is required to provide and any other services that the operator is required or permitted to provide. An operator shall not provide any services that are not specified in the operating agreement.

26.05: Subcontracting of Services

- (1) An operator shall not subcontract any of the regulated services that are required for the category of service operator for which the operator has obtained its operating agreement. An operator may subcontract any other services, including other regulated services, provided that the subcontractor has a written operating agreement with the Authority to provide such services.
- (2) Prior to entering into an agreement with a subcontractor, the operator must notify the Authority in writing of the name and address of the subcontractor and the services being subcontracted.
- (3) An operator is responsible for ensuring that the subcontractor has an operating agreement with the Authority for the provision of such services and that the services provided by the subcontractor satisfy all applicable requirements of these minimum standards.

26.11: General Equipment Requirements

- (1) The specific equipment requirements specified in 740 CMR 26.21 *et seq.* shall be deemed satisfied if the operator owns, leases or otherwise has sufficient access to the equipment to provide the applicable services promptly on demand and with causing any flight delays or other operational impacts on aircraft or Logan.
- (2) All vehicles operating on the airfield shall have required permits and registrations, including ramp and apron permits.
- (3) All vehicles shall be clearly designated with the name of the company providing services with the vehicle.

26.12: General Facilities Requirements

- (1) An operator shall:
 - (a) Provide, lease or sublease sufficient office space in the vicinity of Logan to adequately manage and conduct its business operation.
 - (b) Make arrangements to ensure that employees do not park illegally and that they comply with the 740 CMR 21.52 regarding vehicle parking.
 - (c) Have access to exclusively leased or subleased ramp or storage area sufficient for all vehicles and equipment used on Logan. The area shall be of sufficient size to accommodate operator's equipment, including both motorized and static ground equipment, and shall not be in the terminal apron area.
 - (d) Have access to an indoor maintenance area in the vicinity of Logan sufficient for the repair of all equipment used on Logan.
 - (e) Have access to appropriate accommodations for employees, including but not limited to rest rooms.
- (2) All buildings or structures at Logan occupied by the operator shall meet and comply with the requirements of the Authority, NFPA, local and state codes, and the requirements of the insurance underwriters.

26.13: General Operations Requirements

An operator shall:

- (1) Make available all of its services 24 hours a day, seven days a week. Unless expressly provided otherwise by these minimum standards, this requirement can be met by means of a prompt on-call system outside of the operator's regularly scheduled hours.
- (2) Keep the Authority informed of its regularly scheduled hours, and modify such hours at the request of the Authority provided that all similarly situated operators are requested to do so as well.
- (3) Abide by all applicable federal, state and municipal laws, regulations, ordinances and standards currently in existence or which may hereafter be promulgated, including all environmental laws and regulations, the Authority's Rules and Regulations, the requirements and recommendations of NFPA, the latest FAA Advisory Circulars, and other standards established by recognized authority.
- (4) If so directed by the Authority, collect all landing, parking and other fees and charges assessed by the Authority from a non-tenant air carrier prior to providing services to such air carrier.
- (5) Provide prompt, courteous and efficient services.

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- (6) Be prepared at all times to accept responsibility for handling distressed and diverted flights, including but not limited to assisting in coordination of aircraft repair requirements and unforeseen flight delays.
- (7) Establish and submit to the Authority standard operating procedures for the performance, operation, maintenance and inspection of its facilities and equipment, including ground service equipment, and for ensuring compliance with all applicable standards currently in existence or which may hereafter be promulgated.
- (8) Establish and submit to the Authority an emergency plan of operations for all aircraft regularly serviced by the operator as required by the Authority from time to time.
- (9) Provide continuous monitoring of business telephones, company radio, UNICOM, approach control, tower and ground control frequencies in order to coordinate and anticipate services to be rendered.
- (10) Provide to the Authority promptly on request, such information on operations at Logan as the Authority shall from time to time request, including but not limited to, passenger, cargo, and operations statistics, data on aircraft as it relates to Logan by type, and arrival and departure information. The Authority shall have the right, during reasonable times and upon reasonable notice, to audit and examine books, records and other data which pertain to the operator's use of Logan, and its performance of the requirements of these minimum standards.
- (11) Provide promptly to the Authority the result of any FAA inspections.
- (12) Ensure that any employee performing weight and balance calculations are certified to do so.
- (13) Ensure the proper licensing and certification of employees with copies maintained in the operator's personnel record files regarding FCC requirements, Massachusetts driver's license of the proper class, and FAA license, if required.
- (14) Ensure that all employees operating vehicles on the airfield have aerodrome driver's licenses.

26.14: General Personnel Requirements

- (1) Identification. All non-management personnel on the ramp shall be suitably uniformed and the uniform shall identify the name of the company providing the service. All personnel on the ramp shall display security badges in a conspicuous manner at all times.
- (2) Staffing.
 - (a) At all times an adequate number of qualified and, where applicable, licensed employees shall be on duty to provide a level of service commensurate with public demand and the requirements set forth in these minimum standards.
 - (b) When any services are being performed, a minimum of one qualified supervisor/ management representative shall be on duty.
 - (c) Unless expressly provided otherwise herein, an operator may cross utilize employees between the services performed but only to the extent that the personnel qualifications and licensing requirements are met and the staffing is adequate to satisfy 740 CMR 26.14(2)(a) for each service performed.

26.15: General Training Requirements

- (1) The operator shall establish a written training program to ensure that all employees are thoroughly trained and qualified to perform the tasks to which they are assigned. The training program shall include detailed instruction in proper operating procedures for each job classification. The training shall include but not be limited to 740 CMR, applicable rules of the FAA and its latest Advisory Circulars, safety and operational requirements of the aircraft being serviced, procedures governing the operation of a vehicle on the aerodrome, procurement procedures for an aerodrome driver's license and general safety rules.
- (2) All employees shall successfully complete all prescribed training programs and, where applicable, be licensed or certified to perform all of the functions they are required to fulfill. Copies of certificates of completion of all training programs and all licenses shall be maintained in the employees' personnel record files.
- (3) Employees additionally trained by an air carrier to perform a specialized task shall be certified by the air carrier with a copy placed in the personnel record file.
- (4) All employees assigned or subject to radio calls shall have a valid FCC radio telephone operator's permit in their possession.

26.21: Air Carrier Fueling

- (1) Definition. Air carrier fueling shall mean the following:
 - (a) The sale, delivery, quality control and/or into-planing of aviation fuel of all grades ordinarily used and required by air carriers at Logan; and
 - (b) The sale of aviation oils and lubricants of all types and grades ordinarily required by air carriers at Logan.
- (2) Equipment. An operator performing air carrier fueling shall maintain equipment in sufficient quantities and of sufficient type to service all aircraft handled by the operator and which shall include at a minimum the following:
 - (a) A sufficient supply of absorbent material and the vehicular means to transport this absorbent material for the immediate containment and clean up of a spill and for removal of the contaminated absorbent material;
 - (b) Four fuel service vehicles for Jet A fuel and one fuel service vehicle for each other grade of fuel that would normally be dispensed. The minimum product capacity for three of the Jet A fuel vehicles shall be 7,000 gallons each and for the fourth shall be 1,800 gallons. The minimum product capacity for the non-Jet A fuel vehicle shall be 1,800 gallons; and
 - (c) Five fuel hydrant carts each with a minimum capability of into-planing 700 gallons per minute and capable of utilizing one or more of the existing fuel hydrant systems at Logan.
- (3) Facilities. An operator performing air carrier fueling shall have access to a fuel dispensing system of at least 200,000 gallon capacity.
- (4) Training. An operator performing air carrier fueling shall comply with the training standards for persons handling or dispensing fuel set forth in the Authority's Airport Certification Manual.
- (5) Staffing. At least one fueller shall be on duty 24 hours per day, seven days per week.

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(6) Operations

(a) All fueling operations, systems and equipment shall comply with the Authority's Airport Certification Manual, the Authority's Rules and Regulations and all requirements and recommendations of the EPA, MEPA, NFPA, the FAA Advisory Circulars in the 150 Series and other applicable standards established by recognized authority.

(b) An operator performing air carrier fueling shall provide a response time to requests for fuel service not to exceed 15 minutes between 0600 to 2400 hours and not to exceed 20 minutes between 2400 and 0600 hours.

(c) All operators shall develop and maintain a Fueling Operations Manual that demonstrates how the operator will comply with 740 CMR 26.21(6)(a). The Fueling Operations Manual shall contain, but not be limited to, a description of the procedures for the proper receipt, storage, handling and dispensing of aircraft fuel, the testing of all fuel systems and appliances, the training of employees, and the procedures for ensuring product quality control.

(7) Document Submission. An operator performing air carrier fueling shall:

(a) Submit annually to the Authority a copy of its Fueling Operations Manual;

(b) At the request of the Authority, employ a fueling consultant who has been approved in advance by the Authority and who shall submit to the Authority a certification stating that the operator's procedures, equipment and training programs comply with 740 CMR 26.21(6)(a);

(c) Retain for at least 12 months and make available for inspection by the Authority and the FAA all records of physical inspections and tests and all records of its fueling operations, including but not limited to its quality control, which shall specify at least the following:

1. The results of any physical inspections or tests conducted;
2. The date, nature, and results of any quality control tests, the procedures undertaken and any corrective actions; and
3. The name and signature of each person conducting any tests, procedures, or inspections.

26.22: General Aviation Fueling(1) Definition. General aviation fueling shall mean the following:

(a) The sale, delivery, quality control and/or into-planing of aviation fuel of all grades ordinarily used and required by general aviation aircraft at Logan; and

(b) The sale of aviation oils and lubricants of all types and grades ordinarily required by general aviation aircraft at Logan.

(2) Equipment. An operator performing general aviation fueling shall maintain equipment in sufficient quantities and of sufficient type to service all aircraft handled by the operator and which shall include at a minimum the following:

(a) A sufficient supply of absorbent material and the vehicular means to transport this material for the immediate containment and clean up of a spill and for removal of the contaminated absorbent material;

(b) Four fuel service vehicles for jet fuel, two with a minimum capacity of 5,000 gallons and two with a minimum capacity of 2,200 gallons; and

(c) One fuel service vehicle for aviation gasoline or other grade of fuel ordinarily dispensed with a minimum of 750 gallon product capacity.

(3) Facilities. An operator performing general aviation fueling shall have access to a fuel dispensing system with a capacity which will provide an inventory of jet fuel and aviation gasoline sufficient to fully service all the general aviation which use Logan on a peak day for an average week.(4) Training. An operator performing general aviation fueling shall comply with the training standards for persons handling or dispensing fuel set forth in the Authority's Airport Certification Manual.

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- (5) Staffing. An operator performing general aviation fueling shall:
 - (a) Have at least one fueler on duty 24 hours per day, seven days per week; and
 - (b) Have at least one additional person on duty 24 hours per day, seven days per week, to act as supervisor, customer service representative, ramp attendant, landing/parking fee collector and dispatcher.
- (6) Operations. An operator performing general aviation fueling shall satisfy the requirements set forth in 740 CMR 26.21(6).
- (7) Document Submission. An operator performing general aviation fueling shall satisfy the requirements set forth in 740 CMR 26.21(7).

26.23: Ramp Services

- (1) Definition. Ramp services shall mean air carrier lead in/lead out services, parking guidance, chock management, engine start safety, air carrier repositioning, ground power and pushback services.
- (2) Equipment. An operator performing ramp services shall maintain equipment in sufficient quantities and, except as provided otherwise in 740 CMR 26.23(2)(c), of sufficient type to service all aircraft handled by the operator, and which shall include at a minimum the following:
 - (a) Tow bars;
 - (b) An aircraft air start unit;
 - (c) A push back/tow tractor that is of sufficient power and braking capability to handle the towing requirements of the largest aircraft regularly using Logan up to and including a 747;
 - (d) A ground power unit approved by Underwriters Laboratory or a similar recognized standards agency;
 - (e) Absorbent material for use in case of equipment failure or leakage on the ramp area;
 - (f) Fire extinguishers on the ramp and gate areas; and
 - (g) One portable lighting unit.

26.24: Cargo and Mail Services

- (1) Definition. Cargo and mail services shall mean:
 - (a) Package, parcel, freight and cargo loading and unloading;
 - (b) Mail handling in accordance with U.S. Postal Service and International Air Transport Association regulations and any Federal Inspection Services procedures that may be required; and
 - (c) Air cargo loading and unloading, including pick-up and delivery from/to on-Logan locations.
- (2) Equipment. An operator performing mail and cargo services shall maintain equipment in sufficient quantities and of sufficient type to service all aircraft handled by the operator and which shall include at a minimum the following:
 - (a) Two lower deck container/pallet loaders;
 - (b) One main deck container/pallet loader;
 - (c) 28 pallet dollies and 16 container dollies or an equal amount of equivalent equipment;
 - (d) Three baggage tugs and tow bars for baggage equipment and freight carts;
 - (e) Six cargo carts;
 - (f) Fork lift;
 - (g) One belt loader; and
 - (h) Non-motorized equipment, including but not limited to, freight carts and aircraft tow bars.

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(3) Facilities. An operator performing mail and cargo services shall have access to an area designated as "Flight Planning Room" for crews of commercial air carriers serviced by the operator. This room shall be available 24 hours per day, seven days per week, and shall include:

- (a) Area for weather service, flight planning and filing sufficient to meet the needs of the commercial flight crew which shall be not less than 75 square feet;
- (b) Access to men's and women's rest rooms for the use of the commercial flight crew;
- (c) Public telephones, SITA or comparable telex equipment and dedicated direct line or automatic dial FAA/FSS telephone; and
- (d) A crew lounge with a minimum of 200 square feet, exclusive of rest rooms.

26.25: Baggage Handling

(1) Definition. Baggage handling shall mean the safe and secure handling of passengers' baggage from the ticket counter through the loading of the baggage on the aircraft and the transportation of interline baggage between aircraft at Logan, including the following:

- (a) Baggage sorting by flight number and destination;
- (b) Conducting operations in a baggage make-up room;
- (c) Baggage inspection for security purposes;
- (d) The loading and unloading of baggage from an aircraft;
- (e) The delivery of baggage to a baggage claim area from an aircraft;
- (f) The secure delivery of international arriving baggage to the customs facility;
- (g) Compliance with all U.S. Customs Regulations regarding the handling and delivery of international baggage;
- (h) The posting of the procedures available for compensation in the event of lost or damaged baggage; and
- (i) The delivery of interline baggage or baggage from a cancelled flight to any aircraft at Logan for any passenger.

(2) Equipment. An operator performing baggage handling shall maintain equipment in sufficient quantities and of sufficient type to service all aircraft handled by the operator and which shall include at a minimum the following:

- (a) All equipment listed in 740 CMR 26.23(2) and 740 CMR 26.24(2); and
- (b) Six baggage carts.

(3) Facilities. An operator performing baggage handling for air carriers shall have access to an Authority approved baggage make-up and claim area, including a service area for lost and damaged baggage.

(4) Training. Employees engaged in baggage handling shall be trained in proper loading and handling techniques to minimize lost and damaged baggage, and identification techniques to maintain security.

26.26: Passenger Air Carrier Servicing

(1) Definition. Passenger air carrier servicing means the servicing and non-aeronautical maintenance of passenger air carriers, including the following:

- (a) Operation of loading bridges and mobile flight stairs;
- (b) Lavatory services;
- (c) Potable water services;
- (d) Cabin heating; and
- (e) Cabin air conditioning.

(2) Equipment. An operator performing passenger air carrier services shall maintain equipment in sufficient quantity and of sufficient type to service all air carriers handled by the operator and which shall include at a minimum the following:

- (a) Two mobile flight stairs;
- (b) Passenger stair truck;
- (c) Motorized lavatory servicing units;

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- (d) Motorized potable water truck;

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- (e) Mobile cabin heating unit; and
- (f) Mobile cabin air conditioning unit.

(3) Facilities. An operator performing potable water services shall have samples from both supply and tank trucks analyzed for coliform and plate count by a state approved laboratory at least once every 21 days with records maintained and available for inspection. In the event test results fail to meet local public health or air carrier standards, the operator shall notify the Authority and take immediate corrective action before resumption of potable water servicing.

26.27: Air Carrier Maintenance

(1) Definition. Air carrier maintenance shall mean the maintenance, repair, rebuilding, alteration or inspection of an air carrier or any of its component parts. An air carrier maintenance operator must be certified by the FAA to perform air carrier maintenance and shall provide only those maintenance and inspection services permitted by its FAA certification.

(2) Equipment. An operator performing air carrier maintenance shall maintain equipment in sufficient quantities and of sufficient type to service all air carriers handled by the operator and which shall include at a minimum the following:

- (a) One aircraft tug of sufficient power or braking weight to handle any air carrier that the operator is permitted to service under the operator's FAA certification; and
- (b) All of the tools and equipment required under the operator's FAA certification.

(3) Facilities. An operator performing air carrier maintenance shall provide, lease or sublease the following:

- (a) If the operator is certified by the FAA as a domestic repair station, an on-Logan hangar, adjacent apron, maintenance shop, and inventory space sufficient to comply with or exceed FAA certification requirements;
- (b) If the operator is not certified by the FAA as a domestic repair station, on-Logan designated maintenance areas adequate to perform the various functions of the particular services offered;
- (c) If the operator performs only minor on call emergency maintenance that can be quickly and efficiently performed at a gate or on the ramp and apron in compliance with 740 CMR 26.03(5)(b), operator does not have to meet the requirements of 740 CMR 26.27(3)(a) or (b).

(4) Operations. An air carrier maintenance operator at all times shall:

- (a) Abide by all of the terms and conditions of the operator's FAA certification;
- (b) Maintain in its office complete personnel record files including copies of all FAA licenses, type ratings, Inspection Authorization privileges and all training records of individuals working under the authority of an Airframe and Powerplant or other federal certificate;
- (c) Maintain in its office a copy of any and all air carrier and manufacturer manuals on maintenance requirements and procedures for aircraft on which inspections or maintenance are performed on a regular basis;
- (d) Maintain in its office completed copies of all maintenance and inspection forms required or recommended by the FAA;
- (e) If employed in a maintenance or inspection function for an air carrier, obtain a letter from that carrier stating compliance with the mandatory training and familiarization requirements contained in the FAA approved air carrier operations/maintenance manuals;
- (f) Ensure that at all times all personnel have their FAA license on their person or in the immediate area of work, available for inspection; and
- (g) Ensure that all parts are FAA approved and traceable to the manufacturer.

26.28: General Aviation Aircraft Servicing

(1) Definition. General aviation aircraft servicing means the following services required by a general aviation aircraft and its passengers:

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- (a) Ramp services consisting of aircraft parking guidance to the general aviation ramp, and the securing of aircraft by use of wheel chocks, gust locks or tie downs;
- (b) Minor line maintenance;
- (c) Departure and arrival flight status and information;
- (d) Departure lounge supervision and information;
- (e) Supervision of passengers while on the ramp;
- (f) Assistance for handicapped, elderly and wheel chair passengers;
- (g) Passenger supervision for U.S. Immigration and Naturalization Service and Customs Service;
- (h) Airfield ground transportation for crews and passengers of general aviation aircraft handled by the operator;
- (i) Escorting of motor vehicles without a ramp and apron permit to and from general aviation aircraft handled by the operator;
- (j) Alternative flight arrangements for cancelled flights;
- (k) Baggage service between the aircraft and terminal;
- (l) Package, parcel, cargo and mail service on the ramp;
- (m) Lavatory services;
- (n) Potable water services;
- (o) Cabin heating;
- (p) Cabin air conditioning; and
- (q) Ground heating of aircraft engines.

(2) Equipment. An operator performing general aviation aircraft servicing shall maintain equipment in sufficient quantities to service all aircraft handled by the operator and, except as provided otherwise in 740 CMR 26.28(2)(c), of sufficient type to service all general aviation aircraft regularly using Logan, including large turbine types, and which shall include at a minimum the following:

- (a) Aircraft tow bars;
- (b) An auxiliary power unit for the starting of aircraft;
- (c) A towing vehicle of sufficient power and braking capability to handle the towing requirements of any aircraft up to 60,000 pounds of maximum certified gross landing weight;
- (d) A ground power unit approved by Underwriters Laboratory or a similar recognized standards agency;
- (e) Absorbent material for use in case of equipment failure or leakage on the ramp area;
- (f) Fire extinguishers on the ramp and gate areas;
- (g) One mobile passenger stair;
- (h) A compressed air unit for inflating tires that is available at all times;
- (i) A high pressure oxygen cart for recharging aircraft oxygen systems;
- (j) One wheel chair;
- (k) Non-motorized equipment, including but not limited to chocks, illuminated wands and freight carts;
- (l) A lavatory servicing unit;
- (m) A potable water unit;
- (n) A mobile cabin heating unit; and
- (o) A mobile cabin air conditioning unit.

(3) Facilities. An operator performing general aviation aircraft servicing shall have access to areas adequate for the servicing of crews and passengers of aircraft utilizing the general aviation ramp available 24 hours per day, seven days per week, including the following:

- (a) An area with public telephones, SITA or comparable telex equipment and dedicated direct line or automatic dial FAA/FSS telephone;
- (b) Men's and women's rest rooms;
- (c) A designated area for weather service, flight planning and filing;
- (d) A crew lounge with a minimum of 300 square feet;
- (e) An area for the general public with a minimum of 900 square feet; and
- (f) Adequate office and administrative space adjacent to the operator's base of operations.

26.41: Flight Crew Transportation

- (1) Definition. Flight crew transportation shall mean on-airport rampside ground transportation for crews of aircraft.
- (2) Equipment. An operator performing flight crew transportation shall maintain the following equipment:
 - (a) One vehicle capable of transporting the crew of any aircraft serviced by the operator to the flight planning/lounge areas; and
 - (b) One supervisory vehicle equipped with company frequency and ground control two way radio capability.

26.42: Escort Service

- (1) Definition. Escort service shall mean the escorting of motor vehicles that do not have a ramp and apron permit on the airfield, ramp and apron area or aircraft parking and storage areas.
- (2) Equipment. An operator performing escort services shall maintain the following equipment:
 - (a) One supervisory vehicle equipped with company frequency and ground control two way radio capability;
 - (b) Radio equipment to monitor approach, tower and ground control frequencies as well as two way radios for UNICOM, company dispatch and other communications that may be deemed necessary for the efficient operation of the services provided. These radios shall be located at the operation's center or at the site from which fueling services are dispatched; and
 - (c) Two lead-in vehicles equipped with two-way radios which are capable of monitoring the tower, ground control, UNICOM, and company dispatch frequencies.

26.43: Collection of Fees

- (1) Definition. Collection of fees shall mean, if directed by the Authority, to collect fees and charges from aircraft operators and to remit them to the Authority, including but not limited to landing, parking and facility fees.
- (2) Operation.
 - (a) The general aviation full service operator shall conduct at a minimum a daily inventory of aircraft parked on the general aviation ramp in order to provide a check on the payment of fees. All other operators shall maintain a daily log of the activities and location of the aircraft handled by that operator as a check on the collection of fees.
 - (b) The general aviation full service operator engaged in the collection of fees shall maintain direct access to the most recent FAA aircraft registration data file and be able to identify the operator of each aircraft on the general aviation ramp.

26.44: Removal of Disabled Aircraft

- (1) Definition. Removal of disabled aircraft means the removal of disabled aircraft up to 15,000 pounds maximum certified gross landing weight upon request by the Authority or the aircraft operator.
- (2) Equipment. In the aircraft recovery plan, referred to in 740 CMR 26.44(4), the operator shall identify the equipment to be used to remove disabled aircraft. Equipment may be pooled with other operators under a jointly prepared aircraft recovery plan approved by the Director of Aviation.
- (3) Operations. An operator shall respond immediately to a request for aircraft removal services; provided, however, that the operator shall not be required to perform such services if the operator does not receive adequate indemnification.

26.44: continued

(4) Document Submission. An operator performing aircraft removal services shall supply to the Authority a copy of its aircraft recovery plan.

26.45: Cabin Cleaning

(1) Definition. Cabin cleaning shall mean the cleaning of the interior of aircraft, including the removal of debris.

(2) Equipment. An operator performing cabin cleaning shall have access to on-Logan dumpsters sufficient to handle the volume of trash generated by the aircraft handled by the operator.

(3) Operation

(a) Disposal of debris shall be in full compliance with all applicable rules and regulations, including those of the United States Customs and the United States Department of Agriculture.

(b) In the collection and disposal of debris, the operator shall not mix debris from domestic and international flights.

(c) The operator shall ensure that all dumpsters are contained and are emptied in a timely fashion.

26.46: Passenger Security Screening

Definition. Passenger security screening shall mean providing metal detection, baggage x-ray, or other security services required by the FAA and performing security checks prior to passenger boarding of aircraft in compliance with FAA standards and regulations.

26.47: Passenger Airfield Ground Transportation

(1) Definition. Passenger airfield ground transportation shall mean providing transportation for passengers between the terminal and any remotely parked aircraft both for planned operations and emergency situations.

(2) Equipment. The size, specification and number of vehicles shall be specified by the Authority from time to time.

26.48: Passenger Handling

(1) Definition. Passenger handling shall mean the services required by a passenger air carrier to assist passengers arriving at or departing from the terminals, including the following:

(a) Ticket counter information;

(b) Up to date departure and arrival flight status and information, both in the terminal and by means of at least three telephone message lines;

(c) Passenger ticketing and seat assignment;

(d) Baggage tagging;

(e) Departure lounge supervision and information;

(f) Boarding information and ticket lift;

(g) Supervision of passenger while on the ramp;

(h) Assistance for handicapped, elderly and wheel chair passengers;

(i) Baggage claim supervision and security;

(j) Lost/damaged baggage information;

(k) Passenger supervision for U.S. Immigration and Naturalization Service and Customs Service;

(l) Supervision and responsibility for tour operators who may be present;

(m) Posting for the public the flight number and the name of the airline, tour operator and handling companies for each flight handled by the operator;

(n) At the request of the Authority, making available to the public in a conspicuous location various publications provided by the Authority; and

26.48: continued

- (o) Such other passenger services as may be determined by the Authority from time to time.
- (2) Equipment. An operator performing passenger handling shall maintain at least five wheel chairs.
- (3) Facilities. An operator performing passenger handling shall:
 - (a) Have access to an Authority approved ticket counter which has the capability to provide three ticket agents per enplaning of a narrow body plane and four ticket agents per enplaning of a wide body plane;
 - (b) Lease or sublease office space for supervisory and support personnel in the vicinity of the approved ticketing area; and
 - (c) Have access to an area designated as "Flight Planning Room" for crews of commercial air carriers serviced by the operator. This room shall be available 24 hours per day, seven days per week, and shall include:
 - 1. Area for weather service, flight planning and filing sufficient to meet the needs of the commercial flight crew which shall be not less than 75 square feet;
 - 2. Access to men's and women's rest rooms for the use of the commercial flight crew;
 - 3. Public telephones, SITA or comparable telex equipment and dedicated direct line or automatic dial FAA/FSS telephone; and
 - 4. A crew lounge with a minimum of 200 square feet, exclusive of rest rooms.
- (4) Training. Employees engaged in passenger handling shall be trained in and familiar with passenger ticketing and check-in services, U.S. Customs and Immigration rules and procedures, Logan's ground transportation system, and the services available for the handicapped. Such employees shall possess the recommended foreign language capabilities for foreign flights.
- (5) Staffing.
 - (a) While providing passenger handling services, the operator shall have one customer service representative on duty for every 50 or less departing passengers. Customer service representatives providing informational services to passengers shall be on duty at such locations and times as determined by the Authority from time to time.
 - (b) While providing passenger handling services, the operator shall have at least one supervisor on duty. During the period until a flight is completely boarded, one supervisor shall be clearly in view of the passengers.

26.49: Aircraft Deicing

- (1) Definition. Deicing means to provide aircraft deicing services in compliance with any FAA procedures to all aircraft upon request.
- (2) Equipment. An operator performing deicing services shall maintain at least two approved deicing vehicles equipped with a tank for heating and dispensing under pressure an ethylene glycol mixture or other product approved by the FAA for deicing under pressure. For all general aviation full service operators these vehicles shall be capable of deicing all aircraft types that the operator handles and shall be equipped with a tank with a capacity of at least 1000 gallons of product. For all other operators, these vehicles shall be capable of deicing the largest aircraft regularly using Logan.
- (3) Training. All operators shall submit to the Authority a training program and documentation of compliance with FAA deicing procedures.

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26.99: Penalties

(1) For failure to provide the services listed in 740 CMR 26.48 to non-tenant air carriers or to comply with 740 CMR 26.13(6) an operator shall be punished for each such failure as follows:

- (a) First offense - by a warning or fine not to exceed \$500.00
- (b) Second offense within 12 months of the first offense by a fine not less than \$500.00 and not more than \$1000.00.
- (c) Third or subsequent offense within 12 months of the first offense by a fine not less than \$1000.00 and not more than \$2000.00.

(2) For failure to comply with 740 CMR 26.03(4)(a)5., an operator shall be punished for each such failure by a fine of not less than \$500.00 and not more than \$2,000.00.

(3) In addition to the penalties set forth in 740 CMR 26.99(1) and (2), for failure to comply with 740 CMR 26.01 through 26.99, the Authority may terminate the operator's operating agreement or suspend the operator's right to perform services at Logan for a period of time to be determined by the Authority.

REGULATORY AUTHORITY

740 CMR 26.00: St. 1956, c. 465 as amended.