

Dear Fellow Engineers Members:

We have been hangaring our planes at PWA, Inc. for about a year now and will a couple of minor fuel disruptions, and a few thoughtless actions, I think things have gone pretty well and we have benefited from keeping our planes stored out of the elements and have enjoyed attractive fuel prices and a lower cost of flying.

By and large we have been very well received by the community there and I hear generally very positive things from the PWA, Inc. line and office staff.

Having said that I think it's important to realize that we are a little unusual as far as hangar lessee's go and create quite a bit more work for the staff than the typical airplane owner. Consider that

- we have 60 pilots flying 4 airplanes (there are only 96 other hangars with perhaps a hundred pilots in the entire community)
- our airplanes fly several times each day (most airplanes don't fly more than a few times a month at most, a few fly several times a *week*)
- we refuel our airplanes each time they are flown (many of the other airplanes are not refueled each time they are flown)
- we ask the line crew to park our airplanes each time they are flown (several times a day)

The result of all of our activity is that we have created a lot more activity in the hangar community than there was before. Generally this is a good thing. BUT we have also created a lot more work. This is something to keep in mind. And although we may represent as much as 50% or more of the fueling activity, and parking requirements, we only purchase about 15% of the fuel and pay (through our rent) about 2.5% of the hangar association dues (which pays for the salary of the line staff).

With this as background let me lay out as clearly as I can what you can, and cannot, expect from the PWA, Inc. line staff.

What You Can Expect

1. You can expect that the plane you have finished flying, and pulled to the gas pump, will be fueled per your instructions within a reasonable amount of time. That time will usually be immediately, but it may be as long as 20-30 minutes depending on the current work load. This service is available from 9 a.m. to 5 p.m. seven days a week.
2. You can expect that the line staff will return the plane to the appropriate hangar and park it in that hangar for you after it is fueled.

That's it.

What You Cannot Expect

1. The line staff is not available to pull the airplane from the hangar for you before you go flying. They are simply too busy. Save yourself the trouble and don't ask. Don, Ed and John are very nice and accommodating fellows but they simply don't have time to be pulling our three airplanes out of the hangars several times a day.
2. The line staff cannot record your fuel purchases on the Club's fuel log for you. This is the Club's procedure not PWA, Inc.'s. This is not something that we should expect other hangar owner's to subsidize and I have asked that the line staff tell you no politely if you ask. Again, these are nice guys, so please don't put them in an awkward situation.
3. The PWA, Inc. equipment including tugs, golf carts, etc. is not available for loan. This is equipment needed for the smooth operation of the line service and timely service to all hangar owners' aircraft. Please don't ask to borrow PWA, Inc. equipment.

Basically, in a nutshell, PWA, Inc. provides fueling service for you and will park our airplane in our hangar. That's it. They are not a concierge service.

What You Should Do Every Time Our Airplanes Are Flown and Fueled at PWA, Inc. By You

1. Pull the plane out of the hangar yourself only after it is preflighted and you are ready to start up and taxi. Please don't block the ramp by pulling the plane out before you are ready to go. Either park your car in the hangar or at least 15 feet off the taxi way to allow other aircraft adequate room for taxi operations.
2. Close and lock the hangar doors.
3. Please call Ground Control before taxi and let them know you are taxiing. That way you won't be the bonehead headed out on taxi way A5 preventing an aircraft with taxi clearance to PWA, Inc. from following that clearance.
4. Pull up to the pump for refueling when you return. If the line attendant isn't in the immediate area please feel free to call 787-3361 and let whoever answers the phone know you are at the gas pump. Use your own judgment about whether to wait or leave, BUT remember they will not write down your fuel purchase on the Engineers log for you.
5. You should return to the hangar and open the hangar doors so that the plane can be parked. Please don't expect or ask the line staff to do this for you.
6. You should wait for the plane to be parked and then close the doors and lock up after yourself. Please don't expect or ask the line staff to do this for you. They will because they are nice and conscientious. But it isn't their responsibility. It's yours! Really, if you don't have time to attend to the details of airplane ownership like these you don't have time to go flying.

Our organization is well regarded at PWA, Inc. and if we all follow these simple guidelines, exercise commonsense and courtesy our reputation will stay at a high level.