

To: Mr. Greg Delevan
Airport Manager
Coeurd"Alene Airport

November 30, 1998

Subject: Unicom

Resort Aviation has been assigned the usage of Unicom

Based upon specific reports from your employees, flight instructors, private and several corporate pilots, our Front Desk Customer Service representatives and Office Manager, Kathy Garren, have performed an excellent job.

I have received no specific information to the contrary

Complaint: Airport personnel breaking into Unicom issuing conflicting instructions and information.

Specifically:

1. This summer during the Aerostar convention whereas Aerostar (a Resort Aviation customer) and Resort Aviation liad planned where to park *the* aircraft. There was ample space in our area. Your employees came on the Unicom, directing the customers to park on your new ramp. The "why" behind this action can cause much speculation: (a) generate use of a ne-v ramp, (b) direct the flow of fuel business to competitor's fuel island, (c) did not know that we had room to park tie aircraft's.

This was improper usage by your people, who had no authority to direct business away from our leasehold nor can said action be justified.

Correct action: They should have telephoned and spoken to our Ms. Garren, if they had a real problem, to clarify their concerns, if they should have been involved, and passed along infomiation to her for her announcement over the Unicom.

Incidentally, the FAA states that once tie aircraft is on tie ground, and needs additional instruction, he/she should be directed to switch to our Company frequency: 122.85, which clears the Unicom frequency for other pilots in tie air.

2. An Aircraft called Sandpoint Unicom, his call was not clear. Ms. Garren attempted to return his call to see if he meant COE or Sandpoint. One of your employees stepped all over that call, giving the pilot a complete briefing on COE.

Following which Ms. Garren reestablished contact with the pilot, who was perturbed, and found he really wanted Sandpoint, and inquired "who was the person who broke in"?

3. Recently, a pilot called Unicom, Ms. Garren answered, gave him the standard briefing upon which he requested more specific weather information. Ms. Garren referred him to AWAS. It was at this point that one of your employees broke in, and stated, "AWAS is wrong, visibility is fine, we can see the mountains." When the pilot landed, he commented upon the improper use of Unicom by that person.

I agree; Ms. Garren was following correct procedure, your people were not. I believe your employee was trying to help the pilot and AWAS was reporting a cloud directly over the unit. However, your employee could have and should have called Ms. Garren so there is one person giving Unicom advisories.

Summary:

1. We perform a valuable service in a quality manner and will continue to do so. We are prepared to defend our performance before any independent body of the Law.
2. There should and will be one entity using the Unicom. If the Airport has information that needs dissemination to the pilots, they should call Resort Aviation: 772-3731 and we will do so. Emergency situations are excepted.
3. The impression created is a back woods good old boy-ran Airport. That may not be your intention, but that is the resulting impression your office is giving to the pilots.
4. We would welcome any information you or your employees may have, which would assist our Office Manager and her staff in any possible improvement of this service.
5. I will be at Resort Aviation between December 8, - December 18, 1998, and would entertain a meeting for further discussion on this issue. You may feel free to schedule said meeting through Ms. Garren.

We trust you will agree to work with our firm on any resolutions regarding this matter, and will instruct your employees accordingly.

Sincerely,



Fred M. Miller, President

Cc: file

MEMO

MAY 19,1999

TO: UNICOM OPERATORS

FROM: KATHY GARREN
OPERATIONS

SUBJECT: UNAUTHORIZED USEAGE OF UNICOM

MAY 18,1999

N2334W CALLED IN ON UNICOM FOR DIRECTIONS TO FBO, I RESPONDED WITH ~~THE~~ DIRECTIONS. 2 SECOND LATER A VOICE CAME ON UNICOM " DO A U-TURN AND THERE IS NEW FBO ON YOUR RIGHT", WHEN PLILOT DID NOT RESPOND, THE VOICE CAME BACK ON THE UNICOM " YOU JUST PASSED IT", PILOT RESPONDED "HE WAS ONLY AWARE OF ONE FBO, AND DIDN'T SEE ANOTHER ON THE FIELD AND HE HAD ALREADY PASSED IT", VOICE CAME BACK ON " DON'T THINK YOU WILL DO VERY WELL AT THAT FBO, SO YOU CAN COME BACK TO OURS".

1st when aircraft lands and asks for direction to FBO or fuel inform pilot to go to company frequency 122.85, then give them the information/directions.

In light of this information we need to be more aggressive on the Unicorn and we have to monitor everything that copes over the Unicorn and possibly tape the voice of unauthorized conversations and the voice of intruder.

If you have any questions, please just ask me.

Thank Yon,

Kathy Garren

COPY

**Aviation
Services, Inc.**

September 23, 1999

To: FCC
Wireless Bureau
Enforcement Division
1270 Fairfield Rd.
Gettysberg, PA 17325

Dennis Anderson
District Director
FCC
11410 N.E. 122 nd Way
Kirkland, WA 98034-6927

Subject: Complaint – Illegal, Dangerous, and Misuse of an assigned Airport Unicorn

For purposes of identification: We are Resort Aviation Services Inc., an Idaho Corporation, licensed by the FCC (Call sign -WYT9, date of issuance 12/19/1996 file # 839455) for the purposes providing Unicorn services to Aircraft using the Coeur d' Alene Airport.

We are a Jet Center providing full service to both Corporate/business jets as well as the light aircraft market. We have trained, professional staff who provide professional Unicorn services to aircraft using this airport.

I have personally spoken with at least 100 plus, pilots representing both the jet and light aircraft markets for the specific purpose of determining if our Unicorn service is being performed in a professional manner, and also to determine where we could improve if need be.

The response to date has been 100%, that the service is both polite/courteous and professional. Secondly, I contacted the FAA District Office, Spokane, Washington, and spoke with one of their principal inspectors, Mr. Dave Avey, who reported our staff does a fine job. Thirdly, we have gone out of our way not to solicit business for our firm, but rather to provide universal service for all airport operations.

Complaint – Safety of Aircraft Flight

On several occasions each month for the past several months, while we are in the process of giving pilots airport advisories, other persons have broken into those radio transmissions, to solicit fuel business for their company.

These transmissions are:

1. Illegal: They are not licensed to use the Unicorn frequency, and certainly not to solicit business for their own firm.

2. Dangerous: Their sales solicitation transmissions “step on” and cuts off important transmissions with aircraft, who are trying to obtain weather information and airport advisories. We have had several occasions this summer, 5-7 corporate jets inbound to the traffic pattern at the same time, all trying to obtain the necessary advisories.
3. The unauthorized break-in on the designated Unicorn frequency for sales solicitation is a clear miss-use of that Unicorn function.
4. Unprofessional: We have had several corporate pilots comment to our staff: “ Who is that moron who broke in and tied up the frequency to sell fuel?”
5. Safety: The illegal use could cause a serious accident if an incoming aircraft can not hear a 2nd or 3rd aircraft in the traffic pattern.

We have made 3 tape recordings (copies attached) of these unauthorized transmissions, while the number is much greater, these are representative of the complaint. The dates of this illegal activity are as follows:

- July 1, 1999
- August 1, 1999
- September 3, 1999

We have been able to identify the voices and believe them to be the husband and wife owners of a small Texaco, self-serve operation on the field, operating under the name of Heliprop/Southfield Aviation.

i have called the FCC, Gettysberg, PA, who researched and found Heliprop DBA Southfield Aviation does not even have a license to operate, period.

You will hear on transmission on one of the tapes, wherein a female person of Southfield is literally screaming over the frequency, that “ the Unicorn is not our frequency.” After a due diligence audit by this encounter, and speaking with pilot involved, and our Unicorn operation, the facts are as follows:

1. Corporatejet pilot called for advisories.
2. Our staff radioed the information.
3. Same Corporate pilot radios back and asked for directions to Resort Aviation, where he had made parking and auto rental reservations prior by telephone. There were no other aircraft in the area. Our person gave him simple directions to Resort, consuming 45 seconds.

One could argue it may have been better to have the pilot switch his radio to our Company frequency, however, that’s a judgement call. The lady felt the pilot was busy in a descent to the airport, and at his request, she furnished him the information.

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Request

We are requesting your agency to investigate this complaint, and advise this writer of the appropriate action. Since the frequency of the violations seem to be increasing, we would recommend at the very least, a temporary warning be issued to Southfield Aviation pending a complete investigation in the interest of safety.

We thank you for your prompt and professional attention to this matter.



Fred M. Miller
President

Cc: Reed, Attorney
file

RESORT AVIATION SERVICES, INC.

PO BOX 1018 • 11101 AIRPORT DR
DEN LAKE ID 83835
81 772 3731 • FAX (208) 772 5632

Resort
Exhibit 22

April 21, 2000

Page 1 of 3

To: Mr. Dennis J. Anderson, P.E.
District Director
Federal Communications Communication
Compliance and Information Bureau
Seattle District
11410 N.E. 122nd Way, Ste. 312
Kirkland Wa. 98034-6927

Subject: Heliprop/ Southfield Aviation- Illegal use of Unicorn

Dear Mr. Anderson,

We have had a continuous problem with the above company breaking into the Unicorn transmissions between our Unicorn operators and incoming aircraft for the obvious purpose of selling his fuel.

Their actions are:

1. Dangerous: While Southfield is stepping on the frequency to sell his fuel, the pilot may not have heard the safety advisories or other incoming aircraft, and other pilots are denied the safety information.
2. Clutters the frequency
3. Creates a poor image with pilots - please hear the attached tape on April 13, 2000, of a pilot becoming confused, and who did not appreciate the intrusion.
4. Illegal: Southfield fuel is not a licensed Unicorn operator.

We sent to you on September 23, 1999 a letter of complaint with an enclosed tape recording. This recording clearly identifies Southfield and their agents, trying on the Unicorn frequency, to entice pilots to their fuel farm.

You had sent Southfield a letter in response to our above complaint, which was returned back to you, undelivered.



RESORT AVIATION SERVICES, INC.

P O BOX 1018 • 11101 AIRPORT DR
HAYDEN LAKE ID 83835
(208) 772-3731 • FAX (208) 772-5632

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The violations have continued unabated.

I am enclosing a second tape, recording or incident, which occurred on April 13, 2000 in which this person tried to entice an aircraft to make a 180 turn on the taxiway, and go back to the Texaco self-service farm. The pilot clearly states he wishes to taxi to Chevron to no avail. At least three (3) times, there was an interruption on the frequency, to try and get the pilot to go to Texaco, and the pilot was trying to ignore him.

While all of this was going on, there were 2 incoming aircraft who landed without the advisories, because neither we, nor the pilots could communicate on the frequency.

In essence, it appears the Unicorn frequency is an airborne billboard for selling Texaco fuel.

In response to your letter being returned undelivered, please see attached copy of the GTE phone book listing both Heli-prop and Southfield at the same address, verified by the local post office as the correct address.

We do not believe that Southfield/Heli-prop has a license for transmissions on any frequency. I called Gettysburg, who report, no license of either company. Hence there is another violation.

We have tried very hard to operate the Unicorn on a very professional basis.

1. All of our operators are given initial, and annual retraining by our certified flight instructor, Mr. Roy De Franco, formerly an instructor with U. of Calif., Davis. The Flight Secretaries, who operate the Unicorn, are trained on regulations, how to read Weather instruments, proper etiquette on radio transmissions, and the do's and don'ts recommended by the FAA.
2. Company policy authorizing only the certified operators to use the Unicorn, and prohibiting all other employees.
3. Licenses for both Unicorn (122.8) and our company frequency (122.85).
4. We receive a large number of corporate aircraft, who call us on Unicorn with multiple requests (hotel, car, and catering). As a courtesy to other pilots, we request this person to contact us on 122.85 for the non-safety items.



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HAYDEN LAKE ID 83835
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Page 3 of 3

I believe we are functioning in a professional manner, and request your assistance with our complaint contained herein.

Thank you for your assistance,

Sincerely,

Fred M. Miller
President
Resort Aviation

Cc: Scott Reed, attorney
file

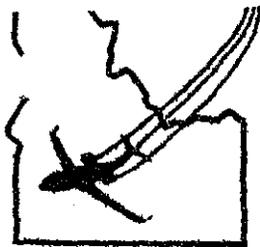
COEUR D'ALENE AIRPORT

KOOTENAI COUNTY, IDAHO

11401 Airport Drive, Bldg. 27 • Hayden Lake, ID 83835

Phone (208) 772-7838 • Fax (208) 762-3095

E-Mail: kcair@co.kootenai.id.us



August 27, 2001

Fred Miller
Resort Aviation Services, Inc.
P. O. Box 1018
Hayden Lake, ID 83835

Dear Mr. Miller:

At approximately 10:30 p.m., Sunday evening, I received an emergency call from Spokane Approach Control who advised me that a Lear Jet was trying to land at the Coeur d'Alene Airport but could not because our lights were out of service.

The inability to use the lighting system forced this pilot to divert to the Spokane International Airport.

I immediately woke our Operations Manager, Phil Cummings, so that he could come in and troubleshoot the lighting system. He spent a significant amount of time attempting to identify the problem and was unable to remedy the situation. He was able to isolate the problem to the controller, therefore, he manually fumed on the lights which had to remain on all night. Our investigation this morning regarding the source of the controller problem, led us once again to a microphone locked in the on position at Resort Aviation.

This is a significant safety problem for the Coeur d'Alene Airport and the flying public in general when they cannot turn on the lights or communicate with each other in our air space because you are unable to properly operate your radio system. This is not the first time you have done this, but it should be the last. This is a problem with either inadequate equipment, inadequate training, or a cavalier approach to aircraft safety and your responsibilities.

The inconvenience and expense for the aircraft operators and the airport are serious enough, but the inability of aircraft to communicate with each other could lead to a disastrous mid-air collision.

Please advise us regarding the corrective action you will take so that we may be assured that this will not happen again.

Sincerely,



Greg Delavan
Airport Manager

C: Board of County Commissioners
Federal Communications Commission
FAA Seattle Airports District Office
Spokane Flight Standards District Office

ORT AVIATION SERVICES, INC.

1018.11 101 AIRPORT DR
HAYDEN LAKE, ID 83835
(208) 772-3731 • FAX (208) 772-5632

To: Mr. Greg Delavan
CDA Airport Manager
Hayden, ID 83835

August 30, 2001

Subject: Your letter dated 8/27/01

Dear Mr. Delavan:

Thank you for your letter, referenced above, and bringing this issue to my attention. Since we are a quality Company as reflected by our service and large number of satisfied customers, including our own Governor of Idaho, Mr. Kempthorne, we agree on the importance of future prevention and my letter will both define the problem and positive, corrective steps.

The problem was a stuck mike button. There is a locking mechanism, when activated, will hold the button in the on position continually. **Why** it was designed in this manner is beyond me, but that is the manufacture's design.

Did the button itself stick open, possibly a mechanical problem such as one would encounter on a computer board or was the lock-on device engaged, is not clear at this point.

Solutions:

1. New microphone for the base transmitter was ordered from EDMO (the manufacturer's distributor), Spokane, and will arrive here Friday.
2. Current microphone was inspected and no malfunction could be found. We are sending it out to a service center for a complete inspection, and upon return, will keep it as a back up.
3. All personnel have been re-trained, and made aware of the lock-on device, and to insure this device is not engaged at anytime.
4. We are working with the manufacturer, and believe the new and old mikes may be modified to disable this lock-on feature.
5. The Unicom transmitter will be turned **off** at the close of business each day, and will be turned on, as **part** of the opening procedure, the next day.
This procedure will prevent the after hours problem described in your letter.
6. We are enclosing a copy of our department manager's emergency numbers, so your staff can contact them in off hours in the unlikely event, a similar situation were to occur. They can be on site in 15 minutes.

RESORT AVIATION SERVICES, INC.

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Pg. 2

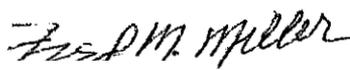
The above six - (6) steps described are reasonable, prudent, and keeping with all of the facts gathered from the equipment manufacture.

If you have any additional information that would be beneficial, I would welcome your input.

You referenced in your letter that this problem had occurred before on more than one occasion. Although our records reflect that this was the first such incident, we welcome the Airport staff and our Company working together for a continuous improvement in the forth coming years, in providing safe and courteous service to our mutual customers. By working together, we can make those improvements to everyone's benefit. Please feel free in the future, to share your ideas with us.

I was particularly pleased to receive many compliments from the various Governors, their pilots, and the Idaho State Police, for the professional, friendly, and safe service we provided to them during the most recent Regional Governor's Conference. I know **you** would want to hear of this positive feedback as it reflects well on the Airport.

Thanking you again,



Fred M. Miller
President

Cc: Board of County Commissioners
Federal Communications Commission
FAA Seattle Airports District Office
Spokane Flight Standards District Office

Resort
Exhibit 25

U.S. Department
of Transportation

Northwest Mountain Region
Colorado, Idaho, Montana, Oregon
Utah, Washington, Wyoming

Spokane Air Traffic Control Tower
P.O. Box 19170
Spokane, WA 99219

Federal Aviation
Administration

August 30, 2001

Ms. Kathy Garren
Operations Manager,
Resort Aviation Services, Inc.
P. O. Box 1018
11101 Airport Dr.
Hayden Lake, ID 83835

Dear Ms. Garren,

Pursuant to our phone conversation and your letter, I conducted a review of our facility records and made inquiries with one of my supervisors and several controllers. I can find no record of reported lighting problems with the field lights at the Coeur d'Alene Airport.

Generally, problems associated with the operation of an airport would be handled by the Airport District Office (ADO) or the Flight Standards District Office (FSDO) responsible for oversight of the airport. You might want to consider contacting these offices to see if any complaints have been filed with them. The ADO is located in our Regional office in Renton, WA and the FSDO is located at Felts Field in Spokane, WA.

Sincerely,



J. David Adams
Air Traffic Manager,
Spokane Air Traffic Control Tower

Pan Pacific Companies
Pan Pacific Airways • CzechAmerican Aerospace

Mr. Winston Ross
The Spokesman Review
winstonr@spokesman.com

Re: C&A airport users left in dark, August 30, 2001

Dear Mr. Ross:

I feel compelled to raise certain factual and technical points regarding your above-captioned article in *The Idaho Spokesman Review*.

First, the Airport Lighting System at Coeur d'Alene Airport (COE) is a "Pilot Controlled Lighting System" designed for the purpose of enabling the aircraft operator to activate the lights when needed for a period of time sufficient for takeoff or landing. The lights then automatically extinguish in order to conserve power and wear to the system when not in use. It is a matter of convenience and standard operating procedure that the activation frequency for the ALS is the Common Traffic Advisory Frequency (CTAF) which happens to be the same frequency used by aircraft operators to talk to each other and to the Fixed Base Operators (FBOs) on the airport to obtain Wind and weather information, advisories on parking, fuel, ground transportation, etc.

Resort Aviation is the largest and most active FBO at the Coeur d'Alene Airport. As such, it is the company that provides the most service to transient and local pilots and aircraft operators. The company is widely known throughout the commercial aviation industry as a provider of top-quality service and attention to detail, including adherence to the strictest federal standards established by the Federal Aviation Administration. It is inconceivable that Resort Aviation, or any of its trained and seasoned support staff would intentionally create the scenario of the stuck microphone described in the article. It is, on the other hand, disingenuous of Mr. Delevan to insinuate that the incident was anything more than it was: An unintentional oversight that could—and has—happened to any pilot or any radio operator without their knowledge or intent.

As a customer and long-time observer of the activities of Resort Aviation, I can attest that Resort Aviation Manager Kathy Garren and Line Operations Manager Mike Graziani, conduct a thorough and professional job, and are serious about the quality of their operation and their compliance with safety and regulatory issues.

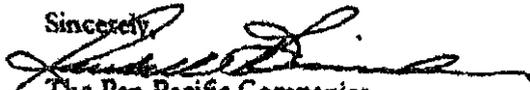
Further, an incident such as the one described is hardly cause for a professional pilot to "freak out," nor was the incident inherently a "terribly dangerous situation" as described by Delevan. Such a statement is a gross exaggeration. What actually happened—the Chesrown Learjet diverting to Spokane while the problem was calmly and methodically resolved—is typical of how aviation professionals respond to crises both minor and major. This was without question one of the minor ones. In fact, it is not out of the ordinary at all for a pilot to arrive at COE to find that the airport lights do not function at all, for a variety of reasons. However, any pilot or aircraft owner or

Mr. Winston Ross
The Spokesman Review
August 30, 2001
Page Two

operator on the airport could have inadvertently activated a microphone switch and the switch become stuck. It is an unfair characterization of Resort Aviation to portray such an incident as rising to the level of a crisis or a hazard to air navigation or safety. It would be more properly characterized as a relatively minor inconvenience, under the circumstances that prevailed last Sunday night.

As a veteran writer and journalist myself, I know how difficult it is to have in-depth expertise in subjects as esoteric as aviation, but I wanted to pass along a word to the wise that not all events in aviation are as fraught with peril as some may suggest. There is often much more to the story beneath the surface.

Sincerely,



The Pan Pacific Companies
Randall Brink
Chairman, President and Chief Executive Officer