

# Holly Springs IPP - FAQ

As part of the FAA UAS Integration Pilot Program, Flytrex, a world leader in drone based deliveries, partnered with NC DoT and the town of Holly Springs. Flytrex is introducing to the town its ultra fast, innovative and affordable solution for on-demand deliveries. Flytrex drones will connect restaurants located at the Holly Springs Towne Center with nearby public drop-off locations for takeaway collection.

## 1. How safe are the drones?

Flytrex uses the safest range of industrial grade drones. These have multiple levels of safety redundancies that you won't find with recreational drones. The drone can handle a motor failure in mid-air, battery failure and more. Each drone is also equipped with a stand-alone, decision-making, parachute system.

## 2. Privacy concerns - is it going to picture myself while flying?

Flytrex drones do not use any camera at all. This is the simplest solution to address any potential privacy concerns.

## 3. Is it going to be flying above my house?

Flytrex seeks to select the safest routes to deliver packages, and avoids flying above people and properties. Flight routes are planned carefully above trees, water and open spaces.

## 4. What are the benefits of using drones for deliveries?

There are a bunch of benefits when it comes to drone deliveries, a few of them are:

- ✓ A drone in the air, means less vehicles on the road and less traffic congestion and air pollution
- ✓ Flytrex drones are 100% electric and environmentally friendly
- ✓ Customers enjoy an ultra fast and exceptional ordering experience
- ✓ Restaurants are able to cut down on operational costs, delivery times and enjoy increased demand

## 5. What kind of packages are the drones going to deliver?

Our drones will be delivering food orders from local restaurants weighing up to 6.6 lbs.

## 6. Will I be hearing the drones flying above the town?

The drones fly at about 220 ft cruising altitude. You won't be hearing or barely see them when on a mission. At delivery drop-off point, the drone lowers to about 70 ft to safely and slowly release the package to the ground. If near the drop-off point, you might hear the drone briefly before it ascends and flies back to the Distribution Center.

7. *[pending URL..] How can I order a meal using Flytrex drones?*

*You can download [add link to app store] our online ordering app, and select your order for delivery within minutes to your nearest drop-off location.*

8. **How many delivery points are available?**

As a first stage, we will start servicing a single flight route from Towne Center Shopping Mall to a single drop-off point near Ting Park. As we proceed with the project new drop-off points in public places across town will be added, making it easier and faster to accept deliveries in different locations.