

**SANFORD AIRPORT AUTHORITY
MINUTES OF THE REGULAR MEETING OF THE
SANFORD AVIATION NOISE ABATEMENT COMMITTEE
HELD AT THE ORLANDO SANFORD INTERNATIONAL AIRPORT
1200 RED CLEVELAND BOULEVARD, LEVEL II - BOARD ROOM
TUESDAY, DECEMBER 13, 2016 – 9:00 A.M.**

I. CALL TO ORDER

The regular meeting of the Sanford Airport Authority Noise Abatement Committee was called to order at 9:00 a.m. by Chairman Andrew Van Gaale.

II. APPROVAL OF OCTOBER MINUTES

The minutes for October were approved as submitted. Mr Speake suggested that a draft of the minutes should be sent along with the meeting notice in future, so that they can be read in advance.

III. APPOINTMENT OF AIRLINE REPRESENTATIVE

Mr Speake advised that Robert Butler from Allegiant has agreed to serve on the Committee. He is the East Coast Chief Pilot for Allegiant and serves multiple bases in Florida. He will attend as many meetings as he can and will join us via telephone conference if he is unable to attend. Mr Butler would like to bring Jeffrey Yost along with him to the meetings. Mr Yost currently works for Allegiant, but also has 32 years of experience of working with the FAA in the Air Traffic Control profession. Mr Butler was appointed to the Committee to be the Airline Representative. Once approved by the Airport Authority at the Board meeting on January 10th, Mr Butler can attend the next meeting.

IV. NOISE REPORT

Review of October & November Data

Mr Speake presented the noise complaint data for the months of October and November.

For the month of October there were 838 complaints from 70 different individuals. 52 were from new households, 44 of these were from Heathrow. It was a very busy month as far as Operations went, with 24,989 Operations (which included 1 day with no flights due to the hurricane and the day prior to that only had 36 flights).

October 2016	
Total Operations	24,989
Total Noise Complaints	838
Noise Complaint Line	24

Time of Complaint	Number of Complaints
Day (06:00 – 19:00)	473
Evening (19:00 – 22:00)	291
Night (22:00 – 06:00)	74

Complaints by Residential Area – October 2016

Debary	1
Geneva	211
Heathrow	588
Lake Mary	6
Sanford	31
Timacuan	1
New Households	52
Repeat Households	18

For the month of November there were 989 complaints from 57 different individuals. There were 23 new households, 20 of these were from Heathrow. It was another busy month, with 25,264 Operations.

November 2016	
Total Operations	25,264
Total Noise Complaints	989
Noise Complaint Line	7
Time of Complaint	Number of Complaints
Day (06:00 – 19:00)	626
Evening (19:00 – 22:00)	285
Night (22:00 – 06:00)	78

Complaints by Residential Area – November 2016

Chase Groves	11
Geneva	269
Heathrow	672
Lake Forest	1
Lake Mary	11
Sanford	24
Timacuan	1
New Households	23
Repeat Households	34

Mr Speake observed that there had been a big increase in total complaints for both months.

TRACON/Orlando Approach Aircraft Track Presentation

Patrick Sugrue from the Central Florida TRACON attended the meeting to present some data that had been requested. Mr Sugrue said he pulled everything from July 22nd and 23rd that we had asked for and there were no abnormalities.

Mr Sugrue said he would like to hear what Ms Marsden's issues were on the East side in Geneva and what her expectations were in respect to the information he was going to provide. He invited Ms Marsden to go to his work place so she could get a perspective of what they do with the air traffic. He also invited Heathrow residents Mr Petito and Joe Carew.

Mr Sugrue said that Mr Speake is very accommodating in dealing with the complaints and collecting the data as it takes a lot of work, but there is no way around some of these complaints, as they are normal situations when you are on a final approach course.

Mr Sugrue said that there was talk in the October minutes about the Metroplex, he explained that this is more focused on safety and efficiencies to the Orlando Airport (MCO); it is not going to directly affect the traffic patterns at the Sanford International Airport, this would only change if new runways were built in a different direction. He said that one of the incidental things they can do to eliminate noise issues is to provide altitude earlier so the planes are climbing up before they are turning. He said they can do that, there is a procedure for that, but it is not something they are able to do all of the time.

Mr Sugrue said that the Orlando International Airport is in the top 11 Airports in the country and the TRACON is in the top 10. But of that traffic, they work 42% MCO; the rest is a secondary market. He explained that Sanford is the 2nd biggest Airport in his airspace, running numbers that require additional resource and a structured environment. The structured environment puts the airplanes in a consistent place, hence the issues Miss Marsden and Mr Petito are experiencing.

Mr Petito said he understands structures and technical constraints, and enquired if there could be a plus or minus 1 mile or ½ mile and asked if there is any lateral movement. Mr Sugrue replied that there is no movement, but there is some consideration. He said that there are some times where if we are busier at Sanford, it pushes the final approach out a little bit so we are not turning over the South side of Heathrow.

Mr Petito said that south to north through Heathrow is roughly 3 miles, so a 3 mile deviation or even a 2 mile deviation would solve a lot of the problems.

Mr Sugrue said that this is a complex and busy center because of the variety of experience levels of the pilots (training and professional).

Mr Carew said the total number of operations is inflated by the amount of training the Airport does. He suggested that the training school is not significant as far as noise complaints, and that the noise is generated more by the larger airplanes. He suggested that the total number of operations does not represent the total numbers that are driving the higher noise levels. Mr Speake replied that noise complaints do come from the flight academy as well, and how the smaller aircraft operate plays into how the larger aircraft operate.

Mr Sugrue urged Mr Carew to take him up on his offer. He said they are open and listening as well as Mr Speake and his group and Mr Privette and the Tower and we are all willing to help. Mr Carew stated that he is trying to help the people from Heathrow understand, and he wished that the Noise Abatement Committee had provided them with the information that he is now having to provide.

Jane Marsden wanted to know why she sees such a variance in flight patterns. Mr Sugrue said that a lot of times planes are recovering, so they are sent to a general place to enter into a traffic pattern, it is not exact and they don't go to the same spot every time, it is more general. He said it is exact when they get on to the final approach course (which can be 5–12 miles out). Ms Marsden asked: If there is such a variance, why can't it be on a basis where she is not subjected to 100% of the flights? What about her quality of life? She cannot hear when she is on the phone, why can't she have any consideration? Mr Sugrue replied that she would need to come and see them working, as there is a need that an airport produces, and they look more at the safety aspect.

A presentation of the data tracks was made.

Mr Sugrue said Ms Marsden, Mr Petito and Mr Carew are all welcome to come and visit his work place together or separately and also invited someone from the Committee to attend.

Mr Sugrue said that there may be some possibilities, they don't have it all figured out, but it is a very complex area and very busy and congested. He said there are limitations and there is noise, and some things there are no way around. He said that the concern is more the large airplanes, but he is hearing and seeing complaints from all stretches.

Mr Petito said he will have to re-clarify with the residents of Heathrow, as he intended to report noise complaints only from large aircraft. Ms Marsden added that small aircraft are no big deal to her. Mr Speake replied perhaps they are not a big deal to her, but we do get complaints about small aircraft from other people.

Chairman Van Gaale thanked Mr Sugrue for the presentation.

Heathrow Living Advertisement

Mr Speake stated that Mr Petito had taken out an article/advertisement in the Heathrow Living magazine and there were a couple of points that he would like to correct for the record.

1. It was stated that, by the residents providing information to SANAC, “the Committee would review their problems and ideally create a solution to minimize noise over Heathrow”. Mr Speake said that ideally they would like us to create a solution, but that may not be what actually happens. We have not made that promise to them.
2. It was stated that we record all complaints and use the volume of calls as a guideline to prioritize the work we will do to reduce the noise. Mr Speake said that is not true, the number of calls does not matter. He said that he pays as much attention to a single complaint from one person on one occasion ever as he does to Ms Marsden’s few hundred every month or the current level of Heathrow complaints.

Mr Petito said his original understanding was that when we get a complaint, Mr Speake pays a visit to the site of the complaint. Mr Speake replied that he does take a proactive stance and confirmed that he did go out to Miss Marsden’s house; he said he is unable to get into Heathrow as it is a gated community, but he has spent some time in the area. Mr Speake re-iterated that we do not prioritize based on the number of calls, and said that based on these issues, he thought that there has been a dishonor done to the residents of Heathrow, as the article/advertisement may have given them a false sense of hope.

Mr Speake said that he had received an email from Mr Petito on Wednesday with two letters attached from Mr Carew, in which he had requested to have answers to those questions at the meeting. Mr Speake advised that the President of the Airport was currently on vacation, but he would respond to the letters in writing prior to the next meeting, and would ensure that copies are sent to the Committee.

Discussion Regarding Changes to Noise Database & Complaint Hotline

Mr Speake went over the proposed changes, some of which are already in place to some extent, and explained that the idea is to discuss them all to make sure everyone is in agreement on how we deal with the complaints:

He said there are issues, especially when we are getting towards 1,000 complaints a month, as it takes a while to make sure the data is accurate. He advised that the IT Department has made a change to help track when the complaints are coming in, as we have been getting some complaints when we know that no flights occurred. The database now shows when the incident occurred and when the complaint was submitted. He advised that we have had to make some manual changes to the October and November figures to make sure the data is correct and brought up an example of

one individual who filed almost 400 complaints in November. In one instance, he made 18 complaints in 1 minute. Mr Speake said that obviously this did not happen and this just inflates the figures and serves no purpose.

Mr Petito asked if this person was a resident of Heathrow, and offered to speak to him. He was handed the paperwork to enable him to do so.

1. Mr Speake explained that it takes a while to get the data in place, so if we are meeting quarterly, the first two months of that quarter are fine, however for the third month, the meeting comes around and there is not enough time to compile the figures. He would like to propose that people should have up until the end of the first day after the month ends to enter a complaint for that month. He added that the Airport would still have the availability to go into the database after that date to make changes. Therefore if someone mails in data, we would be able to enter it after that date, but if they mailed us 400 complaints, we obviously would not have time to enter 400 complaints manually.
2. Mr Speake stated that anonymous entries into the database do not add anything. Chairman Van Gaale said that he does not agree with this, and added that it does not seem to be a huge issue. Mr Speake said that we definitely need an address, and we need a name so he can make contact if necessary. Krysty Carr asked how are we supposed to address a complaint if we don't know where it is coming from. Mr Petito asked why we need a phone number, and asked if Mr Speake is prepared to make a phone call. Mr Speake answered that he calls people all the time, he always reaches out to people who request a call, but he cannot contact everyone.
3. Mr Speake suggested that a complaint filed for an address should be in the name of the residents of that address. Chairman Van Gaale asked why it should have to be a resident. Mr Speake said that he was addressing the issue where at the last meeting, Mr Petito wanted to use the addresses of different residents from Heathrow, but his own name. Mr Speake added that we also get complaints from the Debary Country Club with no name, so he is not able to call them up to find out what the issue is there, as he does not know who is filing the complaints. Chairman Van Gaale asked if this really mattered, as it is not a huge issue and the problem could be at a business, a park, or anywhere in the community.
4. Mr Speake said that if it appears that someone is trying to artificially build complaints, we will reduce the complaints to one.
5. Mr Speake said that the call center were promising people calls back and saying we could take care of their problems, so we put a script into place and we now request 5 calls a month to listen to, to make sure they are not giving out false information and ensure that they are following the script, and this seems to be working.

6. Mr Speake said that when someone files a complaint at one time, but lists several other complaint times in the comments, it will only be counted as one complaint. He said he treats one complaint the same as he treats fifty complaints, it is the location that is important as we can map that complaint and address whether the noise should or should not be occurring there.

Ms Marsden said that when she called and left a message, one of the things she had called about was that the website was still requiring her to enter the complaint within a week, it would not let her enter a complaint if it was more than a week old. Mr Speake confirmed that it is currently 7.6 days. He said that he needs to speak to the Airport IT department to correct this, as there had been a misunderstanding. He would like to change it to 24 hours after the month ends, and anyone will be able to enter a complaint at any point during that month.

Mr Harrelson asked if the Committee needs to approve these requirements. Chairman Van Gaale said it is a working draft which the Committee can debate and talk about, and at some point adopt those recommendations. Mr Harrelson asked if the Committee will eventually vote on the recommendations. Chairman Van Gaale replied that they need to be honed, but they should be voted on and asked if the public thought a complaint should be allowed to be anonymous, or if it should have to be a resident making the complaint.

Mr Petito said, in his opinion, the address is critical, the name is also required to make sure we are not getting false complaints and the telephone number or email address are required so that Mr Speake can contact that person if necessary.

Ms Marsden said, in her experience, it won't let you file a complaint if you don't fill in those fields anyway.

Mr Speake said that if you allow someone to put in an address only, they could drive all over Seminole County collecting addresses and plugging in noise complaints all day long, and you would not be able to tell if someone was doing that. He said that by having a name and telephone number, it puts some honesty on their side. Mr Harrelson said that if you are putting in a complaint, you should be willing to stand up and say I'm the person complaining, he did not understand what the problem is. Chairman Van Gaale said that not everyone wants to put their name to a complaint.

Mr Speake said that this would be put on the agenda for the next meeting and he would make sure that the rules and the script were sent to Mr Butler so they could be voted on at the next meeting.

Comments from Committee

John Omana said he would like to thank Mr Speake and Ms Crews for attending the City Commission meeting recently. He said it was more of a SANAC update, it was a good information exchange and they appreciated Mr Speake and Ms Crews bringing the Commission up to speed on what is happening, the make-up of the board and some of the responsibilities. He said it was a very productive presentation. They discussed the diversity of the Committee,

the talented people on the Committee and their areas of expertise. Mr Omana asked Wade Hawker to explain his role and what type of aircraft he flies, so he could relay this to the Commission. Mr Hawker explained that he is the Flight Safety Manager at Aerosim Academy and that Aerosim flies smaller aircraft. He said he also has some history with larger aircraft as he did fly for an airline, so he has the whole range of experience. He said that he does investigations into anything that is complained about, for example pertaining to altitudes in a certain area, as well as noise complaints. He said he is the General Aviation representative, not just representing Aerosim.

Mr Speake said that we also have the new person, Mr Butler, coming in from Allegiant as of the next meeting. He added that Allegiant continues to roll forward the date that they plan to do away with the MD80's, it is now up to the 2nd quarter of 2018. So between Mr Hawker and Mr Butler, he thinks we will have everything covered on the pilot side, plus Mr Harrelson is also a pilot.

Other Liaison Reports

Allegiant Air

Not present.

General Aviation

Nothing to more to add.

FAA

Mr Carew asked if the same opportunity exists to go and visit Sanford Tower. Mr Privette replied that he would be welcome at any time Monday to Friday, 7:30am to 4:00pm.

V. ANY OTHER BUSINESS

Mr Speake said that he would like to add that we have been re-vamping our website for the last year and a half. He said that the SANAC page is nicer looking, but not a lot has changed. It has just been re-formatted, other than when you go to the site and click on complaint form, the complaint line telephone number pops up straight away, whereas before it was harder to find.

Mr Speake said that with that re-design, it came to his attention that the noise reduction proposal list and accomplishments needed to be updated. He added that the letters that Mr Carew had written had addressed that as well. He said that the reason it might look like not a lot has changed is that in 1998-2000, the Committee did so much, and it gets to a point where you have accomplished everything that you can accomplish. He added that it does need to be cleaned up, and confirmed that he will have that done by the January meeting.

VI. PUBLIC COMMENTS

Ms Marsden said that it would be nice if, when filling in the complaint form, you didn't have to check the individual boxes for take-off or landing, too low, too loud etc. for every single complaint. Mr Speake said that if they stayed checked, it might affect someone else who is filing two complaints that are different, and you cannot please everyone, so it is better to have to re-select those boxes.

Mr Sugrue said that each complaint should be an individual complaint in its own merit in his opinion. He said that if you're going to take the time to make a complaint, you should be specific and not have something pre-fabricated or pre-determined. He said he would like to see a valid complaint so he could show that person what that complaint looks like in his TRACON. He said that if a person is going to take the time to log the complaint, they should have a little bit of work to do themselves.

Miss Marsden said she would like to know the percentage of MD80s flying on a daily basis. Mr Speake said that it varies from day to day; they prefer to use A320s when they can as they are much more fuel efficient, but it depends upon maintenance. He said that on a Tuesday, they primarily fly the A320s. He offered to provide that number by the January meeting and also offered to send Ms Marsden a flight schedule for a Thursday, as this would show which aircraft were flown.

Mr Speake said he thought that it would be very beneficial for Ms Marsden, Mr Petito and Mr Carew to take Mr Sugrue up on his offer as it would help to them understand what was happening over their homes. Mr Sugrue said he wants to be a good neighbor, but the safety aspect of his work is the priority. He said that if Ms Marsden, Mr Petito and Mr Carew came down and sat with somebody who was working in that area, they could see their homes, and they could get some perspective, they could also raise the awareness of what the implications are for their community.

Mr Sugrue said it would be equally beneficial for him to see exactly what the issue is. He said it will definitely be looked at; he's not going to say they will be able to make changes because of that visit, but it will give him some information, it will give them some peace of mind, and something may come of it.

Mr Sugrue said there is a re-design in the works for the general airspace design. He said there is a lot going on and some of that may be indirectly beneficial to them, it may also be that conversation needs to be taken outside of this context, or that face-to-face discussion is needed. He said he is open to conversation, there's a lot that goes into where those airplanes are and why they are there, the latitude is not as much on the final approach course, as it is on the departure paths and it seems that is the majority of the issue. Ms Marsden said it is both arrivals and departures.

Mr Petito said that it is encouraging that we have a noise abatement committee. He recognized that we have got a tremendously complex scenario we are dealing with, but can see that it is being reviewed and updated.

Mr Speake responded: Just to clarify what Mr Sugrue is saying, air traffic, when they are designing the routes, they do not consider noise, they design the route. They do look at the safety aspects of that route, and if they can make changes that are just as safe to accommodate noise issues, they will, but they do not design air routes around noise.

Mr Carew said his only comment is that from this point forward, at least from the contribution that he would like to make, he didn't think that we needed to state at the end of every sentence that safety is paramount, he wants to stipulate that he knows that is the case.

VII. FUTURE MEETINGS

Mr Speake decided the next meeting should be on Tuesday, January 17th at 9:00 a.m. due to some members of the Committee not being available on January 10th.

The meeting was adjourned at 10:30 a.m.

Voting Members

Present

Andrew Van Gaale, City of Sanford
George Speake, SAA
Krysty Carr, Seminole County
Rocky Harrelson, Seminole County
Wade Hawker, GA Representative

Absent

James Wilkes, City of Lake Mary

Non-Voting Members

Present

John Omana, City of Lake Mary
Matthew Davidson, Seminole County
Patrick Sugrue, FAA Orlando Approach

Absent

Chris Smith, City of Sanford
David Konstan, SMCO ANAC
Michael Schlegel, Tower

Others Present

Julie Sawyer, SAA
Rick Privette, Tower

Fred Petito, Representing Heathrow Community
Joe Carew, Heathrow resident
Jane Marsden, Geneva resident

