

Airport Issues Reporting & Data Base Development

Policy 09-01



St. Augustine Airport Authority

Adopted November 16, 2009

Section 1. GENERAL

1.1 Policy Purpose

The purpose of this policy is to provide guidance and direction to staff and the public relative to the receipt and processing of concerns related to the operation of the St. Augustine Airport.

1.2 Scope

This document is intended to express Authority policy as it applies to how airport related concerns are to be made and the development and maintenance of Authority related data. Unless specifically provided herein, all concerns related to noise or other operational issues are subject to this policy. Lease or other user related concerns are covered by other Authority Policy and are therefore intentionally excluded from this policy.

1.3 Preemption by Federal Aviation Administration

It is recognized and acknowledged that the Federal Aviation Administration has jurisdiction over the investigation and regulation of flying activities within the United States of America. Federal preemption precludes the local development of rules, regulations or other enforcement mechanisms of law for the purpose of regulating aircraft noise or flying activities. The development of this policy is intended to provide database information and consistent information gathering in support of airport objectives as defined by the Airport Authority.

1.4 Definitions

Airport – shall mean the St. Augustine Airport as lawfully owned and operated by the St. Augustine – St. Johns County Airport Authority.

Airport Authority or Authority – shall mean the St. Augustine – St. Johns County Airport Authority as chartered by the State of Florida.

Aircraft – shall mean any heavier than air device designed for movement through the air and otherwise subject to the regulation of the Federal Aviation Administration.

Airspace – shall mean that area regulated and otherwise under the control of the Air Traffic Control Tower at St. Augustine Airport whether during normal operational hours or during periods of closure. This is generally defined as that area from the ground to 2,500 feet MSL and radiating outwards from the airport a distance of 5 miles in all directions. In a broader context it shall mean any area within St. Johns County.

Based Aircraft – shall mean any aircraft operated primarily out of the St. Augustine Airport. Ordinarily, these aircraft are routinely stored or marshaled using the infrastructure facilitated by the Authority.

Complainant – shall mean any individual affected by the operation of the St. Augustine Airport in St. Johns County, Florida who desires to communicate their concern relative to the operation or administration of the airport.

Concern/Complaint – shall refer to the submittal of baseline information to the Authority relative to the practices or procedures surrounding the operation of the St. Augustine Airport by the general public.

Contact – shall mean communication made in person, via email, telephone, letter or via Authority Website.

Corporate – shall mean the ownership or use in conjunction with others of an aircraft ancillary to a non-aviation business that is not located at the airport.

Event – shall refer to date and time of one or more offending action, such as aircraft overflight or excessive noise exposure occurring in a reasonably contiguous period. Events shall be identified by a single identifier within the database.

Federal Aviation Administration (FAA) – shall mean the legal designee of the United States Department of Transportation with regulatory authority over all air activities by aircraft. This definition shall also include the many regions, divisions and departments through which the FAA is organized and operated.

Individual Aircraft Owner – one person ownership of an aircraft as contrasted with clubs, partnerships or corporately owned aircraft.

Qualified Concern – refers to any submitted concern, regardless of method of transmittal, which contains the minimum information as required by this policy document.

Regulatory Agency – shall mean any entity empowered to interpret and enforce rules, regulations, laws, policies or ordinances on behalf of local, state or federal governments.

Transient – shall mean the non-based or occasional use of the airport by an aircraft operator.

Section 2. INFORMATION GATHERING

Preferred Method of Filing a Concern –

The preferred method of Authority contact for communication of concerns shall be through use of the on-line form provided on the Airport Authority Website: www.StAugustineAirport.com. Use of the online contact form will result in the immediate issuance of a confirming receipt to the complainant. Further, use of this contact method will allow for expedited follow-up contact.

Alternative Methods of Filing a Notice of Concern –

The Authority will accept for database inclusion all concerns meeting the minimum requirements provided herein that are received using telephone, voicemail or FAX; email or made via US Mail, courier or in-person.

All concerns received in an approved manner shall be entered into the database. Staff will endeavor to enter all non web-interface concerns within 72 hours of receipt.

For the purposes of this policy, unapproved methods of contact shall include the contact of Authority Members or Staff using home phone numbers, cell phone numbers or the utilization of phone text messaging or any other instant messaging technology. Concerns transmitted in any of these matters may not be processed regardless of their voracity or merit.

Minimum Information Required –

The following contact and informational items will be considered as baseline relative to contact with the Authority and entry into the database developed consistent with this policy.

*Required Complainant Contact Information:

Full Name
Complete Mailing Address
Primary Contact Phone Number(S)
Valid Email Address

Nature of Concern
Date and Time of Event

*Completion of Website Form in its entirety shall constitute compliance with this Section.

Exclusion of Selected Information –

A failure to provide and/or refusal to provide required baseline information shall result in the exclusion of data from any resultant statistical analysis.

Post Transmittal Staff Follow-up –

All concerns received by the Authority that meet the minimum information and contact requirements shall receive immediate email confirmation of said concern and will be assigned a unique record number. In cases where multiple contacts have been made referencing a specific event, a unique event description will be generated to assist in data analysis.

Staff will attempt the "good-faith" follow-up of qualified concerns normally within 72 hours of receipt for the purpose of further detailing the nature and specifics leading thereto.

Complainants requesting direct follow-up contact by Staff should expect initial contact via telephone. Failing the establishment of phone contact, staff will attempt a follow-up conversation after invitation provided by Email. A minimum of two attempts will be made using both telephone and/or Email. Should follow-up contact not be established within 14 days of the initial transmittal then no further action will be afforded until and unless the Complainant re-establishes contact with the Authority.

The inability to make follow on contact with a complainant for relevant information pursuant to a concern shall result in the exclusion of data from any resultant statistical analysis.

Section 3. DATABASE DEVELOPMENT & MAINTENANCE

Electronic Database Records –

The Authority shall cause and maintain an electronic database of all received concerns received relative to this policy. The reporting of said records, shall be available to the public through a dedicated webpage on the Authority's Website.

Exclusion of Unverifiable Concerns or Data –

The inability to verify relevant information pursuant to a concern shall result in the exclusion of data from any resultant statistical analysis. Acceptable methods of verification include review of provided data, review of Air Traffic Control records, Radar Interfaces, witnesses or other appropriate and reasonably reliable means.

Internet “Web-Based” Interfaces –

Initial Contact “Concern Form” – shall include all required data as provided elsewhere in this policy. The form shall require that all fields pertaining to the minimum data requirements shall require completion in order for data submission. Incomplete or fraudulently submitted data shall exclude entire submission from acceptance and any subsequent action.

Automated Response – successful completion and submission of the online initial contact form shall result in automated response generation to the provided email address to confirm the Authority receipt of data.

Administrative Content Interface – shall include features to provide a detailed electronic records database designed to augment and investigate concerns and concern related data. This interface shall include the ability to generate simple and comprehensive reports associated with any data input parameter.

Disposition Interface – shall be a dedicated webpage facilitated on the Authority’s website to provide complainant and general public access to the disposition of reported concerns. This interface shall include an indication of the current status as either “Pending,” “Open,” or “Closed” defined as follows:

Pending – shall mean those concerns that have been properly submitted and for which initial contact with the complainant has not yet been established.

Open – shall refer to any concern made for which on-going investigation is underway and initial contact has been established. The duration of “open” status shall continue until the matter reaches a conclusion. Matters unresolved after 90 days may be administratively closed with an appropriate notification appended to the electronic record.

Closed – shall refer to the final disposition of any received concern. A record will be deemed closed whenever further action is unavailable, unwarranted or otherwise concluded. Matters deemed closed shall have a brief summary report available to the public for inspection and download. The report shall be indicative of all salient points of the investigation, basis for closure of item and a statement of final determination. All concluded matters shall be retained and available in the electronic database for a minimum of three years or longer, as determined by the State of Florida’s Public Records Policy. Further, once a matter is deemed closed, an email notification shall be generated and forwarded to the provided address indicating closure and the availability of the summary report online.

Data Entry Sample –

- Insert Exhibit(s)

Administrative Investigative Actions –

The Authority Staff shall investigate all bona fide concerns and shall work to satisfactorily resolve to extent that Airport Authority jurisdiction has been established. Investigative methods and information sources available to Staff for investigative purposes shall include, but not be limited to, the following:

- Air Traffic Control Tower Records and Employee Interviews
- Eyewitnesses to Cause(s) of Concern
- Radar Data
- Pilot Interviews
- Airport or other Publicly Available Records
- Relevant Video or Photographic Evidence

Sample Reports –

- Insert Exhibits(s)

Section 4. POLICY IMPLEMENTATION

4.1 Delegation of Responsibility

The Authority herein delegates the implementation and enforcement of this policy to the Executive Director, subject only to the right of repeal contained herein.

4.2 Final Disposition of Concerns

The Authority herein delegates final disposition of concerns relative to this policy to the Executive Director, subject to the right of appeal contained herein. Action by the Executive Director shall be determined final 90 days following the closure of a concern made consistent with this policy.

Final disposition actions available to the Executive Director shall include, but not be limited to, the following:

- **No Action Available** – matters outside of Authority jurisdiction
- **Counseling** – oral or written communication of a specific airport rule or regulation violation(s)
- **Communication or Referral to Agency Having Jurisdiction** – FAA, State or Local Agency
- **Referral to Airport Authority for Action**
- **Suspension or Revocation of Airport Access or Lease Privileges**
- **Other**

Section 5. RIGHT OF APPEAL

To provide a uniform method of appeal for any aggrieved party relative to administrative decisions pursuant to this policy, the Authority adopts the following policy.

1. Any person or entity adversely affected by any final decision of the Executive Director, or his designee, may request to be heard as an agenda item before the Authority by submitting a Written Appeal Statement within thirty (30) days of the Executive Director's decision.
2. The Written Appeal Statement shall set forth the following: the background facts, issue in dispute or nature of the dispute, the decision of the Executive Director, the date of the Executive Director's decision, the relief requested, and the facts and circumstances warranting the relief requested and/or supporting a reversal of the Executive Director's decision. Every Written Appeal Statement shall include as attachments any and all documents (i.e., letters, contracts, etc.) related to the matter to be appealed.
3. Upon receipt of a completed Written Appeal Statement the Executive Director shall add the issue to the next reasonably available Authority regular meeting. Should any Written Appeal Statement be incomplete, the Executive Director shall notify the appellant in writing.
4. At a regular meeting of the Authority whereupon a Written Appeal Statement is an agenda item, the Authority shall first review the Written Appeal Statement and determine whether to hear the appeal. If there is no affirmative vote to hear the appeal, the appeal and Written Appeal Statement shall be deemed denied and the decision of the Executive Director shall stand. Should the Authority hear an appeal, the Authority shall retain all rights to grant or deny any appeal even after hearing further evidence or argument in support of the appeal.

Effective Date: This Policy shall become effective upon adoption.

ADOPTED: this 16th Day of November 2009, in Regular Session.

Kelly Barrera
Chairman

Carl Youman
Secretary/Treasurer