

PROCESSING COMMUNITY ANNOYANCE COMMENTS

Policy Instruction 515

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WHY?

Staff seeks policy guidance for response protocols for disproportionately high comments from a single household particularly related to compliant operations.

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- Part of TTAD Mission
 - Identified in Strategic Plan
- Serves stakeholder's best interest
 - Proxy for Airport-Community Relations
- FAA places responsibility on Airport Sponsor to respond to noise concerns

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WHO does this policy address?

Commenters
Staff

District Constituents

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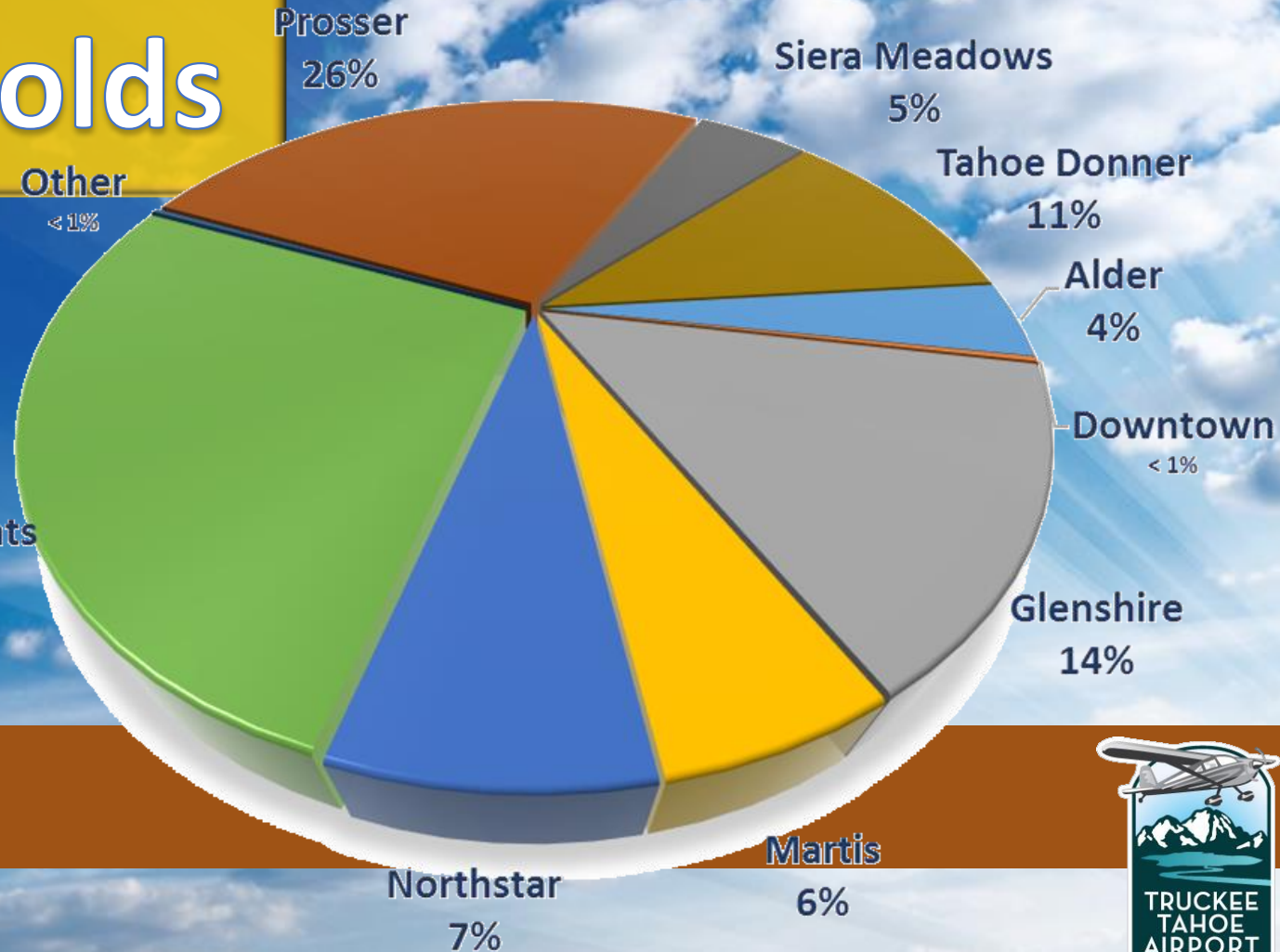
In 2015 there were

463 COMMENTS

from **75** households

representing **9**
residential areas:

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- District = 33,142 housing units.
- There is unreported annoyance, but 75 households made efforts to call.
- Let's serve those 75 residents responsibly, accurately, & effectively.



In 2015...

- *16 Commenters made 5 or more comments*
- *4 made 5 or more comments in a month*
- *2 Would have been notified of PI 515 thresholds*

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In 2015...

1 commenter made 96 comments. 94 were determined compliant. While all comments are valuable, the resources required to investigate each compliant comment resulting in the same outcome affects staff's ability to manage other tasks and respond to other commenters.

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WHAT

Does the policy do?

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1. Formalizes an important process identified in multiple guidance documents of the District.

2. Allows the District to better service all commenters and fairly apply resources.

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BOARD Options:

- **No action**
- **Allow GM & Staff to decide based on objectives outlined in the policy**

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Thanks!

