

MINUTES

Meeting of the KHR Communities Network Committee (CNC)

1/20/2022

Virtual Meeting

Board Members:

Present: Olivia Valentine (Hawthorne Councilmember), Melvin Wagner (Holly Park Neighborhood Association), Carolyn Ficklin (Ramona Association), Julie DeCoste (Hollyglen Neighborhood Association), Bob Hawks (Wiseburn Watch), Kathleen Teal (Gardena), Laurelia Walker (North Hawthorne Community Association), Pamela Thornton (Harbor Gateway North Neighborhood Council), and Robert E. Smith (Hawthorne Planning & Zoning).

Quorum present? YES

Others Present:

Guido Fernandez (Secretary), Faviola Garcia (FAA), Victor Goodell (FAA/FSDO), and Michael Wilson (FAA).

Proceedings:

Meeting began by Ms. Olivia Valentine at 6:08 pm.

The minutes of the October 21, 2021 meeting were approved.

Oral Communications:

There were no oral communications.

Agenda Item #3: FAA FSDO guests to discuss enforcement process and action for unsafe flying

Olivia Valentine Who would like to be first?

Faviola Garcia I want to take this opportunity to introduce Michael Wilson. He is the Community Engagement Officer for Southern CA and Arizona. Michael can give a brief introduction of himself and then we will turn it over to Victor.

Michael Wilson My name is Michael Wilson and I joined the Western Pacific region on the 20th of December. I have 37 years background in aviation as a military aviator and an additional 17 years as a commercial aviator, airline transport pilot and then made the transition into certificate management. I was director of training, director of safety, chief pilot, and director of operations for a company here in the Pacific North West, Evergreen aviation. I left there as a

Part 135 director of operations and the executive vice president of the company. I have a background in rotary wing and also in drones. I also have a significant public administration background and have worked various issues between the military and also commercial aviation with local communities. I'm looking forward to working with this roundtable and resolving some of your issues.

Faviola Garcia I'm the supervisory senior advisor for the regional administrator in the western pacific region and now let me turn it over to Victor Goodell. He is the division manager for aviation safety.

Victor Goodell Thank you for the opportunity to join you. I don't normally do these kind of presentations but it worked out with correspondence with Guido and others that I was free to join to talk about aircraft safety and complaints. I would like to share my screen. I have a brief PowerPoint. Just an overview of some of the processes and hopefully we can address some of your concerns as it relates to aircraft safety and the complaint process.

We are going to give you a brief overview of aircraft safety complaints and how they are handled at the FDSO level and what some of the complainants can expect out of the process. There are a couple of different types of complaints that we see in the general aviation arena. The first is really some direct potential violations or unsafe operations and usually provide through first-hand information. It is normally received by a pilot, an aviation professional, law enforcement, or someone who is directly affected by that operation. Those are fairly simple because there is a lot of detail, there is direct interaction with the alleged violation of occurrence.

The second part and the one you would all be more familiar with are submissions by the general public and what we see a lot are anonymous submitters. Complaints usually concern a low flying aircraft somewhere near the complainant's residence. Most of the complaints that we see lately appear near air traffic patterns, local airports, scenic areas where air tour operations like to operate and then there's other areas where there is a high volume of traffic due to flight schools and training like operations.

One thing we are seeing now is that a lot of these complaints are accompanied by some form of a commercial application in the report whether it be a printout of a flight pattern that has the aircraft registration number or may have the location of the flight and some kind of flight tracking and even some altitude and that is pretty common today. The public has been informed of these applications and they like to use them. There are some out there that notify you if there is an aircraft over your home which is very inventive and it lures a lot people in to use them. One of the things that we have seen and the public has not been made aware of is that some of these commercial applications and software are not always accurate and sometimes the date is misleading. Many of the applications such as FlightAware actually has a disclaimer telling the user that it will not be used for commercial applications, law enforcement, judicial, and some safety critical activities. We have been trying to make the communities aware. This is a valuable tool. We are not saying that you can't use or that you shouldn't use it

but just be aware that in this case like FlightAware the data in it of itself is not a whole basis for say an enforcement action. It is useful, it does give us some information, some data that may not be seen. The aircraft registration number is one instance like that. Our General Counsel has confirmed that the use of this public information as well as social media sites and videos is unreliable and it is difficult for us to authenticate and therefore be used in a court of law. Now I'm not saying that it is not useful, that it is not a good tool for us but we like for the public to be aware that just because FlightAware says that someone is below the minimums it is just not the sole basis that someone is in violation of the rules.

Let's talk a little bit about the investigatory process so you are aware of what happens in the process. It is our policy to respond to any and all complaints that come to flight standards attention. We receive those in multiple ways whether it be hotline, emails, phone calls, one on one contact and regardless of how we receive it our primary focus to stop the non-compliance and mitigate any of those safety risks that may be out there. It is important for us that the public share information and it is important for us that we get information even from the alleged violators and that is part of our process to ensure that we get all the information that is relevant to the situation and the case and act upon that appropriately.

I will cover a little bit about the complaint process itself and this is something that I think the public has some confusion about. So normally we at the FSDO receive the complaint, it's reviewed, it's recorded, and there is some form of acknowledgement to the complainant. Whether it's just that we received your complaint, it's going to be looked at, and we will get with you if we need more information, but there is some acknowledgement and that's been a key for us so the public knows that we have it, we are going to look at it and then we proceed with that piece of the investigation of the complaint. The basis for the investigation or the objective of the investigation is to substantiate the complainant information and to ensure that there is a safety concern or a perceived violation or at least enough information for us to move forward and take the appropriate action and prevent the reoccurrence.

So what would the public or complainant expect to see at the end of this process. Once the FSDO has looked at the information and more times than not they will contact the complainant asking for additional information to give them all the opportunity to move this forward. When a determination is made that there is either enough information to substantiate or not substantiate the complaint, then the complainant will receive a notification and generally that is done via a letter, it can be done over the phone, it can be done via email. Generally they receive a letter and the letter is pretty brief. In that correspondence it will tell them one of two things, that the complaint was closed requiring further action which meant that we found enough information in the complaint to look at this from a compliance and enforcement perspective or they will receive something saying that it was closed without further action.

One of the misconceptions by the public is that we will contact them again and tell them that the further action has been resolved and that is not true. The specific information regarding how we closed the further action is not something that we normally share with the original complainant. What the complainant will get is acknowledgement that yes what you provided us

was sufficient to move forward with further investigation. The misconception is that the complainant believes that they will get further follow up. This closes out what we consider the complaint process.

Let me move. Let's assume that the complaint results in further investigation or action. What does that look like. We move to what the FAA refers to as our compliance and enforcement program. The basis for that program is to do a thorough investigation and follow the due process that includes notification of the individuals involved in the complaint, the violator in this case if you will and to ensure that we gather all the relevant data to make a determination on how to either resolve the issue or move that do the next level. The first piece is we do the investigation through the due process and once we have a result and we have determined that there is enough information to determine either an unintentional violation, deviation, or non-compliance or an intentional violation, then the FAA takes their action within the compliance program and part of that is what we refer to as the compliance action, it used to be called compliance philosophy. Under the compliance action that is our method to correct the unintentional deviations and non-compliances that arise from maybe some external factors. Maybe it's a flawed process of the operator, some simple mistakes, lack of understanding of the rules of that certain phase of flight and sometimes we have even seen that it's an indication of diminished skills. The purpose of whole process is to restore compliance, identify and correct any underlying causes and then share that safety information across aviation safety to ensure that we are correcting not only that instance but other instances that may occur.

So what does a compliance action look like. It can take many forms. It can be simple counseling, informal or could be formal. It could be that after talking with the individual that we determined that it was a simple mistake. Maybe they misunderstood an air traffic communication. A lack of knowledge in certain areas. We can have that discussion, ensure that they understand, and make a determination that we have now corrected the unintentional deviation. Some other parts of that is training. Sometimes we come across pilots that say I was flying in an unfamiliar area, made a simple mistake, wasn't aware of certain local requirements. So we will offer them the opportunity to get some flight training, contact a CFI, go through the process, go fly some additional segments to make sure that you are current and that you are aware of those areas and then we ask them to report back to us. It is a very compliance oriented process. We rely on individuals that are willing and able to make changes to correct those types of occurrences and that's been very effective for us over the last few years since we've had that process. It has also allowed us to gather some additional data to take a look at what are some of the causes out there nationwide of certain incidents and occurrences.

If the indicators are such that it may look that the individual may need some additional training we also have the possibility of what we call remedial training and that is a formal structure agreement that we determine that maybe the individual may require some additional instruction in certain areas. Maybe it's IFR flight, maybe it's decision making. We can establish a formal remedial training that is actually managed by our FAA safety teams and that is a structure process with a timeline that requires documentation from the training personnel and it has to be provided back to us to close that out and move those actions forward. So that is the

informal piece. Some of the things we are using to get compliance without actually going down the legal enforcement path and there are some characteristics that we need, the individual must be willing and able to comply, it must not be intentional and it must not be careless and reckless.

The other path is the enforcement action. There are different phases of the enforcement action and an additional investigatory process that has to be followed and that is because we are required to obtain data and information. Whether it be certified flight data, legal documents, statements, we have the legal process that we have to follow in these cases. Those can result in a couple of different things. The administrative action where we have found that through the investigation there are other corrective measures that can be handled but it is still a formal process. When we get to a certain point where the compliance action and warning is not going to be effective and it is not going to meet the needs to correct those deviations that's where we go more to the legal piece, the adjudication. Meeting an aviation law judge and going through the judicial process to get the case adjudicated. Generally those types of actions will lead in a few directions. Those usually are Certificate Action or Civil Penalties. Certificate Action is suspension or revocation. That is a longer process and again the public, the original complainant is not notified of this process and how it played out. I've had discussions with some members of the public and they are not happy with that type of process and they really want to know did my complaint lead to some form of formal action and without violating the rights of the individual of who we are investigating we really cannot share that. Other than yes we took action and yes it is being mitigate and yes it is being corrected. That is an overview of the process itself.

What do the numbers look like? I borrowed some data from a process that we have been using and I was able to pull some of this information and this is about an 18 month period where through the hotline system we received 3,700 complaints in an 18 month period and these are nationwide numbers. Out of that 3,700 complaints, 1,326 are considered what we consider low flying aircraft complaints which is the general complaint that we see in the LA basin. The aircraft is too low, flying over a communities, so that's about 36% of those complaints. Of those complaints, only 237 were identified as potentially to be unsafe operations which is 17% of the low flying complaints and only about 6% of the total complaints in the hotline and the majority of those flights in question did not end up in violation of the rules and regulations and did not go down the legal enforcement path. The majority of those were corrected through other means were it by counseling, discussion, education. Those were the numbers we were able to pull and I'm sure there may be some specific numbers for specific locations that may be greater than those national numbers much like Santa Monica, Hawthorne, LAX area.

How do we reach out to Flight Standards? How do we initiate those contacts. We encourage every individual that if you can contact your FSDO directly, please do. Attached in the PowerPoint is the website and you can find the local numbers on the website for the FSDO. There should be an email that you can contact the office directly. Even though we are not manning facilities completely at this point, we are monitoring the mailboxes and the phone calls so there are folks there who are looking at these and sending them out to the appropriate

folks to investigate. I will say that we encourage people to, strongly encourage people to use the FAA safety hotline because it is one of the better methods we have now to track and respond to all of these complaints. That process is being reworked as I was explaining to Guido earlier. We had discussion about our process, about the hotline and now in the last few months things have changed. The hotline website is being upgraded which is going to be a lot more user friendly and it will be easier to put the complaint in and add documents and get some response. We are looking forward to that. Flight Standards is improving our internal process to make us a little more efficient in the process of intake as well as response.

One of the things that I will note that Flight Standards, my organization, we do not look into noise issues. We don't accept those. The FSDO has been directed to steer the complainant to the noise complaint hotlines and that is also in this presentation for those who had a chance to get it. Please share those websites, share that information. The emphasis from us is that we cannot see everything that goes on out there. We rely on the public's input but we would really like for the public to be informed on the process and note that our job is to respond, our job is to look into these instances and keep the areas safe and specifically those high traffic areas. That's all I have for the presentation. Anyone have any questions?

Olivia Valentine I wanted to ask because there have been a lot in the press lately about passenger complaints about unruly passengers. Is that a concern for the FSDO or not?

Victor Goodell Some FSDOs are involved only because we have offered resources to the air carrier world investigating some of those but they are not directly sent to the FSDO. Those are sent to the certificate management office for the specific airline but we do have some flight standard resources or the general aviation resources helping out those groups because that has been a large undertaking.

Olivia Valentine What kind of enforcement issues are you seeing now? There seem to be different types of enforcement issues at different times. What are you seeing now in large numbers?

Victor Goodell General aviation, the big number even though it is not really represented in the numbers that I showed you. There is a lot of concern about noise. The increase in flying over populated areas. There are certain areas that are more active than others as far as the flight operations and that's the nature of the area. The flight schools seem to be very busy and part of their curriculum is to go out and fly and generally those flight schools will pick areas over land and unfortunately a lot of times they are in areas where it is in people's view and over time they get frustrated with constantly seeing an aircraft circle. I get that, we get that. We have tried to do some outreach especially in the southern California area and just educate the operators to use some good judgement, do neighborly flying and if you have an opportunity to meet with your local areas we tell the flight schools to have some discussions and see what areas are really hot spots, what are sensitive areas and be cognizant of that. I think that is the biggest thing from a FSDO standpoint Ms. Valentine, those low flying complaints. We have our share of frequent flyers in the complaint world where we have individuals who seem to, I don't

want to make it their hobby, who will provide hundreds and hundreds of complaints and that becomes frustrating because within that hundred number of complaints most of them may be nuisance flights but there may be instances where there are safety concerns and they get lost in that shuffle so we encourage folks to take a look at what you are providing with us and help us to understand and please don't be frustrated when we tell you that really there is no safety concern even though it may appear that way. So we try to educate people the best we can and to address some of their concerns.

Pamela Thornton I have a question, more of a statement. Super Bowl is coming up. It's less than a month away and I know that my neighbors and I are concerned because we are in the direct flight path. How is congestion and low flying going to be managed? Are there additional safety precautions that operators are remind of? This is our first Super Bowl for SoFi. This is going to be the test run and I'm interested to see how that is addressed.

Victor Goodell Interesting that I happen to join today. I do sit in the group that meets too many times a week concerning the Super Bowl and the fly over as well as the operations not only the day of the Super Bowl but leading up to the Super Bowl. The Air Traffic Organization has gone to great lengths to ensure that they have a process and a program to manage not only the traffic before the Super Bowl but the day of the Super Bowl. One of the critical things for us and this a flight standards position is every Super Bowl has a fly over. We have the national anthem and we have a fly over and because of the location of SoFi stadium it is of big interest to us so we have been evaluation the process that they will be use to perform that fly over. It is coordinated at a lot of levels. The NFL is involved, Air Traffic is involved, SoFi stadium is involved. All phases of flight standards is involved to ensure that it is done safely that it is not going to be one a safety hazard, two a distraction to the public. SoFi is one of those unique stadiums that you will rarely see aircraft fly overs prior to the start of an event because of the location and proximity to LAX. It is one of those areas that you should not see a lot of fly overs. You will not see one every Sunday like other stadiums and coordinating one for the Super Bowl has been a large undertaking and so I would be assured Pamela that there are a lot of organizations that are concerned about the week leading up to as well as the days following for departures and air traffic. So it is looked at, it is taken seriously, and we are doing everything we can to make it as safe as possible.

Faviola Garcia If I could just piggyback on that. We also were in a conference call on the Super Bowl today and there are multiple calls that are being held regularly. The lead said that he was on 5 calls today. One with all of the airports, one with all the airlines, these are weekly also. I want to speak to the efforts from our office from the Regional Administrator's office. We are also in communication with LAX and with the other airports to help us communicate to their communities through their lists that this could potentially raise some noise concerns so the community is aware. Not everybody recognizes that it is the Super Bowl, I hate to tell the sports fans but not everybody knows exactly what is going on. So we are encouraging our elected officials and airports to get the word out to minimize the complaints and we also recognize that it is just not LAX, it is all the airports in the surrounding area as far out as Las Vegas. There is a lot of coordination, a lot of impact. It is a really cool time for us in southern California but it also

comes with its minor issues that we need to deal with. Hopefully the word is out and just bear with us, bear with the process and we will get through this.

Olivia Valentine Favi, you are also coordinating with our airport, with Guido and our airport officials?

Faviola Garcia Yes, not me personally but I know that Guido has been participating as well as all of the airports. The messaging piece is what we worked with LAX. You may have seen some press releases. There is a statement that was coordinated with us on our role during the process and it is basically assuring people that we are doing everything we can and just restating and stressing the safety aspect of it.

Olivia Valentine What is it that you want us to do to get the message out to our community?

Faviola Garcia If you have a list or if you can basically remind them of the Super Bowl dates. I would include the days before and after because those are the ones with more flights and I think Victor just mentioned what those dates were and but also there is a fly by and in fact I can follow up and we are getting ready to send out a couple of messages and I can send that information to Guido and you Olivia.

Olivia Valentine Could you please. That would be very helpful.

Faviola Garcia I do want to thank Victor for the briefing. Community engagement does fall under the Regional Administrator's Office and typically we get support from the Air Traffic Organization who comes in and briefs on noise issues. The Flight Standards organization is very stretched thin and they also have a very important job to do. Their community engagement is not actually with the communities but more with the pilot communities and they do that with the FAAST teams. I do want to thank Victor for his time and all the work he is doing for us throughout southern California. People are alleging that they are low flying helicopters but really, so it is not a safety issue, they end up being noise issues, they are nuisances. So to that point in the last slide Victor mentioned the noise complaint website and I want to let you know that our website has been updated. So we used to provide a phone number and an email to submit a complaint. Now the website actually gives you a form so individuals can fill out the form and gives us the necessary information, enough information for us to look into it. So that has been updated. The other thing is on February 1st we will start using what is called a chat bot so individuals navigating through our website can find it easier to do by using this chat box where they submit their question and hopefully get an immediate answer. The chat box will get smarter because we will receive those questions and we'll update them as we go but we need your feedback. If you submit a question and you didn't like the answer just let us know or in fact if there is a topic that you want us to cover for which you didn't find an answer in our website you can add that and we are going to be monitoring that and updating it as we go. So that's all I had and I really appreciate everyone's time especially for Victor and his time and to remind you that Michael is here and he will be here as your future FAA representative as community engagement officer. Thank you very much.

Olivia Valentine Thank you Favi and thank you Michael and Victor. Thank you for your time and accessibility. We really appreciate it and we thank you for that fine presentation. Please keep in touch with us. You have my contact information. You have Guido's contact information. If there is anything that we need to know that we can use to help update our community on what is going on with the FAA please feel free to contact us and thank you.

Guido Fernandez Thank you.

Victor Goodell My pleasure and I will and as Favi stated I actually sit in southern California so it's kind of convenient for me to have some awareness of what gone on here and if I can provide some information I will and I look forward to working with Michael and getting him up to speed on some of these processes so he can brief them.

Olivia Valentine We'll move on. Mr. Secretary can we now have the status on the current City projects.

Agenda Item #4: Status of City's current projects:

Guido Fernandez Actually I was going to focus on the Super Bowl and I don't think I can really improve on the information that was disseminated. My main message was to stress that we do expect an unusual high volume of traffic not only on Super Bowl but from February 9th all the way to the 13th. Like Favi said we have been having weekly meetings with the FAA. The NFL and the FAA have a reservation system in order to manage all that volume of traffic not only coming to Hawthorne but to LAX and Van Nuys and all those airports. That's all I wanted to mention.

Olivia Valentine Is there some way that you could perhaps come to City Council on Tuesday and mention that to the community because I don't think that everyone is aware of that?

Guido Fernandez Yes, I would be at your disposal.

Olivia Valentine Are there any committee members that wish to make closing comments at this time.

Agenda Item #5: Comments/Discussion:

Melvin Wagner Yes, I have a question. How is the 5G roll out going to be affecting the airports? I keep hearing different things in the news media and it's been advertised a lot, I'm into technology, but I'm wondering how are they handling all of that. I know that I don't want it to affect anything with the airports over some cell phone service. How is that working out? Or has it been implemented out yet?

Michael Wilson Mr. Wagner this is Michael Wilson. Prior to joining the FAA I worked on the aviation side with Verizon and I can tell you that the FAA is working with the major carriers to phase in this particular technology. There has been some discussion that there is possibility that 5G would affect some of the radar altimeter readings of some of the older aircraft. We have been all the way down from headquarters what the coordination has been and there is a list of airports where they have been delaying the incorporation of 5G in close proximity to the airports so they can know the full extent of the interaction of 5G with various primarily the radar altimeter of the aircraft which will tell you how high you are off the ground. It's a very good question that has a lot visibility and focus right now and a lot of coordination in collaboration between all the major stakeholders at the airports. If I get any additional information I would be happy to share it with the roundtable through the appropriate channels. One thing that I would like to say along with the great update on the Super Bowl is that there is a tremendous amount of proactive work that is being done that might not be readily known by the general public. Ms. Thornton's question was a very valid question. Is you are just sitting at home and you are thinking all these people are coming here and what is going to happen with the airport. Obviously a lot of the things we do with the FAA in community engagement is education and awareness so that you are aware and educated as to what is being done and that is one of the most valuable tools that the FAA has.

Olivia Valentine Thank you. Are there any other comments?

Bob Hawks This is Bob. I have something. Well this meeting and the last meeting in regards to safety. That is all important to us but basically from what I understand that is the business plan of the FAA is safety. As far as the residents, we are looking at it basically in the last 2 years, is what is the purpose of these meetings and how have the residents benefited.

Guido Fernandez That is a valid question that Bob brings up and I think it is similar to what we have mentioned in the past, in the last 3 years that we had these meetings and the committee. I think it depends on the goals and expectations that we have and for what we want to achieve. As far as increasing the communication the members of the community and the FAA, I think we have achieved that. As far as being informed as far as to the limits to what the City can do and what the FAA is able to do regarding the flight paths, we have achieved that as well. Multiple times the FAA have been able to visit us and give us more insight. However, I think it's the expectations that sometimes cause frustration because if the expectation is that flights are not going to fly over a particular neighborhood or that the flight path is going to change that is something that we would need to have a deeper discussion and is that something that we can realistically achieve. So I think that there has been great benefit to these meetings both from the FAA coming to them, from helicopter pilots, fixed wing aircraft pilots coming, from SCAUWG that was here last time, so I think we have achieved quite a bit but I understand Bob what you are saying if the expectation was to change a flight path or flights to go over a particular area then I guess we would have to address it to see if that is something that we can realistically achieve through this committee or not but I think there is a lot of value to what we have been able to do in these last 2 to 3 years.

Olivia Valentine I want to also piggyback on that to say that that the FAA has been listening to the community. We have found that out over the past 3 years. The FAA is listening to us. The FAA is listening to other roundtables all over the country and giving the residents an opportunity to voice their concerns and from this changes will be made. They may not be immediate but the FAA will hear what you have to say and if there are changes that are warranted where safety is not involved because remember that the FAA is concerned with safety in the skies but where the residents have a real concern about noise and where there is an opportunity for the FAA to make changes, those changes will be made over time. The FAA is listening to the residents. The whole purpose of these community meetings is so that the concerns of the residents can be heard. I understand your frustration about the level, the speed at which these changes are made but first of all they have to know what you want, what we want, and that the reason that you have these meetings is so that we can voice these concerns. Well, that's the start.

Bob Hawks Hold on a second, going back to the last meeting we had the man from Coffman Associates expanding the noise area and the number of flights expanding and do the residents have any say in this and he laughed and he said that's what the FAA dictates. So that answer is no. We are not interested in listening to what the residents have to say. Now you are talking about, well we call them commercial flights. You can go online and buy tickets for Taos Air, that's a commercial flight but the FAA doesn't look at it that way. Now you are going to start flying aircraft that have 50 or more passengers. So I look at it like our cell phones started off like bricks, now palm size. You have a limited space, a limited distance on the runway at the airport but technology will change. How many people can you cram into an airplane 5 years from now and how well is that going to be.

Guido Fernandez One thing Bob that I wanted to mention as far as Taos Dornier jet is that it has to carry under 30 passengers just to clarify that and also as far as the noise contours. The FAA does set guidelines as far as to how the contours are generated but what affects that as you know, as we all know, is traffic. It is not something intentional that either the City or the FAA is doing. It's just a reflection of the economy and the volume of traffic. That's what expands those contours based on the noise studies and one thing that I wanted to add and I think that it is also valuable to keep in mind, one thing we were able to achieve in these 2 to 3 years we've been able to bring the operators like JetCenter, Advanced Air, and HHO to these meetings and make them aware that there are residents that are affected by the noise and they want something done about it and that concern gets disseminated throughout the businesses and pilots and I think that is valuable too for us to be communicating with them. Bringing them to the table.

Bob Hawks Sure, I agree one hundred percent but the residents really have not benefited. Show me please.

Olivia Valentine Is there anyone else who would like to comment?

Julie DeCoste I have a question for Victor. This is Julie DeCoste. You had mentioned in your presentation that FlightAware, they were not necessarily using FlightAware data. I was curious if FlightAware is using ADSB data?

Victor Goodell You know it really depends. I do know some of those applications do use ADSB but it is through a different source. ADSB data which is relatively available now to more folks through other means but specifically which of those applications use ADSB I really couldn't tell you off the top of my head. When we talk about these applications or the sources from a Flight Standards perspective it's good information, it's a good indicator for the potential violation but it is not data that we can use specifically in an enforcement type action. It is great background data, it is indicators to lead us down the path to get what we call certified data. The only place where we can get certified data is from Air Traffic. Hopefully that kind of answered your question.

Carolyn Ficklin This is Carolyn from the Ramona Association. I did hear through the presentation that you did have a website that noise complaints. A lot of the discussion from the Ramona neighborhood is against the noise. So I'm seeing that there is a website where people can go to and put their complaints as far as noise and all the information that you need for that. I was just wondering are you ever going to present that information at this forum? Are you ever going to get information from that website and present it here to us?

Olivia Valentine Is that something that you would like to see present it?

Carolyn Ficklin I would like to see that presented.

Olivia Valentine Favi, what do you think?

Faviola Garcia We can definitely do it. I believe I ran numbers in the past for Guido but they are not very telling for the Hawthorne CNC but if we receive a request in writing. Specifically maybe citing the cities or the zip codes that you want us to check for we could probably do that. Absolutely, and we have given a briefing on the noise complaint initiative. I believe we did this about a year ago. No, maybe 3 years ago. It's been a while. We can certainly update and provide you with an update.

Bob Hawks Question. What is the most accurate app for noise, do you know? I use Flight Radar.

Faviola Garcia I don't know that we endorse any but different airports use different apps. I couldn't recommend any.

Bob Hawks The reason why I bring that up is because we are always told that there is a lag or there is an error or something like that, I want to be accurate.

Faviola Garcia Yes, all of them have lag. At least 5 minutes or something like that. Victor are you aware of the one we use internally and I know it's not the official but I know that we sometimes use it. I feel like it's Webtrak or something like that.

Victor Goodell Yes, I'm trying to think. I know that they just updated the system as well. I'm curious going back to his question if you are trying to correlate data from an app to noise? I'm interested in what you are looking for. An app that tracks noise or are you trying to correlate a flight and a pattern with a specific instance of noise.

Bob Hawks Pretty much everything. Noise, altitude. The registration number. Everything. I'll do a screen and I'll shoot it off and it will show the altitude, the aircraft, etc. The date.

Faviola Garcia Let me try to answer that. If you go into our website and file a complaint we will ask you for those specifics. What is the address or intersection where you saw this flight and if you enter the time, date, and any specifics that you capture from the event then we are able to look into it so we use our own data which we rely on. I think for now that is the best we can do. I hate to offer a resource or an app for you as far as accuracy is concern and we use our own frankly and if you just provide the details we will research it.

Olivia Valentine Are there any other comments or questions? Guido did we finally achieve a quorum?

Guido Fernandez Good news. With the addition of miss Carolyn Ficklin we now have a quorum so if it would be ok with you because I believe that I might have missed part of it in the initial recording would it be ok if we take roll call one more time.

Olivia Valentine Yes.

Guido Fernandez Olivia Valentine. Yes. Melvin Wagner. Here. Carolyn Ficklin. Here. Julie DeCoste. Here. Bob Hawks. Speaking. Kathleen Teal. Yes. Laurelia Walker. Yes. Pamela Thornton. Present. Robert E. Smith. Here. That means that we have a total 9 members and we did achieve a quorum.

Olivia Valentine Are there any further comments or discussions from anyone. If not, I'm going to thank our guests again and without any further ado I will say have a great couple of months and we will see you on the third Thursday of March, am I right? I'm sorry, third Thursday in April. Bye bye everyone. Meeting adjourned.

- Meeting ended at 7:12 pm.
- Minutes were recorded by City of Hawthorne via Zoom.
- Minutes were reviewed and submitted by the Secretary, Guido Fernandez.