

MINUTES

Meeting of the KHR Communities Network Committee (CNC)

4/21/2022

Virtual Meeting

Board Members:

Present: Olivia Valentine (Hawthorne Councilmember), Beatriz Fernandez (JetCenter/Advanced Air/ HA LLC), Melvin Wagner (Holly Park Neighborhood Association), Bob Hawks (Wiseburn Watch), Kathleen Teal (Gardena), Laurelia Walker (North Hawthorne Community Association), and Lynda Anderson (West Athens).

Quorum present? NO

Others Present:

Guido Fernandez (Secretary), Carlette Young (FAA), Durre Cowan (FAA), Eric Tandberg (FAA), and Joe Bert (FAA).

Proceedings:

Meeting began by Ms. Beatriz Fernandez at 6:01 pm.

The minutes of the January 20, 2022 meeting were approved.

Oral Communications:

There were no oral communications.

***Agenda Item #3: FAA presentation on NCI/Noise Portal Update
FAA presentation on KHR RNAV (GPS) RWY 07***

Beatriz Fernandez Ms. Young would you like to present the presenters?

Carlette Young Yes, I would like to first invite Durre Cowan. She is our Office of Environmental and Energy Community Engagement Officer and Noise Complaint Initiative Team Lead. She will be presenting the Noise Portal Update.

Durre Cowan Good evening. I want to encourage you not to leave here with questions about the FAA's noise portal. I take my role as a public servant seriously and if I'm unable to answer your questions this evening I will take that IOU to get those answers back to you through Carlette. This is meant to be an open conversation. I'm here tonight not to just explain how we manage inquiries and complaints but to share information. What we are seeing from our data, the types of concerns that we are seeing in the portal, and how that relates to the rest of the

country. We want to hear directly from you. If there are aspects of the program you think that we can improve on I'm certainly open to hearing that. We recognize that it is not a perfect system and we are always looking to improve wherever we can. The portal exists to help the residents get their questions answered and share their concerns with the FAA. It is not meant to be a stand-alone silver bullet. It is just one piece of a much larger enhanced community engagement effort that we continue to develop. We are not trying to compete or replace any system that Hawthorne currently has in place. This is purely the FAA's mechanism to respond to inquiries and assist Airports with those complaints when requested.

The initial goal of the noise portal is to open those lines of communication between the FAA, Airports, and the public. We want to respond in a way that is both effective and clear for the public and yet efficient and sustainable for the FAA as we respond to thousands of concerns every year. The noise portal was created by pulling together resources from our Air Traffic division which is here tonight, Environmental that's me, our Airports division, and of course our Regional Administrator's offices. This allows the FAA to draw from our internal expertise and provide a holistic response to these inquiries. Our initiative has 2 parts. Part 1 this is where we are right now. We implemented and improved our respond system, that's the portal. The noise complaint initiative was the overarching group that got together to develop it and now we have the noise portal and the second part of the initiative we hope to garner enough data to help us identify possible actions that the FAA can take to address those underlying issues raised in many of our noise inquiries particularly around performance based procedures but to be candid we are not here yet. I'm happy to take an IOU to come back when we have more information around that area but we are not here yet. More to come in that topic.

This gives you an idea of how the process works. Person A goes to the FAA website. Now ideally person A finds all the answers to all their questions about aviation and does not have to wait for a response. The FAA has instituted a chat bot to help navigate our website. We have information on FAA.gov but there is a lot of it. So we are hoping that the chat bot will help folks zero in on what they are looking for. As we get the tool spun it will get smarter and long term we think it will be helpful. If all of that fails, you can still submit your question through the portal. The system routes the message through the correct Regional Administrator's Office where it is reviewed and then assigned to the appropriate office within the region or offices depending on the complexity of the question or complaint it could be multiple offices that the concern needs to be sent to be addressed. So our goal is to have a thorough researched response back to person A in 2 weeks or less but sometimes it takes a full 3. Us hitting that 10 to 14 days sweet spot really does depends on the complexity of that inquiry. It might be reviewed by more than one office and it adds more time that we spend on it but we are improving. In 2019 in the early days of the portal nearly 50 percent of our responses were taking more than 30 days but in the last year and half we have seen that number drop to as low as 5 percent but typically hovers around that 9 to 10 percent marker. We are actually really encouraged by the improvement in those numbers and we hope to get even better.

So this is a screen shot of the noise portal web form. The noise portal is a repository it consists of the online web form which you see here, the phone lines that you can call on, the regional

email boxes which are in the national engagement sites, and written letters. Everything goes into our noise portal system for response. There is no need to use the web form, send an email, write a letter, make a call, you can if you want to but you don't have to submit all of those to get a response to your question. I'm going to address something that I hear a lot. Why is the form so long? It's too long, too burdensome. I'm going to walk you through it so you have a better understanding of what we are asking for and why.

We need your contact information to respond back to you. The address of the event to research or investigate. We ask if you contacted the airport. Why? First off, airports are the first line of contact for noise at their facilities but also because there are some airports such as Hawthorne that have chosen to partner with FAA regarding noise complaint responses and just to ensure consistency and clarity we may ask the airport to provide us how they responded to your concern. If Carlette were to send us noise complaint and she had said that she had contacted the airport, we might contact the airport and we'll say we receive a complaint about x. We would not never say Carlette Young called us to complain about you. We would say how would you have responded to this topic. That way we would see how the airport responded and if we see it differently that's an opportunity for us to come together and flesh that out and just to be clear I'm not aware of any issues or concerns with any responses from HHR. Reconciling potential differences is not a common occurrence it is just one that we want to have the ability to do that should that need arise. Regardless of whether you contacted the airport you can still submit your concerns to the FAA. We still want to hear from you. Other things we ask about is if you know what kind of aircraft is causing the issue that helps us narrow it down since it is likely there is more than one in your area and lend our air traffic colleagues run their support to get a better idea of what we are looking. Then we get to a large part of the form that is not required so we are not trying to make this overly burdensome. We are just trying to make sure that we have enough information to investigate your concern and to give you the right answers.

This is an excerpt from our noise complaint policy. Probably the most contentious part of this briefing but the funny thing is that it is not meant to be. The FAA agrees that we have a shared responsibility with airport, airlines, state and local governments, and the community regarding aircraft noise. We want to address it in an efficient and effective way. I want to draw your attention to this right here not responding to the same general complaint or inquiry from the same individual more than once. It's true the FAA will not respond to the same complaint over and over but it is not meant to discourage you from complaining. You have a fundamental right to contact the government with your concerns and we are not trying to impede that we are simply trying to respond in a structured way with an investigated researched response that limits human error. If an inquiry is similar in nature to a previous complaint and would illicit the same response that we have already sent to you then we would simply reference that in our response back to you but if it is a completely new or different concern we would research and investigate that and provide you a new response. So it is not the uniqueness of the sender, it is the uniqueness of the issue because we have found that first people get frustrated by getting the same form letter back over and over again. So it is condescending to get that answer over and over again. We don't want to spend taxpayer's dollars trying to come up with new ways to

say the same thing. In some cases we have folks around the country who sends us the same exact verbatim complaint hundreds sometimes thousands of times and we can't keep spend that kind of time creating hundreds of new ways to say the same thing. It also can create a scenario where an analyst trying to think of a new way to say something substitutes a should for a shall and it changes the meaning. We want to be real careful about that and that's why we have that.

We just want to be real careful about that. But it does not fall in deaf ears either. We review, track, and count, every complaint. So if you send in 500 complaints we are going to still count them but you may not receive 500 answers. It is not the volume itself that influences FAA decision making but as sure you are aware FAA is actively evaluating and moving forward on quite a few consensus-based recommendations from roundtables across the country. We are and always will be a regulatory agency that has safety at the forefront of its mission. From a macro sense, yes, information from complaints helps form some of that, on how we study noise. How it affects people on our ongoing work to develop mitigations but why do we do that? Because fundamentally people are our mission and we are public servants. Behind every complaint is a person affected by noise. We never want to minimize or lose sight of the humanity at the heart of this issue. Because of that it could be that as we learn more about noise impacts the more it may align even more directly with our mission. We have to see where the research and science takes us with that. I want it to address that specifically because I've had too many conversations where that it is really misconstrued and we are generally trying to be supportive with the noise portal initiative.

This is actually a unique night for me. The next slides are specific to Hawthorne Municipal and I'm going to break down these numbers for you in a bit but one thing I want to say is that you are the first roundtable to receive this information. The first roundtable really to ask for this kind of information. I'm thrilled to be able to share it with you. I think it is going to be very interesting for you to see it and hopefully you can get a lot of takeaways from what we are seeing around your airport. These are all numbers since 2018. We have received 39 complaints for Hawthorne. That's how many we have received. Not the airport, the airport may have more, but we only had 39 in our system. Of that 39, 6 were repeats complaints. All those 39 were in the city proper, mentioned Hawthorne specifically, or we identified the Hawthorne as belonging to Hawthorne. Totals by year. Interesting to watch the 2020 complaints in particular. As you can see in 2018 we had 3, 8 in 2019, in 2020 we had 22. The increase here is very typical of other non-core 30 airports. Our report is not out yet but candidly we didn't see an overall decrease in complaints during the height of the pandemic. The core 30 complaints did decrease but airports like Hawthorne actually saw a substantial increase in their complaint numbers in 2020 as you can see here. We are still analyzing the data but there are some points here that when combined with anecdotal evidence make a compelling theory and basically it is that the core 30 airports saw complaints go down commensurate with operations but second tier airports and airports that have flight schools attached to them it was the reverse, they had increases.

Olivia Valentine I wanted to ask you, when you say the mode of complaint, 90 percent email. So those people are not using the portal, they are using email and not the portal, is that right? Or do you consider the portal, email?

Durre Cowan That's exactly it. Email, Web form, phone, written, that's all the portal. The web form itself is what I showed you. Most of the complaints that you see for Hawthorne were in email format. Yes. Let's see here. That's what we saw. People were home. Trying to work. If you were home schooling, that was certainly us and trying to stay healthy. They started noticing that there was an airport in their backyard and so that stress plus the noise equals complaints. Clearly that is not the only reason people file concerns but it is understandable and certainly relatable for a lot of people. This is interesting for me because you are the first roundtable to request confirmation and this was cleared as of this week. I think I heard a comment saying that you thought this would be higher. This is what we have in our system but again Hawthorne itself may have a lot more but this is what we are seeing in the portal right now. Any questions or comments about this information?

Olivia Valentine I do have a question about apparently there's a difference between the number of reported complaints from Hawthorne and the number you have on the portal, so how do you correlate those, how do you combine them to get a more full report?

Durre Cowan That's a great question. We don't combine them with the airport's complaints. These are purely for FAA's information. Now Hawthorne is a partnering airport with the FAA which means that we do work together on a lot of these numbers. So as we get closer to that second goal of the FAA and that is to really take a systemic look at these numbers we would likely come back and look at what the airport is showing which is what we are showing. These are the zip codes I was given a head of time to run and some of these we didn't receive any complaints in our system from these zip codes or these cities.

Guido Fernandez Is it possible that there's been a switch or the way that the portal has been tracking because I do understand what Ms. Walker or her surprise because we've had many representatives from these cities talking about complaints and I'm assuming that not all of them went to our noise portal at the City and that some of them went to the FAA so I'm just wondering is there something that perhaps we are missing here or the tracking?

Durre Cowan No. These are all the submissions that we received in the portal. I'm not saying that we never have a glitch because we do. Typically what happens we have glitches is that they get caught up in the net and then we go through it and clean it out.

Guido Fernandez This portal has been in effect since 2018?

Durre Cowan Yes

Guido Fernandez It's just surprising. That's all. For Hawthorne I would think that it would be higher and for example for some of the other cities Redondo and Manhattan it just seems very low for a 3-year period.

Durre Cowan That's good to know. Sometimes in the web form you have to authenticate your email but not with the email address. We will send out that receipt to authenticate your email and sometime that may go to a spam folder and then we might miss it but since 90 percent of the complaints we have for Hawthorne came in via email that likely is not the case. We would have gone through it and seen which ones were hanged up in the system. Well, that is the end of my presentation. Again my name is Durre Cowan and I'm the Community Engagement Officer for the FAA's office of the Environmental and Energy and I'm happy to answer any questions that you may have right now and if you can't think of any tonight, you can email back to Carlette and I will respond to them. Yes, mam.

Lynda Anderson Durre, these are only stats from emails, not phone calls

Durre Cowan No mam. We had 5 percent phone calls. These are stats from the web portal. So the portal encompasses emails we received, phone calls, and the web form. We didn't receive written letters but it would have included written letters.

Lynda Anderson And this is information that comes directly to the FAA and Hawthorne Airport is not the conduit for it.

Durre Cowan No, directly to FAA.

Lynda Anderson I see. Ok, thank you.

Olivia Valentine My only question is and by the way thank you for your presentation. I think it has been very helpful and my question is how do we reach you with a noise complaint. How do get to the portal?

Durre Cowan This is the direct link to the noise portal and this is our FAA noise information page and there's a lot of information page so please don't be discouraged there's a lot to glean from but direct access to the portal.

Olivia Valentine If you log onto FAA.gov/noise/ you would reach it?

Durre Cowan This is the main page but I'm giving you the direct link because you have to go to the regional pages which we want you to do to get information on community engagement and what is happening in your region but this is the direct link for the web form so if you don't want all of this, I just want my concern to be known, that is the direct link right here.

Olivia Valentine Alright. Thank you. Also I want to thank Carlette Young and acknowledge her my former colleague at the FAA. Good evening.

Carlette Young Thank you Olivia. Thank you Durre. Like she mentioned any more questions please let us know.

Guido Fernandez Durre, I can share your presentation with all the members, correct?

Durre Cowan Absolutely, please feel free to. Thank you so much for your time. Have a great afternoon/evening. Take care.

Carlette Young Would you like for me to introduce our second speaker?

Guido Fernandez Yes, please.

Carlette Young Alright, next up we have Mr. Eric Tandberg, support specialist with the FAA's western service area operation support group. He is going to do a presentation on the RNAV runway 07.

Eric Tandberg Thanks Carlette. Durre is kind of hard to follow but I'm going to do my very best. Good evening everybody. My name is Eric Tandberg and I would like to introduce to you the RNAV GPS Runway 07 approach procedure at Jack Northrop Field or Hawthorne Municipal Airport and just for brevity I'm going to call it Hawthorne Airport for the rest of this briefing. So why is this necessary? So you have LAX and Hawthorne are close enough together that what happens at one airport directly affects what happens at the other. While LAX is not in an east flow that often or landing and departing to the east, we need an option at Hawthorne for when LAX is landing and departing to the east that we can also run somebody in for an approach to runway 07 in that same flow. In 2019 there were 176 Instrument Flight Rules aircraft or IFR that landed on runway 07. It was roughly 1.33 % of the total of all arrivals and the remainder all landed on runway 25. We don't expect that ratio to be affected by this new procedure. I'm going to pause a little bit and let you guys see what this procedure looks like. The blue line is the procedure. When we do the full procedure, the full procedure is going to start at Seal Beach vortac. A vortac is a nav aid that is used throughout the NAS, the national airspace system. After Seal Beach vortac it proceeds out to the west to that fix you see in the corner there called Tandy. That whole length has to be flown at or above 4,000 feet mean sea level, msl. After Tandy we are going to turn to the right to that way point, 376, we are going to cross that way point at or above 3,600 feet msl and were going to take another right turn towards the intermediate fix YY that is also at or above 3,600 feet msl. Then we make a slight right turn towards the precise final approach fix at or above 2,800 feet and then we proceed straight into runway 7 to land at Hawthorne on runway 7. So this graphic was produced to give you a better idea of that length of flight right after Seal Beach. Basically it is Seal Beach at or above 4,000 feet and then proceeding out to the west to that Tandy waypoint that we spoke about. This just kind of drill downs a little bit to see what that first downwind leg looks like and this leg follows an existing airway called Victor 8. For low level aircraft that's another use of this particular segment in the sky but for this we are just using it as the beginning of the procedure. For this graphic we drill down a little bit to show the procedure as it comes back over the ocean

crossing the coast line and going in to land on runway 7 at Hawthorne. With that I'm happy to answer any questions.

Bob Hawks Does the departure follow the same pattern?

Eric Tandberg The departure when aircraft are landing and departing runway 7, the departure would depart out to the east.

Bob Hawks No, when they are departing off to the west, I mean.

Eric Tandberg When they are departing off to the west, they would be landing to the west. Right now we have I think 4 different approaches that all land to the west on runway 25. We are not doing anything with those. Those will still be in place when LAX is landing to the west. The only time we plan on using this procedure is when LAX is landing to the east and departing to the east and we have airplane that is landing at Hawthorne. This just gives us the option to have an airplane land safely at Hawthorne without having to basically shut down LAX departures and arrivals in order to get an aircraft into Hawthorne.

Bob Hawks What size of aircraft is this?

Eric Tandberg This is available to any aircraft that currently lands on runway 25 at Hawthorne. I don't have a list of the types of aircraft that land there but if you like I can get that for you.

Lynda Anderson I think that would be important because the larger the aircraft, the more difficult that it may be for our community.

Eric Tandberg Ok, I will get a list of the types of aircraft that currently land at Hawthorne and we will get that you.

Olivia Valentine During the course of this flight procedure coming from Seal Beach and then landing at Hawthorne airport are you minimizing noise to the communities along this route?

Eric Tandberg We are keeping the aircraft as high as we can while at the same time understanding that the airspace in that area we have issues at Long Beach airport, specifically the aircraft that depart on runway 12 and proceeding up to the northwest bound. We have to make sure that those departures are able to get above the Seal Beach guys inbound on this procedure and there's also other traffic issues with the other runways at Long Beach and also SNA or John Wayne. I talked to 2 controllers at the facility on Monday and they explained to me that it's just a very complex and very saturated area and that's why they put everything where it is at and other than staying above 4,000 there's no restrictions that we have to follow but we do have to keep the aircraft at 4,000.

Olivia Valentine So if there a likelihood then that this approach will decrease the noise effect to the communities below that flight plan.

Eric Tandberg I don't believe that I can say that. We are designing an approach so that aircraft can land at Hawthorne on runway 7 when it's an east flow. We didn't have that before so this is new but before when we had aircraft that were landing in LAX in a west flow. The only way they could get in there was a visual approach. What we are giving them right now with this is an instrument flight procedure approach so if the weather is low and you have some aircraft of any kind, it could be an emergency or could be someone trying to get home to Hawthorne they have the ability to get down and land at the airport safely.

Guido Fernandez Now Eric one thing that I think is interesting is that this is going to be used less than 2 percent of the time.

Eric Tandberg Yes, this is not going to be used very often at all. LAX is on east flow right around 5 percent of the time depending on how you look at it. Like I said we had around 176 airplanes that landed at Hawthorne last year. I don't see that number or that ratio getting any larger. It's just not many. Right about just over 1 percent. I think it's 1.33 percent of the total airplanes going in there on runway 7. We are not thinking that ratio is going to change.

Joe Bert And also to add I don't know that all 176 are going to fly this procedure. So it's probably going to be less than that. What we did was pull how many aircraft came into that runway during those times that we were operating in that flow. That was 176 for the year. Half of those aircraft may not even fly this procedure so it may be even less than that. We just won't know until it actually gets utilized. Just because we say 176 for the year doesn't mean that all of them will fly this procedure every time.

Eric Tandberg with that I'm not seeing any other hands raised. Chair, back to you.

Beatriz Fernandez Thank you. Mr. Secretary can we now have the status of the current city projects.

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

Guido Fernandez Yes, in February we had work on our south and north taxiways in 4 different locations and that project was completed. We do have some follow up work that we need to complete actually this week between Tuesday and Thursday. Once that is done we don't have any immediate projects. We are planning on what is called an airport lighting project but that is in the design phase now and that will not take place until next year. That's all I have to report at this time.

Beatriz Fernandez Thank you for this information. Do we want to try to do a roll call to see if we have a quorum?

Guido Fernandez Yes, actually. I can go ahead and start the roll call. Ms. Olivia Valentine, Ms. Linda Anderson, Mr. Melvin Wagner, Ms. Laurelia Walker, Ms. Kathleen Teal, Mr. Bob Hawks, and Beatriz, you are here. So that would be a total of 7 at this time. We are actually still short 2.

Beatriz Fernandez Are there any committee members that wish to make any closing comments at this time.

Agenda Item #5: Comments/Discussion:

Bob Hawks Is the environmental person still on. I'm just curious what kind of fuel is used in the smaller aircraft like the Cessnas?

Eric Tandberg I don't believe Durre is on anymore but I can answer that. You have a bit of a range. 100 low lead is the most typical. A lot of aircraft have an approval to use unleaded gas but I want to say that quite a few are still 100 low lead. There is some that are working on a diesel motor. There is 2 aircraft designs for that. A lot has to do with making sure that the fuel and the engines are compatible. Right now a lot of the older aircraft that you see are not compatible with the current options for leaded fuel, the 100 low lead.

Bob Hawks I like to see the documentation on that because if you are using leaded fuel that is like spraying an insecticide over the residents. Am I correct?

Eric Tandberg I have never thought of it like that but I can't argue with that statement.

Bob Hawks Just like to know for our well-being.

Eric Tandberg What specific question are you asking about? Are you talking about aircraft at Hawthorne?

Bob Hawks Yes, out of Hawthorne only. The reason for my question I think it's only the smaller like Cessna type aircraft that are not equipped and you kind of touched on that but I would like to know exactly what is going on.

Eric Tandberg I will work on getting the numbers for Hawthorne.

Beatriz Fernandez Are there additional comments from committee members before we adjourn?

Guido Fernandez Beatriz if I may, I just want to thank everyone who came out from the FAA. I really appreciate your time and the presentations. Thank you so much for coming and supporting us.

Joe Bert Thank you for having us.

Carlette Young Thank you.

Eric Tandberg Thank you very much everybody.

Beatriz Fernandez If there are no more comments I hereby declare this meeting adjourned at 6:43 pm.

- Meeting ended at 6:43 pm.
- Minutes were recorded by City of Hawthorne via Zoom.
- Minutes were reviewed and submitted by the Secretary, Guido Fernandez.