

Charlotte Airport Community Roundtable (ACR)

Unapproved Summary Minutes: August 12, 2020

Attendees

Sara Nomellini, Chair, County 2
Kurt Wiesenberger, Vice Chair, Charlotte
Phillip Gussman, City 1
Priscilla Johnson, City 4
Bobbi Almond, City 5
Sherry Washington, County 4
John Garrett, County 5
Mark Loflin, County 6
Sayle Brown, Cornelius
Bob Cameron, Davidson
Sam Stowe, Gaston
Bob Lemon, Huntersville
Walter Ballard, Lincoln
Thelma Wright, Mecklenburg

Kevin Vesely, York
Gene Reindel, HMMH (Technical Consultant)
Pearlis Johnson, FAA
Andreese Davis, FAA
Reggie Davis, FAA
Melissa Treadaway, CLT Public Affairs Manager
Haley Gentry, CLT
Terrence Jones, CLT
Stuart Hair, CLT (ex-officio)
Dan Gardon, CLT
Kevin Hennessey, CLT
Tracy Montross, American Airlines
Ed Gagnon, CSS, Inc. (Facilitator)
Cathy Schroeder, CSS

Summary Minutes

- ❖ Meeting started at 6:00 PM
- ❖ **Open the Meeting**
 - Sara Nomellini called the meeting to order.
 - Gagnon: *Went over the administrative/logistics of the meeting.* You can participate via WebEx or phone. Please mute when not talking. There is the chat option - try not to use that too much. Talked about raise the hand option - going to try to use that this meeting. Say name when speaking. If you have additional thoughts after the meeting, please email Dan or myself. We will try to operate within 90 minutes. Anything said or noted on chat will be recorded. If you have technical issues with WebEx, try again and then if still problems, try the phone option. I sent an email yesterday that has an attachment with everything we are going to talk about today. *Confirmed who is on the call.*
 - Regarding handouts, when referring to page numbers they are at the top of each document. In the Agenda, we will go through a list of ACR accomplishments to-date, survey results relating to meeting schedules, and then talk about the FAA process moving forward. We will get a Noise Improvement Matrix overview from Kurt and end by going over the Written Updates documents.
 - Reminder of Ground Rules: Good healthy discussion/debate; productive, effective in making the noise situation more positive.
 - Approve Minutes: Loflin moved to approve. Vesely seconded. All voted to approve.
- ❖ **Update on Delivery of Slate to FAA – Dan Gardon, Noise Abatement Specialist, CLT**
 - Gardon: Brief update: Following last month's meeting on July 8, the next day we sent digital copy of the Slate to the FAA. They acknowledged receipt. Later that week we mailed out a physical package along with a flash drive containing some supplemental information that HMMH has provided over the last few years. They received that as well. I will now let Pearlis Johnson from the FAA give a brief statement.

- Johnson: I am happy to be here. I am the Deputy Regional Administrator at FAA Southern Region in Atlanta. Did receive the package and have met 2 times on it. We decided we need to come up with a strategy to assist in managing this process. We will form a core group to review, prioritize and facilitate all the feedback to report back to the ACR. We will try to clearly understand the intent of what the ACR wants. Probably at the next meeting we will be asking for some clarification on several topics before we give the product over to our matrix team – which will have all the lines of business – so they can go and do some evaluation of this proposal. You will be hearing from us in the future.
- Gardon: Thank you. We, at the airport, are happy that the FAA is taking this very seriously – starting to put a team together and lay the groundwork.
- Wright: I wanted to know from Pearlis what their meeting schedule is for reviewing our items since we are considering changing our meeting frequency, so we can coincide.
- Johnson: You want to know what our schedule is for coinciding with your schedule?
- Wright: I want to know your meeting schedule because we are considering changing our meeting schedule.
- Johnson: We are planning on meeting again in the next two weeks and then having a plan to send something back to you with some questions that we have that need to be answered. After that it will probably be quarterly before we will have a lot to share with you. The technical teams will have to get together and look and evaluate the documents. So probably quarterly makes sense. Andrees (Davis) is on the telephone, and he is one of our project managers.
- Davis: The next meeting will form the subject matter experts to chart our direction with the initial review. Likely be a report out every month or so with some substantive comments or possibly quarterly for feedback. Initially there won't be a lot of feedback. The initial review will take a look at the 6 requests and determine a path forward and the viability associated with it – then from an environmental standpoint, safety standpoint and operational standpoint. Understanding the complexity involved, it will probably be quarterly.
- Wiesenberger: I believe that the FAA has a close liaison with CLT staff, so if the FAA had a need to communicate with the ACR, I would think that they would go through CLT first so we would not need a specific schedule.
- Gardon: I think that that raises a good point. Discussion later in the meeting will tell us more. I think it is great the FAA is willing to share an update about every quarter. I think depending on what else the group is doing at that time, we may/may not need a full meeting. We need to wait a bit to see if we want to meet more.
- ❖ **Acknowledge Key Milestones: The Submittal and More ACR Successes** – Sara Nomellini and Kurt Wiesenberger, ACR Chair/Vice Chair
 - Gagnon: Great question, Thelma. I'll turn it over to Sara and Kurt to address pages 3 and 4 – the list of ACR Accomplishments.
 - Nomellini: When I look at this, we've done a ton of work. It's pretty impressive. Congratulations! Wanted to share all that we have done. Give yourselves a pat on the back. This is important stuff that we have done. We can use this in our communications to the general population. Just really super proud of all that we have accomplished.
 - Wiesenberger: Yes, it is an impressive list and a great accomplishment. I appreciate all the hard work that everyone put into this. Thanks!
 - Gagnon: Tracy Montross mentioned in chat her congratulations to the group. This is part of the handout, and we can share it electronically as a separate Word document for Project Teams or other purposes. In our Agenda Planning Call, Dan mentioned that we could send this to some of our former members as well, so that they can see our accomplishments to-date.
 - Gardon: I just want to reiterate what Sara and Kurt have said. This is a tremendous milestone in getting the Slate out and becoming fluent in air traffic and how an airport works. It's pretty amazing that people who are generally not aviation-related have done so much in such a short

time. I have worked with groups in the past that have worked for 30 years that have similar accomplishments. CLT wants to commemorate the group, so be on the lookout for a mysterious package from the airport that will be arriving soon for each of you – just a small token of our appreciation. Very happy to be at this point and very proud of you guys.

- Gagnon: Thanks, Dan, and some chats – coming through – from Phillip and John – that were complimentary.

❖ **Discuss 2020-21 ACR Meeting Schedule** – Sara Nomellini, ACR Chair

- Nomellini: Let's go through the results of the member scheduling survey. Like Thelma was suggesting, we may build in flexibility that allows us to pivot, if need be.
- Gagnon: Pg. 5 - Introduction states that whatever the ACR decides on meeting frequency in this meeting, ACR has the right to go back to monthly meetings or special called meetings when needed. You have the authority to flex.
 - In terms of the responses: 17 respondents. It basically was a 50/50 split between bi-monthly and quarterly. Notice the comments. Cameron made a point to say "we should make it a point to review the schedule periodically as a group, and year-end seems convenient." The last 2 comments are from folks who followed up with me with additional thoughts after the survey was complete.
 - It seems like you all are flexing between every other month and quarterly this year through 2021. Do you want to seek additional input or suggestions, Sara?
- Nomellini: The comments are helpful. There is some concern that if we go with a multi-month frequency, we may have to be flexible. So, I am going to suggest something that is a little different from this and see what you want to do. I think the FAA is going to have a ton of work to do and initial questions for us may be more technical than looking for our opinion on the Slate. Is that fair, Pearlis?
- Johnson: Yes. You're exactly right.
- Nomellini: I suggest we go every other month for the rest of 2020 and then back to monthly in 2021, and if we notice that we don't need every month we can change. So, it is on folks' calendars. I have a fear of - if we stop meeting - getting back together will be difficult.
- Loflin: Was that in the form of a motion? If not, I'd like to make that motion.
- Wiesenberger: No, and I'd like to make a comment first. Because of COVID, we are meeting virtually. Generally the meetings are half the length of the in-person. We don't have to travel to the airport, and I have no issue meeting bi-monthly or as-needed because it is a lot easier. We don't know how long this is going to last. It is pretty simple to get together on these calls.
- Gagnon: To clarify, Sara, did you say meet twice this year, in October 14 and December 9, which are currently on the schedule, but next year did you say go to monthly or bi-monthly for 2021?
- Nomellini: Meet this year - October and December. Next year, 2021, blocking it monthly on the calendar, but the intent that we can cancel and go every other month. The assurance that if something comes up, we can meet. We can cancel if needed. It is a little more complicated, but if something comes up, we have time to get ourselves together and come together.
- Hennessey: The FAA just said that they could probably be in touch quarterly. If we go to bi-monthly, we will not match up with their quarterly schedule of responses, and maybe that's not an issue, but I wanted to point it out – we're not going to sync up very well.
- Cameron: I agree with Sara, that gives us the flexibility this calendar year to decide about next year without having to decide about it now.
- Vesely: As someone interested in the technical stuff, we maybe can meet with not all the group - maybe subgroups. My concern is that if the FAA has something to share that may be technical, some of us could meet with CLT – those of us that are interested.

- Gardon: As CLT staff, we can disseminate that information on e-mail, and we can always call an emergency meeting of the ACR. As to the first part of your comment, I don't think that the FAA has any information, or first notions about the Slate, to talk about right now.
- Nomellini: I am concerned about having sidebar discussions, particularly about the Slate. I would want everyone to hear the same thing at the same time. That's why we schedule monthly, so we have as many people show up as possible if something comes up.
- Gagnon: Mark Loflin wanted to make a motion.
- Loflin: I make a motion: *To meet on October 14 and December 9, 2020. To schedule calendar year 2021 monthly, as normal, with intent to cancel if unneeded.*
- Gagnon: Gussman Seconded. And Dan mentioned if for some reason, by December you wanted to change, you could change, if needed.
- Nomellini: Any discussion? *None.* Let's conduct a roll call vote.
- Gagnon: Results of roll call vote on motion: 11 Yes, 1 No, 1 Abstain.
- Nomellini: Motion passes.
 - *SPECIAL NOTE: For 2021, the monthly schedule would be:*
 - *Jan. 13*
 - *Feb. 10*
 - *Mar. 10*
 - *Apr. 14*
 - *May 12*
 - *Jun. 9*
 - *Jul. 14*
 - *Aug. 11*
 - *Sep. 8*
 - *Oct. 13*
 - *Nov. 10*
 - *Dec. 8*

❖ **Address Membership Updates** – Sara Nomellini, ACR Chair

- Nomellini: In the pre-meeting, this discussion came up. It had to do with Kurt and I continuing in our roles, and we agreed to carry on. We have a concern that with the FAA working now on our Slate, that folks might lose interest and wander off. Our concern is that a lot of work and education went into this Slate, getting people to the point where they can discuss these things intelligently. So, please stay along for the ride, if you can. You all are the ones who know the intent and have been in on the entire process. I think it will be tough if a large majority of us leave the ACR, and others fill in their spot. If you do leave, please give advance notice.
- Wiesenberger: It is not as if we are completed in our work by submitting our Slate to the FAA. We have many other opportunities to have an impact on reducing noise. We have two Project Teams who are planning activities. There are other locally controlled opportunities that we can make a big difference on if we continue to keep the strength of our numbers with knowledgeable members.
- Garrett: In light of the comments, I wanted to announce that I will be resigning from the board. Been on the board for 2 years and working on this problem for 5 years. I have outside commitments such that I cannot give the ACR the time that it needs.
- Gagnon: He had mentioned this to me a while ago – probably 5-6 months ago. He stayed on, balancing commitments, as you all are, for the Slate submission. Thank you, John, for the commitment that you have made in your tenure with the group. *Chats of thanks to John followed.*

❖ **Note the Plan Forward** – Ed Gagnon, Facilitator

- Gagnon: Next on the Agenda: Note the Plan Forward: Three key words - **Engage, Monitor, Improve**. Engagement is of government stakeholders; engagement of the community as a whole about what has transpired in the past, what is happening now, and what some of the future plans for the ACR, the airport and activities that affect the noise of aircraft in our community. Another key aspect is Monitoring FAA progress, and the third piece is Improvement. I will touch on these briefly and call on a couple other members to share as well.
- **Engage:** Refine Government Engagement and Community Engagement Project Team Plans, and Begin Implementing Plans
 - Gagnon: Moving to page 18, we have the Government Engagement Project Team and the Community Engagement Project Team. I won't go over the Written Updates that are captured here. These are groups that many of you all are involved in. Bob and Phillip, are there things that you want to share briefly?
 - Cameron: You can read the paragraph. We are in a hold pattern because we don't think that the government representatives want to have a face-to-face meeting with us yet. We are putting together what our initial briefing to them will be. We will keep them updated as FAA updates us. We plan to continue to meet month-to-month.
 - Gussman: We have our initial media alert almost ready to go out. Final touches are being done now. Kurt had some great additions that highlight other efforts of the ACR. As soon as we do that, we will ask for some assistance from ACR members so that this information gets out to the individual communities. Centrally, we will be distributing out to the regional media. One place that we have found traction is through community newsletters, papers, and email distribution in our individual communities. The media alert, as we are calling it, will be tweaked for certain areas, such as Fort Mill or York County for example, to show that all these areas are part of the broader problem that we are trying to address. At the same time, we are paying attention to those individual areas and speaking to them through the ACR. That is on its way to distribution in the next couple of months. We are trying to raise that profile. We have an email address that folks will be able to respond to in order to stay engaged in the process as we start to get back to real-life events. Potential to have virtual events as we go into next year for community outreach.
 - Vesely: To dovetail on Cameron's message about the government team and to accentuate what Sara said, I'd like to thank Bob and Dan a lot for the slideshow that we can present to the government. They did a fantastic job. Without having tools like that to present, it is difficult to get the message out. Lot of hard work, and it is appreciated.
 - Loflin: When other major airports have had these types of discussions, how have they gotten the information out to the public?
 - Gardon: Gene probably has more experience on this one.
 - Reindel: Unfortunately, it is a little bit different here than some of the others. Most of my other roundtables have had members who have been appointed by the elected officials. They have responsibilities to stay in contact/report to elected officials. They already have a line of communication. I cannot think of any other roundtables where they are having difficulties in getting the attention of the elected officials. I will ask around.
 - Loflin: It is safe to say that Charlotte ACR is rare.
 - Reindel: I wouldn't say rare; I am just less familiar with how they got the attention of the elected officials.
 - Gagnon: Maybe you can share that information between meetings, or in October, if you find out.
 - Reindel: I will, and possibly CLT has some connections with elected officials. I think what you would be interested in most is what has been most effective in getting the attention of elected officials to assist in the process going forward.

- Gagnon: There was a request between meetings. I believe there was a request from the Community Engagement team about possibly getting access to some of the graphics from CLT and the neighborhood update newsletter documents to include in the Team's communications. It sounded like that was pretty well-received by CLT. Anything you want to add to that, Dan?
 - Gardon: Not really. It kind of depends on the context; just e-mail me before using.
- **Monitor:** Gauge FAA Progress
- Gagnon: Now we will talk about Monitoring - pages 6 and 7 in handout. This is a reminder of the overall decisioning flow that was developed starting back in 2018 – finalized in March 2019 and reviewed by FAA in March 2020. First page is everything that you have been going through at a high-level in developing the submittal package. Page 2 is the typical process with the phases that the FAA uses to assess and design procedures, test, and eventually implement. Andreesse and Pearlis were talking about the process updates. This will give you somewhat of a sense of what those major phases are of the processes that the FAA goes through.
 - Vesely: Would there be any questions from City Council? Are they aware that we have made these recommendations?
 - Gardon: City Council is aware of the Slate submission, and I don't believe they have questions at this time.
 - Vesely: I ask because on the previous page there is an item that mentions City Council.
 - Gardon: A little background - there was some concern that if any of the recommendations were particularly negative over some areas, we would have to take to City Council to inform, but we did not have to do that.
- **Improve:** Refresh on Noise Improvement Matrix for Brainstorming/Identifying Additional Ideas – Kurt Wiesenberger, ACR Vice Chair
- Gagnon: So if #1 is Engagement and #2 is Monitoring progress of the Slate, #3 gets into new ideas. On pages 8-16 are (pg.8) a fishbone diagram (cause and effect) that Kurt will refresh us on, and the rest is a part of the Noise Improvement Matrix. Kurt will talk about these – their purpose and how they are utilized.
 - Wiesenberger: When I began my participation in the ACR in June 2018, I don't think there was any kind of new member orientation process. I found myself lost in what the group was trying to do and did not understand how things operated at the airport. So, I independently tried to do some problem-solving using a fishbone diagram. The head of the fish is the box labeled *Excessive and Harmful Airport Noise*. The backbone of the fish is horizontal, and the ribs go diagonally. Usually with a fishbone diagram, they are usually organized into people, processes, equipment, and environment. That is the process that I took. I tried to sort out all the information and solutions that the group was throwing out. This was my attempt as to understand where all the causes came from that led to the effect of noise. This helped my own thinking in that there are a lot of factors here involved, and collectively it is a problem. This is not 100% comprehensive. It is a way to see things on one page.
 - Matrix: What can we do with this organizational approach to problem solving? I came up with the Noise Improvement Matrix. I grouped the major categories in to 5 categories: *What is it? When does it occur? How does it occur? Who is involved? Where does it occur?* Note the headings – Causes, Impact Level, Local Control Level, Existing Initiatives, Additional ACR-related Solutions, and External to Charlotte Benchmarking Opportunities – how other communities address noise.
 - I am not going to go through this whole thing, but we added some updates. Specifically, in column F, ACR-related Solutions and Status, you'll see some **blue text** – for example “inadequate residential noise mitigation.” **Blue texts are the updates.** Thanks to HMMH, we got a much greater expanded grid of what noise looks like around Charlotte – 2,400 square miles. There are lots of other opportunities. Recommendations we have suggested

to the FAA certainly address some of the problems. All the things in blue, you can read for yourself. This is just a document – not a database because we have a Requests Database and a Motions Database – it’s more an idea-generation tool:

- ◆ What are things we can do and things others are doing that can help us?
- ◆ It is a way of potentially identifying things that we have not yet identified.
- Gagnon: Any questions or comments? Phil says via chat “Nice tool, Kurt.”
- Wiesenberger: Rather than identifying additional initiatives now, can everyone read through and think about what we may be missing? What could be on here, especially things that could be looked at locally?
- Gagnon: We had talked about in the Agenda Planning Call, especially if we are not going to be meeting for another 2 months, to send out a communication to the ACR and follow up with this. To give a specific ask, with guidance to solicit any ideas in communications between meetings. Whether it is in October or December, depending on what the ACR comes up with, we can talk about what some of those potential ideas to investigate might be.
- Wiesenberger: Yes, and if there are updates that are not included, please let us know.

❖ Request/Address Additional Business

- Gagnon: The first thing was supposed to be an update on the North vs. South flow decisioning. We have reached out to Sean as requested a couple of times, and we have not heard an update back. If we don’t hear back, in October we will bring to you all responses the FAA shared to the 8 follow-up questions. As a reminder, late last year the ACR asked questions to the FAA about how they made decisions to go North flow or South flow. The FAA responded, you all sent 8 questions back to them as follow-up, and they responded to those; then the ACR decided to allow Sean to have additional dialogue with the FAA until he determined he was ready to bring back what those final responses were and what suggestions he had, if any. If we don’t hear back from Sean, we will bring back the FAA responses in October. We are trying to get some closure on that.
 - In terms of the rest of the document, on page 17, this is a summary of requests and motions that came out of the last meeting. At the top is the Motion on Submittal of Slate; at the bottom is the request for follow-up that we just addressed.
 - Pages 18 and 19 are the Written Updates documents. Only point to note on page 19 is we received another update from American Airlines today about the retrofit of Airbus Aircraft. They are up to 199 of 283 at this point. They are moving quickly.
 - The only other part of the Written Updates is the complaints statistics document through July.
- Gardon: Since operations have been down, so have complaints - nothing surprising.
- Gagnon: Any new business?
- Wiesenberger: Gene had provided the name of someone at the Oakland airports. Is there a case to be made for talking with ACR members in other cities for idea generation? Would others find it beneficial?
- Cameron: Back in the day, I did contact the Washington, DC ACR, when I was the chair of this ACR and spoke with their chair. They had a similar experience in that it had taken a long time to get their feet on the ground in terms of getting up-to-speed with aviation and getting over their initial frustrations to try to find solutions. At that time, we solicited folks in our ACR to reach out to other ACRs – San Francisco, Los Angeles, Phoenix – and our internal response was somewhat underwhelming. The folks in Washington gave me the impression that they were really busy, and that they were willing to give updates from time-to-time, but they weren’t really interested in formalizing the relationship. That is as far as it went.
- Nomellini: That’s a great idea, Kurt, especially as we move in this down time. A list of other roundtables - Dan can give that. Between now and our next meeting, let’s send a survey and see who is interested, and we can divvy up the list and folks can follow-up. Some ACRs may want to get involved and others may not.

- Wiesenberger: That's a good idea, Sara. We have submitted a Slate of recommendations and have had a number of other accomplishments – that might be of interest to others – so we have a little more level ground to have conversations with others.
- Vesely: Coming as someone from NY, with the airports there that are so close to one another, it is a mixed bag. My caution is that you cannot compare airspaces. ACRs will be different because of where they are.
- Nomellini: Kevin, that is a good point. Maybe Dan could help and cull the list to give us airports that are most geographically akin to Charlotte.
- Vesely: Thanks to Sara for clarifying that; it's important to compare apples-to-apples.
- Gardon: I can help with that. I have a master list of ACR contacts I put together the first year the group was meeting.
- Wright: I am definitely familiar with other airports. Finding out what other organizations have accomplished – especially after they've made submittals – may be helpful to us, especially now that we've submitted the Slate.
- Montross: I sit on the DCA roundtable. I compliment the Charlotte roundtable at every chance because you are so much more organized and disciplined in your process. There is a lot of envy out there among other roundtables - you all are doing it right. I would encourage you to look at San Francisco because they have engaged the most elected leadership. That is a group that has done it well.
- Gagnon: Thank you, Tracy. My takeaways are to do an in-between meetings survey and find out who is interested in conducting benchmarking calls. Dan and CLT are going to provide a list of roundtables that are somewhat comparable to Charlotte's airspace. We will provide those pieces of information to Kurt and Sara, at a minimum, to see how to share contact information with ACR members interested in reaching out for benchmarking calls.

❖ **Adjourn**

- *Loflin motioned to adjourn. Vesely seconded.*
- Brown: I have a question for Kurt. Did I answer the question that you asked through email?
- Wiesenberger: I will have to review.
- Gagnon: Any other discussion on the motion to adjourn?
- *All voted to adjourn.*
- Meeting adjourned at 7:24 pm