

	Metropolitan Airports Commission <i>Policies and Procedures</i>	Number: 001 Date: September 2006 Revision: November 14, 2013	No. of Pages: 3
	MAC Noise Program Office	Subject: Aircraft Activity Complaints	

AUTHORITY	Metropolitan Airports Commission
PURPOSE	To describe how aircraft activity complaints will be handled within the Noise Program Office of the Metropolitan Airports Commission (MAC).
SCOPE	The MAC will document aircraft activity complaints related to flights at any MAC-owned airport. The purpose of collecting this data is to log, monitor and analyze concerns of airport neighbors, identify trends, and communicate with customers about their concerns. Complaint information received by MAC staff will be entered into the MAC Noise and Operations Monitoring System (MACNOMS) and managed by MAC Noise Program Office staff.
GUIDELINES	Aircraft activity complaints may be received through any form (e.g., electronic form, phone, in-person, etc.) and must contain a location of the aircraft activity and details about the aircraft activity such as date, time, and description of the activity of concern.

General Policies

- Aircraft activity complaints received by MAC Program Office staff will be protected by MAC data privacy policies.
- A complaint will be entered into MACNOMS anytime a person provides the following information:
 - Physical address of residence
 - Date and time of event
 - Annoyance descriptor
- Complaint data are kept for a minimum of 3 years.
- Noise complaint data are public, with the exception of personal data (e.g. names, telephone numbers, email addresses, and individual communication records).
- MAC staff responsible for entering complaints will use their best judgment in determining from the customer: (1) the airport tagged to the complaint, (2) appropriate annoyance descriptors and (3) the date/time of the event when not expressly stated by the customer.

- Complaints are collected and reported monthly; therefore complaints must be documented by or before the 5th of the following month. For example, complaints pertaining to November 2013 must be logged or called in by or before the 5th of December 2013.
- One complaint will be entered for each specified date, hour, and minute provided by the customer. These complaints will be processed and matched with flight activity collected in MACNOMS.
- Complaints will be logged only when a complete, valid address (within the seven-county metropolitan area) is provided. Staff will take all reasonable steps to determine whether an address is valid.
- Complaints received from areas outside the seven-county metropolitan area of the Twin Cities (Anoka, Dakota, Ramsey, Hennepin, Carver, Washington and Scott counties) cannot be logged.
- Complaints submitted through the phone line system between the hours of 10:30 p.m. and 6:00 a.m. will be recorded as an “Early/Late” complaint along with any other annoyance descriptor given by the complainant (e.g., low flying, helicopter, structural disturbance, etc.).
- Complaints that can or should be referred to someone else, either inside or outside of the MAC, will be forwarded appropriately.

Callers Who Use Threats of Bodily or Structural Harm

Threats against people, structures or aircraft will not be tolerated and may be considered criminal.

- Staff will contact the Airport Police Department anytime a threat against a person, a structure or an aircraft is received.
- Phone calls, voicemail messages, or written communication containing threats will be retained for possible investigation.
- Staff will provide to the Airport Police, or other law enforcement agency, written documentation of any threat made in person, stated in a voicemail message or while speaking on the phone.
- Staff will fill out a *Bomb Threat Checklist* form for calls that could be considered a bomb threat. These forms have been provided by the Airport Police Department, have been distributed to MAC staff and are printed on salmon-colored paper.

Abusive Callers or Residents

The definition of an abusive caller is *one who goes beyond expressing anger about a problem and begins attacking the person*

handling or listening to the complaint. An abusive caller is considered one who engages in swearing or uses other offensive language, and personal attacks.

- Any complaint from an abusive caller will not be logged as a complaint.
- Staff members communicating with someone who has become abusive or is using vulgar or offensive language will give one warning to the complainant before discontinuing the exchange. If the communication was to register a complaint, that complaint will not be logged.
- Complainants who communicate repeatedly while using vulgar or offensive language will be reported to the Airport Police Department or other public safety organization for possible investigation.

Audio Recordings

Recorded voicemail complaints typically are deleted after the pertinent complaint information has been logged in MACNOMS.

The MAC does not retain voicemail messages; however, the MAC reserves the right to save such recordings for the purpose of investigation if it should become necessary.