

CANSO Academy

# Virtual Community Outreach during COVID-19

Thursday 22 October 2020

1300 – 1430 CEST



CANSO Academy

# Virtual Community Outreach during COVID-19

**PBN WG:** Dieter Guenter, Co-chair (TetraTech)  
Mike Hornby, Co-Chair (NATS)

**ENV WG:** Paul Dunholter, Co-chair (BridgeNet Intl)  
Pascal Hochstrasser, Co-Chair (Skyguide)  
Clint Morrow (BridgeNet Intl)



# Moderator



**Coleen Hawrysko**  
Operations Programme Manager

**CANSO**





Dieter Guenter  
Senior Vice President, Aerospace  
Co-Chair CANSO PBN WG  
Tetra Tech AMT



Paul Dunholter  
President  
BridgeNet International, A Tetra Tech  
Company



Clint Morrow  
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Pascal Hochstrasser  
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Co-chair CANSO Global ENV WG



Mike Hornby  
Manager, Operational Concepts  
NATS



# Dieter Guenter

Senior Vice President, Aerospace  
Co-Chair CANSO PBN WG

**Tetra Tech AMT**

# Outline

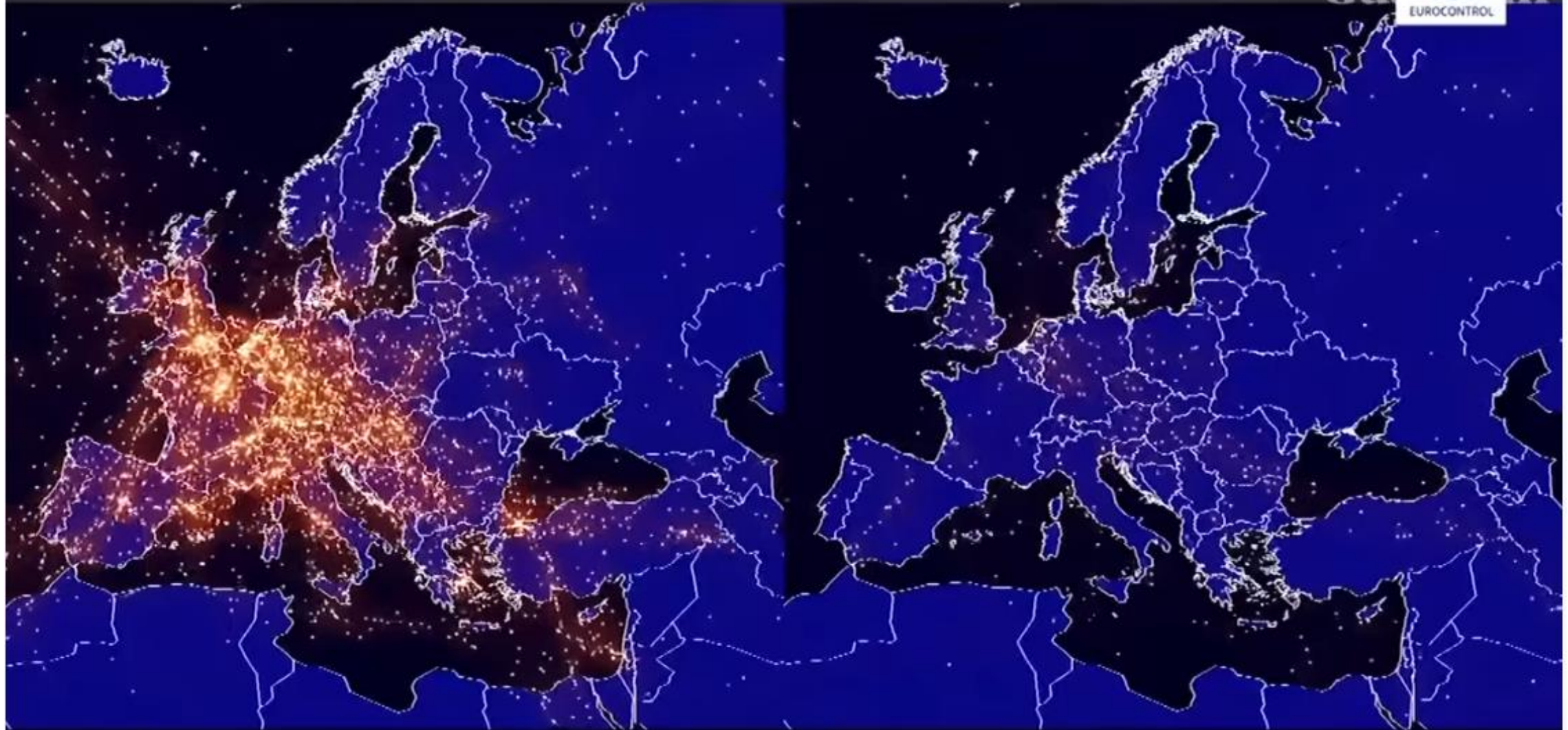
- Introduction
- “Use of Performance Based Navigation (PBN) for Noise Management”
- Community Outreach during COVID-19 using the virtual environment
- Case study: FAA Florida Metroplex virtual public workshops
- Q&A



EUROCONTROL  
Thursday 18 April 2019

10:44

Thursday 16 April 2020



Number of airborne flights: 3082

Number of airborne flights: 389

SUBSCRIBE

# Introduction

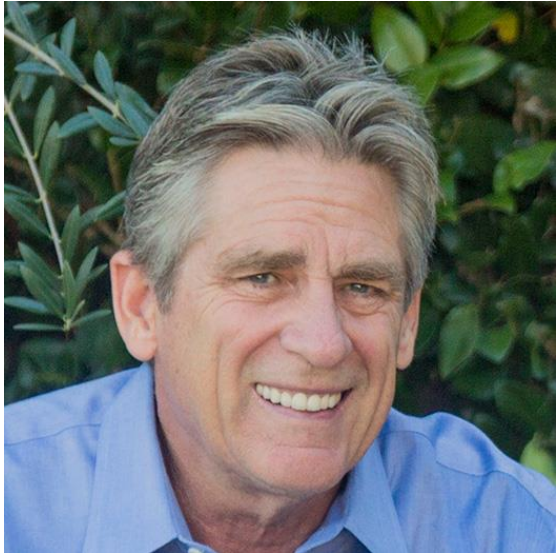
- Communities experiencing a period of respite due to COVID
- Less traffic and increased optimized approaches
- Aviation activity level increase – more noticeable noise
  - <https://iccan.gov.uk/news-aviation-noise-lockdown-survey/>
- New “Baseline Expectation” during COVID vs. Pre-COVID
- Opportunity
  - Engage communities now – set expectations
  - Productive conversations about noise
- Utilize technology to reignite the conversations around noise
  - Face-to-Face – obviously difficult in today’s environment
  - Online meetings – virtual Town Halls



# Use of Performance Based Navigation (PBN) For Noise Management

- Joint CANSO-ACI document
  - How PBN can be used as a noise mitigation technique in appropriate circumstances.
  - Examples in the document
- Six basic principles that can guide, in general, any type of consultation:
  - Start early
  - Be proactive and wide-reaching
  - Be transparent
  - Manage different expectations
  - Use new technologies, social media, traditional print and broadcast media
  - Make sure process is inclusive and collaborative





# Paul Dunholter

President

BridgeNet International, A Tetra  
Tech Company

# Community Outreach in the COVID-19 Environment

- Historically different formats for outreach meetings
  - Workshops / open houses
  - Roundtables and working group meetings
  - Focus group sessions
  - Public hearings
- The New Normal?
  - Constraints of holding face-to-face meetings
  - Utilize technology and reignite the conversations around noise
  - Example: First-ever FAA Virtual Outreach sessions for the Florida Metroplex project

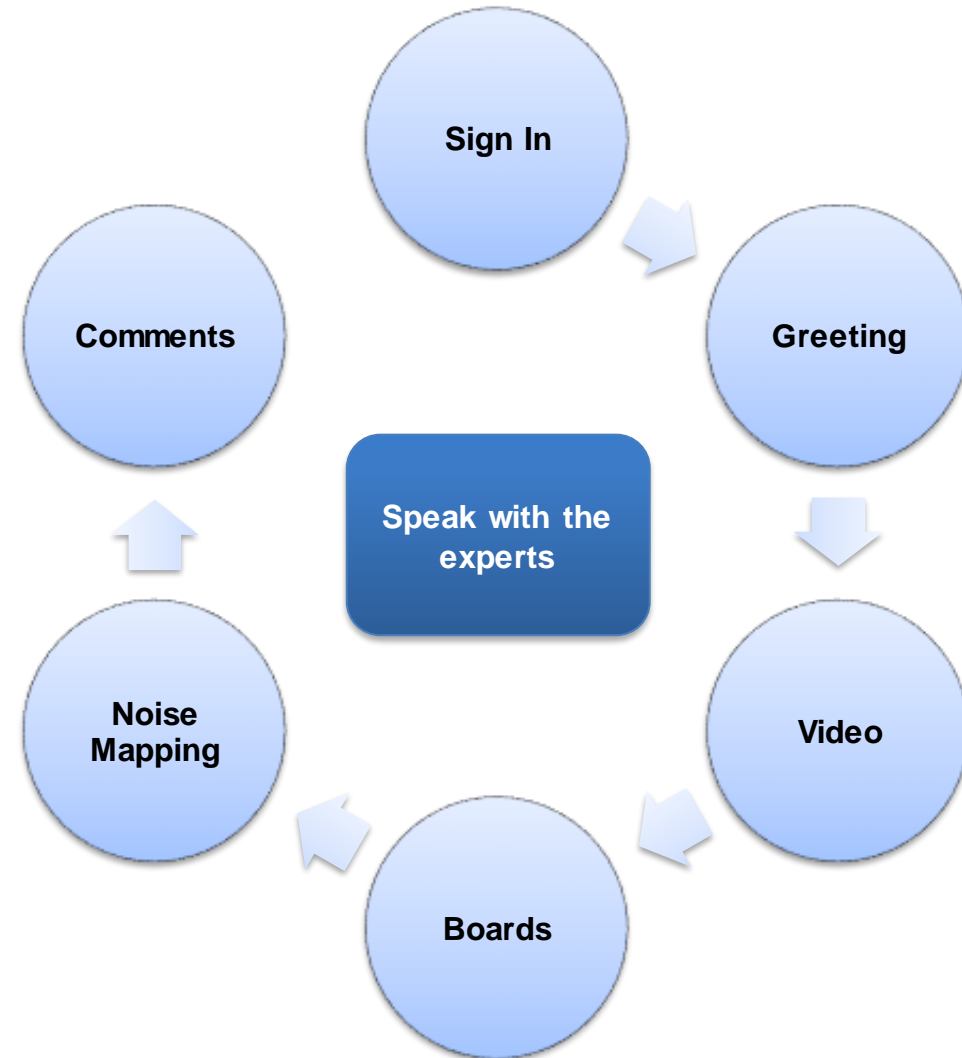


# Case study: FAA Florida Metroplex virtual workshops

- FAA South-Central Florida Metroplex needs to be on schedule during COVID
  - Project includes >100 SIDs/STARs at 20 airports including 4 major hubs
  - Hard implementation deadline in Summer 2021
  - Environmental review process planned for 20 in-person workshops
- Workshops needed to go on – Option: Virtual
- FAA support team developed Virtual tools and technology in 3 months
- Received buy-in from FAA officials, airport staff, and industry

# FAA's Goal: Fully Replicate the In-person Experience

- Reach out broadly to all communities and stakeholders, even those with technology or language gaps
- Reach as many, if not more, members of the public using technology from everyday life (Zoom + social media)
- Involve industry stakeholders in the planning and execution of the live workshops





# Clint Morrow

Director, Aviation and  
Environmental Programs

BridgeNet International, A Tetra  
Tech Company



# Two-pronged Approach to Virtual Community Outreach

## WEBSITE

Provide **interactive detailed information** to the community **before, during, and after** the live workshops.

**Video** content expanded with more materials

**Boards** with audio and walk-through

**Interactive mapping** of noise data

**FAA Comment Form** linked directly from site

**FAA Social Media** feeds displayed

**Website** supporting tablet and mobile

## LIVE WORKSHOPS

Host live virtual workshops that include **all elements of an in-person workshop** and are widely accessible.

**Zoom Meetings** as the platform for workshops

**Live streaming** Facebook Live and YouTube

**Sign-in and welcome message** video

**Simple Option** to dial in by phone

**Training and Dry Runs** with presenters

**ADA and bi-lingual** accommodation

# Website Overview

REGISTER HERE

To register for a workshop:

- Select the workshop for which you would like to register
- Provide your information in the fields provided
- Click the "Register" button

Please Enter Your:

Name

Address

Email

Affiliation:

☒ Resident

☐ Media

☐ Elected Official

☐ Airport

☐ FFA

☐ Aviation Industry

--- SELECT WORKSHOP ---

Register

Sign In

Registration notes:

- After registering you will receive a confirmation email with details about the workshop for which you registered
- You will also receive a reminder email before the workshop.

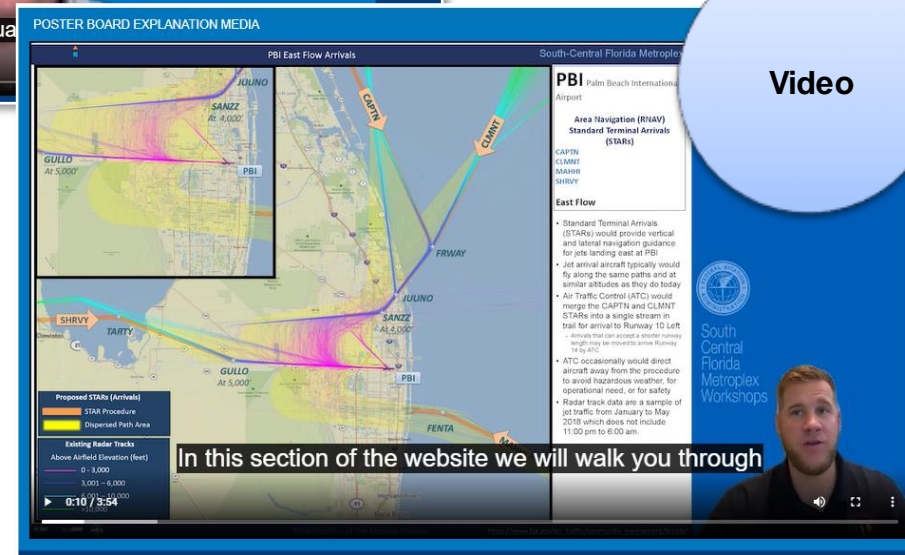
South Central Florida METROPLEX  
PALM BEACH  
DRAFT ENVIRONMENTAL ASSESSMENT

**Sign In**

## Greeting

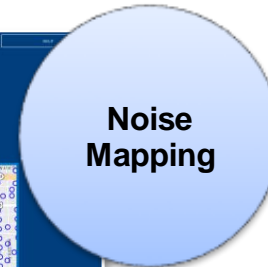
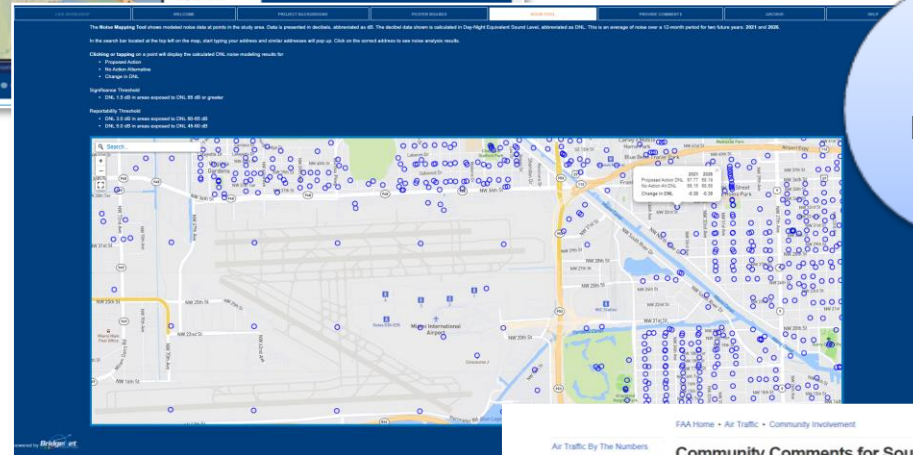
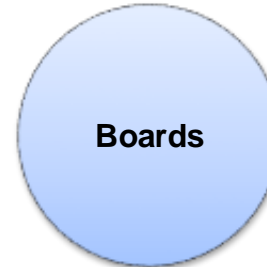
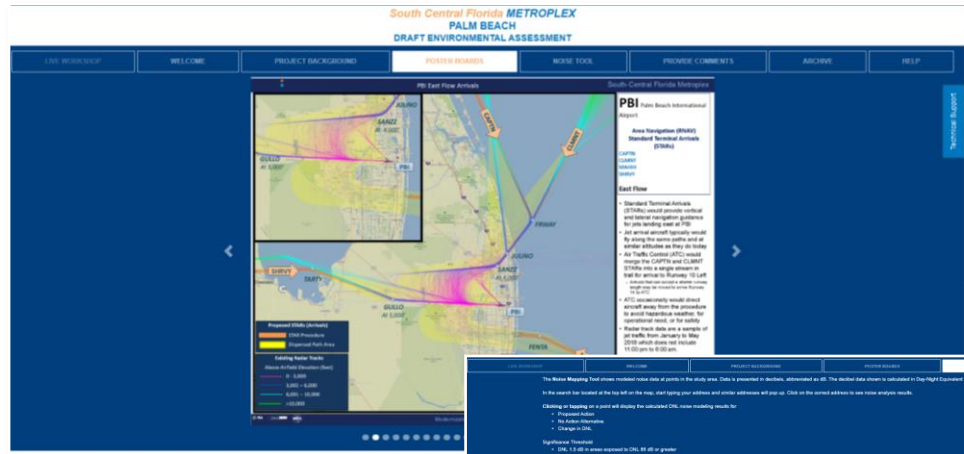
## Video

**floridametroplexworkshops.com**



In this section of the website we will walk you through

# Website Overview – continued



[floridametroplexworkshops.com](http://floridametroplexworkshops.com)

FAA Home • Air Traffic • Community Involvement

### Community Comments for South-Central Florida Metroplex Palm Beach International Airport (PBI)

This comment form is for you to provide your comments on the Draft Environmental Assessment for the South-Central Florida Metroplex project. Please use the spaces provided below to submit your comments. If additional space is needed, please consider either emailing or mailing your comments via the U.S. Postal Service to the addresses provided below.

\* Indicates a required field.

\* First name:

\* Last name:

\* Address 1:

Address 2:

\* City:

\* State:

\* Zip code:

**Primary area of interest (PBI)**

☐ Existing noise levels, not the proposed project

☐ Departures taking off to the east

☐ Departures taking off to the west

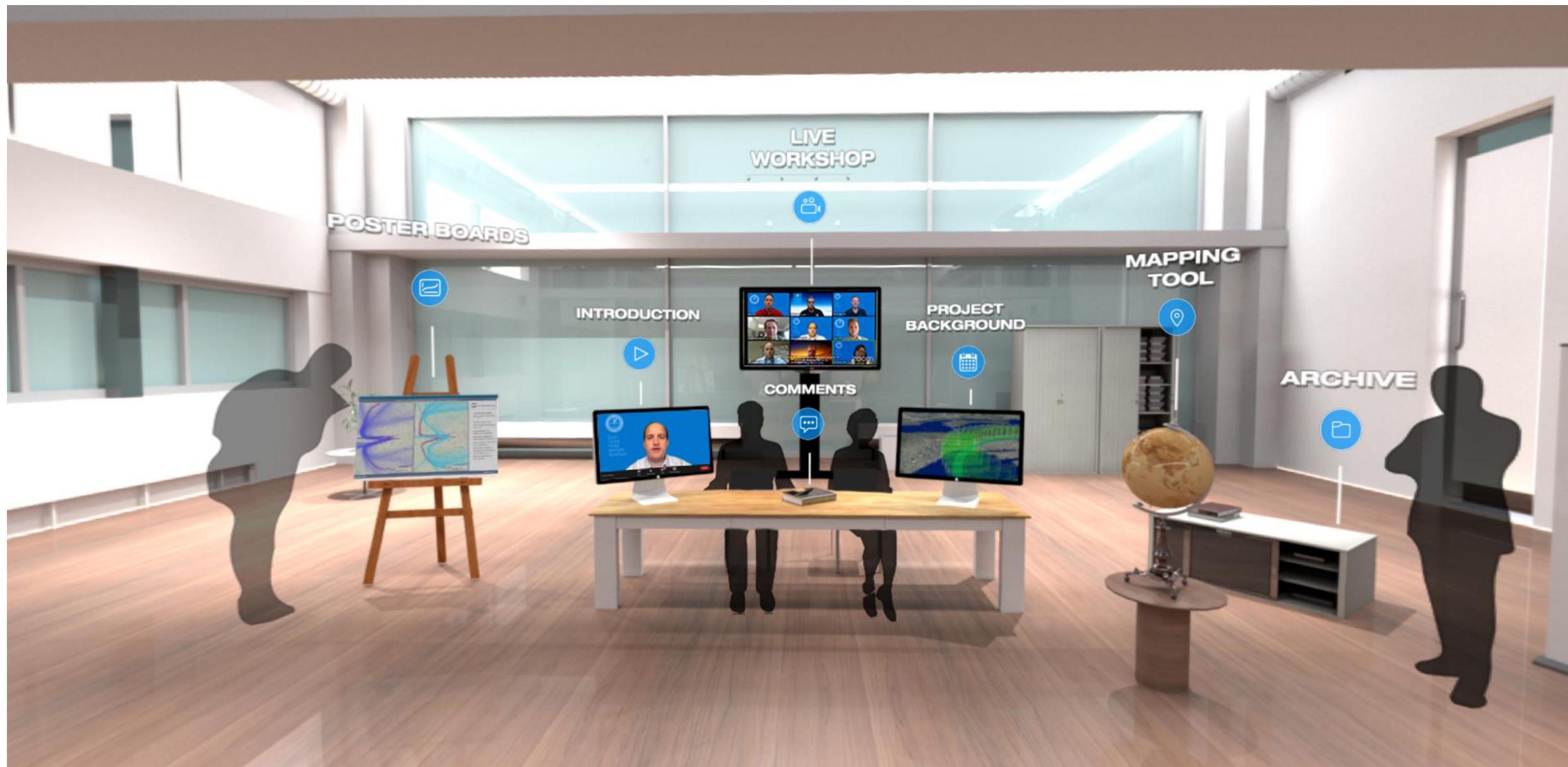
☐ Arrivals from the east

☐ Arrivals from the west

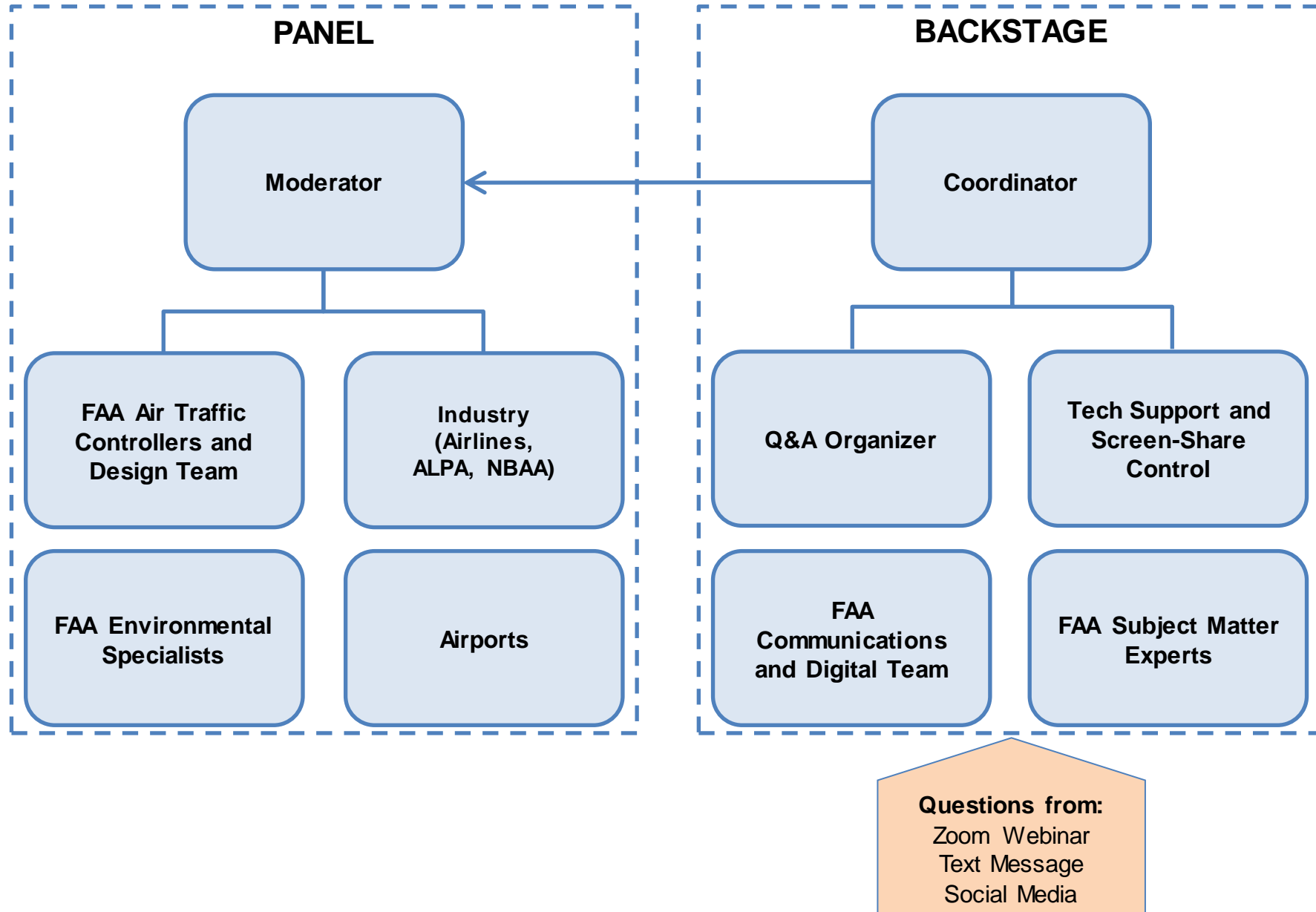
Used to better assist FAA in organizing



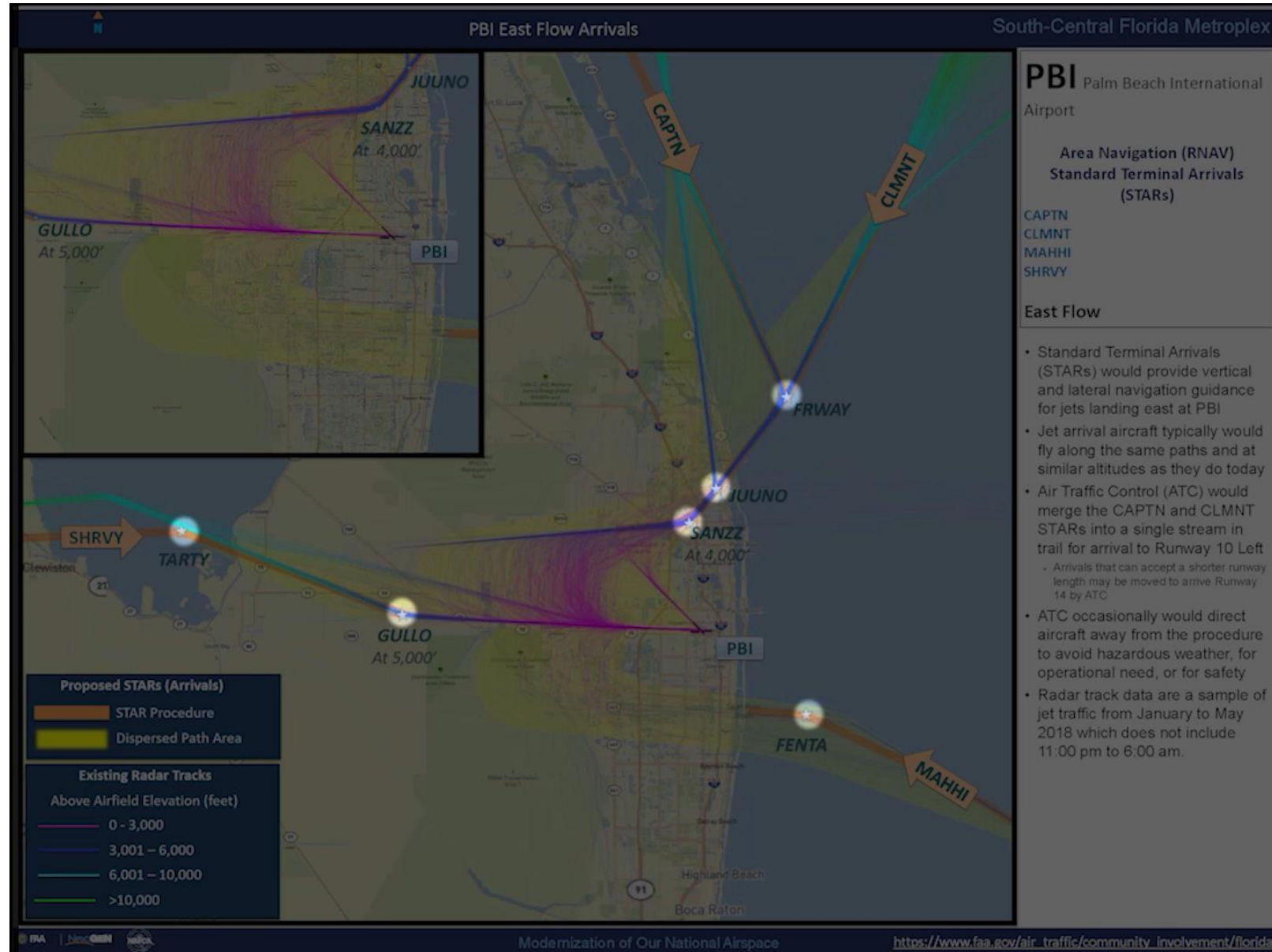
# Virtual Meeting Room



# Live Workshop Roles and Backstage Support



# Live Workshop Video Clip



South  
Central  
Florida  
Metroplex  
Workshops





# Metrics from FAA's Metroplex Workshops



## **Zoom webinar platform and website:**

- >550 attendees on 12 Zoom workshops
- >2,000 unique visitors to project website



## **Broadcast on all major social platforms:**

- >100,000 video views of the live workshops



## **Outreach prior to first workshop:**

- Publicize through airports and roundtables
- Press releases
- Local news interviews
- Social media (FAA and airports)





**Pascal Hochstrasser**  
Head of TWR /APP skyguide Geneva  
Co-chair CANSO Global ENV WG

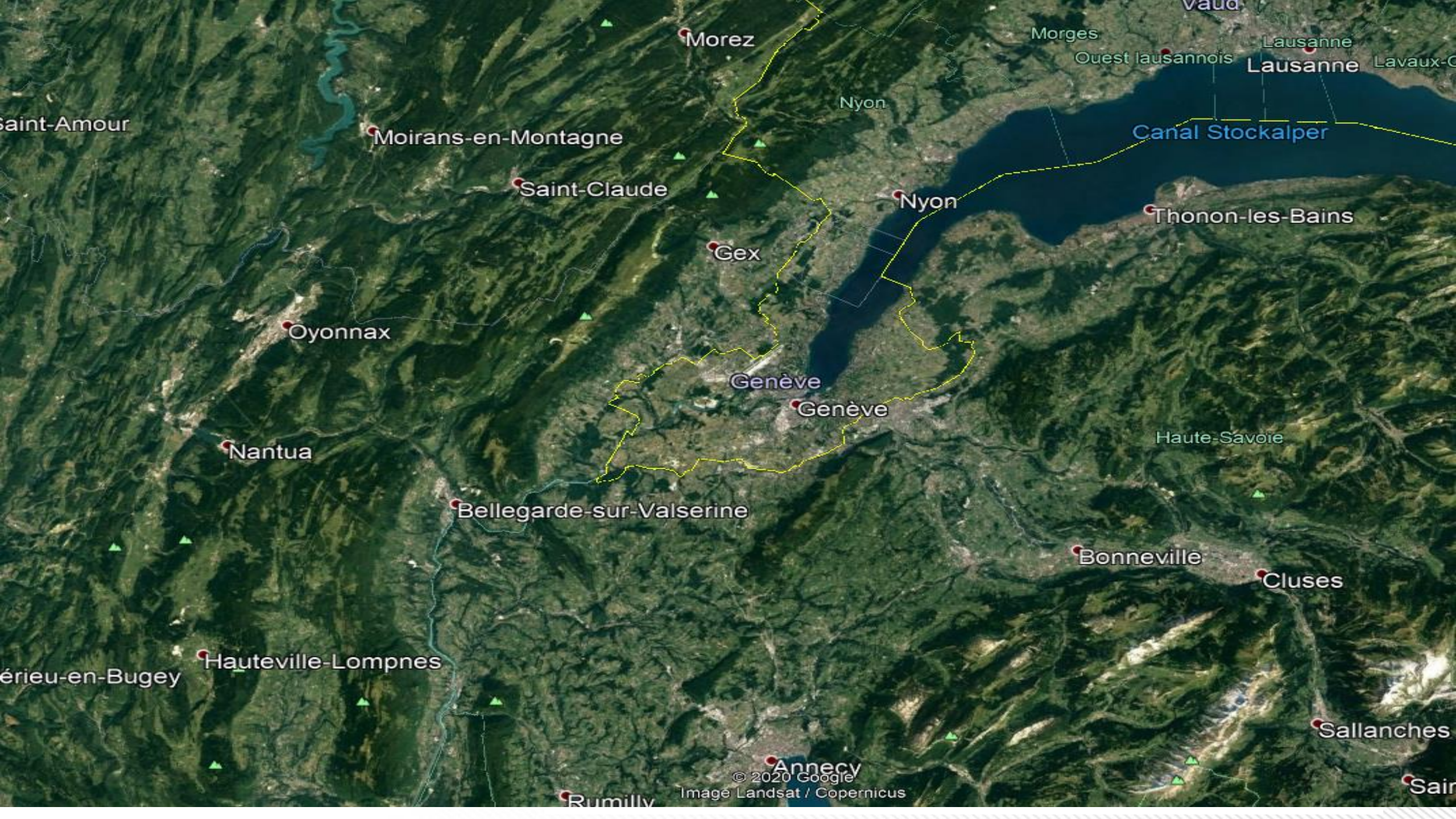














# *Sustainability*





# Mike Hornby

Manager, Operational Concepts

NATS



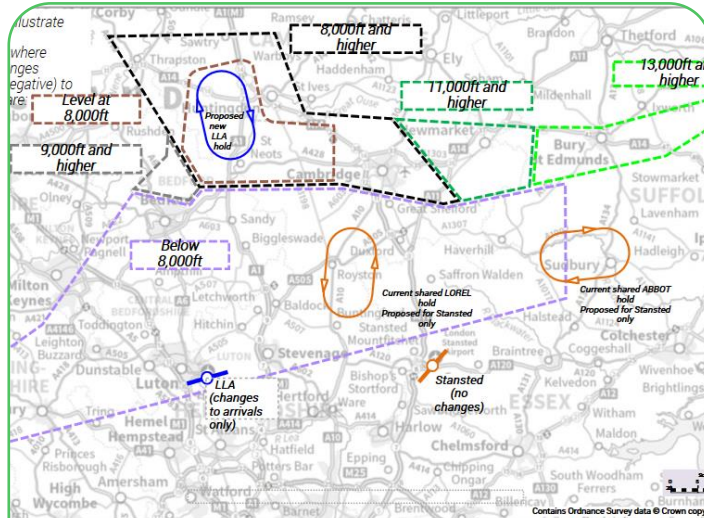
# SAIP AD6 – Luton Arrivals

## Airspace change consultation in the times of CoVid restrictions

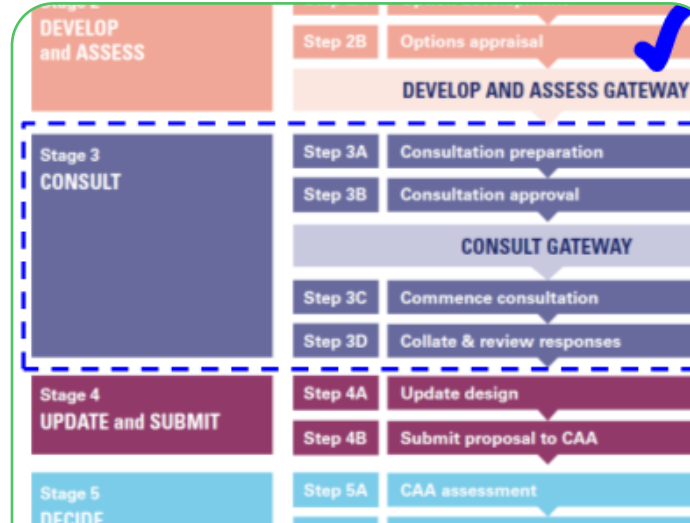




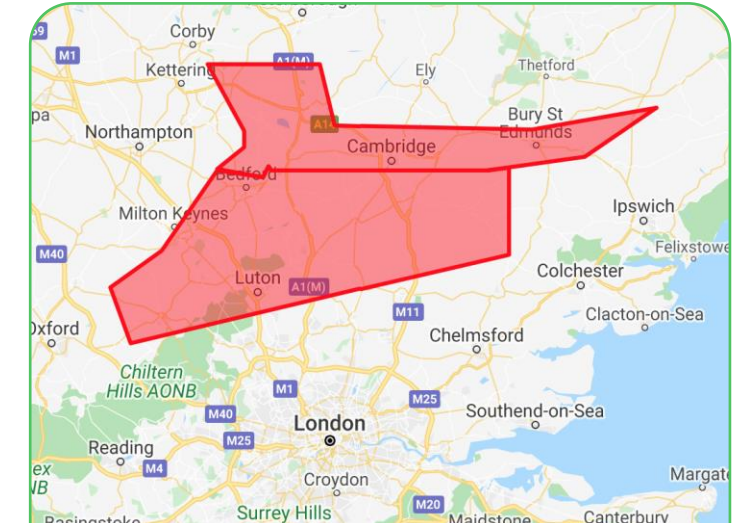
# SAIP AD6 Background



Proposed airspace change to reduce risk in the London TMA and improve arrivals structure for London Luton Airport



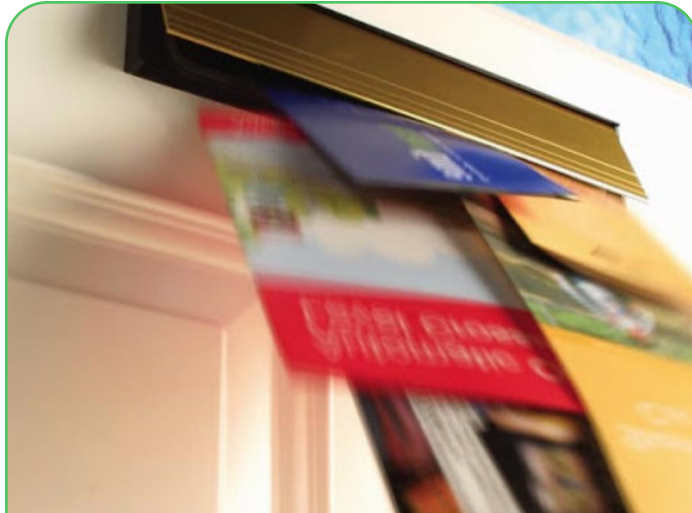
United Kingdom CAA airspace change process (CAP1616) has a need for 'open, fair, transparent & effective consultation' in order to allow 'consultees to provide relevant and timely feedback on proposals'



There are 1.2 million people in the area covered by the change proposal



# Consultation during CoVid19



CoVid has necessitated a new type of consultation, with a mix of traditional and digital outreach



Virtual Exhibition Hall  
available at  
[www.nats.aero/vr/ad6](http://www.nats.aero/vr/ad6)



Information is available in differing levels of detail, with ability to sign up to a further webinar for a live Q&A session and provide feedback



# Thank you



***NATS***



# Dieter Guenter

Senior Vice President, Aerospace  
Co-Chair CANSO PBN WG

**Tetra Tech AMT**



# Summary

- One of the expected consequences when aviation activity levels increase again is that the noise will be more noticeable
- It is now the time to utilize technology and reignite the conversations around noise
- Virtual outreach may be the platform in the future
  - Reach more people
  - Greater flexibility to schedule and add workshops
  - Reduce travel costs
- Hybrid approach combining in-person with virtual meetings
  - Better use of resources to maximize reach



# Questions and Answers

# Thank you

Visit us:  
**canso.org**

