GOOD NEIGHBOR POLICY
McCLELLAN AIRPORT
May 23, 2003

Genesis of Policy

McClellan Park Special Planning Area, Amendment 4, Section 511-20(H) adopted by Board of Supervisors on December 11, 2002 required the development and implementation of the policy.

Required Components of Policy

A. Provision of a dedicated phone line to receive complaints, comments or questions about aircraft operations.
B. Establishment of a specific person to respond to complaints and work toward resolution of any aircraft noise and overflight issues.
C. Commitment to work with aircraft operators with respect to education and implementation of the Good Neighbor Policy.
D. Schedule meetings, at least annually, with the North Highlands/Foothill Farms, Rio Linda/Elverta and Arden Arcade Community Planning Advisory Councils and other organizations or groups (as appropriate or upon request) for the purpose of discussing issues regarding McClellan aircraft operations.

Policy Description and Implementation Plan

A. Dedicated Telephone Line
The dedicated telephone line will be installed and operating within sixty (60) days of the Board’s approval of this Good Neighbor Policy. It will be automated using an answering machine to receive and record all calls. A written record of the call will be made. All calls will be responded to within one business day of receipt. Some calls will require research that will take more than one day to complete in order to provide a complete, accurate response. In this case, the initial response will be an acknowledgment of receipt of the call, an explanation of the research to be undertaken and an estimate of when the second response will be forthcoming. The second response will be made as soon as the research is completed. The answering machine will be located in the airport manager’s office and he/she will be responsible for this activity.

B. Designated Person to Respond to Complaints, Comments, Questions and Other Issues
The airport manager will be the person who will be responsible for responding to all calls received on the dedicated telephone line as well as to any communications on similar subjects received by other means.
C. Work with Aircraft Operators to Implement Good Neighbor Policy
A meeting will be held with all aircraft operators and businesses that utilize aircraft flight services at McClellan within sixty (60) days of the Board’s approval of this Good Neighbor Policy to explain the Policy to them and to enlist their support of it. Subsequently, meetings will be held quarterly to reinforce their continued support of the Policy and to discuss any issues that have come up since the last quarterly meeting. The airport manager will be responsible for the initial and quarterly meetings.

D. Meetings with Planning Advisory Councils and Others
Initial meetings will be held with the North Highlands/Foothill Farms, Rio Linda/Elverta and Arden Arcade Community Planning Advisory Councils within sixty (60) days of the Board’s approval of this Good Neighbor Policy to explain the Policy to them. Recurring meetings with these Councils will be held thereafter annually, or at more frequent intervals if requested. Meetings will be held with other groups as requested. The airport manager will be responsible for the initial and recurring meetings.

E. Initial Good Neighbor Policy Information Dissemination
The Good Neighbor Policy will be summarized in a one-page pamphlet which will be widely distributed in the communities represented by the three Councils within ninety (90) days of the Board’s approval of this Good Neighbor Policy.

F. Periodic Future Information Dissemination
In order to be proactive, information regarding special events, significant changes to aircraft operations, construction or other pertinent matters will be distributed to the communities on a timely basis in addition to other communications described above.

G. Website Information
Information regarding the Good Neighbor Policy will be placed on the County’s website and links to it will be placed in McClellan Park’s website and in other County website pages within ninety (90) days of the Board’s approval of this Good Neighbor Policy.