

Incidents, Compliance, Complaints.

At many airfields, a Flying School or Local Aircraft Operator does a good job of the day-to-day management... but, in the event of an incident the land owner carries the ultimate responsibility. They need to be able to show that they were aware of the changing patterns of Air Traffic usage and have reviewed these at regular intervals to confirm that the facility is being appropriately managed.

Incidents: When necessary, authorised Airport staff can remotely play back any radio call from the last few minutes, back to three years ago. This can be done from any computer/phone/pad that has internet access and can play a .wav file. There is no need to go to the Airport to listen to what has happened, and take appropriate action.

If requested by the aerodrome (and only then), Aimm operators will send copies of the relevant radio calls directly to an Incident Investigation Authority and certify their accuracy and completeness.

When it is time for a review of H&S procedures, Aimm sends a reminder with a list of suggested review items for this purpose. While Aero Clubs / Local Aircraft Operators have Aircraft operation expertise, they do not usually have Airport Management expertise... Aimm senior staff are available to discuss any points that raise concerns. This can take the form of a short discussion at no charge, or a full consultancy with written reports at reasonable industry rates.

Noise Complaints: By remotely play back radio calls (from any Internet connected device that can play a .wav file), it is usually possible to see what caused the complaint. Most noise complaints are for unusual operations which as Air Ambulance, Rescue or Police Helicopters... which are quite legal and the Complainant will normally apologise once they can be told exactly what happened and why, which settles their complaint before they escalate it to levels that involve a lot of paperwork.

Compliance: If the airfield / airport's operating consent has limits, and if the activity level is challenged, the reports provide written evidence of the actual level of usage, which will settle most compliance complaints.

Search and Rescue: In event of a Search and Rescue incident where time is critical, it is useful to be able to quickly playback a group of radio calls to identify what was said, by whom, and at what exact time.

For more information on any of these points, contact the

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