

## Casandra Davis

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**From:** Casandra Davis  
**Sent:** Friday, June 13, 2014 6:10 PM  
**To:** 'william'  
**Cc:** Shelley Vana; 'Ron Haines'; silverus@comcast.net; samsmith1@att.net; rmatulis@aol.com  
**Subject:** RE: N242MG low pass over residents in Lantana area

Mr. Coakley,

Thank you for your comments. The operators have been made aware of your concerns from a noise perspective. The FAA FSDO's local phone number is 954-641-6000, as you are aware any observations of unsafe flight should be directed to their offices.

Thank you.

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**From:** william [<mailto:wdco@comcast.net>]  
**Sent:** Saturday, June 07, 2014 3:20 PM  
**To:** Casandra Davis  
**Cc:** Shelley Vana; 'Ron Haines'; [silverus@comcast.net](mailto:silverus@comcast.net); [samsmith1@att.net](mailto:samsmith1@att.net); [rmatulis@aol.com](mailto:rmatulis@aol.com)  
**Subject:** N242MG low pass over residents in Lantana area

With winds SE and runway 15 in use, this helicopter appeared about 2:13 pm using runway 9 and began conducting pattern training in non standard left patterns while making steep turns over John Prince Park residents at low altitude with his transponder reporting 200 feet. When it departed the area at 2:25 pm, it departed runway 9 and proceeded over Lake Osborne Estate residents with his transponder reporting 200 feet and appeared to be not making any effort to increase altitude while flying over the rest of Lantana. His transponder reported that while flying over Lantana, his altitude was only 300 feet... finally reaching 400 feet at Dixie Highway as it flew east. There are no circumstances, weather, or traffic concerns that would require this reckless and inconsiderate flight behavior.

The faa registry shows the helicopter (an R44 II) registered to Charles Silvers Azzopardi from Amarillo Texas

He is now (3:16 pm) back again conducting more training, steep turns in non standard left patterns and flying very low over residents in Lake Osborne Estates.

We hope that this irresponsible misuse of a helicopter will be brought to the attention of the owner since he may be unaware of what's going on.

Thank you,

William Coakley  
President, Lake Osborne Estates Civic Association, Inc  
Coalition of Communities  
561-385-8959

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**From:** Casandra Davis  
**Sent:** Wednesday, June 25, 2014 10:46 AM  
**To:** 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; humanresources@galaxyaviation.com  
**Subject:** RE: Congratulations Casandra RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

We will continue in our efforts to inform and coordinate the use of the voluntary noise abatement guidelines at LNA. These voluntary guidelines are the only tool the Federal Aviation Administration (FAA) allows. The FAA remains the only regulatory agency of flight.

Thank you for your comments.

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**From:** Ron Haines [mailto:ronaldhaines@bellsouth.net]  
**Sent:** Monday, June 23, 2014 9:45 AM  
**To:** Casandra Davis; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; humanresources@galaxyaviation.com  
**Subject:** Congratulations Casandra RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

Thanks for the update. This is great news!

Your statement that Palm Beach Helicopters, Galaxy Aviation and the local operators “have committed to complying with the” is major news and a welcome step forward. It means there will be no further helicopter training rotations over the beleaguered heads of residents of the county-designated noise sensitive neighborhoods around Lantana Airport.

No, it will not end all overflights. I understand that. There will always be helicopters coming and going. But, in accord with the voluntary guidelines, it will end repetitive training rotations over the neighborhoods.

You should be congratulated for achieving such an agreement. This great news should be posted immediately in relevant places on the airport website.

You should also get these commitments in writing, if you have not already done so, and post that immediately on the website. Let me know when that gets done. Please also send to me the names of the people at Palm Beach Helicopters and Galaxy Aviation you spoke to and to all the local operators you spoke to, so that I can send out letters of thanks for their commitment.

Regards,  
Ron Haines

*Ron Haines cell 561 315-0528*  
<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>  
Sent from my iGarage

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**From:** Casandra Davis [<mailto:srdavis@pbia.org>]  
**Sent:** Tuesday, June 03, 2014 5:57 PM  
**To:** Casandra Davis; 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; 'humanresources@galaxyaviation.com'  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

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**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

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**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

To: Casandra Davis, Bruce Pelly, Department of Airports  
CC. Palm Beach County Commission  
Galaxy Aviation

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I am letting your friends at Galaxy Aviation know what's going on, in case they weren't told by the county that they were inheriting a huge human and public relations headache at Lantana Airport.

*Ron Haines cell 561 315-0528*

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Sent from my iGarage

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**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Thursday, April 03, 2014 7:33 PM  
**To:** Casandra Davis; Bruce Pelly  
**Cc:** Palm Beach County Commissioners  
**Subject:** Lantana Helicopter N701RH

To: Casandra Davis and Bruce Pelly, Department of Airports  
CC: Palm Beach County Commissioners

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How can I say that, you ask. Look at the record. This has been going on since 1996. Tell me that isn't proof that the county isn't doing anything about it.

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**To:** 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; humanresources@galaxyaviation.com  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I did not identify you or your property specifically to the operator. He attributed the flight path to the use of runway 15/33.

Thank you

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**From:** Ron Haines [mailto:ronaldhaines@bellsouth.net]  
**Sent:** Tuesday, June 24, 2014 10:37 AM  
**To:** Casandra Davis; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; humanresources@galaxyaviation.com  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

Thanks for the update that you have spoken to the operators. However, the real point is did you get from them the specific information about Lantana Helicopter N701RH that I requested? That would be, as I emailed you on April 4: *"I will ask again what I have asked before and never received an answer to: What is there about the particular helicopter pilot training that is going on with these helicopters this morning that makes it necessary that that training occur over my neighborhood, one of the several 'noise sensitive' neighborhoods around Lantana Airport supposedly protected from such abuse by Palm Beach County's Helicopter Noise Abatement Guidelines?"*

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Will the Department of Airports answer this question? Highly unlikely. I will get a response that they will do so, but then months go by and 'the manager' isn't available, yada yada yada. And I just give up, once again.

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**Cc:** Palm Beach County Commissioners

**Subject:** Lantana Helicopter N701RH

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**To:** 'Ron Haines'  
**Subject:** RE: Congratulations Casandra RE: Lantana Helicopter N701RH UPDATE Friday

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There is no written agreement in reference to the voluntary guidelines. I read your recommendation and I will attend the next safety meeting and suggest this idea to the users. I will inform you of the decision.

The airport operator and tenants agreed they would comply with the guidelines at a safety meeting. The department of airports does not hosts these meeting, but I will request a copy of the sign in sheet.

One indicator used to judge if the guidelines are being followed is; how many comments I receive from the community in a given period of time and how many are from different households. I have received by either telephone or e-mail. 7 comments in 60 days from 3 households, one comment was associated with a life safety mission.

Thank you for your comments

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No, it will not end all overflights. I understand that. There will always be helicopters coming and going. But, in accord with the voluntary guidelines, it will end repetitive training rotations over the neighborhoods.

You should be congratulated for achieving such an agreement. This great news should be posted immediately in relevant places on the airport website.

You should also get these commitments in writing, if you have not already done so, and post that immediately on the website. Let me know when that gets done. Please also send to me the names of the people at Palm Beach Helicopters and Galaxy Aviation you spoke to and to all the local operators you spoke to, so that I can send out letters of thanks for their commitment.

Regards,  
Ron Haines

*Ron Haines cell 561 315-0528*  
<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>  
Sent from my iGarage

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**From:** Casandra Davis [<mailto:srdavis@pbia.org>]  
**Sent:** Tuesday, June 03, 2014 5:57 PM  
**To:** Casandra Davis; 'Ron Haines'; Bruce V. Pelly

**Cc:** BCC-All Commissioners; 'humanresources@galaxyaviation.com'  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

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How can I say that, you ask. Look at the record. This has been going on since 1996. Tell me that isn't proof that the county isn't doing anything about it.

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Sent from my iGarage

---

**From:** Casandra Davis [<mailto:srdavis@pbia.org>]

**Sent:** Wednesday, June 25, 2014 10:50 AM

**To:** 'Ron Haines'; Bruce V. Pelly

**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I did not identify you or your property specifically to the operator. He attributed the flight path to the use of runway 15/33.

Thank you

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]

**Sent:** Tuesday, June 24, 2014 10:37 AM

**To:** Casandra Davis; Bruce V. Pelly

**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

Thanks for the update that you have spoken to the operators. However, the real point is did you get from them the specific information about Lantana Helicopter N701RH that I requested? That would be, as I emailed you on April 4:

*"I will ask again what I have asked before and never received an answer to:*

*What is there about the particular helicopter pilot training that is going on with these helicopters this morning that makes it necessary that that training occur over my neighborhood, one of the several 'noise sensitive' neighborhoods around Lantana Airport supposedly protected from such abuse by Palm Beach County's Helicopter Noise Abatement Guidelines?"*

Regards,

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**Sent:** Tuesday, June 03, 2014 5:57 PM  
**To:** Casandra Davis; 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; 'humanresources@galaxyaviation.com'  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

Thank you for your patience. Yes, I had contacted Palm Beach Helicopters in reference to this comment.

We have also spoken to Galaxy Aviation and the local operators, they have committed to complying with the voluntary noise abatement guidelines.

While we cannot say this will totally alleviate over flights of the surrounding communities, we expect less impact.

Again, Thank you for your comments.

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**From:** Casandra Davis  
**Sent:** Friday, May 30, 2014 5:39 PM  
**To:** 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I have been out of the office for an extended period of time due to family matters.

Please allow me the time to research this item and respond to you in the upcoming week.

Thank you

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Friday, May 30, 2014 4:46 PM  
**To:** Casandra Davis; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

Have you spoken to the operator yet? It's been almost two months.

Regards,

Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

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**From:** Casandra Davis [<mailto:srdavis@pbia.org>]  
**Sent:** Friday, April 04, 2014 3:31 PM  
**To:** 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

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I will respond as soon as I speak to the operator.  
Thank you for your comments.

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**To:** Casandra Davis; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

To: Casandra Davis, Bruce Pelly, Department of Airports  
CC. Palm Beach County Commission  
Galaxy Aviation

Hello all,

The helicopter noted from yesterday is now being joined by another in noisy, repetitive rotations south from the airport, over my neighborhood and then after a turn, north over my neighborhood back to the airport. This is abusive and totally unnecessary and I will ask again what I have asked before and never received an answer to:

What is there about the particular helicopter pilot training that is going on with these helicopters this morning that makes it necessary that that training occur over my neighborhood, one of the several 'noise sensitive' neighborhoods around Lantana Airport supposedly protected from such abuse by Palm Beach County's Helicopter Noise Abatement Guidelines?

Will the Department of Airports answer this question? Highly unlikely. I will get a response that they will do so, but then months go by and 'the manager' isn't available, yada yada yada. And I just give up, once again.

I am letting your friends at Galaxy Aviation know what's going on, in case they weren't told by the county that they were inheriting a huge human and public relations headache at Lantana Airport.

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**To:** Casandra Davis; Bruce Pelly  
**Cc:** Palm Beach County Commissioners  
**Subject:** Lantana Helicopter N701RH

To: Casandra Davis and Bruce Pelly, Department of Airports  
CC: Palm Beach County Commissioners

Not much wind, sparse fixed wing traffic and this turkey in N701RH has to cut corners and do his or her helicopter training rotations over my neighborhood and my house, in flagrant defiance of the wishes of Palm Beach County. Will something be done about this? Doubtful.

Will I ever find out why this particular pilot chose to defy the wishes of the county today? Hardly likely.

It's just a crime, a crime against the folks living in the county-designated 'noise sensitive' neighborhoods around Lantana Airport, repeated day in and day out and this county is doing nothing about it.

How can I say that, you ask. Look at the record. This has been going on since 1996. Tell me that isn't proof that the county isn't doing anything about it.

The photos attached were taken by me, from my yard, between 6 and 7 pm today, April 3, 2014.

Regards,  
Ron Haines

*Ron Haines cell 561 315-0528*

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Sent from my iGarage

## Casandra Davis

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**From:** Casandra Davis  
**Sent:** Friday, June 27, 2014 2:26 PM  
**To:** 'Ron Haines'  
**Cc:** BCC-All Commissioners; humanresources@galaxyaviation.com  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I do not recall the conversation word for word. I would not have repeated your comment word for word in the discussion. Normally, I discuss the fact that there has been a comment, the area where the flight was observed and any specific items noted in the comment. I also always discuss all of the surrounding neighborhoods as being sensitive to airport noise. The flight path was attributed to the use of Runway 15/33.

Thank you

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**Sent:** Thursday, June 26, 2014 6:37 PM  
**To:** Casandra Davis  
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**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

So I can conclude that you asked Palm Beach Helicopters regarding the rotations on April 4 the question: *"What is there about the particular helicopter pilot training that is going on with these helicopters this morning that makes it necessary that that training occur over my neighborhood, one of the several 'noise sensitive' neighborhoods around Lantana Airport supposedly protected from such abuse by Palm Beach County's Helicopter Noise Abatement Guidelines?"*

And Palm Beach Helicopters declined to answer your question.

Is that the truth of the matter?

Regards,  
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**Cc:** BCC-All Commissioners; 'humanresources@galaxyaviation.com'  
**Subject:** FW: Lantana Helicopter N701RH UPDATE Friday

Recent to include Cc..

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**From:** Casandra Davis  
**Sent:** Thursday, June 26, 2014 2:10 PM  
**To:** 'Ron Haines'  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Yes, Mr. Haines I asked.

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**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Wednesday, June 25, 2014 10:44 PM  
**To:** Casandra Davis; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

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Did you ask the tenant to provide the information? You don't say that you did.  
Regards,  
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Mr. Haines,

We are using the only tool the FAA allows us. The FAA has stated that the Department cannot regulate flight. Thus the relationship between the Department, Community and Tenants is of a cooperative nature. We can not require information from a tenant. I provided you the information I received.

The airport noise impact is a real concern for the department and we speak to the operators and tenants on the comments we receive. We will continue to express the communities concerns and ask the questions.

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**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

To: Casandra Davis, Bruce Pelly, Department of Airports  
CC: Palm Beach County Commission  
Galaxy Aviation

Hello all,



The helicopter noted from yesterday is now being joined by another in noisy, repetitive rotations south from the airport, over my neighborhood and then after a turn, north over my neighborhood back to the airport. This is abusive and totally unnecessary and I will ask again what I have asked before and never received an answer to:

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Will the Department of Airports answer this question? Highly unlikely. I will get a response that they will do so, but then months go by and 'the manager' isn't available, yada yada yada. And I just give up, once again.

I am letting your friends at Galaxy Aviation know what's going on, in case they weren't told by the county that they were inheriting a huge human and public relations headache at Lantana Airport.

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Sent from my iGarage

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**Sent:** Thursday, April 03, 2014 7:33 PM

**To:** Casandra Davis; Bruce Pelly

**Cc:** Palm Beach County Commissioners

**Subject:** Lantana Helicopter N701RH

To: Casandra Davis and Bruce Pelly, Department of Airports

CC: Palm Beach County Commissioners

Not much wind, sparse fixed wing traffic and this turkey in N701RH has to cut corners and do his or her helicopter training rotations over my neighborhood and my house, in flagrant defiance of the wishes of Palm Beach County.

Will something be done about this? Doubtful.

Will I ever find out why this particular pilot chose to defy the wishes of the county today? Hardly likely.

It's just a crime, a crime against the folks living in the county-designated 'noise sensitive' neighborhoods around Lantana Airport, repeated day in and day out and this county is doing nothing about it.

How can I say that, you ask. Look at the record. This has been going on since 1996. Tell me that isn't proof that the county isn't doing anything about it.

The photos attached were taken by me, from my yard, between 6 and 7 pm today, April 3, 2014.

Regards,

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Sent from my iGarage

## Casandra Davis

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**From:** Casandra Davis  
**Sent:** Monday, June 30, 2014 4:05 PM  
**To:** 'Ron Haines'  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I am not sure of what answer you are looking for. I replied to you, yes the question was asked and I gave you the operators reply.

I explained in my last e-mail that I include the comments of concern i.e. why were they over the area, flying low or flying fast.

Prior to this e-mail you had expressed your concerns of being targeted by the helicopter operators and suggested I not identify you.

Mr. Haines, are you now requesting I identify you to the operators?

Thank you for your comments

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Friday, June 27, 2014 6:07 PM  
**To:** Casandra Davis  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

We both know that you could have asked the questions in your own fashion, without repeating word for word what I wrote to you. But you are saying that you did not ask the questions, in any fashion.

I think the Department of Airports should be finding out why the operators decide to disregard the guidelines by concentrating on getting to the bottom of repetitious rotations documented by the public, but apparently the Department of Airports is not interested in asking the questions necessary to find out.

Having a 'discussion' with them isn't solving the problem. There are decades of flagrant disregard of the guidelines to back up that reality.

The next time I have occasion to register an incident of repetitious patterns over my head I will make sure to state the questions again and to give you explicit permission to repeat my questions, verbatim, to the operator, in writing, and request a written response, and then we will see just how cooperative they choose to be.

Regards,

Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

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for word in the discussion. Normally, I discuss the fact that there has been a comment, the area where the flight was observed and any specific items noted in the comment. I also always discuss all of the surrounding neighborhoods as being sensitive to airport noise. The flight path was attributed to the use of Runway 15/33.

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And Palm Beach Helicopters declined to answer your question.

Is that the truth of the matter?

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**Subject:** FW: Lantana Helicopter N701RH UPDATE Friday

Recent to include Cc..

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**Sent:** Friday, May 30, 2014 5:39 PM  
**To:** 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I have been out of the office for an extended period of time due to family matters.

Please allow me the time to research this item and respond to you in the upcoming week.

Thank you

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]

**Sent:** Friday, May 30, 2014 4:46 PM

**To:** Casandra Davis; Bruce V. Pelly

**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

Have you spoken to the operator yet? It's been almost two months.

Regards,

Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage

---

**From:** Casandra Davis [<mailto:srdavis@pbia.org>]

**Sent:** Friday, April 04, 2014 3:31 PM

**To:** 'Ron Haines'; Bruce V. Pelly

**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I will respond as soon as I speak to the operator.

Thank you for your comments.

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]

**Sent:** Friday, April 04, 2014 11:41 AM

**To:** Casandra Davis; Bruce V. Pelly

**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

To: Casandra Davis, Bruce Pelly, Department of Airports

CC: Palm Beach County Commission

Galaxy Aviation

Hello all,

The helicopter noted from yesterday is now being joined by another in noisy, repetitive rotations south from the airport, over my neighborhood and then after a turn, north over my neighborhood back to the airport. This is abusive and totally unnecessary and I will ask again what I have asked before and never received an answer to:

What is there about the particular helicopter pilot training that is going on with these helicopters this morning that makes it necessary that that training occur over my neighborhood, one of the several 'noise sensitive' neighborhoods around Lantana Airport supposedly protected from such abuse by Palm Beach County's Helicopter Noise Abatement Guidelines?

Will the Department of Airports answer this question? Highly unlikely. I will get a response that they will do so, but then months go by and 'the manager' isn't available, yada yada yada. And I just give up, once again.

I am letting your friends at Galaxy Aviation know what's going on, in case they weren't told by the county that they were inheriting a huge human and public relations headache at Lantana Airport.

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage

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**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]

**Sent:** Thursday, April 03, 2014 7:33 PM

**To:** Casandra Davis; Bruce Pelly

**Cc:** Palm Beach County Commissioners

**Subject:** Lantana Helicopter N701RH

To: Casandra Davis and Bruce Pelly, Department of Airports

CC: Palm Beach County Commissioners

Not much wind, sparse fixed wing traffic and this turkey in N701RH has to cut corners and do his or her helicopter training rotations over my neighborhood and my house, in flagrant defiance of the wishes of Palm Beach County.

Will something be done about this? Doubtful.

Will I ever find out why this particular pilot chose to defy the wishes of the county today? Hardly likely.

It's just a crime, a crime against the folks living in the county-designated 'noise sensitive' neighborhoods around Lantana Airport, repeated day in and day out and this county is doing nothing about it.

How can I say that, you ask. Look at the record. This has been going on since 1996. Tell me that isn't proof that the county isn't doing anything about it.

The photos attached were taken by me, from my yard, between 6 and 7 pm today, April 3, 2014.

Regards,

Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage

## Casandra Davis

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**From:** Casandra Davis  
**Sent:** Monday, June 30, 2014 5:05 PM  
**To:** 'Ron Haines'  
**Cc:** BCC-All Commissioners; 'humanresources@galaxyaviation.com'  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I was under the impression that you felt you had been targeted when the helicopter passed over your property and took pictures.

I apologize if I was wrong in my assumption.

I will be attending the monthly safety meeting and will take all of your recommendations, comments and concerns. Thank you.

---

**From:** Ron Haines [mailto:ronaldhaines@bellsouth.net]  
**Sent:** Monday, June 30, 2014 4:35 PM  
**To:** Casandra Davis  
**Cc:** BCC-All Commissioners; humanresources@galaxyaviation.com  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

I have never asked, suggested or implied that I did not want you to identify me to the helicopter operators. If you have proof to the contrary, please let me know.

And you and I and everyone reading this can understand that use of a particular runway does not compel a helicopter pilot to do repetitive training rotations over the heads of the neighbors of Lantana Airport. The use of a particular runway means that the helicopter will fly over the heads of neighbors once, on its way to do repetitive training rotations somewhere else, and once again when it returns. And the use of a particular runway does not mean that a helicopter CANNOT do its rotations on airport property, as the voluntary guidelines require.

So in essence an answer like "The flight path was attributed to the use of Runway 15/33" to the question of why the non-compliance occurred is simple evasion of the question, which anyone reading this readily understands.

It is just sad that this is the kind of behavior the Department of Airports accepts from the operators.

Regards,  
Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage

---

**From:** Casandra Davis [mailto:srdavis@pbia.org]  
**Sent:** Monday, June 30, 2014 4:05 PM  
**To:** 'Ron Haines'  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I am not sure of what answer you are looking for. I replied to you, yes the question was asked and I gave you the operators reply.

I explained in my last e-mail that I include the comments of concern i.e. why were they over the area, flying low or flying fast.



Prior to this e-mail you had expressed your concerns of being targeted by the helicopter operators and suggested I not identify you.

Mr. Haines, are you now requesting I identify you to the operators?

Thank you for your comments

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Friday, June 27, 2014 6:07 PM  
**To:** Casandra Davis  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

We both know that you could have asked the questions in your own fashion, without repeating word for word what I wrote to you. But you are saying that you did not ask the questions, in any fashion.

I think the Department of Airports should be finding out why the operators decide to disregard the guidelines by concentrating on getting to the bottom of repetitious rotations documented by the public, but apparently the Department of Airports is not interested in asking the questions necessary to find out.

Having a 'discussion' with them isn't solving the problem. There are decades of flagrant disregard of the guidelines to back up that reality.

The next time I have occasion to register an incident of repetitious patterns over my head I will make sure to state the questions again and to give you explicit permission to repeat my questions, verbatim, to the operator, in writing, and request a written response, and then we will see just how cooperative they choose to be.

Regards,

Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage

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**From:** Casandra Davis [<mailto:srdavis@pbia.org>]  
**Sent:** Friday, June 27, 2014 2:26 PM  
**To:** 'Ron Haines'  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I do not recall the conversation word for word. I would not have repeated your comment word for word in the discussion. Normally, I discuss the fact that there has been a comment, the area where the flight was observed and any specific items noted in the comment. I also always discuss all of the surrounding neighborhoods as being sensitive to airport noise.

The flight path was attributed to the use of Runway 15/33.

Thank you

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Thursday, June 26, 2014 6:37 PM  
**To:** Casandra Davis  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

So I can conclude that you asked Palm Beach Helicopters regarding the rotations on April 4 the question: "What is there about the particular helicopter pilot training that is going on with these helicopters this morning that makes it necessary that that training occur over my neighborhood, one of the several 'noise sensitive' neighborhoods around Lantana Airport supposedly protected from such abuse by Palm Beach County's Helicopter Noise Abatement Guidelines?"

And Palm Beach Helicopters declined to answer your question.

Is that the truth of the matter?

Regards,  
Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage

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**From:** Casandra Davis [<mailto:srdavis@pbia.org>]  
**Sent:** Thursday, June 26, 2014 2:11 PM  
**To:** 'Ron Haines'  
**Cc:** BCC-All Commissioners; 'humanresources@galaxyaviation.com'  
**Subject:** FW: Lantana Helicopter N701RH UPDATE Friday

Recent to include Cc..

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**From:** Casandra Davis  
**Sent:** Thursday, June 26, 2014 2:10 PM  
**To:** 'Ron Haines'  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Yes, Mr. Haines I asked.

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Wednesday, June 25, 2014 10:44 PM  
**To:** Casandra Davis; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,  
Did you ask the tenant to provide the information? You don't say that you did.  
Regards,  
Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage

---

**From:** Casandra Davis [<mailto:srdavis@pbia.org>]  
**Sent:** Wednesday, June 25, 2014 3:04 PM  
**To:** 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

We are using the only tool the FAA allows us. The FAA has stated that the Department cannot regulate flight. Thus the relationship between the Department, Community and Tenants is of a cooperative nature. We can not require information from a tenant. I provided you the information I received.

The airport noise impact is a real concern for the department and we speak to the operators and tenants on the comments we receive. We will continue to express the communities concerns and ask the questions.

Thank you

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Wednesday, June 25, 2014 12:16 PM  
**To:** Casandra Davis; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

I didn't ask if you had identified my property to the operator, did I? Below for the third time is what I asked. I speculated months ago that I would never get an answer, and that is proving true apparently.

On April 4, 2014, I asked:

*"What is there about the particular helicopter pilot training that is going on with these helicopters this morning that makes it necessary that that training occur over my neighborhood, one of the several 'noise sensitive' neighborhoods around Lantana Airport supposedly protected from such abuse by Palm Beach County's Helicopter Noise Abatement Guidelines?"*

And also on April 4, 2014 I wrote:

*"Will the Department of Airports answer this question? Highly unlikely. I will get a response that they will do so, but then months go by and 'the manager' isn't available, yada yada yada. And I just give up, once again."*

It is precisely these kinds of questions that we must be asking before this problem is ever going to get resolved, but it is precisely these kinds of questions that the Department of Airports fails to ask and, when confronted with that reality, ignores the issue entirely or simply pretends to have complied when it hasn't.

Regards,

Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage

---

**From:** Casandra Davis [<mailto:srdavis@pbia.org>]  
**Sent:** Wednesday, June 25, 2014 10:50 AM  
**To:** 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I did not identify you or your property specifically to the operator. He attributed the flight path to the use of runway 15/33.

Thank you

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Tuesday, June 24, 2014 10:37 AM  
**To:** Casandra Davis; Bruce V. Pelly

**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,

Thanks for the update that you have spoken to the operators. However, the real point is did you get from them the specific information about Lantana Helicopter N701RH that I requested? That would be, as I emailed you on April 4:

*"I will ask again what I have asked before and never received an answer to:*

*What is there about the particular helicopter pilot training that is going on with these helicopters this morning that makes it necessary that that training occur over my neighborhood, one of the several 'noise sensitive' neighborhoods around Lantana Airport supposedly protected from such abuse by Palm Beach County's Helicopter Noise Abatement Guidelines?"*

Regards,

Ron Haines

*Ron Haines cell 561 315-0528*

*<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>*

*Sent from my iGarage*

---

**From:** Casandra Davis [<mailto:srdavis@pbia.org>]

**Sent:** Tuesday, June 03, 2014 5:57 PM

**To:** Casandra Davis; 'Ron Haines'; Bruce V. Pelly

**Cc:** BCC-All Commissioners; 'humanresources@galaxyaviation.com'

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

Thank you for your patience. Yes, I had contacted Palm Beach Helicopters in reference to this comment.

We have also spoken to Galaxy Aviation and the local operators, they have committed to complying with the voluntary noise abatement guidelines.

While we cannot say this will totally alleviate over flights of the surrounding communities, we expect less impact.

Again, Thank you for your comments.

---

**From:** Casandra Davis

**Sent:** Friday, May 30, 2014 5:39 PM

**To:** 'Ron Haines'; Bruce V. Pelly

**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,

I have been out of the office for an extended period of time due to family matters.

Please allow me the time to research this item and respond to you in the upcoming week.

Thank you

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]

**Sent:** Friday, May 30, 2014 4:46 PM

**To:** Casandra Davis; Bruce V. Pelly

**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)

**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Casandra,  
Have you spoken to the operator yet? It's been almost two months.  
Regards,  
Ron Haines

*Ron Haines cell 561 315-0528*  
<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>  
Sent from my iGarage

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**From:** Casandra Davis [<mailto:srdavis@pbia.org>]  
**Sent:** Friday, April 04, 2014 3:31 PM  
**To:** 'Ron Haines'; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

Mr. Haines,  
I will respond as soon as I speak to the operator.  
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---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Friday, April 04, 2014 11:41 AM  
**To:** Casandra Davis; Bruce V. Pelly  
**Cc:** BCC-All Commissioners; [humanresources@galaxyaviation.com](mailto:humanresources@galaxyaviation.com)  
**Subject:** RE: Lantana Helicopter N701RH UPDATE Friday

To: Casandra Davis, Bruce Pelly, Department of Airports  
CC: Palm Beach County Commission  
Galaxy Aviation

Hello all,

The helicopter noted from yesterday is now being joined by another in noisy, repetitive rotations south from the airport, over my neighborhood and then after a turn, north over my neighborhood back to the airport. This is abusive and totally unnecessary and I will ask again what I have asked before and never received an answer to:

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Will the Department of Airports answer this question? Highly unlikely. I will get a response that they will do so, but then months go by and 'the manager' isn't available, yada yada yada. And I just give up, once again.

I am letting your friends at Galaxy Aviation know what's going on, in case they weren't told by the county that they were inheriting a huge human and public relations headache at Lantana Airport.

*Ron Haines cell 561 315-0528*  
<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>  
Sent from my iGarage

---

**From:** Ron Haines [<mailto:ronaldhaines@bellsouth.net>]  
**Sent:** Thursday, April 03, 2014 7:33 PM  
**To:** Casandra Davis; Bruce Pelly  
**Cc:** Palm Beach County Commissioners  
**Subject:** Lantana Helicopter N701RH

To: Casandra Davis and Bruce Pelly, Department of Airports  
CC: Palm Beach County Commissioners

Not much wind, sparse fixed wing traffic and this turkey in N701RH has to cut corners and do his or her helicopter training rotations over my neighborhood and my house, in flagrant defiance of the wishes of Palm Beach County. Will something be done about this? Doubtful.

Will I ever find out why this particular pilot chose to defy the wishes of the county today? Hardly likely.

It's just a crime, a crime against the folks living in the county-designated 'noise sensitive' neighborhoods around Lantana Airport, repeated day in and day out and this county is doing nothing about it.

How can I say that, you ask. Look at the record. This has been going on since 1996. Tell me that isn't proof that the county isn't doing anything about it.

The photos attached were taken by me, from my yard, between 6 and 7 pm today, April 3, 2014.

Regards,

Ron Haines

*Ron Haines cell 561 315-0528*

<http://ronhaines.wordpress.com/canoeing-the-mississippi-river/>

Sent from my iGarage