

AIRPORT DELAY STUDY
for
AIR TRAFFIC CONTROL TOWER PROGRAM

Destin-Fort Walton Beach Airport
Destin, Florida
January 30, 2009, revised May 7, 2009

Prepared for:



Okaloosa County
Board of County Commissioners



Prepared by:



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Destin, Florida**

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1. Introduction

The Destin-Fort Walton Beach Airport (DTS) is located in Destin, Florida and is owned and operated by Okaloosa County. This facility is a general aviation airport serving a wide range of recreational and business operations. The airport does not currently operate an Airport Traffic Control Tower (ATCT) but increasing air traffic, a diversified aircraft mix, and close proximity to Eglin Air Force Base has prompted Okaloosa County to seek entry into the Federal Aviation Administration (FAA) Contract Tower Program.

DTS is located five miles southeast of Eglin Air Force Base/Northwest Florida Regional Airport and is located within Eglin's Class D airspace. Eglin AFB is one of the busiest U.S. Air Force bases in the country and serves aircraft ranging from low speed turboprop and transport aircraft to high performance jet fighters and jet airliners. Due to the close proximity of Eglin Air Force Base, structured control of air traffic landing and departing DTS is needed for operational safety. This control is currently provided by the Eglin Radar Control Facility (ERCF). Aircraft arriving, departing, and operating in the vicinity of Destin are required to be in radio contact with ERCF. ERCF manages a complex airspace system of restricted airspace with special traffic corridors defined for aircraft traveling north and south and for coastal traffic moving east and west.



Approach to Runway 14 at DTS

Aircraft operating at DTS are routinely delayed for Eglin traffic. ERCF can hold Destin traffic for arrival or departure until Eglin operations, either military or commercial, are clear. These delays are often reported to range between 15 to 45 minutes. It is anticipated that an ATCT at Destin would better organize Destin traffic to enhance airport safety and minimize these delays. A decrease in delays at DTS would serve to reduce delay operating costs to airport operators and reduce air quality and noise issues at the airport.

2. Objectives

The final step in the FAA Contract Tower Program is to quantify the average annual delay cost to airport operators at DTS based on current ERCF control. The delays quantified in this report do not include weather, mechanical, operator, or other types of delay unless otherwise noted. This annual delay is estimated by interviewing airport users to record their experiences with airport delays, then extrapolating this information to derive an estimate for annual delay at DTS.

3. Methodology

The following section provides a detailed explanation of the procedures used in this report to estimate delays and associated costs. Assumptions are listed along with estimates and

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methods used to extrapolate data based on available information. The following section includes discussions regarding estimated annual operations, estimated delay, and estimated aircraft operating costs.

3.1 Operations

Annual operations occurring at Destin-Fort Walton Beach Airport represent one factor necessary for estimating average annual delay. Typically, airports without Air Traffic Control Towers (ATCT) do not formally record historical information regarding annual operations. The most reliable source to estimate the level of annual operations is the most current Airport Master Plan or the FAA Form 5010, Airport Master Plan Record. Updated information from FAA Form 5010 is not readily available so the Airport Master Plan is used as the primary source of information regarding estimated annual operations. At the time of this study, the Airport Master Plan is under revision. The latest working paper, dated April 2008 (compiled by PBS&J) was used to estimate total annual operations. Chapter 3, Historical Aviation Activity Statistics, includes several different methods and sources to estimate annual operations. A summary of these different sources are provided in the following table.

**Table 1:
Summary of Airport Master Plan Estimates of Total Annual Operations**

Year	Source		
	FAA Terminal Area Forecast, 2007	FDOT Florida Aviation System Plan, 2007	Miracle Strip Aviation Staff, 2007
1998	39,444	63,000	41,018
1999	62,779	63,000	43,991
2000	64,233	63,000	49,919
2001	64,441	63,000	42,251
2002	65,982	50,732	48,603
2003	67,524	50,732	48,489
2004	69,045	50,732	58,281
2005	51,493	51,493	45,612
2006	52,263	52,265	55,615
2007	53,045	Unavailable	Unavailable

Source: PBS&J, Destin/Fort Walton Beach Airport Master Plan Update, Working Paper 1, April 2008.

The FAA Terminal Area Forecast is a forecast planning database that the Aviation Policy and Plans Office (APO) provides each year for airports included in the National Plan of Integrated Airport Systems (NPIAS). These forecasts take into account various regional and local characteristics in addition to just nationwide trends.

The FDOT 2007 Florida Aviation System Plan (FASP) utilizes multiple databases that provide current data on Florida's aviation industry and the Continuing Florida Aviation System Planning Process (CFASPP). This plan compiles information from historical data and forecasts aviation levels for individual airports. The previous table includes the historical data gathered by the 2007 FASP. The historical information is provided by the airport and the estimated report of annual operations might not accurately reflect actual conditions. This source estimates annual operations between 1998 and 2001 at 63,000 each year, followed by a sharp decline to 50,732 operations between 2002 and 2004.

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In 2007, records were provided by Miracle Strip Aviation, a local Fixed Base Operator (FBO), and are summarized in **Table 1**. These records may be more reliable than the two previously mentioned forecasts due to this information being based on airport records recorded by an operating FBO at DTS. For purposes of this report, the data provided by Miracle Strip Aviation will be utilized in estimating annual delay at the airport.

The data provided by Miracle Strip Aviation indicates the airport experienced 55,615 annual operations in 2006. 1,365 of these operations are helicopter operations and shall not be included in the annual delay analysis. As a result, the adjusted total annual operations in 2006 becomes 54,250. Since 2005, annual operations have continued to increase according to all three sources. It is reasonable to expect that operations have continued to increase since 2006, however; the adjusted annual operations in 2006 of 54,250 will be utilized in the following annual delay calculations to include conservatism in annual delay estimations.

3.2 Estimated Delay

To determine the annual delays experienced by DTS airport users, airport users were engaged in interviews to quantify delays experienced at the airport within the last 12 months. These interviews were conducted to obtain the following information:

- The number of flights the user makes to DTS annually;
- The user's experience with delays on approach or departure from DTS;
- The aircraft the user operates at DTS;
- Any additional information the user feels would be important to this delay study.



Destin-Fort Walton Beach Airport accommodates a wide variety of general aviation aircraft operations.

The two FBO's at DTS were contacted to obtain a list of airport users with contact information which would be used to contact and conduct the interviews. The first FBO provided a list which includes the tail number and contact information for each aircraft which has visited the airport within the past 12 months. This list includes 69 different airport users.

These 69 users range from individual aircraft owners to large businesses that operate hundreds of aircraft at DTS. These 69 users operated over 1,060 different aircraft at DTS. The second FBO provided general flight scheduling information, however; this information did not include specific identification of users or aircraft and is therefore not applicable for this report.

Attempts were made to contact all 69 of the airport users included in the list. A summary of the results of the interviews is included in **Table 2** followed by an explanation of each of the response categories.

**Table 2:
Summary of Interviews with Airport Users**

Result of Interview	Number of Users
User Experienced delays	14
User Experienced no delays	13
Would not provide pilots contact information	6
Provided information which was not useful	3
Left multiple messages with no response	22
Phone number is incorrect or no longer in service	10
Data was not used in report	1
Total:	69

Source: AVCON Analysis, January, 2009

3.2.1 Contact Experienced Delays

These users reported that they have experienced delays either on approach or departure from DTS within the last 12 months. These delays are separated into three categories, average delays on arrival, average delays on departure, and maximum delays on departure. Only four of these 14 respondents reported delays on arrival whereas 13 reported delays on departure. Four respondents indicated that the approach vectoring provided by the ERCF was extreme and unnecessary but only one of these four respondents indicated an actual delay on approach.

The most common delay experienced by airport users was an average delay on departure. Of the 13 respondents who reported delays on departure, 11 reported average delays between 3 to 10 minutes. Eight of the 12 respondents reported a maximum delay between 5 and 45 minutes, with many of these delays lasting between 20 and 30 minutes. These maximum delays occurred during approximately 10% of departures.

Users who reported that they have either experienced delays or have not experienced delays represents 626 total operations at the airport. Of these 626 operations represented, 284 operations, or approximately 45%, were reported to have been affected by delays.

3.2.2 Contact Experienced No Delays

Thirteen of 69 respondents (19%) reported that they have not experienced delays either on approach or departure in the last 12 months.

3.2.3 Contact Would Not Provide Pilot Contact Information

Several of the airport users represent large aviation companies, such as Citation Shares, Flight Options, NetJets, and Flexjet. These companies represent 744 of the total 1,060 aircraft included on the list of airport users. These companies employ hundreds of pilots and declined to provide their pilot contact information citing business policies. Flight Operations asked for a survey by email which would be distributed among their pilots but

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no responses were provided. NetJets stated that their pilots are not located at a central office and also declined to provide pilot contact information.

3.2.4 Contact Provided Information Which was not Useful in this Analysis

Citation Shares and NetJets, provided a list of scheduled versus actual departure and arrival times for their aircraft which operated at DTS, however; this data does not differentiate between weather, passenger, mechanical, or delays from ERCF. As a result, this information was not used in this analysis.

3.2.5 Left Multiple Messages with Contact and Received No Response

Twenty-two of the airport users (32%) did not respond to multiple voice mails, emails, or messages. Repeated attempts were made to contact these users.

3.2.6 Phone Number Provided is Incorrect or No Longer in Service

Ten of the contact phone numbers provided for airport users were either no longer in service or the phone numbers provided contacted someone other than the airport user.

3.2.7 Contact Provided Information but was not Used in Report

Life Guard Air Ambulance has utilized DTS approximately 100 times in the past 12 months and provides transportation for people with urgent medical needs. They utilize a FAA Lifeguard Call Sign which allows aircraft expedited arrivals and departures. Although this user did not report any delays, their expedited access to the airport is not representative of typical airport users and is not included in this analysis.

The results of these interviews are summarized in **Exhibit A**. To estimate the total delay cost to airport operators, an average delay per operation is multiplied by the total annual operations to yield the estimated annual cost due to delays at DTS. The average delay per operation is calculated by dividing the total delays reported by airport users by the total number of operations reported by users.

Based on information received, the total delay reported by airport users on approach is 10.25 hours and the total delay on departure is 30.35 hours. For purposes of this analysis, the average delay on departure and maximum delay on departure are combined into one delay on departure category. The total number of operations represented by interview respondents is 626 operations, with 313 approaches and 313 departures. The ratio of reported delay on approach to total approach operations yield an average delay on approach of 1.96 minutes per approach operation. Similarly, the ratio of reported delay on departure to total departure operations is 5.82 minutes per departure operation. The total number of annual approach and departure operations can be estimated by assuming that half of the estimated annual operations, estimated in **Section 3.1**, are approaches and half are departures. This estimation yields 27,125 annual approach and departure operations. Multiplying the average delay per approach operation by the estimated annual approach operations yields a total annual approach delay of 886.08 hours. Similarly, the total annual departure delay is estimated at 2,631.13 hours. The total annual delay at the Destin-Fort Walton Beach Airport is estimated at 3,517.21 hours. A summary of the estimated total annual delay calculation is presented in **Table 3**.

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**Table 3:
Estimated Total Annual Delay**

	Delay on Approach	Delay On Departure	Total
Total Delays Reported (minutes)	615	1,821	2,436
Total Operations Reported	313	313	626
Average Delay per operation (minutes)	1.96	5.82	3.89
Total Annual Operations	27,125	27,125	54,250
Total Annual Delay (hours)	886.08	2,631.13	3,517.21

Source: AVCON Analysis, January & May, 2009.

3.3 Aircraft Operating Costs

Aircraft operating costs is one variable required to estimate delay costs to aircraft operators. Several different classes of general aviation aircraft operate at DTS, including single-engine piston, twin-engine piston, turboprop, and turbojet. In efforts to estimate the average operating cost of aircraft at DTS, average operating costs are calculated for each of these four categories, and then weighted according to the percentage of each category to total operations to determine an average operating cost per hour at DTS.

3.3.1 Destin-Fort Walton Beach Airport Fleet Mix

The fleet mix must be determined for the airport to derive the percentage of total operations that each category of aircraft represents. The Destin-Fort Walton Beach Airport Master Plan Update includes a breakout of the total annual operations by aircraft category. The breakout for 2006 is illustrated in **Table 4**.

**Table 4:
2006 Fleet Mix for Destin-Fort Walton Beach Airport**

Aircraft Category	Total Operations in 2006¹	% of 2006 Operations
Single-Engine Piston	29,977	55.3
Twin-Engine Piston	6,368	11.7
Turboprop	8,030	14.8
Turbojet	9,875	18.2
Total:	54,250	100.0%

Source: PBS&J, Destin/Fort Walton Beach Airport Master Plan Update, Working Paper 1, April 2008.

1. Total Operations in 2006 excludes 1,365 helicopter operations.

The majority of aircraft operating at DTS are single-engine piston aircraft, which exhibit the lowest operating costs of the four aircraft categories. Turbojet aircraft, such as the Gulfstream IV and V, represent the second most common aircraft category operated at the airport.

3.3.2 Average Operating Costs per Aircraft Category

To estimate the average aircraft operating cost per hour at DTS, the fleet mix determined in **Table 4-4** is weighted with the average operating cost for each of the identified categories to determine an average operating cost for all aircraft operating at DTS. It would be inaccurate to apply an average general aviation operating cost to the total annual delays without considering the fleet mix of the airport. The average operating costs for single-engine, twin-engine, turboprop, and turbojet aircraft vary, so the cost of operating a single-engine aircraft should be weighted more heavily in the average operating cost calculation due to the fact that over half of the operations at DTS are in single-engine aircraft.

Several published sources are available to estimate aircraft operating costs. In June, 1998 the FAA published *Economic Values for Evaluation of Federal Aviation Administration Investment and Regulatory Decisions*. This document includes estimates of aircraft operating costs, the value of passenger time, and aircraft repair and replacement costs. In 2007, the FAA published *Economic Values for FAA Investment and Regulatory Decisions, A Guide*, which updated the previous report published in 1998. The updated report served as the primary source for estimating operating costs of the aircraft operating at DTS.

Other sources have been referenced to validate the operating costs included in the 2007 FAA report, such as www.aviationresearch.com and www.planequest.com, which offer recent estimates of aircraft operating costs. The variable operating costs excluding crew costs of 11 representative aircraft were compared and the results are included in **Table 5**.

**Table 5:
Comparison of *Economic Values for FAA Investment and Regulatory Decisions, A Guide* and www.planequest.com**

Aircraft	Variable Operating Costs		Result of Planequest Comparison
	www.planequest.com	FAA Report	
Cessna 170	\$46.88	\$42.00	+11.6 %
Cessna 175	\$58.24	\$71.00	-18.0 %
Cessna 340	\$249.05	\$212.00	+17.5 %
Citation III	\$909.45	\$1,390.00	-34.6 %
Gulfstream III	\$1,625.60	\$1,309.00	+24.2 %
Gulfstream IV	\$1,243.75	\$1,309.00	-5.0 %
Gulfstream V	\$1,558.99	\$1,309.00	+19.1 %
King Air 200	\$647.83	\$623.00	+4.0 %
King Air 300	\$524.97	\$667.00	-21.3 %
Learjet 25	\$786.54	\$878.00	-10.4 %
Hawker 400	\$1,063.09	\$1,309.00	-18.8 %

Source: www.planequest.com and *Economic Values for FAA Investment and Regulatory Decisions, A Guide*, 2007.

1. Variable operating costs include fuel, oil, and maintenance costs.

2. The percentages indicate the difference in variable operating costs of www.planequest.com in relation to the FAA report.

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The results of the comparison validated the estimates included in the FAA report. In five of the aircraft comparisons, www.planequest.com estimated a higher operating cost and in six of the comparisons, www.planequest.com estimated a lower operating cost than the FAA report. Through independent validation of the unit costs, it is reasonable to conclude that the operating costs estimated in the FAA report can be used to estimate operating costs experienced by aircraft operating at DTS.

The 2007 FAA report provides data regarding 12 different classes of aircraft. These 12 classes can be combined into the four classes identified previously by taking the average of each class of aircraft. For example, the FAA report includes the four classes of single-engine aircraft presented in **Table 6**.

**Table 6:
Single-Engine Piston Aircraft**

Economic Values Category	Variable Operating Costs (Excluding Crew)
Piston Engine Airplanes 1 to 3 seats (<=200hp)	\$42.00
Piston Engine Airplanes 1 to 3 seats (>200hp)	\$98.00
Piston Engine Airplanes 4 to 9 seats One-Engine (<=200hp)	\$71.00
Piston Engine Airplanes 4 to 9 Seats One Engine (>200hp)	\$105.00
Average:	\$79.00

Source: Economic Values for FAA Investment and Regulatory Decisions, A Guide, 2007.

For purposes of this analysis, the average of these four classes of aircraft is used to calculate the operational costs for aircraft classified under the single-engine category. Similar procedures are applied to twin-engine, turboprop, and turbofan aircraft. **Table 7** presents the average operational costs for each category of aircraft which will be utilized to calculate average annual delay costs to aircraft operators at DTS.

**Table 7:
Summary of Aircraft Operating Costs**

Aircraft Category	Average Operating Cost per hour (Excluding Crew)	Average Operating Cost per Hour (Including Crew)
Single-Engine	\$79.00	\$124.00
Twin-Engine	\$235.50	\$315.50
Turboprop	\$563.00	\$837.00
Turbojet	\$1403.67	\$1,986.00

Source: AVCON analysis, January, 2009

Economic Values for FAA Investment and Regulatory Decisions, A Guide, 2007.

The average operational cost excluding crew cost includes fuel, oil, and maintenance costs. The average operating cost including crew includes these items along with pilot and co-pilot salaries, if applicable. These costs do not include hull insurance, liability insurance, maintenance software programs, or other fixed costs since these costs are fixed regardless of the amount of operating hours.

3.3.3 Average Operating Cost per Hour at Destin-Fort Walton Beach Airport

The final step in determining the average operating cost per hour at DTS is to weight the average operating cost for each aircraft category with the percentage of total annual operations experienced at the airport for that category. Using the fleet mix determined in **Table 4**, the average operating cost per hour at DTS is derived in **Table 8**.

**Table 8:
Average Operational Cost Per Operating Hour at DTS**

Aircraft Category	Average Operational Cost (Excluding Crew)	Fleet Mix	¹Weighted Operational Cost (Excluding Crew)
Single-engine	\$79.00	55.3%	\$43.69
Twin-engine	\$235.50	11.7%	\$27.55
Turboprop	\$563.00	14.8%	\$83.32
Turbojet	\$1403.67	18.2%	\$255.47
Average Operational Cost per Hour at DTS:			\$410.03

Source: AVCON analysis, January, 2009

1. Weighted Operational Cost is calculated by multiplying the Average Operational Cost (Excluding Crew) by the Fleet Mix.

The total for the average operational cost excluding crew of \$410.03 per hour represents the average operational cost per hour that an aircraft would expend while operating at DTS. A similar calculation yields an average operational cost including crew of \$590.70 per hour.

4. Estimated Annual Delay Costs

The estimated annual delay costs are determined by multiplying the average annual delay with the average operating cost per hour to yield the total cost to aircraft operators due to delays. An estimated annual delay of 3,517.21 hours is derived in **Table 3** and an estimated average operational cost per operating hour of \$410.03, excluding crew costs, is derived in **Table 8**. Multiplying these two values yields an estimated annual delay cost of **\$1,442,161.62**, excluding crew costs. If crew costs are included, the estimated annual delay cost is estimated at **\$2,077,615.95**.

5. Other Estimated Annual Delay Costs and Considerations

Three of the respondents, representing 39 of the reported 313 approaches, or 14% of approach operations, stated that approach vectoring provided by the ERCF is extreme, but did not quantify delays on approach. Twelve and a half percent of the total estimated 27,125 annual approach operations is 3,390 operations. If this extreme vectoring causes a minimal delay of five minutes per operation, a total of 282.5 hours of additional annual delays would be realized at the airport and an additional \$115,833.48, excluding crew costs, or an additional \$166,872.75, including crew costs, would be included in the estimated annual delay costs.

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The majority of the respondents included in this report voiced their support for an ATCT at DTS citing safety factors due to congestion, the wide variety of aircraft operating at DTS, and aircraft declining to follow standard airport procedures.

6. Summary

The cost to airport operators due to delays at Destin-Fort Walton Beach Airport is derived by estimating the annual delay experienced by airport users and estimating the operating costs to aircraft operators at the airport. These two values conservatively yield an estimated annual delay cost to airport operators of approximately **\$1,442,161.62**, excluding crew costs, or **\$2,077,615.95** including crew costs.

7. Contact Information

For questions or comments regarding this report, please contact:

Okaloosa County Airports
1701 State Road 85 N.
Eglin AFB, Florida 32542
(850) 651-7160 ext. 4

END OF REPORT

**Exhibit A:
Summary of Interviews with Airport Users**

1. Contact Experienced Delays

	Name	Number of Trips Per Year	Ave Delays on Approach (min)	Ave Delays on Departure (min)	Max Delays on Departure (min)	AVCON Comments/"User Comments"
1	Burton Baldwin	20		5	45 (1 time)	"Departures are held for Eglin traffic but there's no operational need."
2	Steve Gilliland	10	5	10	15 (1 time)	
3	Ben Kennedy	30		5	20 (3 times)	
4	Ken Rousseau	25		3	30 (3 times)	"I have written letters to the FAA explaining how dangerous the airspace around DTS can be."
5	Bob Kent	24		10	15 (3 times)	"The approach vectoring off the coast is extreme", "The airspace is not safe and congested", "The different speeds of aircraft pose serious problems"
6	James Wade	50	10	10	30 (5 times)	"The airport is very unsafe"
7	Walter Stampley	50		5		"DTS is the most unsafe airport in country"
8	Sid Cisco	2		10		
9	J.R. Palermo	5	5	5		"The mix of fast and slow traffic at DTS makes a tower very important"
10	Lincoln Hall	8	5			"The vectoring on approach is unnecessary"
11	Auburn Pearman	12			15 (2 times)	
12	Brad Harris	10		3		"Vectoring on approach is out of the way", "DTS needs a tower because large aircraft such as a G-IV and G-V are competing with small, slower aircraft", "unreported aircraft appear all the time", "I strongly support a tower at DTS"
13	Michael Van Rosendale	2		5		
14	Mark Briner	5			5 (1 time)	
	Total:	253				

2. Contact Experienced No Delays

15	Tony McMahon	1				
16	Bob Newell	1				
17	Mike Marconi	2				
18	Larry Phillips	5				
19	Thomas Tate	3				
20	John Hayes	2				
21	Cliff Port	1				
22	Robert Rowland	1				Sent an email to rowland52@aol.com for coordination with other pilots, have not heard back from other pilots.
23	Timothy Hudak	25				
24	Don Bruce	10				Pilot experienced no quantifiable delays. "50% of the time routing on approach is extreme."
25	Stuart Summers	5				"The mix of different speeds are dangerous in an uncontrolled airport"
26	Bruce Rose	3				
27	Greg Wormington	1				
	Total:	60				

3. Contacts Would not Provide Pilot Contact Information

28	Jeremie Hall					Flexjet. 12/10: left a message with Marie. 12/15: left message with Marie. 1/20: informed that pilots are not located at the office and they would not provide pilot's contact information.
29	Curt Miller					12/10: Informed that Avant Air Inc. has over 250 pilots and they are not stationed at office. They would not provide contact information for their pilots.
30	Thomas Seagrave Jr.					extension 5002 flight ops. Informed that pilots don't work out of the office, no records are kept of delays, would not provide pilot's contact information.
31	Neal Ropp					12/10: Phone was busy all day. 12/15: Left message for Neal Ropp. 1/20: No pilots were in the office right now, pilots are rarely in the office, they would not provide pilot's contact information. Left message for other pilots.
32	Joseph Carfagna					1/15: They lease their aircraft and they will not provide contact information for their pilots.
33	Jerry Haag					1/16: All pilots are out of the office, call back 1/20. 1/20: All pilots are out of the office, they will not provide their pilot's contact information. Left message for pilots.

4. Contact Provided Information Which was not Useful in this Analysis

Name	Number of Trips Per Year	Ave Delays on Approach (min)	Ave Delays on Departure (min)	Max Delays on Departure (min)	AVCON Comments/"User Comments"
34 M. Larocco					12/9: Directed to dispatcher, he asked for a request for information by email. Sent request to dsmith@citationshares.com. 12/15: Contacted dispatcher, they have information regarding scheduled versus actual departure and arrival times but can not distinguish between weather, owner, or other delays. No delay determination made.
35 Desiree Ward					Netjets. 12/10 contacted Netjets, they will not provide a list of pilot names, directed to call Rick Chen at 614-239-2775. Mr. Chen stated that no records are kept regarding delays. Directed to David Winters with ATCT Airspace Control at 614-239-5500 x 4522. Mr. Winters stated no records on delays are kept from pilots but emailed us spreadsheet presenting scheduled versus actual flight times. Can not determine reason for delay, such as weather, owner, or mechanical delay. No delay determination made.
36 Miracle Strip Aviation					Called MSA several times in November, Decemeber, and January. Tried to contact Marry Brigman per County Airport Staff conversation with Ms. Brigman. Traveled to MSA December 18 to pick up list of airport users with contact information. MSA provided a list of scheduled versus actual arrival and departure times, but no user contact information was provided.

5. Left Multiple Messages with Contact and Received No Response

37 Mark Haggemaker					Left message on 12/9, 12/15, and 1/20. No response
38 Harvey Cows					12/9: left message, he is not in office full-time, 12/15: he doesn't come into office much, would not provide alernate contact number. 1/20: left message. No response.
39 Milford Wampold III					12/9: left message for Mr. Wampold with secretary, she didn't know who to direct my call to. She said he is very busy. 1/16: Left message with secretary. No response.
40 Robert Tyler					12/9: Left message with Gill Simperman to provide to pilots. 1/20: Left message for Tim Montie, Chief Pilot.
41 Bharat Sangani					12/10: Provided with the pilots name and contact numbers, Eric 228-547-6231. Left message with Eric. 12/15: Left message with Eric. 1/20: Left message with Eric.
42 Michael Castle Sr.					12/10: Left detailed message with Secretary. 12/15: Left second message with Secretary. 1/15: Left third message with secretary. No response.
43 Richard Fergus					12/10: Left a message for Clark Webster, Chief Pilot. 1/20: Left a message for Clark Webster.
44 Tony Austin					12/10: Left message for Tony Austin, he is the pilot. 1/20: Left message for Tony.
45 Barry Milner					12/10: Left message for Barry Milner or Tim Ping. 1/20: Left second message.
46 Claude Collins					12/11: Left message with flight department (Joe Naull) head of pilots. 12/15: Left message with flight department. 1/15: Left message with flight department, no pilots in right now. 1/20: Left message for Joe Naull, he was in the office but on the phone.
47 Mike Carravelle					12/10: No pilots are in the office. 12/15: No pilots are in the office. 1/20: Left message with Scott Meek, Chief Pilot.
48 Fred Machado					12/10: no pilots are in the office, directed to 954-449-2501. Called that number and left voicemail. 1/20: Fred Machado is not in today, left message for Mr. Machado.
49 Keith Anderson					12/10: spoke with Harry Clark, chief pilot, never flown into Destin. Mr. Clark said he would provide our information to other pilots and have them call us. 1/20: Asked for other pilots and none were available.
50 John Totty					12/15: Left message for Mr. Totty. 1/20: Left message for Mr. Totty.
51 James Montgomerie					12/15: Left message for Mr. Montgomerie. 1/20: Left message.
52 Robert Delanoy					1/16: Left message for Rick Hansen, Chief Pilot. 1/20: Left message for Mr. Hansen.
53 Dr. Allen Kozarsky					1/16: Office closed, call back 1/20. 1/20: Phone number provided is for Doctor's office, receptionist did not know where to direct me, left message for Dr. Kozarsky.
54 John Barrett					12/15: Left message for pilots. 1/16: Pilots are out of the office, directed to Bill Henderson with Cotton Belt Aviation at 662-455-4111. Called Bill and left message. 1/20: Left message with Mr. Henderson.
55 Robert Kent					12/15: Left message for Bob Kent. 1/20: Left message with Bob Kent.
56 Terry Taylor					1/16: Transferred to generic voice mail, left message. 1/20: left message with Terry Taylor's assistant.
57 Paul Alexander					1/16: Left message with Mr. Alexander. 1/20: Left message with Mr. Alexander.
58 Steve Lemelin					12/15: No pilots are at the office currently, they are only there when there is a flight. Asked to send an email to cthompson@gajet.com and she would distribute to other pilots. Have not heard back from anyone. 1/15: Spoke with secretary and she confirmed she has not heard back from other pilots.

6. Phone Number is Incorrect or No Longer in Service

	Name	Number of Trips Per Year	Ave Delays on Approach (min)	Ave Delays on Departure (min)	Max Delays on Departure (min)	AVCON Comments/"User Comments"
59	Greg Simmons					12/10: Phone rang, no response. 12/15: Phone rang, no response. 1/20: Phone rang, no response. Suspect this phone line is no longer in service.
60	Joe Gilbert					12/10: Phone rang, no response. 1/20: Phone rang, no response. Suspect this number is no longer in service.
61	Kenneth Burkett					Bad phone number, called a residence.
62	Curtis Zimmerman					Number no longer in service.
63	Richard Anderson					12/11: transferred to Debbie Ricks, Richard Anderson's assistant and left message. 1/20: Left message with assistant, was informed the company was sold and the pilot doesn't work for Anderson Chemical Company any more.
64	David Naumann					12/10: Left message on voicemail. 1/20: left message on voicemail. Generic voicemail message, suspect wrong number.
65	Robert Pace					Number no longer in service.
66	Sylvia Maddux					This user is no longer at this phone number.
67	Earl Arrowood					This user is no longer at this phone number.
68	Joseph Tinsley					1/16: Phone rang, did not answer. 1/20: Phone rang, did not answer. Suspect this phone number is not in service.

7. Contact Provided Information but was not Used in Report

69	John Roche	100				This data is not used in this delay analysis. Lifeguard Air Ambulance transports people with urgent medical needs and utilizes a "FAA Lifeguard Call Sign" which allows that aircraft expedited arrivals and departures. They would not experience normal delays. "We fly into Eglon when possible."
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