

	SOP # CTYB 100	REV # 2
	EFFECTIVE: July 2024	
SUBJECT: Tillsonburg Regional Airport Communications Procedure	LAST REVISED: September 2024	

1.0 PURPOSE

To provide a prescribed avenue by which the attendants, lessees, airport business owners, aviation visitors as well as the public can have a means to voice any specific concerns of operations at the airport can be communicated, responded and clarity or resolution can be provided both to the complainant and the airport community as a whole.

The objective of this Tillsonburg Regional Airport Communications Procedure is to:

- establish guidelines for the paths and methods to best communicate concerns or request clarity of operations and/or procedures at the airport;
- ensure the Airport Manager, or appropriate person, is duly made aware of any issues;
- ensure relative legislation is adhered to;
- meet Corporate goals;
- track any issues and there resolutions; and
- mitigate any delays or confusion as to who to best contact.

2.0 DEFINITIONS

Airport Manager – is the representative responsible for overseeing the daily operations at the Tillsonburg Regional Airport.

MESH – is a computer application, both available on the airport website as well as a cellphone app, permitting a user to enter their concerns which would be directly reported to the Airport Manager

3.0 INTRODUCTION

The Tillsonburg Regional Airport, code name CYTB, is classified as a registered aerodrome owned and operated by the Town of Tillsonburg and governed by Town Council and advised by the Tillsonburg Airport Advisory Committee (TAAC). The airport primarily serves flight training providers, private and corporate aircraft owners and operators, charters and aerial work activities and flying clubs and gliders.

This procedure is developed to ensure appropriate communications are followed to address any concerns are provided in a direct and focused manner to the appropriate personnel to mitigate confusion and delays which can be due to communicating issues and concerns to the wrong individuals.

4.0 PROCEDURE

The following avenue is the most appropriate course of action to take when communicating any concerns at the Airport:

4.1 Airport Manager

This can be accomplished in three methods:

- **MESH reporting (Preferred)** – MESH is an online tool used to communicate any concerns at the airport (and corporately for that matter). This can be accomplished online and we can provide a tutorial on how this is done, if you'd like. As the preferred option, this tool will provide a work order/ticket and essentially creates tracking mechanism.
 - This tool can also be accessed through the [Report a Problem](#) function
- Email – airportmanager@tillsonburg.ca
- Telephone or stop by and see them directly

4.2 Manager of Public Works

If needs/concerns are not being addressed, are not adequately responded to in a timely manner or the concern involves the Airport Manager, please contact the Manager of Public Works:

- Email – rsparham@tillsonburg.ca
- Telephone – 519-688-3009 ext. 4420

4.3 Director of Operations and Development

If needs/concerns are not being addressed by either of the two above or are not adequately responded to in a timely manner, please contact the Director of Operations and Development:

- Email – jgraham@tillsonburg.ca
- Telephone – 519-688-3009 ext. 4400

4.4 Tillsonburg Airport Advisory Committee (as a delegate)

As a Council appointed advisory committee, the committee meetings are a reasonable course of action for the public to apply to speak to the Committee as a delegate to have their concerns addressed in a public forum within the limitations of the Airport Advisory Committee Terms of Reference.

5.0 RELATED DOCUMENTS

N/A

6.0 REFERENCE MATERIALS

REVISION HISTORY

Date	Revision	Description of changes	Manager Approval	Director Approval
July 2024	1	NEW PROCEDURE	✓	
Sept. 2024	2	MINOR EDITS		✓