



***Report on the Response of the Virginia Department of Aviation  
to the Impact of the Aging of Virginia's Population***

**November 21, 2014**

**Virginia Department of Aviation  
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**Signature Page:**

Pursuant to Code of Virginia §§ 2.2-5510 and 51.5-136, the Virginia Department of Aviation submits this report of its progress in addressing the impact of the aging of Virginia's population.

The Department of Aviation does not have existing programs that directly impact the aging population. The agency administers two funding sources as financial assistance to localities/airport sponsors, owners, operators, but does not own any of the Commonwealth's air transportation facilities. They are locally-owned and the impact of an aging population would be specific to local jurisdictions.

The funding sources are provided through the Commonwealth Airport Fund and the Aviation Special Fund. Neither of these funds is dedicated to programs that directly affect the aging population. However, they are financial sources that support capital improvements, preservation of facilities, security, maintenance, airport promotions and air service development.

Currently, the agency does not have any services or funding demands that directly affect Virginians age 60 or older or any services that require support or assistance from the Department of Aging and Rehabilitative Services.

The agency contact for this reporting is Cherry A. Evans, Director of Communications & Education who can be contacted at 804.236.361, x109 or by e-mail at [cherry.evans@doav.virginia.gov](mailto:cherry.evans@doav.virginia.gov).

Signed:



Randall P Burdette

Executive Director, Virginia Department of Aviation

### **Executive Summary:**

The Department of Aviation does not have existing programs that directly impact the aging population. The agency administers two funding sources as financial assistance to localities/airport sponsors, owners, operators, but does not own any of the Commonwealth's air transportation facilities. They are locally-owned and the impact of an aging population would be specific to local jurisdictions.

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### **Agency Description:**

The Virginia Department of Aviation is a state transportation agency whose mission is to cultivate an advanced aviation system that is safe, secure and provides for economic development; promote aviation awareness and education; and provides the safest and most efficient flight services for the Commonwealth Leadership and State agencies.

### **History of the Virginia Department of Aviation:**

From 1928, through July 1, 1979, the former Virginia Division of Aeronautics was a Legislative Branch Agency under the State Corporation Commission. On that date, legislation transferred the Virginia Department of Aviation to the Executive Branch of State Government reporting directly to the Secretary of Transportation.

### **Department of Aviation Divisions:**

#### **Director's Office**

The Director's Office provides timely information to the Governor, the Secretary of Transportation, the Virginia Aviation Board and the citizens of Virginia relating to the Commonwealth's air transportation system, air carrier air service and all aspects of aviation policy. The Director's office is also responsible for human resources, licensing and the enforcement of aviation laws for the Commonwealth. The Director and his/her staff evaluate commercial airline service patterns, service levels, and demand data in coordination with airport sponsors and local jurisdictions in an effort to enhance domestic and international air service; monitor the impact of federal regulatory activity on Virginia's airports and aviation system; and serve as the legislative liaison for the Department. The Director's Office administers the compliance and security programs for proper

licensing of aircraft and airports, as well as assisting airports and the TSA to better secure the air transportation system in the Commonwealth.

### **Airport Services Division**

The Airport Services Division provides airport sponsors and managers with technical assistance on a wide range of projects and issues, including the planning, design, construction and maintenance of airport facilities. The division manages funding programs for capital improvements, facilities and equipment, airport maintenance projects, and airport security; the General Aviation Voluntary Security Certification Program; the licensing program for public-use airports; and the registration program for private-use airports. This division conducts statewide aviation system planning and maintains the Virginia Air Transportation System Plan.

### **Communications and Education Division**

The Communications and Education Division is responsible for promoting Virginia's airports, marketing aviation and projecting a positive image of the Department and the air transportation system throughout the Commonwealth. Financial and technical assistance is also provided to Virginia's airports to help support their public relations, advertising and marketing programs. The Division develops market plans to increase aviation interests, writes press releases, produces publications and promotes aviation and Virginia's aviation programs through educational and aviation awareness programs, speaking engagements, briefing documents and trade shows.

### **Flight Operations and Safety Division**

The Flight Operations and Safety Division is responsible for implementing a continuous safety program to include monitoring and reporting aviation related accidents to the Virginia Aviation Board. Administers, maintains and schedules state-owned aircraft to provide safe, secure and cost-effective transportation for emergency services, economic development prospects, and the Administration for the conduct of its business.

### **Finance and Administration Division**

The Finance and Administration Division is responsible for providing financial and administrative support to the Department. Includes development and execution of the Department's budget; maintenance of official accounting records; procurement of and contracting for goods and services; and coordination of communication and information technology.

## **Strategic Summary**

### **I. Vision Statement:**

1. We will become the standard of excellence amongst State Aviation Agencies.

2. We will make the Virginia aviation system the model air transportation system, providing Virginia communities economic development opportunities and convenient access to the National air transportation system.

## **II. Mission Statement:**

Our mission is to:

- Cultivate an advanced aviation system that is safe, secure and provides for economic development;
- Promote aviation awareness and education; and
- Provide the safest and most efficient flight services for the Commonwealth Leadership and State agencies.

## **III. Goals:**

1. People - To develop and retain the most effective and qualified staff of State Aviation professionals in the nation.
2. Products - To identify the Commonwealth's aviation needs and deliver those products and services in a timely manner
3. Processes - To analyze and streamline our processes making our system more user-friendly and responsive to our customers.
4. Perceptions - To increase positive awareness of the agency mission through education and communication.
5. Financial - To actively communicate the agency's fiscal accomplishments and future needs.

## **IV. Organizational Values:**

1. Service - We are proud to represent Virginia's aviation community, and recognize that providing quality service to our customers is our number one priority.
2. Professionalism - We are dedicated professionals working as a team and will treat our customers and each other with courtesy and respect.
3. Accountability - We use best business practices and sound judgment in support of our aviation network and are accountable for our actions to the citizens of the Commonwealth.
4. Innovation - We encourage innovative thinking and pursue creative solutions that add value for our customers or improve the efficiency and effectiveness of our organization.
5. Balance - We strive for healthy balance in our organization, providing for community involvement, personal and professional growth, and quality family relationships.

## Quality Policy

The Virginia Department of Aviation is committed to ensuring support and services that meet or exceed our customer's requirements. DOAV understands the importance of continual improvement and has implemented internal processes to help ensure ongoing improvements in the efficiency and consistency of our operations.

The entire DOAV team is devoted to the ongoing execution and support of this policy.

## Report:

Pursuant to Code of Virginia §§ 2.2-5510 and 51.5-136, please submit a response to DARS by **November 14, 2014** that includes the following information:

1. If your agency has undertaken any actions to respond to the current and future impact of an aging population, such as needs assessments, strategic planning, or use of best practices, please briefly describe those actions. Please indicate what assistance from DARS could help your agency as it prepares to serve an aging Virginia population.

The Department of Aviation is a funding agency and does not have programs that directly impact the aging population.

2. Briefly describe your agency's services that are used primarily by older Virginians and the funding streams (types and amounts) that support those services. If these particular services or funding streams are provided in conjunction with other state or local agencies or other for profit or non-profit organizations, please list them.

There are none.

3. Identify current agency programs specifically designed to serve older Virginians that fall into any of the following eight categories:

- Health Care/Wellness
- Education
- Public Safety (including Adult Abuse Prevention)
- Recreation
- Housing
- Accessibility (including Livable Communities <http://www.vadrs.org/vblc/>)
- Financial Security
- **Transportation-the agency designed/constructed a ramp to provide access to the agency-operated aircraft primarily for the handicapped. This action would also support passengers who may be aging and/or needing assistance to board/deplane an aircraft.**

4. Is your agency able to meet all of the service demands of older Virginians for the services listed above? If there are any instances where the demand for services exceeds your agency's ability to meet

the demand, please indicate the service and the extent of the unmet demand. Also, if your agency maintains waiting lists for services, please provide this information, including the waiting list numbers for each service.

Currently there are no unmet demands or waiting lists for services.

5. Provide the number of persons, by gender if available, who received services from the agency in each of the past five state fiscal years (FY 2010 through FY2014) who fell into the following age ranges: 60-64; 65-74; 75-84; and 85 and older. If your agency lacks specific information about the numbers of older Virginians it serves but has other evidence indicating that it is serving more or fewer older Virginians than it has in the past, please describe the basis for that estimation.

The one population that the agency serves which may include Virginians over 60 would be those owning aircraft. The registration process does not require the owner to provide age, gender or any other demographic that would be required in this reporting process. Steps that are underway which may serve this "unknown" demographic will be online aircraft registration.

6. Referring to the services or funding you described in item two, describe any services or funding provided to older Virginians for which the accessibility or availability varies considerably in different parts of the Commonwealth.

There are none.

7. Over the next five to 10 years, in what ways do you anticipate that an aging population will impact your agency's services, funding streams, or policies? Consider the impact from an increase in the number of older Virginians and whether the needs of older Virginians will differ from those of today's older adults. Please include any anticipated impacts upon the cost of services, changes in type of services or the manner of service delivery, or modifications to agency policies, staffing needs, or procedures.

There are none.

8. Please describe the primary steps that should be taken at the federal, state, or local levels to meet the future demands of older Virginians and to make services delivery more effective and efficient.

Continuous review and evaluation of trends socially and politically that clearly effect citizens as they age.

9. Identify the extent to which your agency provides "customer-oriented" publications and websites that are designed to be "senior-friendly." If the information you currently provide is not readily accessible to older Virginians, please identify any steps your agency is taking to improve their access to this information.

Our printed and electronic publications are designed for the general public and are readily accessible for those who have internet access and those who request printed documents.

10. Describe any other services or programs that your agency plans to implement in the future to address the impact of the aging of Virginia's population.

Until the agency's mission directly affects the aging population, there are no plans for additional program development.

11. Please indicate if your agency is experiencing an increase in employees retiring later and describe any actions your agency is taking or plans to take to accommodate its aging workforce with innovative practices.

Currently there are several employees who have reached retirement eligibility and opted to continue their public service due to the generation living longer, maintaining lifestyles and an attractive quality of life. The agency does have a policy that prohibits pilots from conducting flights after the age of 67. This policy was designed and implemented in spirit of enhancing safety and is consistent with policies administered by the Federal Aviation Administration.