

# FAA's Noise Complaint Initiative (NCI) Overview

## Presented at:

Aviation Noise & Emissions  
Symposium 2020

## By:

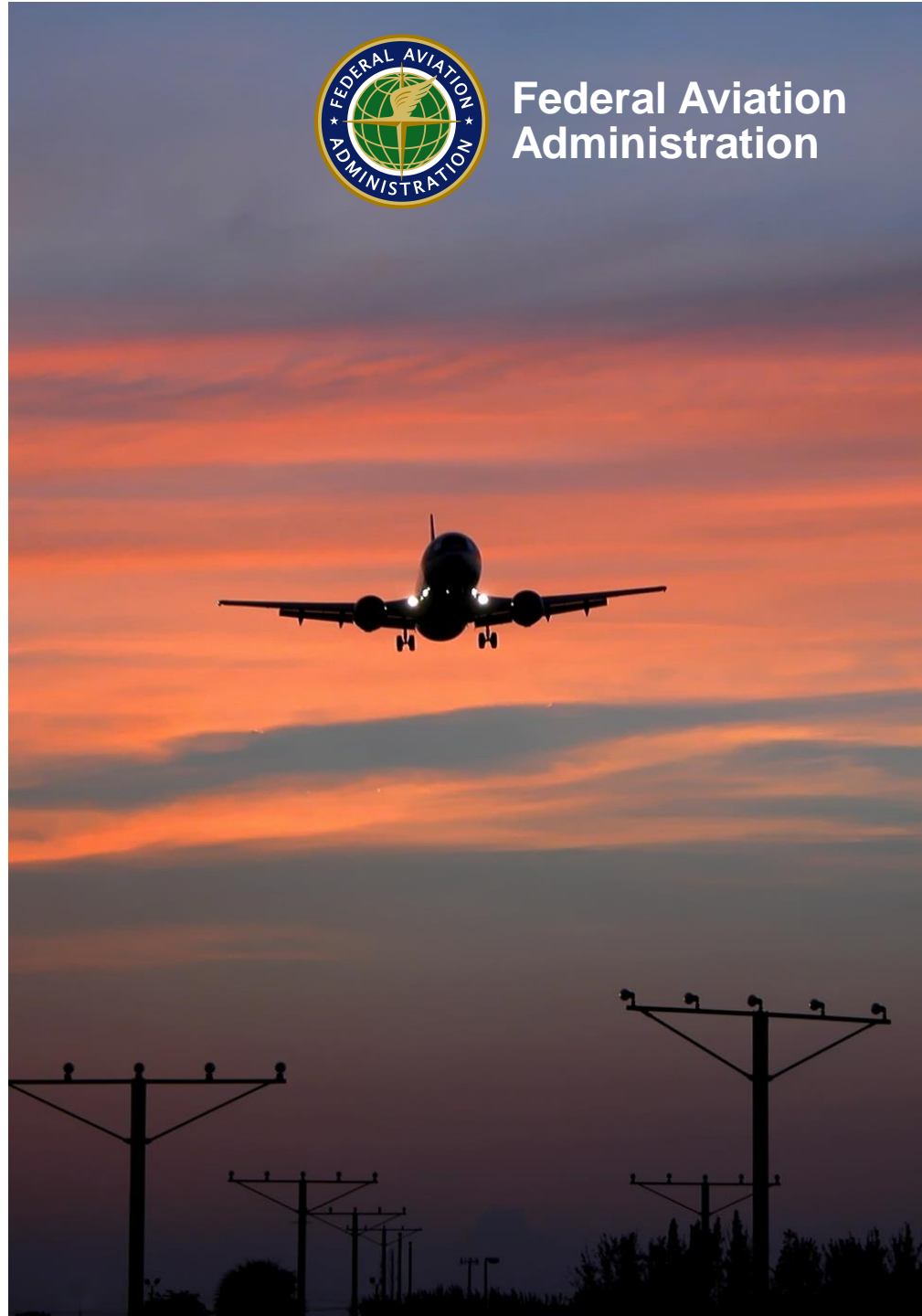
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## Date:

March 2, 2020



Federal Aviation  
Administration



# NCI Purpose and Goals

**Purpose:** *to identify how the FAA can more efficiently and effectively respond to and address noise complaints in a clear, consistent and repeatable manner that is responsive to the public and applies the best use of FAA resources.*



## Part 1

Identify and implement improved and consistent agency-wide policy and procedures for the FAA's process to respond to noise complaints / inquiries, and



## Part 2

Identify and evaluate potential actions that the FAA might take to better address the underlying issue raised by complaints, particularly regarding the implementation of NextGen procedures.



# NCI Process (FAA Roles & Responsibilities)



## FAA Office of the Environment and Energy (AEE)

Responsible for establishing and maintaining FAA's noise complaint process (e.g. AEE Repository), the Noise Complaint/Inquiry Database and Tracking System (Noise Portal), and national aircraft noise website



## FAA Regional Administrator (RA) Offices

Act as the single data collection and coordination point at the regional level for public noise complaints/inquiries and establish and maintain regional aircraft noise websites



## FAA Noise Ombudsman

Addresses unresolved complaints at the RA level



## RA Offices and FAA Noise Ombudsman

Coordinate responses to the public with the relevant FAA Lines of Businesses and Staff Offices (LOBs/SOs)

- AEE
- Air Traffic
- Office of Airports
- Flight Standard District Offices
- Office of Counsel



# FAA NCI Process (Public)



Public reviews aircraft noise related information on FAA Regional Aircraft Noise Website

1) Public chooses to submit noise complaint/inquiry through FAA Aircraft Noise Complaint/Inquiry System (FAA Noise Portal) on website

2) Public submits complaint in FAA Noise Portal by completing required fields; Portal validates email address entered

3) FAA Regional Administrator's (RA) Office automatically receives incoming complaint/inquiry and coordinates response with responsible FAA staff office POCs

4) RA Office responds to public through the FAA Noise Portal

RA Office addresses FAA related issues and may direct the public to the airport sponsor for airport related issues



Information from incoming complaints is stored in an FAA database, and is updated automatically via the FAA Noise Portal entries. The FAA Noise Ombudsman addresses unresolved complaints at the regional level through the Noise Portal by reaching out to the FAA staff offices as needed.



# FAA's Relationship with Airport Sponsors

**The FAA recognizes that addressing aircraft noise should be a shared responsibility between the FAA and the airport sponsor.**

## Partnering Airports Proposal

- **Definition:** An airport sponsor that is coordinating with the FAA on a regular basis in responding to public noise complaints or inquiries to collectively improve consistency in responses to the public and avoid duplication of efforts between the FAA and the airport sponsors.
- **Pre-defined area:** A pre-defined radius that the airport sponsor has agreed to delineate for first-time complaints from individuals who go to the FAA Regional Aircraft Noise Website (e.g., current geographical area for aircraft noise complaints). The pre-defined area can be airport-specific.



# Example Process with Partnering Airport Concept

- The public first goes to the FAA Regional Aircraft Noise Website to file an aircraft noise complaint/inquiry (resulting from normal activity) that occurred within close proximity to an airport.
- Public enters address that is displayed on an interactive map with neighboring airports.

Directed to the non-partnering airport's contact information, including noise website if available, with FAA Noise Portal option

**Non-Partnering Airport**

**Partnering Airport**

Directed to the partnering airport's noise complaint form (if within airport pre-defined area), with FAA Noise Portal option



# Noise Portal Public Entry Fields

## FAA Noise Portal

Provide only the privacy information requested below in the associated fields. Do not provide any additional information beyond what is requested.

### Submitting Multiple Complaints

The FAA will not respond to the same general complaint or inquiry from the same individual more than once. The same general complaint or inquiry is one that does not differ in general principal from a previous complaint, and that would generate the same FAA response

(\*)- Required Field

#### Noise Complaint Information

##### My Information

\* First Name

\* Last Name

\* Email



##### Event Information



\* Event Street Address/Cross Streets

\* City

\* State

\* Zip Code

\* Approximate Start Date/Time   

Approximate End Date/Time   

\* Description/Questions

Aircraft Type

Aircraft Description

Airport Name/Source

Repeat Occurrence  Yes  No

Officials Contacted

Response Requested  Yes  No

#### Support Files

Once we verify your email address, you will have the opportunity to send us your support files.

I'm not a robot



Submit

#### Paperwork Reduction Act Statement of Public Burden:

FAA is collecting this information in order to thoroughly investigate and resolve alleged violations of an order, a regulation, or any other provision of Federal law relating to aviation safety or the mission of the agency. The public burden for this collection of information is estimated to be approximately 15 minutes. This is a voluntary collection of information; however, failure to provide this information may delay or hinder the processing of your claim. An agency may not conduct or sponsor, and persons are not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number is: 2120-0773 Expiration: November 30, 2021.



# FAA Policy on Addressing Aircraft Noise Complaints / Inquiries from the Public

**Introduction:** Addressing aircraft related noise is a shared responsibility between the FAA, airport sponsors, airlines, state and local government, and communities.

**Policy:** FAA seeks to efficiently and effectively respond to and address FAA related aircraft noise complaints and inquiries from the public in a clear, consistent, and repeatable manner that is responsive and applies the best use of FAA resources.

## Highlights from the FAA policy include:

- Establishing and utilizing the FAA website to provide the public with up-to-date information regarding on-going projects including FAQs, public meetings and educational information on FAA noise and policy issues.
- Identifying specific information the public must include for the FAA to fully address the complaint/inquiry.
- Utilize the FAA Noise Portal for consistent reporting and tracking of noise complaints and inquiries.
- Accepting and registering noise complaints and inquiries with the necessary information submitted through the FAA Noise Portal, by postal mail, or by voice message.
- Not accepting noise complaints or inquiries from third party automated applications or devices.
- Not responding to the same general complaint or inquiry from the same individual more than once.
- Coordinating with partnering airport sponsors to share applicable noise complaint/inquiry data.
- Providing timely responses to aircraft noise and inquiries.
- Focusing on the content of the noise complaints/inquiries FAA receives not the volume





# Next Steps for Public Implementation



## 1) FAA collaboration with airport sponsors:

- to develop a common understanding on addressing noise impacts and community concerns
- to avoid duplication of efforts in responding to aircraft noise complaints



## 2) Establish FAA regional aircraft noise websites



## 3) Conduct internal and external outreach



## 4) Phase Noise Portal roll-out to public

*(one FAA region at a time)*



# Questions/Discussion

