

Hill AFB Policy on Addressing Aircraft Noise Complaints and Inquiries from the Public

1. Introduction

This document presents Hill AFB's policy on addressing aircraft noise complaints and inquiries from the public and describes elements of an initiative to improve the noise complaint process. Much of this policy is derived directly from the Federal Aviation Administration's policy. This policy aims to improve coordination in responding to noise complaints and inquiries, thereby reducing uncertainty, increasing consistency, and better serving the public. Hill AFB will not use noise complaints, including the volume of noise complaints, to justify the need to alter current practices or alter existing procedures and routes.

2. Policy

As a matter of policy, Hill AFB seeks to efficiently and effectively respond to and address aircraft noise complaints and inquiries from the public in a clear, consistent, and repeatable manner that is responsive and applies the best use of Air Force resources. In furtherance of this policy, Hill AFB has implemented an initiative to improve its noise complaint process. Elements of the initiative include:

- a. Identifying specific information complaints and inquiries must contain for the Air Force to understand the source, location, and nature of the noise issue, thereby improving the base's ability to respond effectively and efficiently.
- b. Utilizing a digital platform (e.g noise complaint form on Hill AFB website) to consistently record and track noise complaints and inquiries the FAA receives from the public.
- c. Sharing with local governments summary-level, non-PII information annually about the types of noise complaints and inquiries Hill AFB receives.
- d. Not accepting or registering noise complaints or inquiries from third party automated applications or devices. The use of these applications can lead to automated generation of high volumes of repeat complaints and inquiries, responding to which is inconsistent with the Air Force's policy of applying the best use of its resources.
- e. Providing timely responses to aircraft noise complaints and inquiries.
- f. Not responding to the same general complaint or inquiry – one that does not differ in general principal from a previous complaint – from the same individual more than once.
- g. Requiring the public to check a required field (yes or no) on the web form to indicate whether they want to receive a response from the Air Force
- h. Not responding to complaints or inquiries that are of an abusive or threatening nature or contain obscene language (condemning and offensive nature exhibiting no clear desire for a response). As appropriate, such complaints or inquiries may be referred to appropriate security and/or law enforcement authorities.
- i. Posting, and updating as necessary, Frequently Asked Questions (FAQs) and answers on the Hill AFB website to inform and educate the public.
- j. Facilitating the public's understanding of the relevant aircraft noise-related issues when responding to noise complaints and inquiries by providing, in plain and clear language, appropriate information about relevant Air Force regulations, policies, and guidance; measures to address the aircraft noise of concern; and circumstances that could lead to implementation of additional measures.