**Objective:** Discuss Trends Models and Examples of Airport Noise Office (ANO) Response from other Airports

## *UC Davis Environmental Symposium Noise Office Survey Results*

- Most ANO listed "Aircraft Noise Tracking & Response" as the #1 aspect of influence and control.
- Most ANO use Noise Monitors (NMT).
- Most airports publish flight tracks online.
- How does your ANO respond to "high volume" callers/households? Responses varied widely. Some said they don't, some said an automated response is used, others said they try to keep up and respond when time permits.
- Most ANO only respond to commenters who request an investigation and/or response.
- Most airports respond to their community regarding noise and annoyance at Board/Commission/Public meetings, next project specific and then proactive.
- Greatest challenge to ANO? Changes to flight tracks, citizen trust of data, NIMBYS, perception of noise outside the 65dB contour.
- How does your organization measure the success of your noise program?
  1. No idea
  2. The quality and timeliness of the noise office response to complaints
- What is the greatest strength of your ANO program?
  1. Transparency
  2. Relationship with the community
- What is the greatest weakness of your ANO program?
  1. Handling public expectation
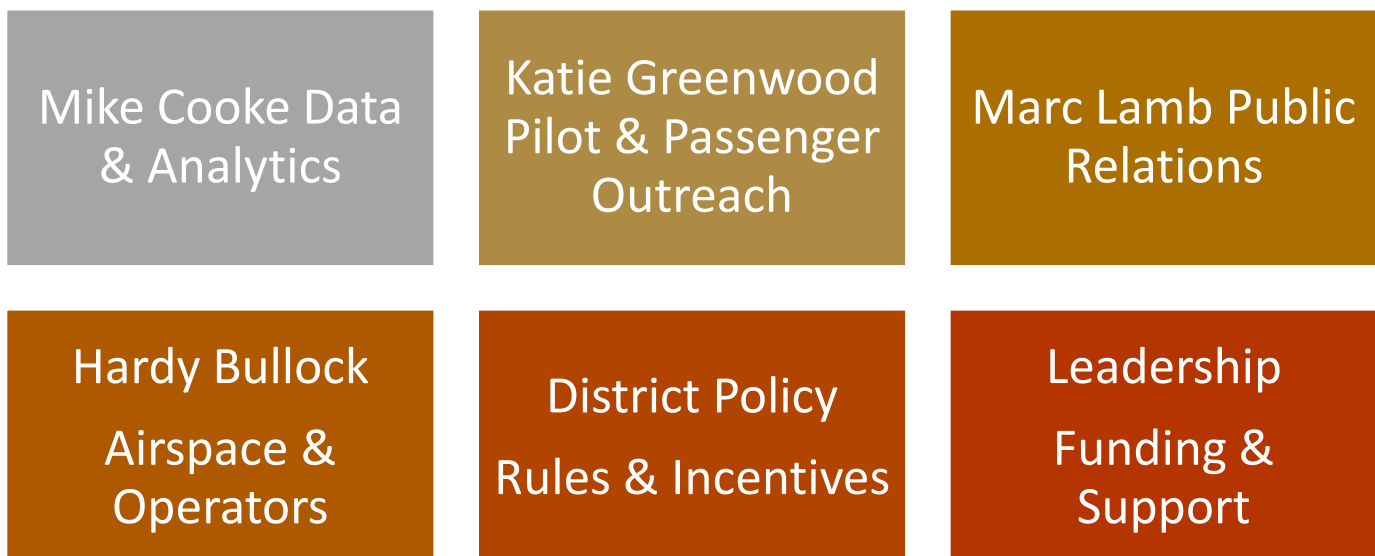  2. Lack of control over aircraft
  3. NIMBYS

## *General Concepts From Other Airports*

  1. The most important solution available to the noise office is the ability to communicate with the constituency.

2. Seems to be a trend to focus on the number of commenters/complainants with concentration on the noise and annoyance issues raised by them rather than the number of comments received from one person.
3. Noise annoyance complaints are often times really about other things such as land use, safety, tax money, and leadership.
4. The perspective trending from other ANOs is that the airport has NO control over when and where aircraft fly, <u>period</u>.
5. Airports are moving from "Noise & Annoyance Response" to a Customer Service model.
6. Emotional issues are difficult to discuss using data.
7. The technical nature of the ANO explanation can be frustrating for Staff and community.
8. Circular conversations regarding solutions consume time.

## *<u>Staff Summary</u>*

KTRK ANO includes most industry accepted components of a robust and aggressive program. Many of the solutions outlined by the noise offices in attendance at the UC Symposium are installed, in place and utilized at KTRK. Use of data and analytics, communications, connections to operators, policies, and supported from the elected leadership along with funding define a well-established and industry acceptable ANO. Below is a diagram of the current KTRK ANO.

| | | |
|---|---|---|
| Mike Cooke Data & Analytics | Katie Greenwood Pilot & Passenger Outreach | Marc Lamb Public Relations |
| Hardy Bullock Airspace & Operators | District Policy Rules & Incentives | Leadership Funding & Support |

Other Components to consider: Sound Insulation, Noise Monitors, Part 150/161.

**Attachments:**

1. Aircraft Noise ACRP: A Toolkit for Managing Community Expectations
   https://www.dropbox.com/s/ek7vwqnkuyr52ib/ACRP%20Toolkit.pdf?dl=0
2. Truckee Tahoe Airport Noise and Annoyance Handbook
   https://truckeetahoeairport.com/administration/publications