

Noise and Annoyance: Defining Success

Issues/Fact Sheet

Objective: Review and discuss Truckee Tahoe Airport's metrics for success in noise and annoyance. Modify existing procedures or develop next steps to achieve success for noise and annoyance mitigation.

Discussion: How do *WE* define success: Fewer comments? Quality of customer service? Fewer operations? Community engagement? Operator engagement? Track compliance? Other metrics?

- In a non-towered environment aircraft must see and avoid one another, so *route deviations are common and necessary*. TTAD uses residential boundaries as guides for NAPs. To be fair and effective, weather, topography, traffic, and safety must be examined to determine route compliance. Based on available data, staff makes a subjective decision.
- Operator engagement, both proactively and reactively, happens daily. At a minimum signage and outreach materials will find operators if Katie doesn't get to them first. Is this the right fit? Are we doing too much or too little?
- Fewer comments would certainly reduce workload and stress, but this doesn't necessarily mean the program is a success. It is likely that comments will cease if they are perceived as ineffective. Is there value in reaching out to inactive commenters as was done in 2014?
- How should comments be weighted? Should we 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?

- Controlling operations opens a legal Pandora's box and may be impossible even without Federal grant monies. Is this response commensurate to our problems and does it align with the District's mission?
- Quality of customer service can mean many things: response times, amount of and accuracy of information shared with constituents, genuine communications with customers. We don't currently measure this, should we? How?
- Community engagement like operator engagement happens all the time. Mailers, community events, sponsorships, local media, social media are just some of the examples. How much is enough and where does it fit into our success at annoyance mitigation?

OPERATOR ENGAGEMENT

METRICS FOR SUCCESS

ELECTRONIC FLIGHT BAG

KTRK: Truckee-Tahoe
5,901' MSL, CTAf 122.8
Winds calm, 10 sm
30.17 in Hg, 13°C (2°C dewpoint)

Flight category: VFR
Elevation: 5,901' MSL
Clearance: AWOS-3PT
NOTAMS: A/FD

WEB REACHES

Truckee Tahoe Airport
Needed in the Sierra Nevada mountain range at an elevation of 5,900 feet, 12 miles from Lake Tahoe, Truckee Tahoe Airport offers one of the most scenic flight and visiting experiences in the world. Safety and being a great community resource are cornerstones of our mission.

NOISE ABATEMENT PROCEDURE:
OVER DEP END OF RWY, TURN LEFT HDG 340.
DIRECT INTERSTATE 80.
AVOID FLIGHT OVER RESIDENTIAL AREAS

OPERATOR PROCEDURES

KTRK/TKF NETJETS TRUCKEE, CALIF
-TAHOE DRAFT 19-2A RNAV VISUAL Rwy 28

AWOS-3	OAKLAND Center (R)	TRUCKEE-TAHOE UNICOM
118.0	127.95	CTAF 122.8
Final Appch Crs 282°	Minimum Alt: BWMEN 6839' (942')	Ceiling-VIS 3500' -8
		Apt Elev 5900'
		TDZE 28 5897'

MISSED APCH: No Missed Approach procedure.

All Spt: INCHES Trans level: FL 180 Trans alt: 18000'

1. RADAR required. 2. GPS required. 3. Descent Angle: 3.90°, TCH 50'.

PLANNING

22.8
00 (530-587-4599)
CE PROVIDED BY OAKLAND ARTCC (SQUAW VALLEY RCAF) AND FREQ (ITO RCAF).



Proactive outreach can be active, like ramp engagement, Road Shows, or meeting directly with operators; or it can be passive, like signage, printed collateral, advertising. Reactive outreach stems from annoyance comment investigations or safety concerns. Are we doing too little, too much or just the right amount? How do you measure it?

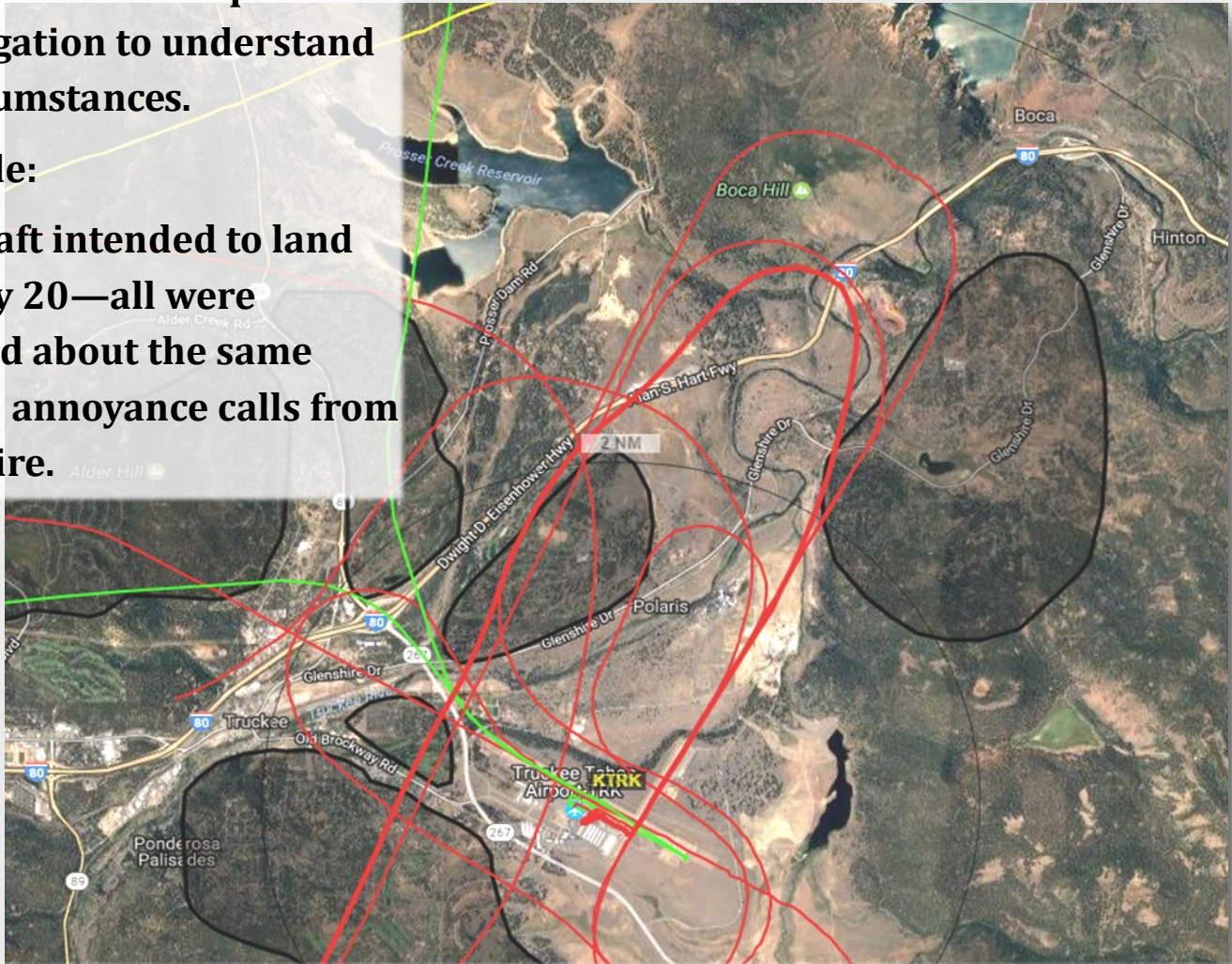
NAP COMPLIANCE?

TRACK COMPLIANCE

EVERY comment requires investigation to understand *all* circumstances.

Example:

3 Aircraft intended to land Runway 20—all were inbound about the same time. 3 annoyance calls from Glenshire.



- 17:51 KingAir Arrival 20 – Aligned centerline over Glenshire Dr - 2.3nm final
- 17:52 PC12 Arrival 20 – Aligned over Truckee River, 1.5nm final
- 17:54 Cirrus Arrival 20, Aligned with Centerline along Whitehorse Rd 3.06 nm final
- Combined, all aircraft were over Glenshire for 94 seconds at about 7000' and descending Cirrus, the outer red track, yielded to faster planes and flew the longest final for sequencing. PC12 kept mostly away from Glenshire but still got a complaint. King Air made a normal arrival but still penetrated the polygon considered a residential area. Outreach was made to the King Air, Cirrus and all callers.

Is the appropriate level of investigation? Analysis? Response?

COMMUNITY ENGAGEMENT



Like Operator Engagement, there are proactive processes like Truckee Thursdays, neighborhood outreach events, Santa Fly-Ins, and the Airshow; and there are reactive processes like responding to annoyance comments.

Staff follows a *customer service model*. Community members comment via phone, email, or website which initiates a process of engaging, investigating and reporting. Our goal is to reply quickly following the Noise and Annoyance Mitigation Handbook.

ANNOYANCE RESPONSE PROCESS



Commenter education can be an uncomfortable conversation: Should we educate constituents regarding issues pertinent to their annoyance? Zoning & Land Use, non-towered airspace and FAA

regulations, established Instrument Procedures, NAPs, voluntary curfews, customary vs. non-customary aircraft behaviors are just a few considerations, none are simple. What's appropriate?

TRANSPARENCY

WHAT HAVE YOU DONE LATELY?

TELL IT STRAIGHT



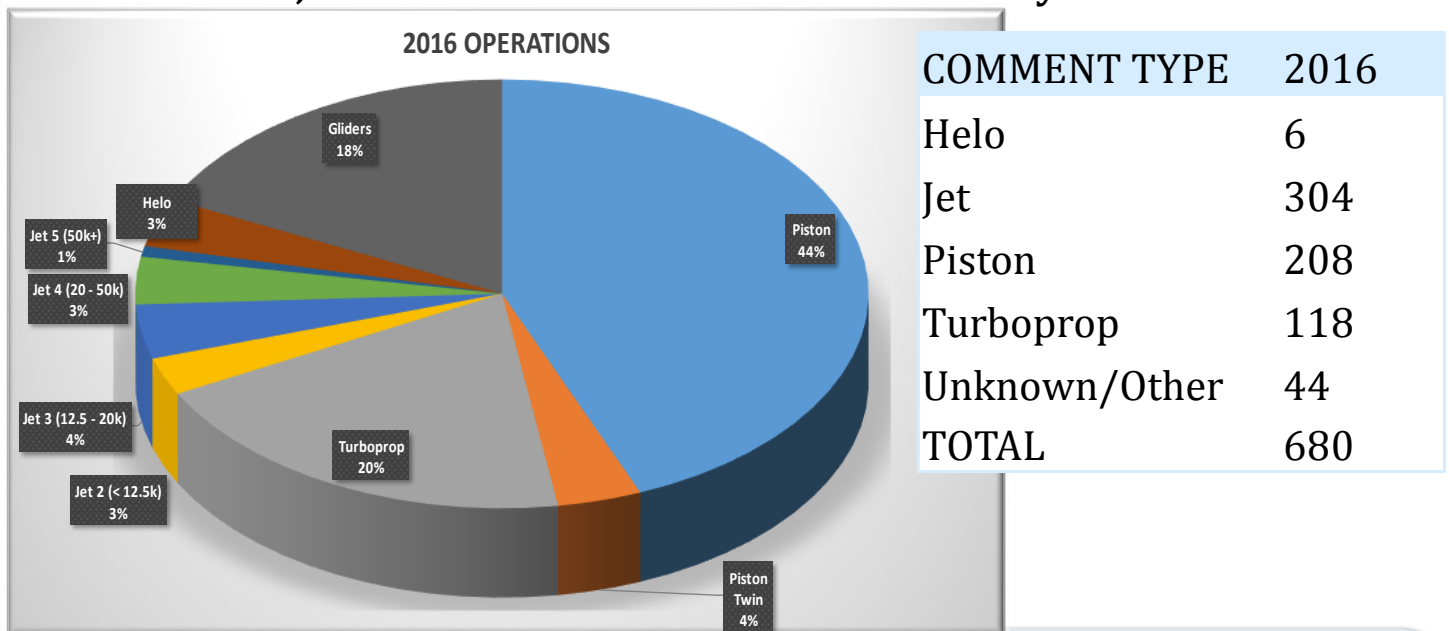
COUNT HOUSES RATHER THAN COMMENTS?

OTHER MEASURES

FEWER COMMENTS?

This sounds good, but it may not be an accurate measure of success. Constituents may cease commenting if they feel it's ineffective. In 2014 staff reached out to 220 commenters. Although only 24% answered, 1/3rd said they no longer call when annoyed. Should we try to re-engage them?

2016 had 32,524 OPERATIONS—680 COMMENTS by 128 HOUSEHOLDS



OPERATIONAL CONTROL?

- ◆ Legally difficult and fraught with diverse public opinion
- ◆ Our Mission inherently serves opposing forces: provide aviation services while reducing impacts. Are annoyance comments the measure? How?
- ◆ Federal grants allow the District to spend local taxes locally. Is it worth it given the strings attached?