# Truckee Tahoe Airport District

Community Noise & Annoyance Program Outline

# Principals of the Truckee Tahoe Airport Community Annoyance Program

# Program Scope

- Use **Industry Best Practices** to align District protocol, response, and reduction efforts.
  FAA directives, NBAA Airports Handbook, ACRP reports, Airport Groups, Meetings
- 15 years of attending, speaking with, presenting to, and organizing airports who care to reduce community annoyance. *"KTRK is considered an industry leader." Jason Swartz Aviation Compatibility Consulting*
- Understand the role of a Community Advisory Group and the proper use of their energy to reduce annoyance.
- Use a **Community Driven** Master Plan Process to develop vetted alternatives that reduce annoyance through planning and capital project implementation. Use community comments to drive staff efforts.
- Maintain the highest level of **Integrity.** Honor the comments of our community while responding in a genuine, timely, and data driven way.

# Objective

**Use comments and complaints to focus our effort in areas that may reduce annoyance from aircraft operations. Use one on one conversations to better understand the issues our community faces.**

- **Technical objectives:** Join flight data, community input, aeronautical knowledge and geospatial information to draw an accurate picture of the aviation impact upon the community.
- **Schedule objectives:** Respond to the needs of the community accurately as quickly as possible.
- **Cost objectives:** Find tools and resources that are scalable to the size of our local airport.
- **Special objectives:** Manage the expectation of our community while supporting the safe, secure and efficient operation of the airport. Tell our story in respectful and understandable way.

# Deliverables

- Monthly Operations & Comments Report
- Quarterly Operations & Comment Report
- Annual Operations & Comments Report
- Planning Data
- Data given directly to the FAA
- Data given directly to community members, organizations, consultants, HOA groups
- Local relationships with homeowners and neighbors
- Contribution to the national reduction of aircraft noise and annoyance

# Measuring Success

- Comments are NOT always directly linked to annoyance.
- Comments are one way to measure the success of a program.
- Comments direct staff in areas where special emphasis are required.
- Comments may reference noise/sound but often annoyance includes:
  - **Concerns regarding safety**
  - **Concerns regarding development and growth**
  - **Concerns about the changing character of the Town, region and our community**
  - **Concerns about things the airport has NO control over**

- Staff measures success by our genuine, accurate, and timely response to comments and concerns. Staff also measures success based on our airport actions driven by comment data.

  *(UC Davis Noise Symposium Officers Working Group 2017)*

# New Comment Process

## Community Hotline or Web Comment

- Audio/Text file recorded
- Automated data entry
- Automated track correlation
- Confirmation sent to commenter outlining response time of 7-10 days

## Noise Office Review

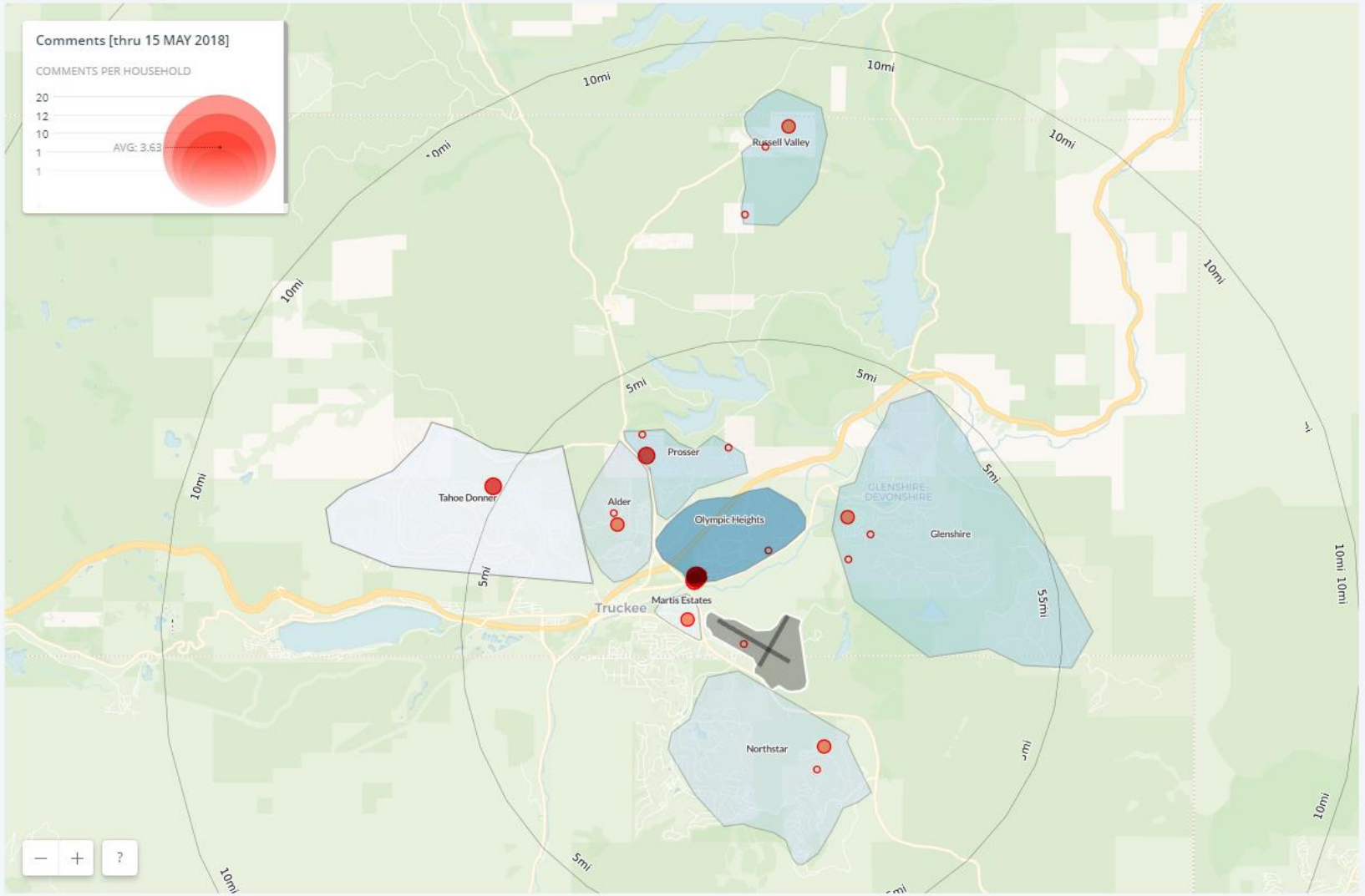
- Confirm track, comment, details, tower recordings, pilot response, weather
- Pilot Outreach for non-compliant tracks
- Smart Receipt sent to commenter
- Notes and narrative added to comment file

## Special Exceptions

- Commenter is agitated Hardy or Kevin gets on the phone
- Repeat households meet with Hardy
- Operational safety issues are handled with the FAA, Tower and Airport leadership
- Expectation management for households under routine flight paths.

# Weekly Process

## Noise Sensitivity Trends




Households
24

Households per Community

ALL SELECTED

| | |
|---|---|
| OLYMPIC HEIGHTS | 8 |
| RUSSELL VALLEY | 4 |
| PROSSER LAKEVIEW | 3 |
| GLENSHIRE | 3 |
| ALDER | 2 |
| OTHER | 4 |

SEARCH IN 8 CATEGORIES

Comments per Household

24 SELECTED

# Complaint Box

Search all tables... Go | Welcome TRK01 | English | KTRK | Logout | Help

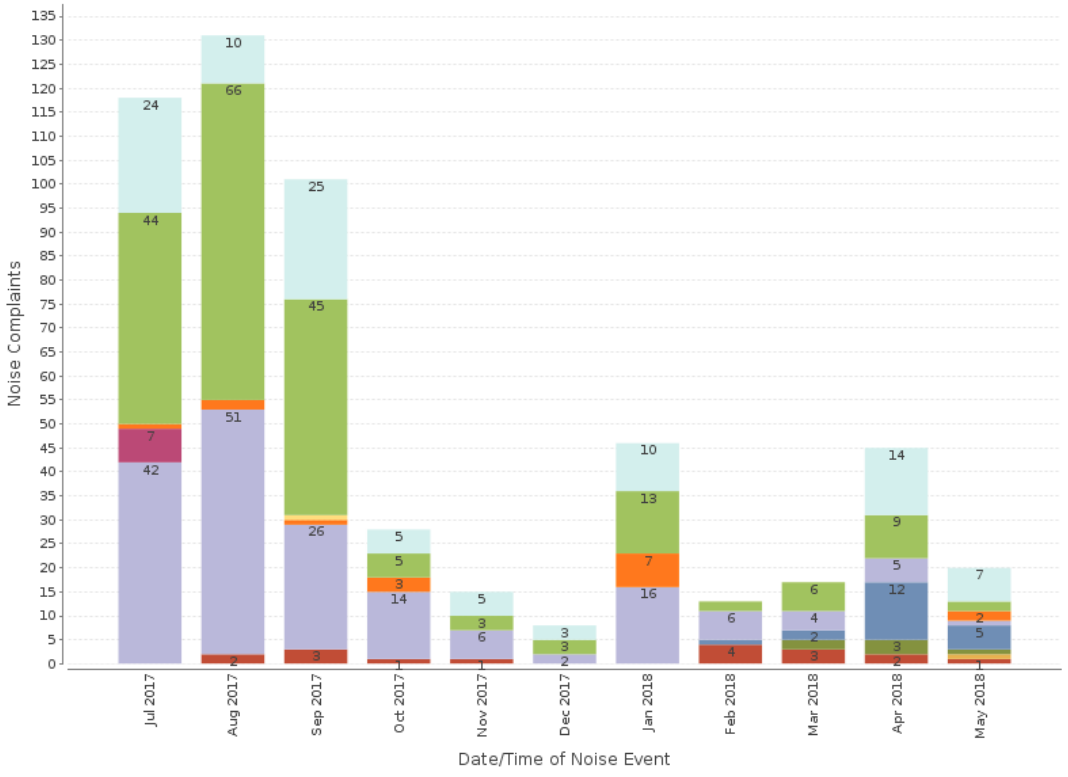
- Home
  - Dashboards
  - Summary/combined reports
  - Preferences
- Last Opened
- Tables
  - Complainants
    - Charts/Reports
  - CityZips
    - Charts/Reports
  - Names and Locations
    - Charts/Reports
  - Noise Comments
    - Complaints 30 Days
    - Complaints 7 Days
    - Charts/Reports
- Calendar

May 2018 PST

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |

TRK

## Comment Totals - TRK

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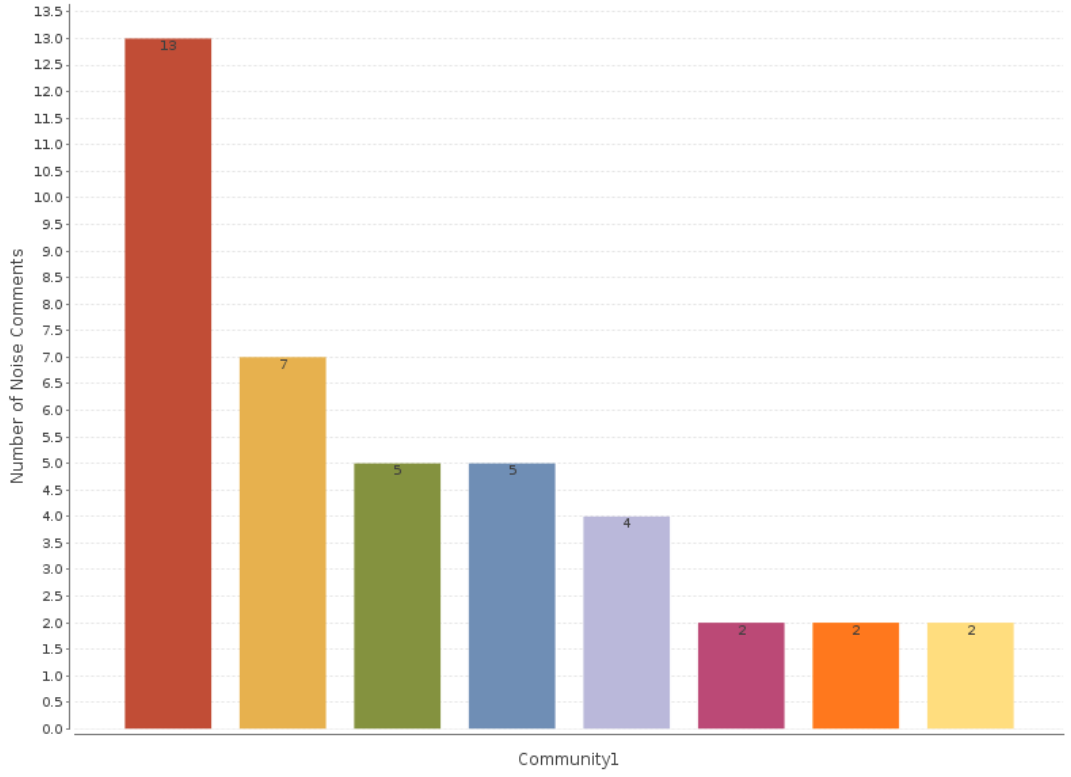
## Top 10 Communities - TRK (Last 30 Days)

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Home
Dashboards
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Tables
Complainants
Charts/Reports
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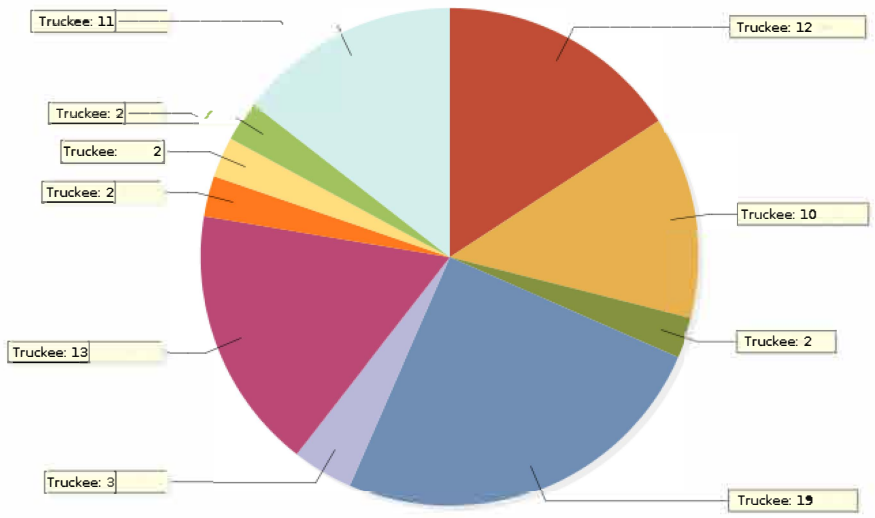
| 27 | 28 | 29 | 30 | 31 | | |

## Top 10 Commenters - TRK (90 Days)

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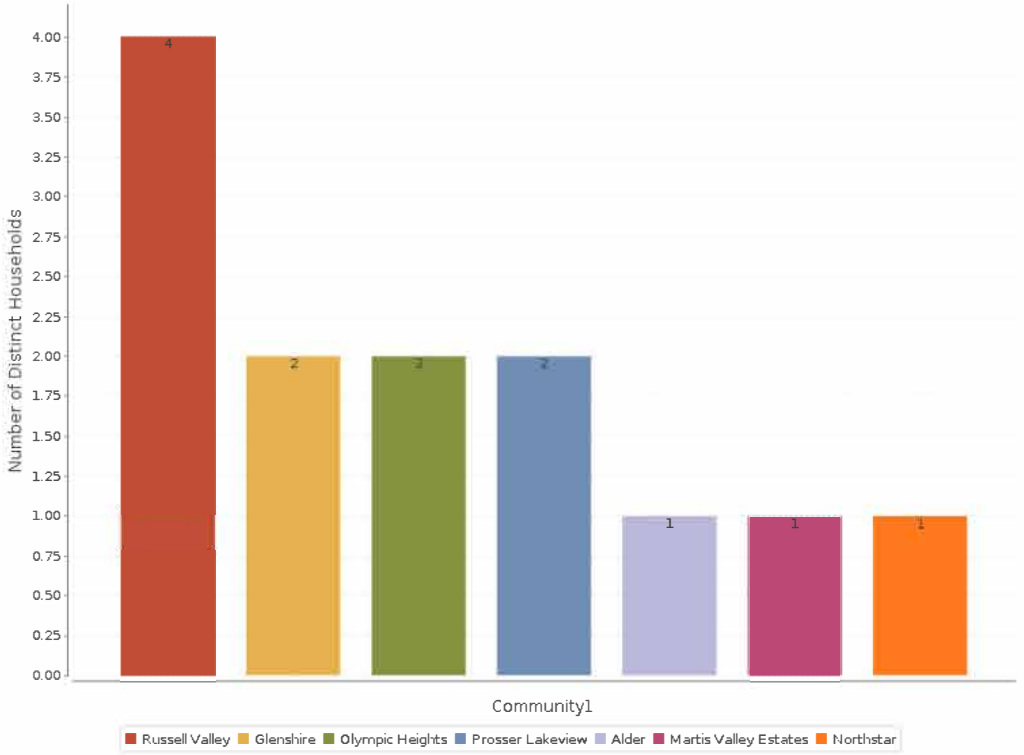
## Distinct Households - TRK (MTD)

May 16 2018 13:44:40

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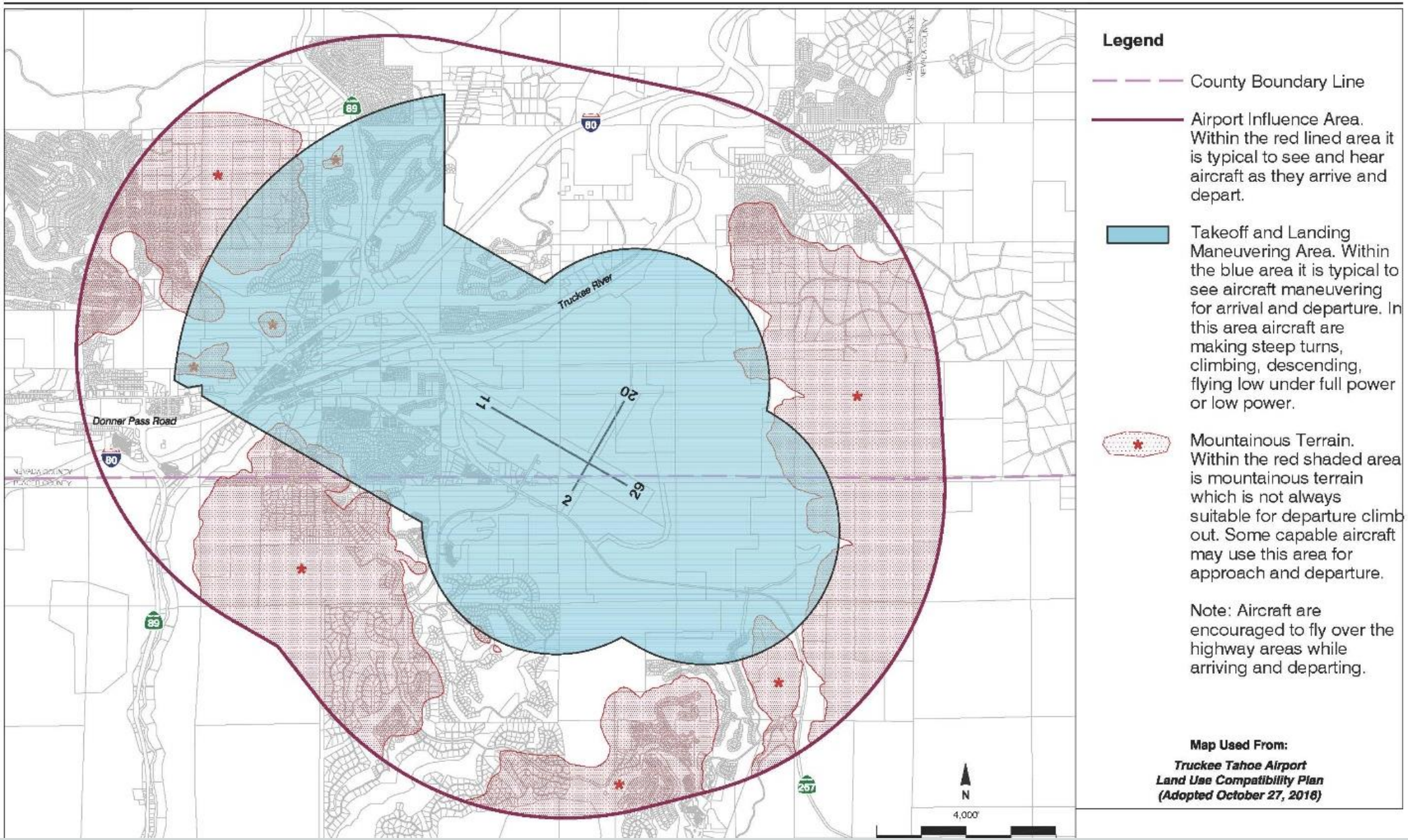
Legend
County Boundary Line
Airport Influence Area. Within the red lined area it is typical to see and hear aircraft as they arrive and depart.
Takeoff and Landing Maneuvering Area. Within the blue area it is typical to see aircraft maneuvering for arrival and departure. In this area aircraft are making steep turns, climbing, descending, flying low under full power or low power.
Mountainous Terrain. Within the red shaded area is mountainous terrain which is not always suitable for departure climb out. Some capable aircraft may use this area for approach and departure.
Note: Aircraft are encouraged to fly over the highway areas while arriving and departing.
Map Used From:
Truckee Tahoe Airport Land Use Compatibility Plan (Adopted October 27, 2016)
Truckee River
Donner Pass Road
11
20
2
29
89
80
267
N
4,000'