



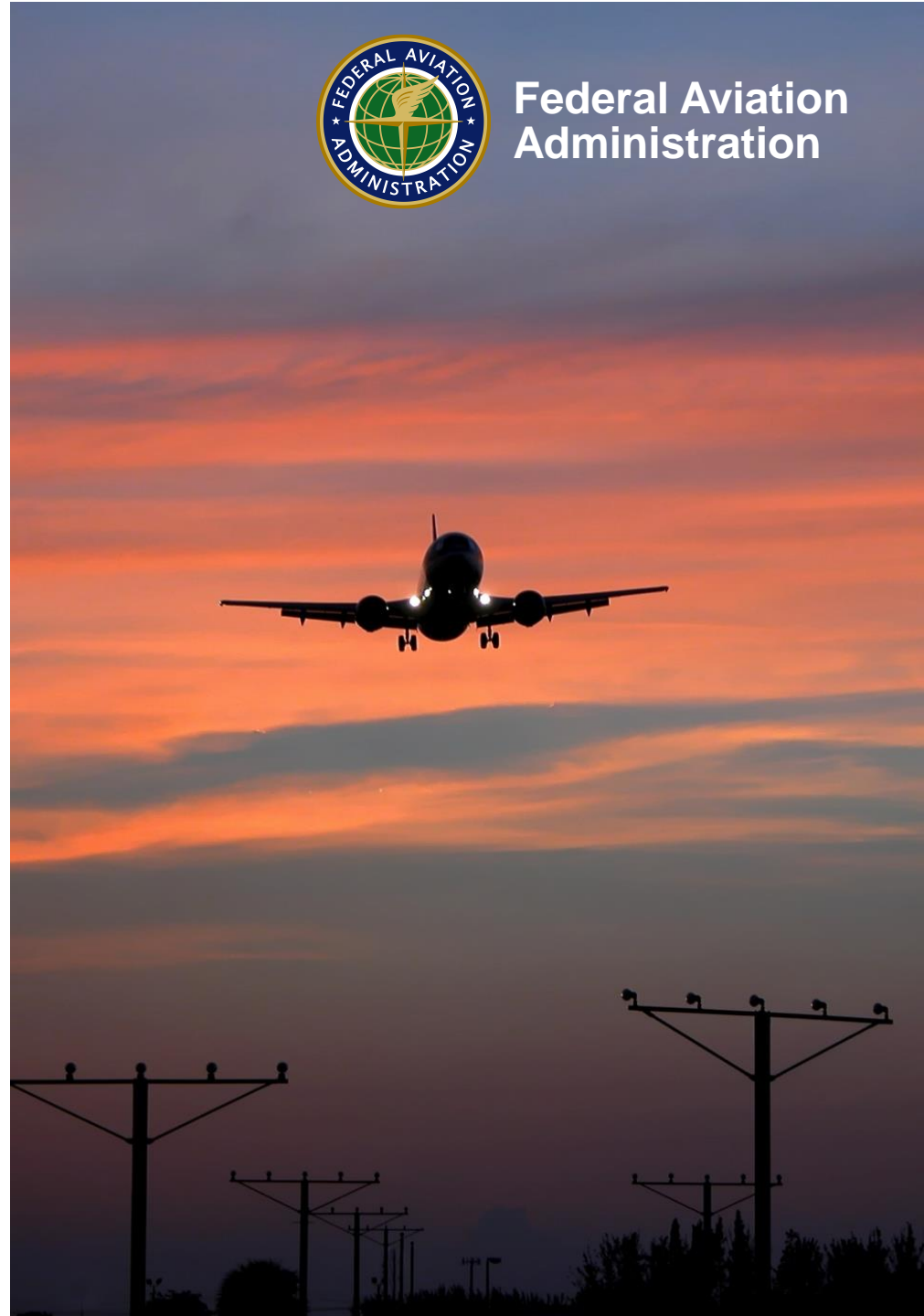
Federal Aviation  
Administration

# FAA Noise Portal

## Partnering Airports Overview

Discussion with the  
Palomar Airport  
Advisory Committee

March 18, 2021



# Noise Portal – 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.



# Noise Portal Process (FAA Roles & Responsibilities)



## FAA Office of the Environment and Energy

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



## FAA Regional Administrator 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 Regional Administrator level



## Regional Administrator Offices and Noise Ombudsman

Coordinate responses to the public with the relevant FAA Lines of Businesses and Staff Offices



## FAA Community Engagement Officer

Key team members for planning, implementing and managing community engagement related to aviation noise issues in their assigned areas



# FAA Noise Portal Process (Public)



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

**2) Public submits noise complaint/ inquiry through FAA Aircraft Noise Complaint/ Inquiry System**

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

**4) Regional Administrator Office responds to public through the FAA Noise Portal**



**5) Regional Administrator Office addresses FAA related issues and may direct the public to the airport sponsor for airport related issues**

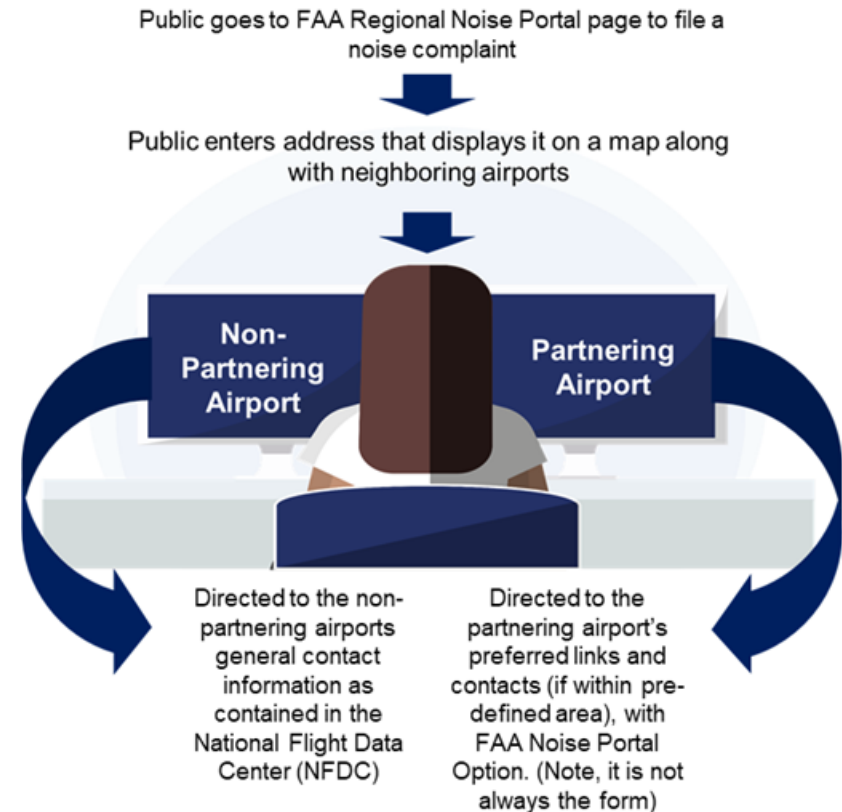
Information from incoming complaints is stored in an FAA database, and is updated automatically via the FAA Noise Portal entries. The FAA Noise Ombudsman addresses unresolved complaints at the regional level through the Noise Portal by reaching out to the FAA staff offices as needed.



# Why FAA is Partnering with Airports

1. Minimize duplication of efforts
2. Avoid contradictory, inconsistent messaging
3. Set up channels for communication and information sharing
4. Strengthen relationships

## Example Process with Partnering Airport Concept



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

**Introduction:** Addressing aircraft related noise is a shared responsibility among 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 complaints/inquiry.
- Utilizing 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



