



Noise Complaint Process & Reporting Improvements (Noise Office)

Subcommittee Recommendations:

- Improve online submission system and noise website
- Increase data transparency.
- Strengthen response methods by acknowledging submission with email receipts and responding in a timely manner.

Key issues identified by Airports staff:

- County website
- Noise response process and community communication
- Noise complaint receipts

Submit Complaint

Your Contact Details:

Tell us your contact details so we can respond to your complaint.

First name (required)

Ongoing Initiatives:

- **Enhance community communication** – in process with revamping the Airports website to improve accessibility (Sennami & Polina)
- **Streamline complaint intake** - adding staff to support complaint responses (Mark, Cathe, Jesse, Keith and Frank added to assist Jazmine with responses)
- **Improve Transparency** - supporting Noise office with data preparation (Sennami & Polina).



Noise Complaint Process & Reporting Improvements (Noise Office)

Issues:

- Operational Inefficiency Related to:
 - Direct emails
 - Reporting methods

Communication Failures Due to Single Point of Contact:

- Missing data points, and tracking mechanism

Solutions:

- Training
- Standardization
- Streamlined reporting



FILE A NOISE COMPLAINT

Noise Complaints may be reported by one of the following methods.

To ensure reports are received and tabulated by the Airport Managers, County of San Diego supports three methods for supporting noise complaints:

- 1. Internet:** County of San Diego Airports website at: sdcountyairports.com
- 2. Letter:** Airport Environmental Sound Management, McClellan-Palomar Airport, 2192 Palomar Airport Road, Carlsbad, California 92011
- 3. Phone:** 760-966-3288



Thank you for your collaboration

