

No doubt about it - jet engines make noise.

As the world's seventh busiest airport, San Francisco International Airport (SFO) is an industry leader for its efforts to reduce the impact of jet noise on its neighbors.

Owned by the City and County of San Francisco, this 2,300-acre Airport located entirely within San Mateo County, borders on a number of suburban cities. As the region and the Airport have grown, so too has the population surrounding the once-isolated areas adjacent to the Airport. And while these cities reap enormous benefits from their proximity to SFO, airport neighbors bear the impact of jet noise.

Aircraft Noise Abatement Office Complaint Procedure

toll free complaint line:

In a continuing attempt to maintain an efficient and responsive Noise Abatement Office at San Francisco International Airport, the complaint process has been made more accessible and responsive.

A new toll free number has been established, so that citizens may call without charges.

The number is: (877) 206-8290.

making a complaint:

First time callers to the Complaint Line will be asked to provide their full name, street address, closest cross street, and phone number. All callers are sent confirmation that their complaint has been received and are assigned an individual caller identification code. After the first call, callers may use their code to access the Complaint Line faster.

Citizens wishing to record a complaint are advised to provide as much information to the noise office as possible. The more precise the caller can be regarding the exact time, duration and place of the occurrence, as well as any information on the airline name, aircraft type, or other identifying details, the more likely the operation in question can be identified and investigated.

building a database:

All noise complaints received either by telephone or in writing are coded according to caller name and address, date, time and description of event or events. This information is included in the airport noise database used to tally the number and nature of noise complaints and to provide monthly reports to the Airport Director and the Airport Community Roundtable.

investigating the noise events:

Complaints with adequate descriptive information and indications that the event is somewhat out of the ordinary are likely to be investigated. Staff discretion is necessary to determine which events warrant a full investigation.

The SFO Noise Monitoring System uses a combination of microphones and radar to record and track aircraft events throughout San Francisco and San Mateo counties and many other Bay Area Communities. Flight track information gathered includes: single event and cumulative (over time) noise levels, time of day, aircraft type, altitude, and airline. Using this data, staff can determine whether the event in question violated any noise regulations or established noise abatement procedures.

response to citizens:

All complaints receive a response. In general, phone calls and letters receive a written response either by post card or letter. In some cases, especially at Community Roundtable meetings, responses are made personally. If a person wishes to be contacted by telephone, three attempts are made to reach the individual and at least one message is left, if possible.

reports:

Call tallies along with trends and recent events are reported on a monthly basis to the Airport Community Roundtable during their public meetings. The Airport Community Roundtable meets at the Millbrae Community Center, 477 Lincoln Circle, Millbrae CA at 7:00 p.m., on the first Wednesday of each month. For more information contact Dave Carbone, Roundtable Coordinator, at (650) 821-3570.

how to reach us:

The SFO Aircraft Noise Abatement Office is located at:

P.O. Box 8097, San Francisco, CA 94128

Phone: 650.821.5100

Fax: 650.821.5112

Noise Complaint Line: 650.876.2219

Toll Free Noise Complaint Line: 877.206.8290

Airport Web Page: www.flysfo.com

Roundtable Web Page: www.smcroundtable.com