

With one of the most active and effective noise abatement programs in the U.S., SFO's Noise Abatement Office is a constant hub of activity. Programs run the gamut of monitoring flights to insulating homes. In all of these programs, the Aircraft Noise Abatement Office advocates with the airlines and the Federal Aviation Administration for the quietest possible operations at SFO. The following is a summary of these activities.

Aircraft Noise Abatement Office overview and activities

measurable benefits

▶ **Preferential Runways:** A key component of the SFO program is the use of water facing runways whenever wind and weather conditions allow. The airport has an extraordinary success rate with **83% of departures taking off on runways facing San Francisco Bay, and 99% of arrivals landing from the Bay.**

The Aircraft Noise Abatement Office works closely with the FAA's Air Traffic controllers to assure that water facing runways are used as much as is possible. The Noise Monitoring System is used to track runway use among other data.

▶ **Noise Monitoring System (NMS):** Consisting of 27 noise monitoring sites in communities surrounding the airport, the NMS keeps track of community noise levels. Each monitoring site is linked to a central computer processor. The NMS is constantly updated with the latest in technology. The next update is scheduled for completion in 2001.

The collected data is used to:

- Record aircraft noise events
- Track noise levels over time
- Assess adherence to noise abatement flight paths
- Link complaints to flights, airlines and aircraft types
- Map complaints
- Validate the accuracy of computer created noise contours
- Create reports
- Produce maps and graphics.

- ▶ **Toll Free Complaint Hotline - 877 206 8290:** The toll free number citizens can call to record comments about disturbing noise events and/or request information. Local callers can also use 650 876 2219. The Noise Office records and responds to all complaints and questions.
- ▶ **Investigation of Complaints:** Noise abatement staff investigate unusual incidents. After gathering information from the noise monitoring system, the FAA and other sources, a response is provided to the caller.
- ▶ **Monitoring Nighttime Rules and Regulations:** SFO has noise regulations covering operations such as testing engines at night and running aircraft power units while standing at the gate. Noise abatement staff monitor these events and follow up with airlines if there are deviations from the rules.
- ▶ **Noise Insulation Program:** Since 1983, SFO has insulated more than 10,000 homes against aircraft noise at a cost of approximately \$120 million. Additionally, SFO has recently committed up to \$34 million for insulating approximately 1,500 more homes. SFO works with surrounding communities on the insulation program by contributing the funds. Local cities administer the program and determine the order in which eligible homes are treated.
- ▶ **Tracking Trends:** Using all the information available from the noise monitoring system, computer models, complaints and other sources, the Aircraft Noise Abatement Office is able to track trends in noise over time. Noise maps or contours are regularly produced to illustrate these trends. Trend information helps the Aircraft Noise Abatement Office develop effective mitigation programs.
- ▶ **Reports:** The Aircraft Noise Abatement Office produces several regular reports including the Director's Monthly report to the Airport/Community Roundtable covering trends in noise around SFO as well as Quarterly Noise Reports for the State of California.
- ▶ **Liaison to the Community Roundtable:** One of the oldest and most respected community groups in the nation, the SFO Airport/Community Roundtable consists of representatives from communities around the airport, Federal Aviation Administration staff, airline staff, as well as representatives from the Airport. This group meets monthly and requests many studies and reports from the Noise Abatement Office.
- ▶ **How to Become Involved:** Meetings of the Airport/Community Roundtable are always open to the public, and attendees are welcome to participate. Meetings are held the first Wednesday of every month at 7 PM at the Millbrae Community Center (477 Lincoln Circle, Millbrae CA). **For more information, contact Dave Carbone, Roundtable Coordinator at 650.821.3571.**

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: 650.875.8596

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