

No doubt about it - jet engines make noise.

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

The City and County of San Francisco owns this 2,300-acre Airport. However, SFO is located entirely within San Mateo County, where it 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

## three ways to register a complaint:

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 toll free number has been established, so that citizens outside the local area may call without charges, that number is: **(877) 206-8290**.

The local complaint number is **(650) 821-4736**.

Or send us a complaint email to [sfo.noise@flysfo.com](mailto:sfo.noise@flysfo.com)

## making a complaint:

A first time caller to the Complaint Line will be asked to provide their full name, street address, closest cross street, and phone number. All first time callers are sent a packet of information which will let them know their complaint has been received. All callers are provided with an individual caller identification code. Once the code has been assigned, 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:

To conserve paper and properly respond to those asking, a response is given to only those callers specifically requesting a return call or information. 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. The Noise Abatement Office attempts to reply to all inquiries within one business day.

## reports:

Call tallies along with trends and recent events are reported to the Airport Community Roundtable during their public meetings. 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 other month at 7 PM in the Dave Checuti Room (450 Poplar Avenue, Millbrae CA). **For more information contact the Airport/Community Roundtable office at 650.692.6597.**

## how to reach us

**SFO Aircraft Noise Abatement Office mailing address is:**  
**P.O. Box 8097, San Francisco, CA 94128**

|   |   |
|---|---|
| <b>Phone:</b>                                 | <b>650.821.5100</b>   |
| <b>Fax:</b>                                   | <b>650.821.5112</b>   |
| <b>Noise Complaint Line:</b>                  | <b>650.821.4736</b>   |
| <b>Toll Free Noise Complaint Line:</b>        | <b>877.206.8290</b>   |
| <b>Noise Complaint E-mail:</b>                | <b><a href="mailto:sfo.noise@flysfo.com">sfo.noise@flysfo.com</a></b>   |
| <b>Airport Web Page:</b>                      | <b><a href="http://www.flysfo.com">www.flysfo.com</a></b>               |
| <b>SFO Noise Abatement Web Page:</b>          | <b><a href="http://www.flyquietsfo.com">www.flyquietsfo.com</a></b>     |
| <b>Airport/Community Roundtable Web Page:</b> | <b><a href="http://www.sforoundtable.org">www.sforoundtable.org</a></b> |