

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 29 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 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:** is the toll free number citizens can call to record comments about disturbing noise events and/or request information. Local callers can also use 650 821-4736. The Noise Office records all complaints and responds to all specific inquiries.

➤ **Investigation of Complaints:** Noise abatement staff investigates 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 15,000 homes, 8 churches, and 7 schools against aircraft noise. All these homes are located within the area defined as significantly impacted by aircraft noise by the State of California.

The total program expenditure now amounts to over \$153 million. In all cases, the program is funded through a combination of FAA and airport funds distributed through the airport. FAA guidelines set the standard for eligibility for federal funds for noise sensitive properties within the Federally approved 65 db CNEL noise contour.

At this time the Noise Insulation Program has been completed and all funds have been exhausted. Should additional funds become available in the future SFO will continue with future programs.

**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 for 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 bi-monthly and requests many studies and reports from the Noise Abatement Office.

**How to Become Involved:** The Airport/Community Roundtable meetings are always open to the public, and attendees are welcome to participate. Regular Meetings are scheduled four times per year, the first Wednesday during the months of February, May, September and November. Meetings begin at 7 p.m. and are held in the Dave Chetcuti Community Room at Millbrae City Hall (450 Poplar Avenue, Millbrae).  
**For more information contact the Airport/Community Roundtable Coordinator, Steven Alverson at 877.372.7901.**

## 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:**

**650.821.4736**

**Toll Free Noise Complaint Line:**

**877.206.8290**

**Noise Complaint E-mail:**

**[sfo.noise@flysf.com](mailto:sfo.noise@flysf.com)**

**Airport Web Page:**

**[www.flysf.com](http://www.flysf.com)**

**Noise Abatement Web Page:**

**[www.flyquietsfo.com](http://www.flyquietsfo.com)**

**Roundtable Web Page:**

**[www.sforoundtable.org](http://www.sforoundtable.org)**