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Public Affairs

NOISE COMPLAINTS



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements procedures and policy handling noise complaints received in accordance with AFI 35-202, Environmental Community Involvement.

1. GENERAL: All noise complaints will be handled by 436 AW/PA without referring callers to other bases or commands and without dismissing calls as harassment. Public Affairs members will provide timely, fully coordinated, responsive and factual answers to noise complaints in an effort to maintain positive community relations.

2. RESPONSIBILITIES: The chief of public affairs and the operations group commander will review the status of community relations with respect to noise with the operations group commander at the quarterly Environmental Protection Committee meeting. PA will assist as requested in the coordination and implementation of any base project or program designed to mitigate noise.

2.1. 436 AW Standardization and Evaluation is responsible for working with the chief of public affairs as required to maintain and update the noise sensitive area maps.

2.2. The Air Installation Compatible Use Zone Manager is responsible for working with the chief of public affairs as required to accomplish periodic AICUZ studies.

3. RESEARCHING AND RECORDING NOISE COMPLAINTS: Public Affairs will record all available information, filling in as many blanks as possible on the Noise Complaint Form (attachment 1). The noise complaint form is designed to record and assist in responding to non-recurring noise complaints. Information gathered must be used in future noise abatement assessments.

3.1. Once the complaint is received, PA will; research the complaint locally to determine validity of the complaint and probable owner of the aircraft involved. For valid complaints, Dover AFB scheduling should be able to identify which aircraft were in the local flight pattern.

3.2. *ALL* noise complaints received must be recorded in the noise complaint logbook. List date, time, caller's name, if they've requested a reply and the action you take (who you contact). Fill out a Noise Complaint Form if the caller can provide specifics about the aircraft (altitude, type, property damage - if any). Contact Airfield Operations Flight Commander (x3262) or the facility chiefs (RAPCON at x3267 or the Control Tower at x5264) and notify them of the complaint. Inquire what aircraft were in the vicinity when the complaint was received. (If the aircraft is/was from Dover or has/had clearance to use DAFB airspace, it should be identifiable.) Request Command Post notify the aircraft, if possible, of the complaint and request they not repeat the same flight pattern.

3.3. If a 436 AW C-5 is determined to be the cause of the complaint, and the call is in a noise abatement area, request Command Post assistance in reminding the aircraft commander of the locations for noise sensitive areas.

3.4. Complaint inquiries regarding engine run-up noise should be coordinated and researched with the Aircraft Generation Squadron commander.

3.5. Contact other military flying units or, if necessary, FAA to determine the origin of aircraft not assigned to Dover AFB. Noise complaints dealing with C-130 and A-10 training operations in Southern Delaware should be referred to base operations at the 175th Wing, Maryland Air National Guard at Martin State Airport in Baltimore, MD. Fighter aircraft queries should be directed to base operations at Oceana Naval Air Station in Virginia Beach, Va. and Langley AFB in Hampton, Va.

3.6. If the responsible unit is identified, make a courtesy call to that unit to inform them of the complaint. Allow them to respond directly to the complainer, if desired. **NOTE:** Never refer caller to another base. Be sympathetic and inform the caller their complaint will be investigated.

4. RESPONDING TO CALLERS: Respond to the complaint. Be tactful and factual. Once PA has gathered the information from Airfield Operations, RAPCON or the Tower, respond to the caller, if they'd requested you do so. If not, log the information down on a Noise Complaint form and file it.

4.1. If the problem can be solved through standard noise abatement procedures (contacting base operations/command post/control tower and aircraft), explain these procedures to the complainer and the actions taken to reinforce those procedures. (Noise abatement information can be found in the updated AICUZ Study - 15 July 1998).

4.2. If the base is unable to mitigate the noise, explain to the complainer the vital necessity of conducting such training in the interest of national defense. Convey the base's sincere interest in keeping noise to an absolute minimum while still being required to maintain readiness.

4.3. Refer caller to the legal office (Claims Section) if damages are claimed. Make no official statement that the Air Force is at fault. Do not make comments that can be construed as a prejudgment of a claim before the incident has been investigated.

5. PROACTIVE ACTIONS: Public Affairs should be notified of all flight operations that will require C-5s to fly 1,000 feet or less outside the normal flight pattern at least 48 hours prior to the flying opera-

tion. Public Affairs will issue a news release, as appropriate, to the local media explaining low level flight operations will be in progress in the local area.

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Commander