

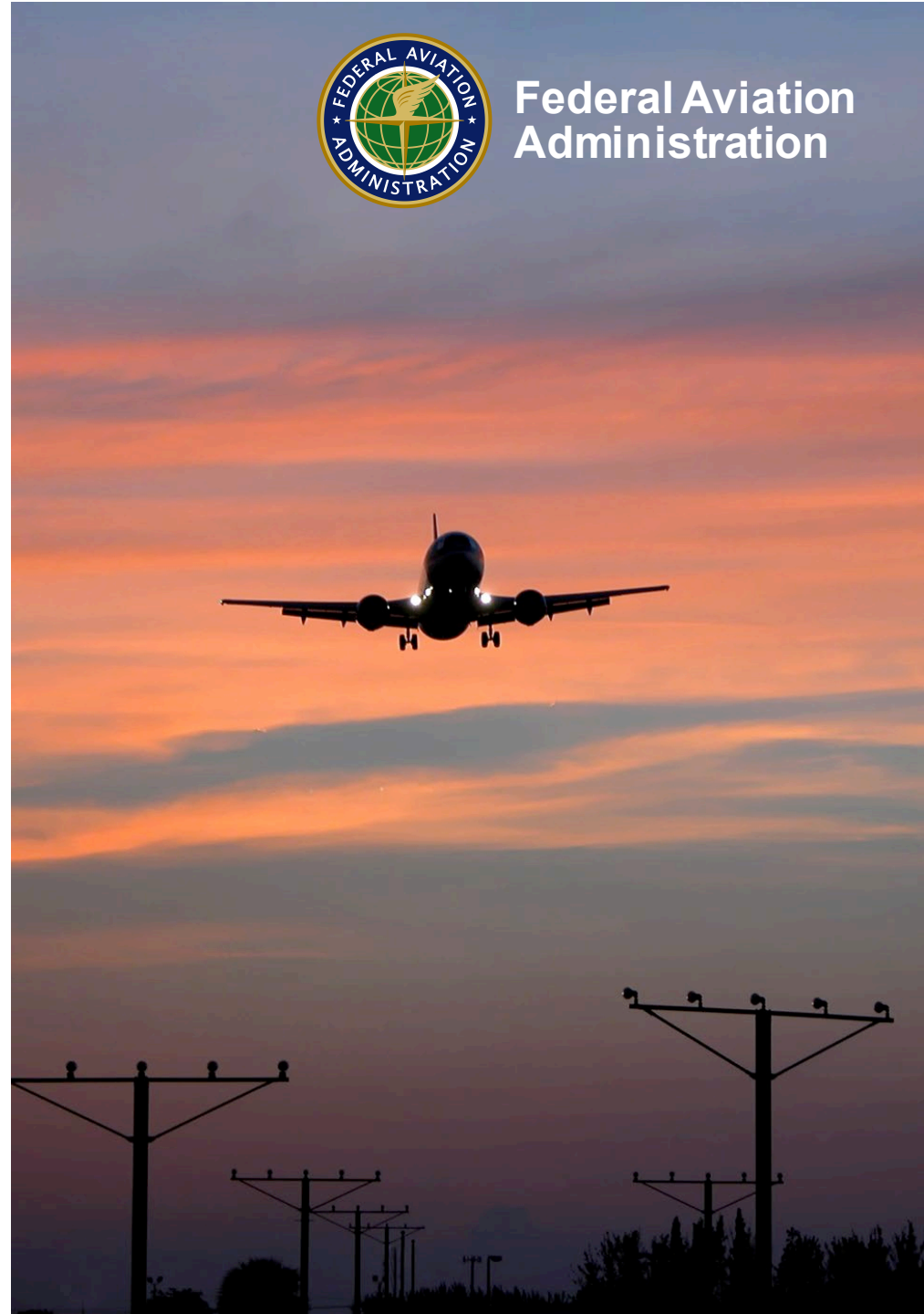
FAA Noise Portal Overview

DC Metroplex BWI
Community Roundtable

March 15, 2022



Federal Aviation
Administration



Noise Portal – Purpose and Goals

Purpose: *to identify how the FAA can more efficiently and effectively respond to and address noise complaints in a clear, consistent and repeatable manner that is responsive to the public and applies the best use of FAA resources.*



Part 1

Identify and implement improved and consistent agency-wide policy and procedures for the FAA's process to respond to noise complaints / inquiries, and



Part 2

Identify and evaluate potential actions that the FAA might take to better address the underlying issue raised by complaints, particularly regarding the implementation of NextGen procedures.



FAA Noise Portal Process (Public)



1) Public reviews aircraft noise related information on FAA Regional Aircraft Noise Website

2) Public submits noise complaint/ inquiry through FAA Aircraft Noise Complaint/ Inquiry System

3) FAA Regional Administrator's Office receives incoming complaint/ inquiry and coordinates response with responsible FAA staff office

4) Regional Administrator Office responds to public through the FAA Noise Portal



5) Regional Administrator Office addresses FAA related issues and may direct the public to the airport sponsor for airport related issues



Noise Portal Public Entry Fields

FAA Noise Portal

Provide only the privacy information requested below in the associated fields. Do not provide any additional information beyond what is requested.

Submitting Multiple Complaints

The FAA will not respond to the same general complaint or inquiry from the same individual more than once. The same general complaint or inquiry is one that does not differ in general principal from a previous complaint, and that would generate the same FAA response.

(*)= Required Field

Noise Complaint Information

My Information

* First Name
* Last Name
* Email

Event Information

* Event Street Address/Cross Streets ⓘ
* City
* State
* Zip Code
* Approximate Start Date/Time ⓘ
Approximate End Date/Time ⓘ

* Description/Questions

 ⓘ

Aircraft Type

Aircraft Description ⓘ

Airport Name/Source ⓘ

Repeat Occurrence Yes No


* Did you contact the local airport? Yes No

Other Officials Contacted ⓘ

Response Requested Yes No

Support Files

Check your email to validate your email address to submit your complaint/inquiry. You can also attach support files at this time.

I'm not a robot  reCAPTCHA
Privacy - Terms

Submit



FAA Policy on Addressing Aircraft Noise Complaints / Inquiries from the Public

Introduction: Addressing aircraft related noise is a shared responsibility between the FAA, airport sponsors, airlines, state and local government, and communities.

Policy: FAA seeks to efficiently and effectively respond to and address FAA related aircraft noise complaints and inquiries from the public in a clear, consistent, and repeatable manner that is responsive and applies the best use of FAA resources.

Highlights from the FAA policy include:

- Establishing and utilizing the FAA website to provide the public with up-to-date information regarding on-going projects including FAQs, public meetings and educational information on FAA noise and policy issues.
- Identifying specific information the public must include for the FAA to fully address the complaint/inquiry.
- Utilize the FAA Noise Portal for consistent reporting and tracking of noise complaints and inquiries.
- Accepting and registering noise complaints and inquiries with the necessary information submitted through the FAA Noise Portal, by postal mail, or by voice message.
- Not accepting noise complaints or inquiries from third party automated applications or devices.
- Not responding to the same general complaint or inquiry from the same individual more than once.
- Coordinating with partnering airport sponsors to share applicable noise complaint/inquiry data.
- Providing timely responses to aircraft noise and inquiries.
- Focusing on the content of the noise complaints/inquiries FAA receives not the volume



Noise Portal Point of Contact

Durre Cowan

Federal Aviation Administration

Office of the Environment and Energy | AEE-100

AEE Community Engagement Officer and
Noise Complaint Initiative (NCI), Team Lead

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FAA Noise Info

- **FAA Noise Information Page**

- <https://www.faa.gov/noise/>

- **FAA Noise Portal**

- Webform: <https://noise.faa.gov/noise/pages/noise.html>

- Phone: **202-267-8507**

- Address:

FAA Office of the Environment and Energy
Noise Complaint Initiative
800 Independence Ave, SW
Washington, DC 20591





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