

21 SEPTEMBER 2002



Public Affairs

NOISE COMPLAINT PROGRAM

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at:
<http://www.e-publishing.af.mil>

OPR: 354 FW/PA (Maj Trefts)
Supersedes 354FWI 35-201, 27 January 1998

Certified by: 354 FW/CV (Col Vigil)
Pages: 3
Distribution: F

This instruction implements AFD 35-1, Public Affairs Management and AFI 35-101, *Public Affairs Policies and Procedures*. It outlines 354th Fighter Wing aircraft noise complaint program procedures. Public Affairs will document complaints and forward them to the 353 Combat Training Squadron Current Operations office (353 CTS/DOO). 353 CTS/DOO will research the noise complaint and provide PA with a proposed answer within 24 hours of the complaint. PA will then provide information to the caller and forward completed form to Alaska Command Public Affairs (ALCOM/PA), 11th Air Force Operations Support Squadron (11 AF/OSS) and the 354th Operations Group Stan/Eval office (354 OG/OGV). The noise complaint phone numbers are 377-2116 (Eielson Public Affairs) and 1-800-538-6647 (Elmendorf Public Affairs). This applies to units assigned to the 354 FW.

NOTE: The Noise Complaint Worksheet, when filled in, contains Privacy Act information and must be safeguarded in accordance with AFI 33-332, *Air Force Privacy Act Program*.

1. Responsibilities:

1.1. 354 FW Public Affairs:

1.1.1. Document and initiate the review process of all noise/low-level-flying complaints from civilians pertaining to reported aircraft noise complaints or sonic booms.

1.1.2. Complete entire 11 AF Noise Complaint worksheet so complaint can be investigated. Ensure all questions on the noise complaint worksheet are answered to the best of the caller's ability. Ask callers to provide ground references and/or coordinates if possible. Nuisance complaints without adequate information will be handled accordingly by the chief of PA.

1.1.3. Be responsive and professional to all callers. Record the complaint, even if the aircraft involved are not from Eielson. Keep the complaint at the local level if possible.

1.1.3.1. Do not refer to another office, base, or command. Tell them the incident will be investigated and they will get a personal response back within two business days.

- 1.1.3.2. Only provide answers based on information received through operational channels.
 - 1.1.4. Refer all claims for damages to the base claims office (354 FW/JA; 377-4114). Be careful not to prejudice claims.
 - 1.1.5. Within one hour of receiving the complaint, forward the completed worksheet to 353 Combat Training Squadron Current Operations (353 CTS/DOO); follow with a courtesy call to their office, 377-1719. E-mail courtesy copy of open complaint to ALCOM/PA; the subject line should include the complaint record number (i.e. EI-02-05-10-01 -- Eielson, year, month, date, number of complaints that day) and the caller's last name
 - 1.1.6. Evaluate all responses to determine the need for commander involvement.
 - 1.1.7. Provide caller with an official response NLT two business days after the complaint is taken (unless complaint is taken after duty hours or on a weekend). Complaints not resolved within the two business day suspense will be brought to the attention of 354 OG/CC or 353 CTS/CC as applicable.
 - 1.1.8. Will not release the name of a pilot to the caller or Federal Aviation Administration (FAA).
 - 1.1.9. If unable to contact the caller initially, follow up until contact is made; ensure the caller receives a response. All data concerning noise complaints will be documented by the community relations section.
- 1.2. 354 CTS Director of Operations (353 CTS/DOO):**
- 1.2.1. Will assign a primary investigating officer for 11 AF noise complaints. Review flying schedule to determine the appropriate course of action. Contacts Eielson Range Control, Eielson Air Traffic Control, 355 FS, 18 FS, or the appropriate branch of the FAA. A complaint will not be forwarded to a flying squadron without detailed information, location and time (i.e., latitude/longitude). If complaint is during a Cope Thunder exercise, thoroughly investigate all complaints received involving unit aircraft, to include immediate review of flight tapes, and interviewing of flight leads and other flight members. All attempts will be made to determine the reason for the alleged infraction within the prescribed time limit.
 - 1.2.2. Attempt to answer the noise complaint before involving the flying units.
 - 1.2.3. Forward the 11 AF Noise Complaint worksheet to the applicable squadron director of operations or commander for comment. If it is determined the aircraft are not assigned or operating out of Eielson, PA will forward the complaint to the appropriate PA office.
 - 1.2.4. Monitor the status of all noise complaints forwarded to the 354 FW flying units for investigation/coordination.
 - 1.2.5. Forward official response to PA NLT two business days after the complaint is received. Complaints not resolved within the two business day suspense will be brought to the attention of the 354 OG/CC or 353 CTS/CC. The 353 CTS/CC will inform the 354 OG/CC of noise complaint status at the Operations Group staff meeting.
- 1.3. 354 FW Flying Units:**
- 1.3.1. Provide concise answers; vague or incomplete answers are not acceptable.

1.3.2. Coordinate an official response through 353 CTS/DOO using the complete 11 AF Noise Complaint worksheet. CC or DO concurrence on all complaints is required before forwarding back to 353 CTS/DOO.

2. Publicity. An active media and community relations campaign will be conducted each year to inform the community of Eielson's exercise schedule and any operational changes that might change/impact local area noise levels.

3. Noise Complaint Review Panel (NCRP):

3.1. NCRP meetings are held as needed to evaluate the program.

3.2. Meetings are chaired by 354 FW/CV and attended by 354 OG/CC, 353 CTS/CC, 354 FW/SE, 168 ARG/CC, Det 1, 210 RQS/CC, 354 OSS/OSCR, 18 FS, 355 FS, and 354 FW/PA.

3.3. Complaints are reviewed, trends noted, and mitigation is discussed.

BOB D. DULANEY, Brig Gen, USAF
Commander