

**BY ORDER OF THE COMMANDER
436 AIRLIFT WING**

**DOVER AIR FORCE BASE
INSTRUCTION 35-202**



12 NOVEMBER 2013
Certified Current on 13 December 2016
Public Affairs

NOISE COMPLAINTS

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

ACCESSIBILITY: Publications and forms are available for downloading or ordering on the e-Publishing website at www.e-publishing.af.mil.

RELEASABILITY: There are no releasability restrictions on this publication.

OPR: 436 AW/PA

Certified by: 436 AW/DS
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Supersedes: DOVERAFBI35-202,
17 November 1998

Pages: 4

DOVERAFBI 35-202, *Noise Complaints*, implements procedures and policy for handling noise complaints in accordance with (IAW) Air Force Instruction (AFI) 35-108, Chapter 16, *Noise Complaints*, 8 March 2010. This instruction provides the guidance and coordination for researching and responding to community members who call in a noise complaint to a base agency. This instruction is applicable to all units assigned to Dover Air Force Base, with the exception of the 512th Airlift Wing, which falls under the Air Force Reserve Command. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Air Force (AF) Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional's chain of command.

SUMMARY OF CHANGES

This instruction has been substantially revised to include the following changes. 436 OG/ OGV will be the single point of contact within the Operations Group for all noise complaints. Environmental Protection Committee has been updated to Environmental Safety and Occupational Health (ESOH) Council. Engine run-up complaints will be coordinated and researched with the 436 Maintenance Group Commander.

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

2. RESPONSIBILITIES: The Public Affairs Office and the 436th Operations Group Commander (436 OG/CC) will review the status of community relations with respect to noise at the quarterly ESOH council. PA will assist, as requested, in the coordination and implementation of any base project or program designed to mitigate noise.

2.1. 436 OG/OGV is responsible for working with the Chief of PA as required, to maintain and update noise sensitive areas. 436 OG/OGV and 436 OSS/OSA will maintain maps depicting these areas and post them in the flight planning area of Base Operations and the Air Traffic Control facilities.

2.2. The Air Installation Compatible Use Zone (AICUZ) Manager (CE/CES) is responsible for working with the Chief of PA as required, to accomplish periodic Air Installation Compatible Use Zone studies.

3. RESEARCHING AND RECORDING NOISE COMPLAINTS: Public Affairs will record all available information.

3.1. Once the complaint is received, PA will research the complaint locally to determine the probable owner of the aircraft involved. 436 OG/OGV will assist in identifying aircraft that were in the local area to include civilians and non-assigned aircraft.

3.2. All noise complaints received must be recorded on the excel spreadsheet – Noise Complaint Log (located on the PA O:Drive). List date, time, caller's name, if they've requested a reply; and the actions taken (who was contacted). Contact Airfield 436 OG/OGV and notify him/her of the complaint.

3.3. Complaint inquiries regarding engine run-up noise should be coordinated and researched with the 436 Maintenance Group Commander (677-3331).

3.4. Contact other military flying units or, if necessary, the Federal Aviation Administration (FAA) in Philadelphia, PA (610-595-1500) or the FAA in Baltimore, MD (410-787-0040) to determine the origin of aircraft not assigned to Dover AFB.

3.5. 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 (410-918-6375/76). Fighter aircraft queries should be directed to base operations at Oceana Naval Air Station in Virginia Beach, VA (757-433-2162/63) and Langley AFB PA in Hampton, VA (757-764-2010).

3.6. If the responsible unit is identified, make a courtesy call to that unit to inform them of the complaint.

4. RESPONDING TO CALLERS: Respond to the complaint. Be tactful and factual.

4.1. Once PA has gathered the information from 436 OG/OGV, they will respond to the caller.

- 4.2. 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 caller and the actions taken to reinforce those procedures. (Noise abatement information can be found in the AICUZ Study, March 1999 or AICUZ Brochure, December 2005.)
- 4.3. If the base is unable to mitigate the noise, explain to the caller the vital necessity of conducting such training/missions in the interest of national defense.
- 4.4. Convey the base's sincere interest in keeping noise to an absolute minimum while still maintaining readiness.
- 4.5. Refer caller to the Legal office (Claims Section, 677-3352) if damages are claimed.
- 4.6. Make no official statement that the Air Force is at fault.
- 4.7. Do not make comments that can be construed as a prejudgment of a claim before the incident has been investigated.

RICHARD G. MOORE, JR., Colonel, USAF
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 35-108, *Environmental Public Affairs*, 8 March 2010

AFMAN 33-363, *Management of Records*, 1 March 2008

Prescribed Forms

No forms prescribed by this instruction.

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*.

Abbreviations and Acronyms

AFB—Air Force Base

AFI—Air Force Instruction

AFMAN—Air Force Manual

AICUZ—Air Installation Compatible Use Zone

AMC—Air Mobility Command

AW—Air Wing

CE—Civil Engineering

CES—Civil Engineering Squadron

DAFBI—Dover Air Force Base Instruction

FAA—Federal Aviation Administration

IAW—In Accordance With

OG—Operations Group

OGV—Operations Group Vice

OPR—Office of Primary Responsibility

OSA—Operations Support Airfield Management

OSS—Operations Support Squadron

PA—Public Affairs