

# San Bernardino International Airport

Quarterly Report: April 2023



# Program Components

By committing to ongoing dialogue, sharing up-to-date information, and increasing channels to receive feedback, program will ensure San Bernardino International Airport remains a good neighbor.



## COMMUNITY OUTREACH

Presentations, reports to jurisdictions, communications efforts



## EDUCATION

Use website to provide information, explanatory videos



## COMMUNICATIONS

Reports to the Board, e-newsletter, social media



## GAIN FEEDBACK & LISTEN

Noise comment and general feedback forms



## PHONE

Dedicated noise hotline



## EMAIL

[sbdgoodneighbor.com/contact-us/](https://sbdgoodneighbor.com/contact-us/)

# San Bernardino International Airport Good Neighbor Program

San Bernardino International Airport launched the SBD Good Neighbor Program in July 2020.

This proactive effort allows the airport to inform the community about new and ongoing developments at the airport.

A program update follows.



**COMMUNITY OUTREACH**



**RECEIVE FEEDBACK**



**EDUCATE THE REGION**



**PROVIDE CONSISTENT  
REPORTING**

# San Bernardino International Airport Good Neighbor Program

## Notable developments for 1Q23:

- Published *Good Neighbor News* Winter 2023 newsletter, shared individual articles and promoted subscriptions
  - Continued increase in subscribers since 4Q22
- Shared SBD's contributions to supporting the emergency response to those stranded by record snow levels in the San Bernardino mountains
- Informed community about SBD partners' developments: expanded airline service, MROs and the museum's 10th anniversary celebration, and
- Amplified Congressman Aguilar's announcement of \$3M in federal funding for the IVDA to improve 3rd Street.



sbdairport



68 likes

**sbdairport** WINTER WEATHER WIN 🏔️ 🚨 :  
@Flysbd - San Bernardino International Airport - SBD is one of many organizations supporting the emergency response to those stranded by record snow levels in the San Bernardino mountains.

Delivery of food and essential supplies are being coordinated at the Airport through the California Disaster Airlift Response Team (#CalDart) and volunteers.

# Social Media - Strategy

- Facebook, Instagram, Twitter, LinkedIn & YouTube
- Increase followers and engagement by:
  - Emphasizing Good Neighbor Program
  - Generating original, dynamic content
  - Encouraging comments & sign-ups
  - Tagging partners
  - Posting weekly
  - Boosting posts

## Follow Us



**Committed to  
Being a Good Neighbor**

# Disclaimer: SBD Good Neighbor Program

SBD Good Neighbor Program Noise Report presents noise monitoring information managed by the SBD Good Neighbor Program. SBD International Airport has no authority over the movement of aircraft or the direction of flight. The authority to regulate flight patterns of aircraft is vested exclusively in the Federal Aviation Administration (FAA). FAA air traffic controllers have the responsibility for directing aircraft on the ground and in flight, and the pilot in command has the final authority as to the safe flight of her/his aircraft. Pilots in command make the final decisions relative to runway use; therefore, pilots may request to use any available runway. Neither the airport nor the FAA air traffic controllers may restrict a pilot's access to an available runway.

# Introduction

Quarterly Report April 2023



**TOTALS & TRENDS**



**COMMENTS YEAR-TO-DATE**



**COMMENT BREAKDOWN**



**COMMENT MAP**

# January 2023

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A first look at the first month of the quarter.

**1 noise comments**

**- Filed by 1 household**

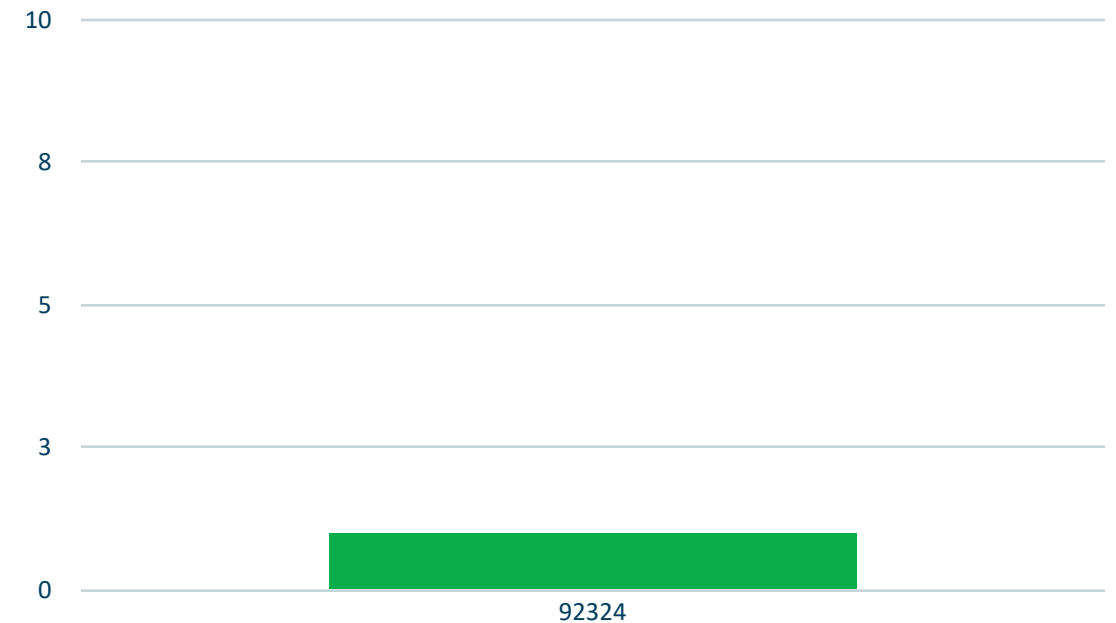
# Comments in January

## SBD International Airport

January 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	1	1	1.0
TOTALS		1	1	1.0

Area Ranking by Zip Code (All)

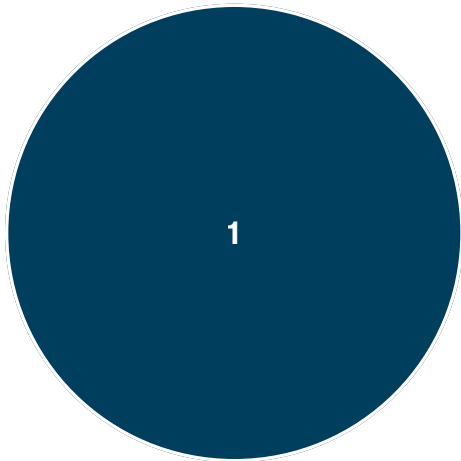


# Comment Breakdown

SBD International Airport

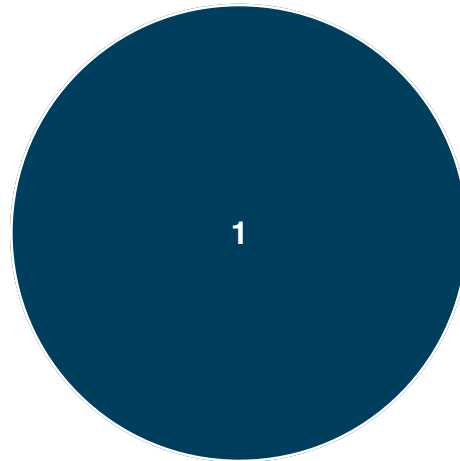
January 2023

## Comments by Aircraft Category



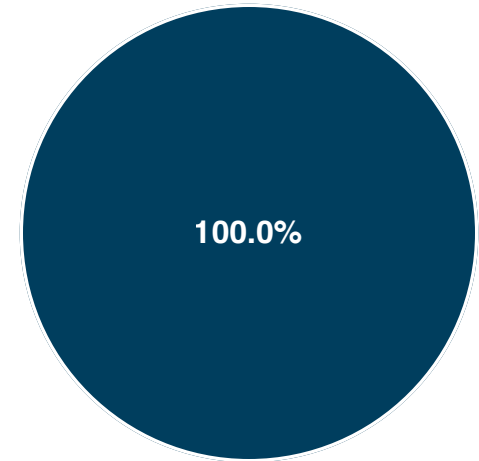
- Unknown

## Comments by Concern



- Unusually loud

## Filing Method



- Web form

# February 2023

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A first look at the second month of the quarter.

**8 noise comments**

**- Filed by 4 households**

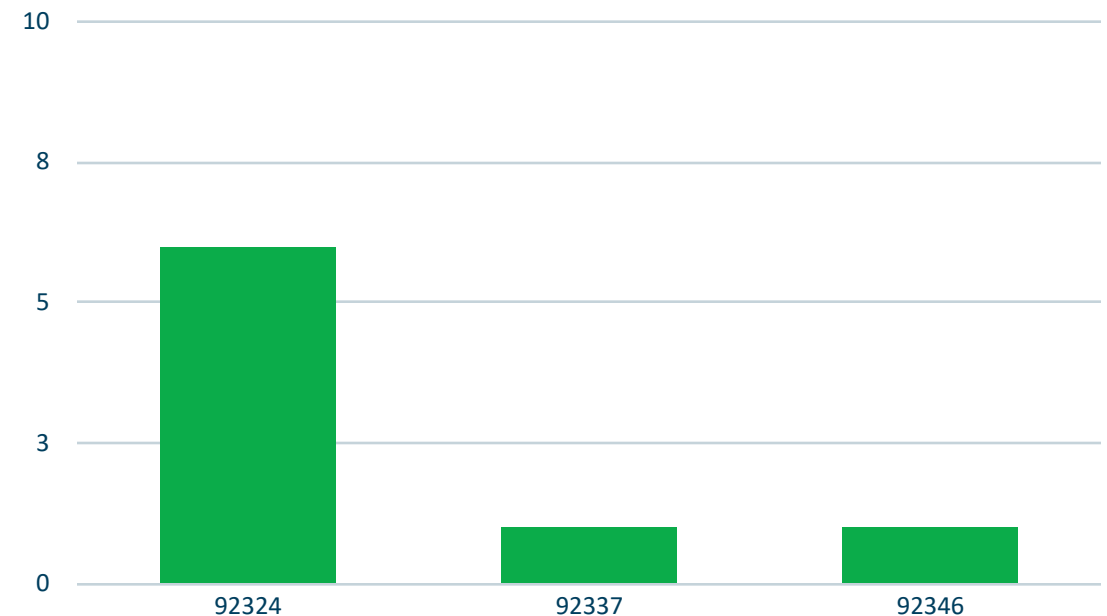
# Comments in February

SBD International Airport

February 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	6	2	3.0
92337	Fontana	1	1	1.0
92346	Highland	1	1	1.0
TOTALS		8	4	2.0

Area Ranking by Zip Code (All)

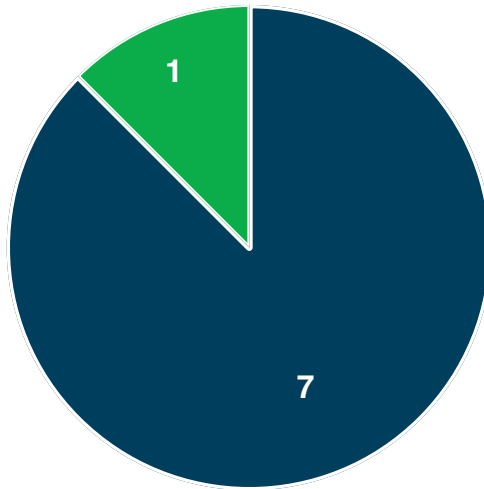


# Comment Breakdown

SBD International Airport

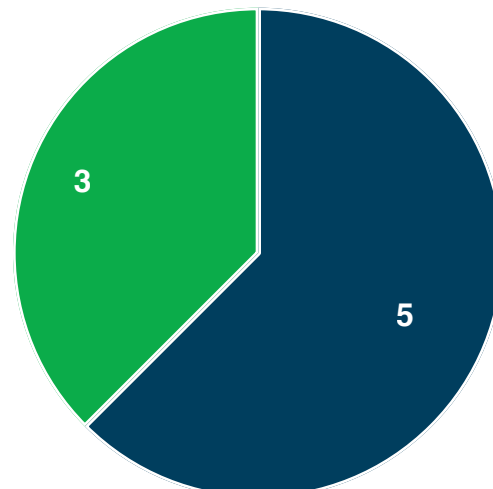
February 2023

## Comments by Aircraft Category



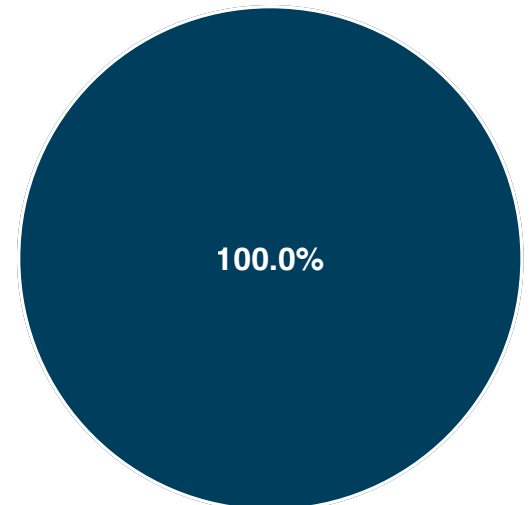
● Jet ● Unknown

## Comments by Concern



● Flying over home ● Late night/early morning

## Filing Method



● Web form

# March 2023

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A first look at the last month of the quarter.

**28 noise comments**  
**- Filed by 9 households**

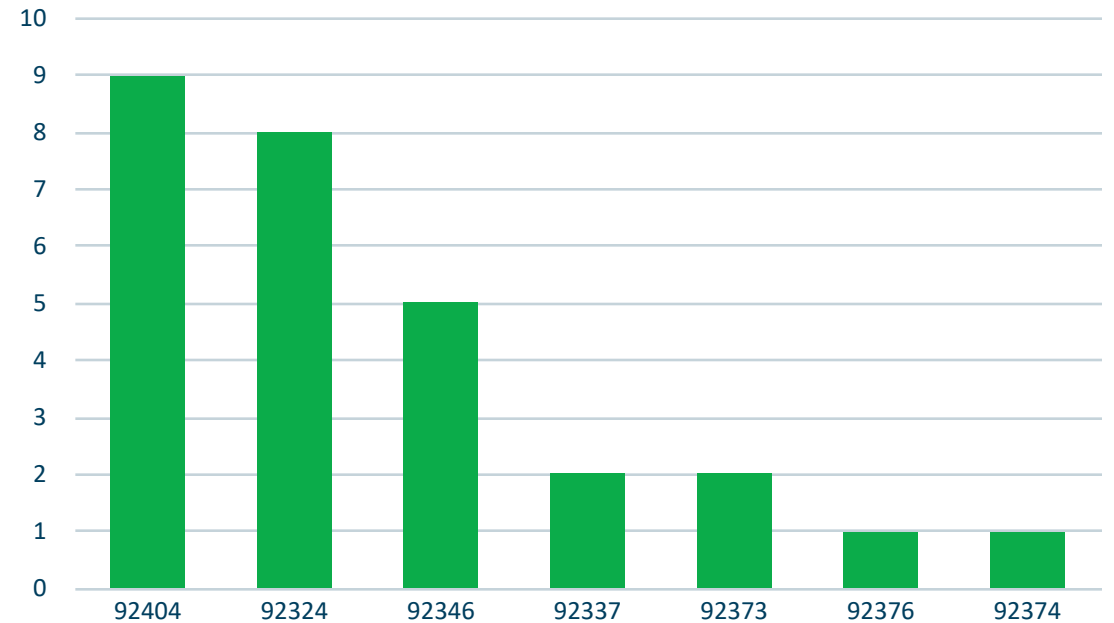
# Comments in March

## SBD International Airport

March 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92404	San Bernardino	9	1	9.0
92324	Colton	8	1	8.0
92346	Highland	5	3	1.7
92337	Fontana	2	1	2.0
92373	Redlands	2	1	2.0
92376	Rialto	1	1	1.0
92374	Redlands	1	1	1.0
TOTALS		28	9	3.1

Area Ranking by Zip Code (All)

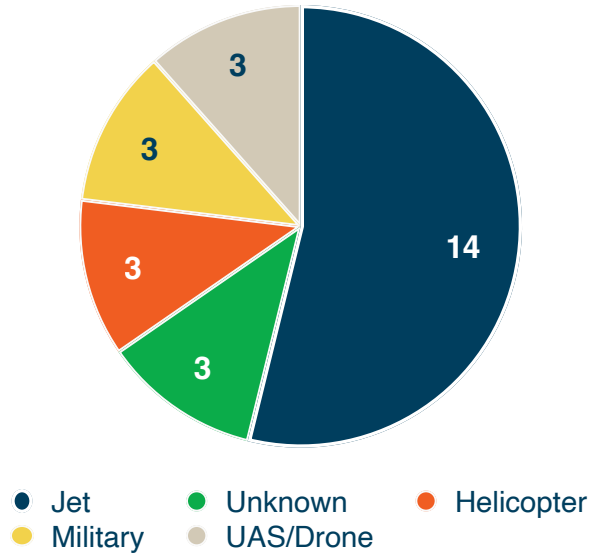


# Comment Breakdown

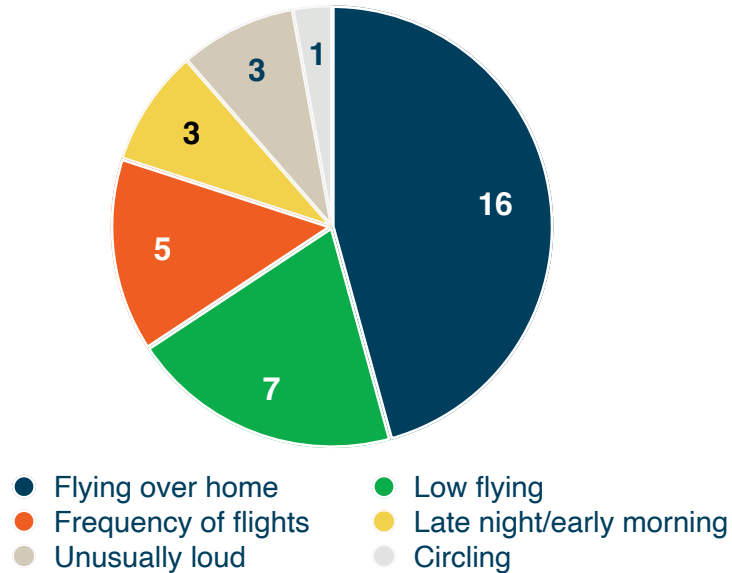
SBD International Airport

March 2023

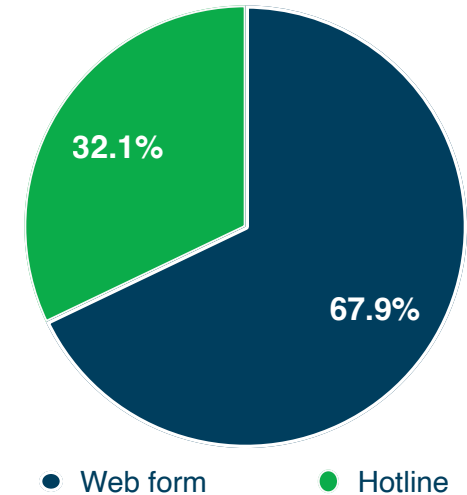
## Comments by Aircraft Category



## Comments by Concern



## Filing Method



# TOTALS & TRENDS

A look at the number of comments in the first quarter, year-over-year, and the areas of origination.

Noise comments for San Bernardino International Airport decreased in 1Q23, YoY, despite:

- Growth in aircraft operations, and
- Ongoing information and communications about the Good Neighbor Program to neighbors, aligned with available resources.

# Totals & Trends

## SBD International Airport

January – March 2023

10

Distinct households  
filed aircraft noise  
comments this  
quarter.

37

Noise comments  
received from those  
households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	15	2	7.5
92404	San Bernardino	9	1	9.0
92346	Highland	6	3	2.0
92337	Fontana	3	1	3.0
92373	Redlands	2	1	2.0
92376	Rialto	1	1	1.0
92374	Redlands	1	1	1.0
TOTALS		37	10	3.7

# Totals & Trends

## SBD International Airport

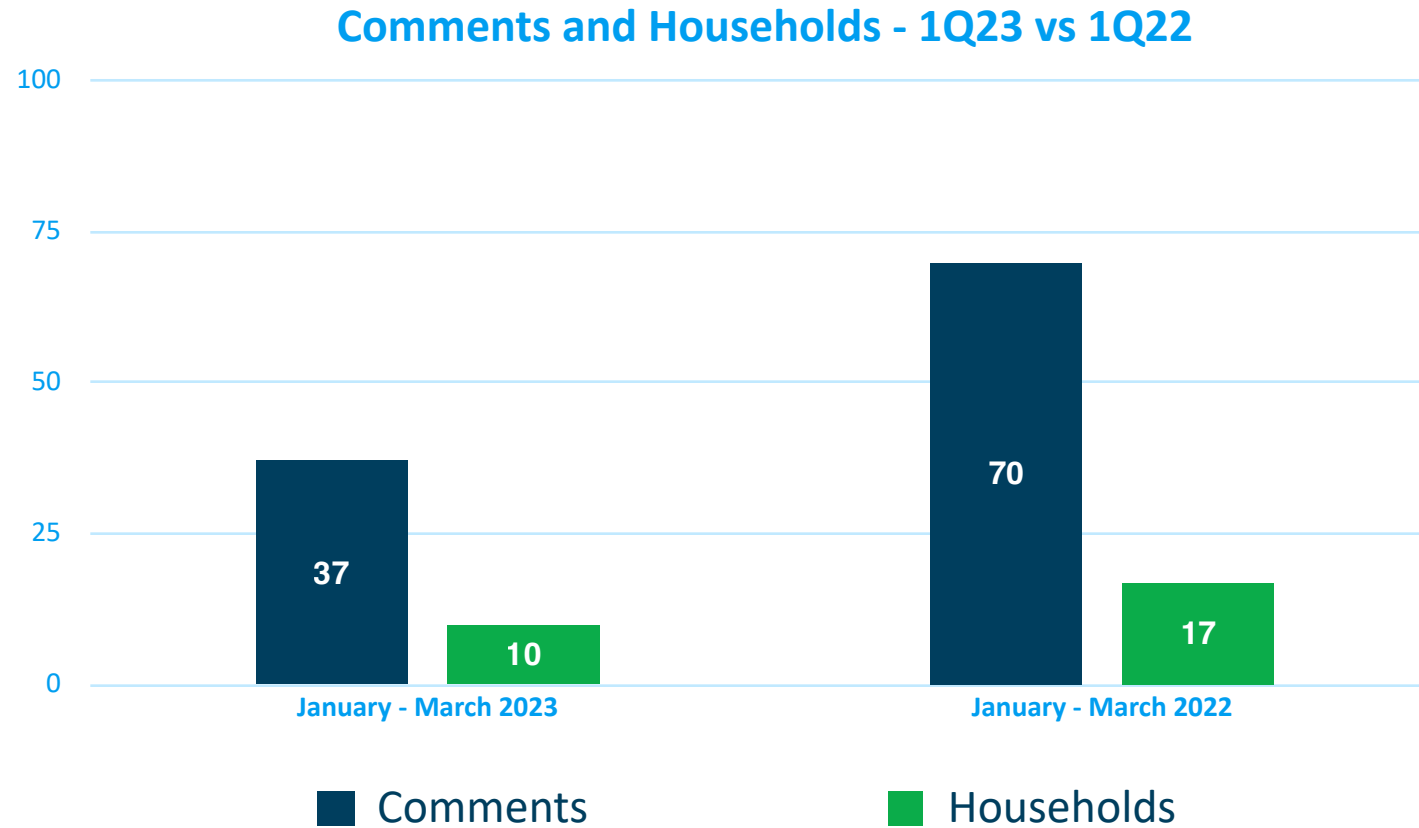
January – March 2023

### Top 5 Commenters - 1Q23

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	R217	Colton	13
2	H189	San Bernardino	9
3	G183	Highland	4
4	M216	Fontana	3
5	B218	Redlands	2
TOTALS			31

# Totals & Trends

## SBD International Airport 1Q YoY Trends



# COMMENT BREAKDOWN

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What people are saying about activities at  
San Bernardino International Airport.

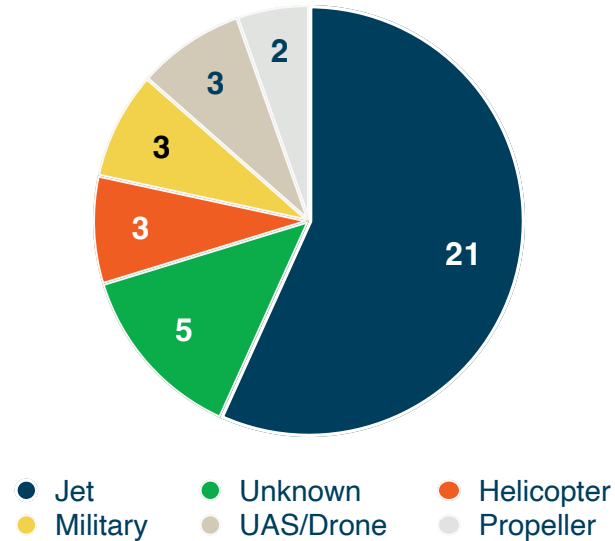
**Most people are  
concerned about an  
airplane's proximity  
to their home.**

# Comment Breakdown

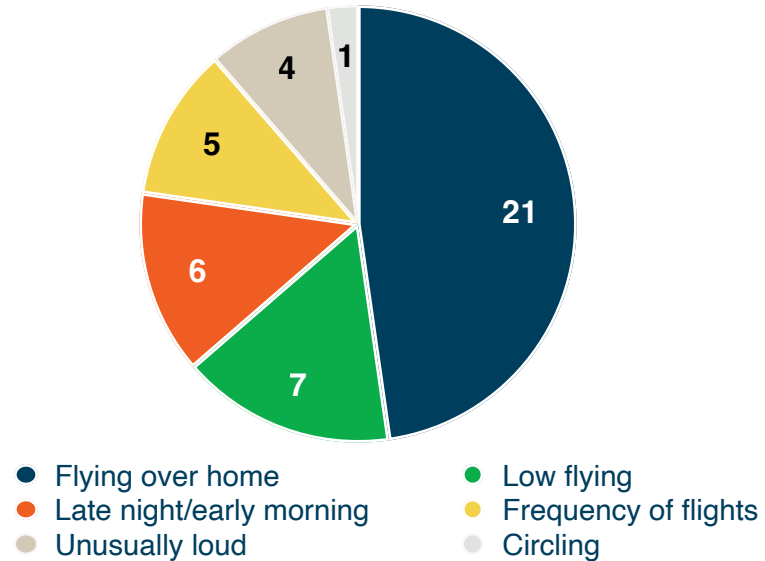
## SBD International Airport

January – March 2023

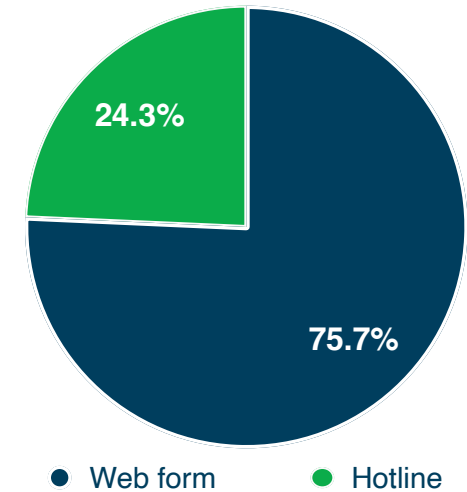
### Comments by Aircraft Category



### Comments by Concern



### Filing Method



# Comment Breakdown

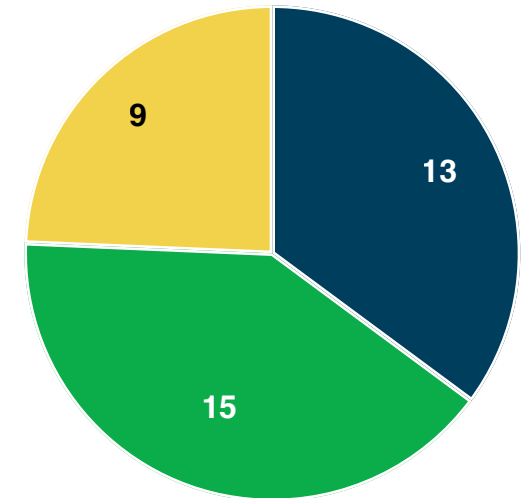
## SBD International Airport

January – March 2023

COMMENT BY CONCERN	MENTIONS
Flying over home	21
Low flying	7
Late night/early morning	6
Frequency of flights	5
Unusually loud	4
Circling	1

AIRCRAFT CATEGORY	MENTIONS
Jet	21
Unknown	5
Helicopter	3
Military	3
UAS/Drone	3
Propeller	2

### Response Requested



● Yes ● No ● Unspecified

# COMMENT MAP

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A look at where the comments originate.

**Most comments  
come from within  
5 — 10 miles of  
the airport.**

# Comment Map

## SBD International Airport

January – March 2023

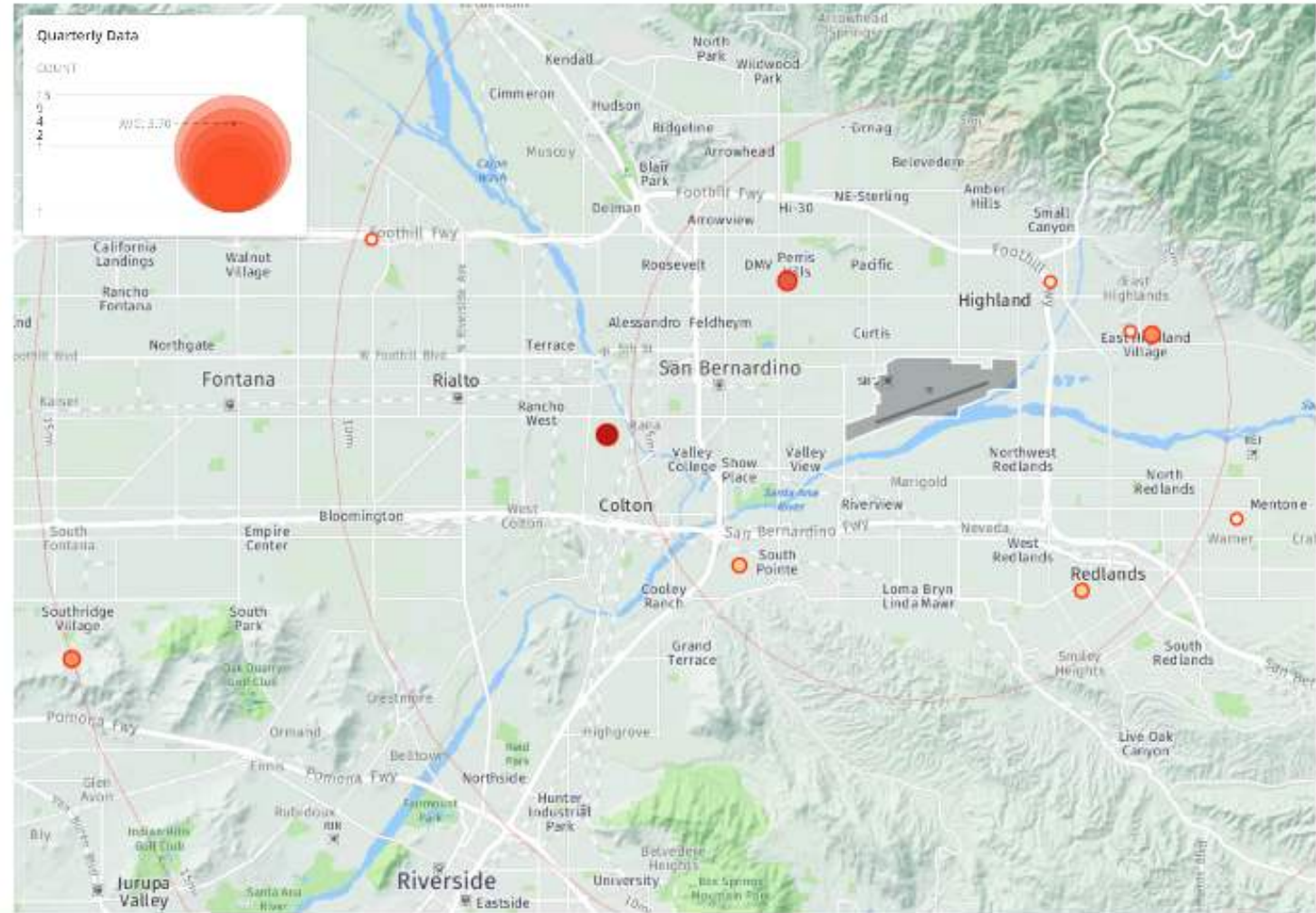
10

Distinct households  
filed aircraft noise  
comments this  
quarter.

37

Noise comments  
received from those  
households.

### Comment Map: January - March 2023



NOTE: Map shows comments from distinct households.  
Noise comments from households submitted without valid  
address information are not depicted on the map.

# Final Thoughts

## 1Q23 vs. 4Q22 (QoQ):

Noise comments increased.

Number of households filing decreased.

## 1Q23 vs. 1Q22 (YoY):

Noise comments decreased.

Number of households filing decreased.

## **YoY noise comments decrease attributed to:**

- Ongoing community information and engagement about aircraft operations at SBD.

\*\*\*

## **The Good Neighbor Program is an important community resource:**

- Outlet for neighbors
- Pilot education about neighborhood noise sensitivity, and
- Community education and awareness about airport operations, activities and developments.

