

San Bernardino International Airport

Quarterly Report: July 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/

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 2Q23:

- Published *Good Neighbor News* Spring 2023 newsletter, shared individual articles and promoted subscriptions
 - Subscribers continued to increase since 1Q23
- Promoted the SBD speakers bureau—sharing the team’s ongoing efforts to connect with the community and welcoming new opportunities to engage
- Informed community about SBD and partners’ ongoing investments: completed runway and taxiway system rehab, and upcoming 3rd Street improvements
- Celebrated local newspapers’ awards “Best Airport and “Favorite Airport”; and industry ranking of most affordable fares.



Flysbd - San Bernardino International Airport - SBD

May 26 · 🌐

OUT & ABOUT WITH OUR NEIGHBORS 🧑: Spring has sprung, offering so many in-person opportunities for the Flysbd - San Bernardino International Airport - SBD team to connect with our neighbors. We've shared presentations & info about SBD with business, industry, school & community groups, & we've welcomed students & civic groups onto the airport.

Learn about where we've been & where we're going—including Las Vegas, San Francisco, Provo & Hartford—in the latest edition of "Good Neighbor News," our quarterly newsletter: <https://hubs.li/Q01RgNrs0>

#FlySBD ✈️ #SBDGoodNeighbor 🏢 #AirportTours #SpeakersBureau #CommunityConnections
💙 #SubscribeToday #SBDAirport



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 July 2023



TOTALS & TRENDS



COMMENTS YEAR-TO-DATE



COMMENT BREAKDOWN



COMMENT MAP

April 2023

A first look at the first month of the quarter.

21 noise comments

- Filed by 9 households

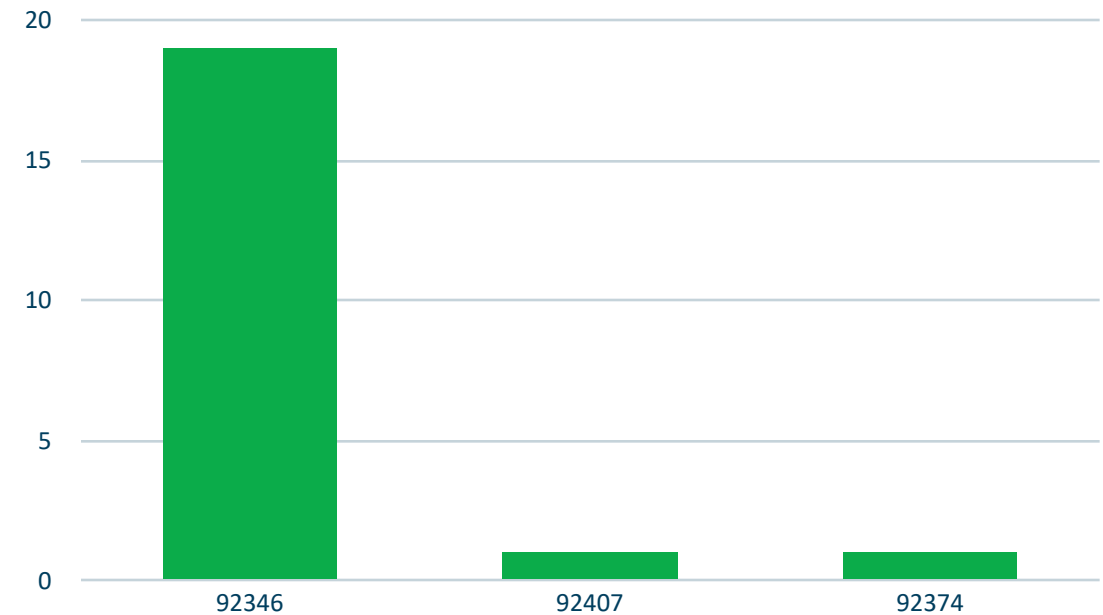
Comments in April

SBD International Airport

April 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	19	7	2.7
92407	San Bernardino	1	1	1.0
92374	Redlands	1	1	1.0
TOTALS		21	9	2.3

Area Ranking by Zip Code (All)

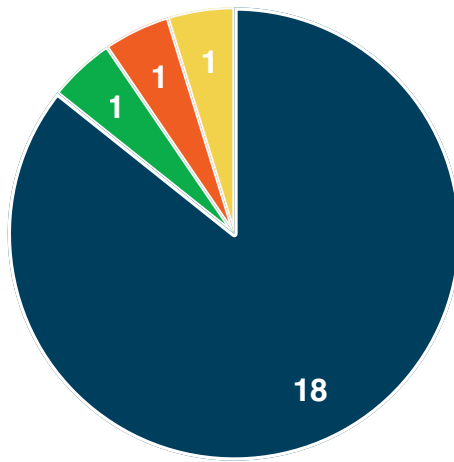


Comment Breakdown

SBD International Airport

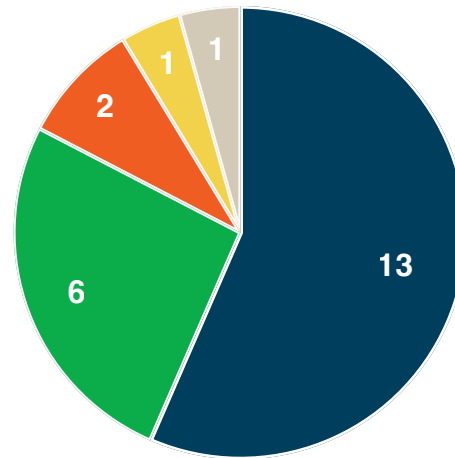
April 2023

Comments by Aircraft Category



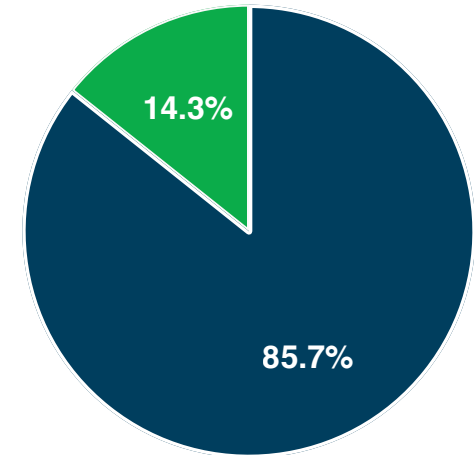
● Jet
● Helicopter
● Military
● Unknown

Comments by Concern



● Flying over home
● Low flying
● Unusually loud
● Late night/early morning
● Sustained noise (>5 minutes)

Filing Method



● Web form
● Hotline

May 2023

A first look at the second month of the quarter.

14 noise comments

- Filed by 7 households

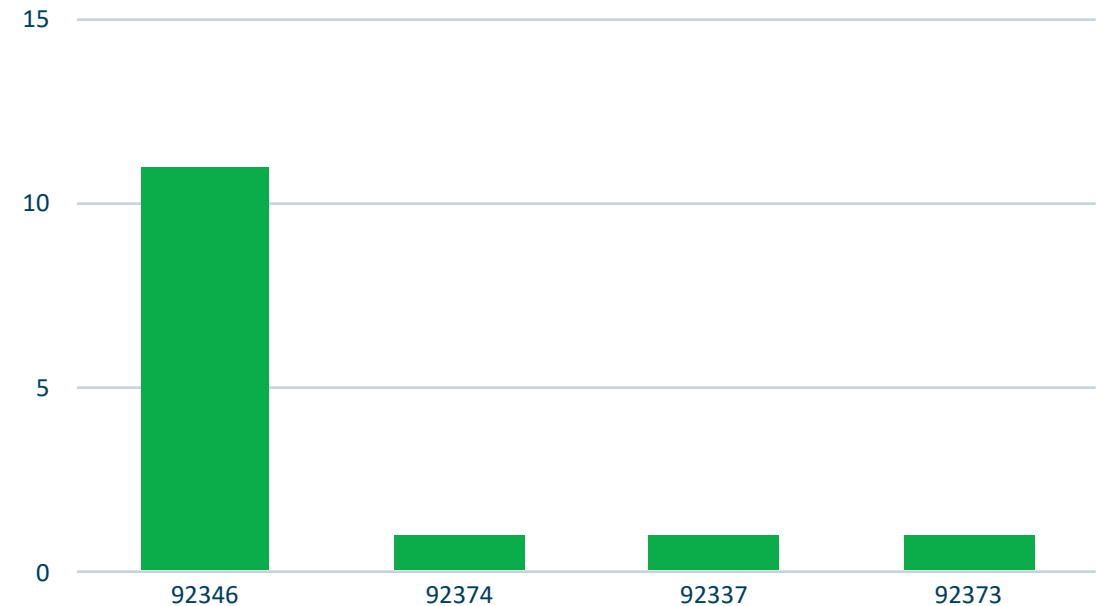
Comments in May

SBD International Airport

May 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	11	4	2.8
92374	Redlands	1	1	1.0
92337	Fontana	1	1	1.0
92373	Redlands	1	1	1.0
TOTALS		14	7	2.0

Area Ranking by Zip Code (All)

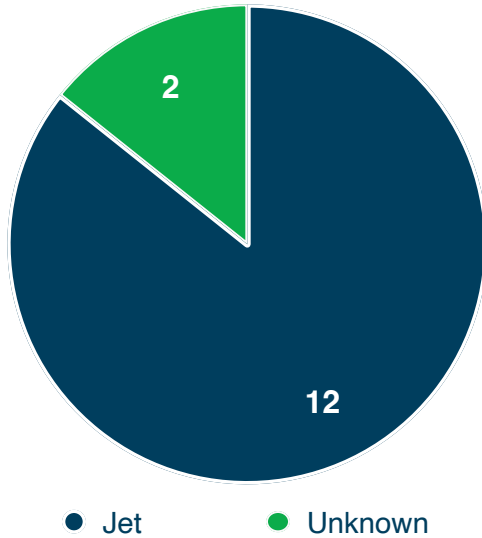


Comment Breakdown

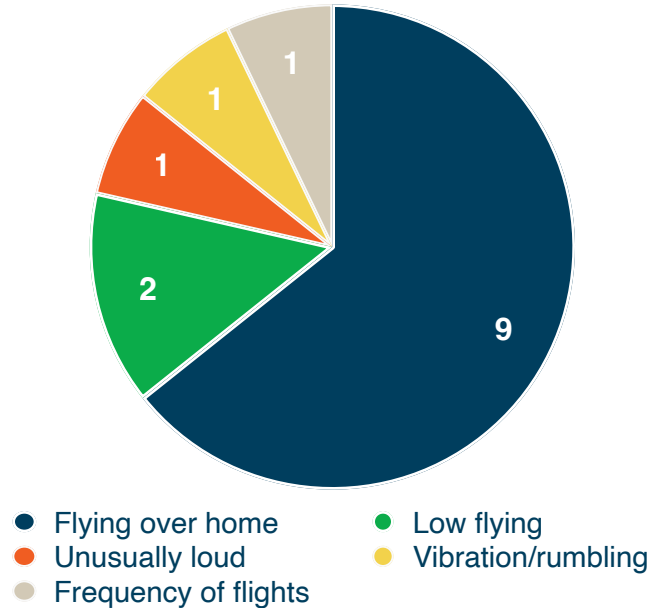
SBD International Airport

May 2023

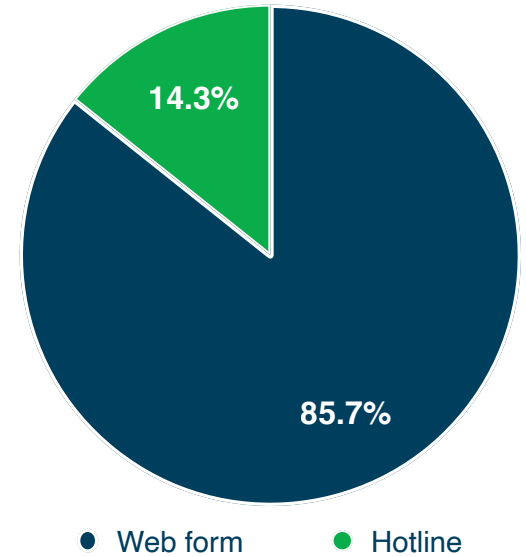
Comments by Aircraft Category



Comments by Concern



Filing Method



June 2023

A first look at the last month of the quarter.

10 noise comments
- Filed by 9 households

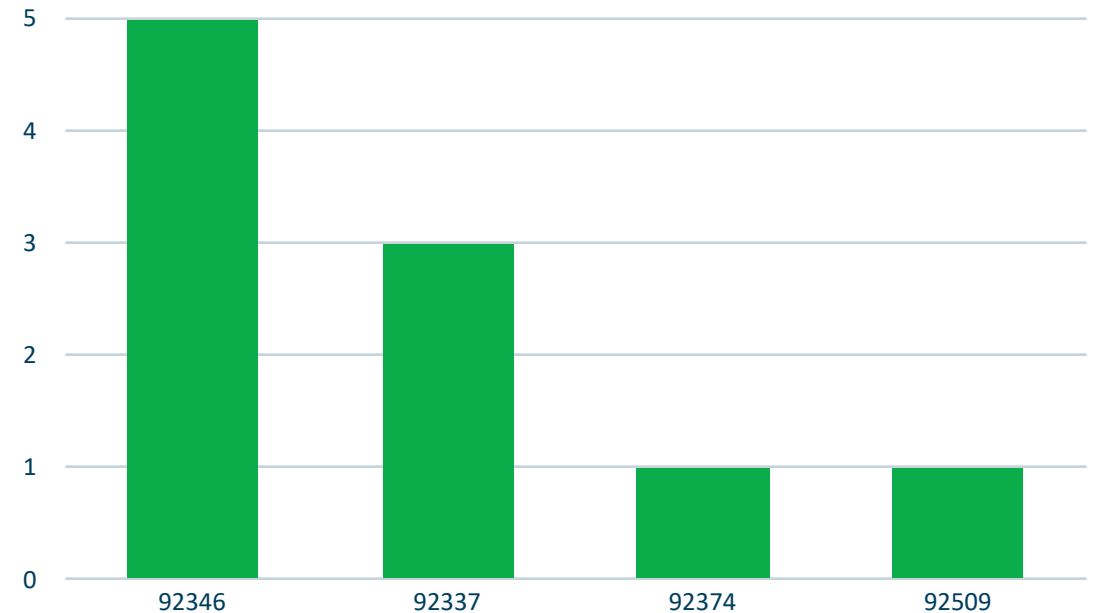
Comments in June

SBD International Airport

June 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	5	4	1.3
92337	Fontana	3	3	1.0
92374	Redlands	1	1	1.0
92509	Jurupa Valley	1	1	1.0
TOTALS		10	9	1.1

Area Ranking by Zip Code (All)

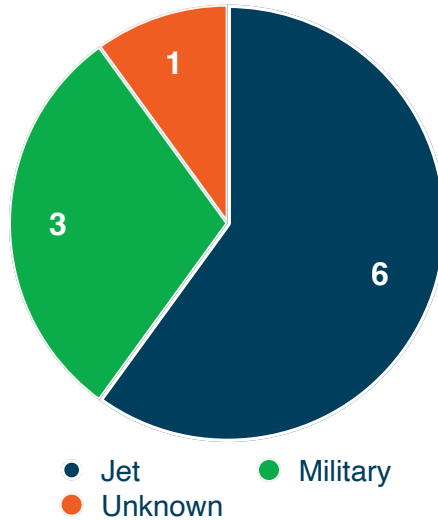


Comment Breakdown

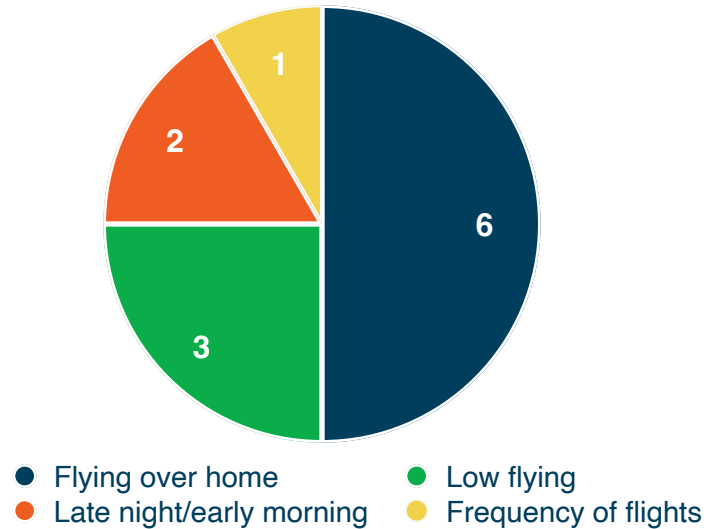
SBD International Airport

June 2023

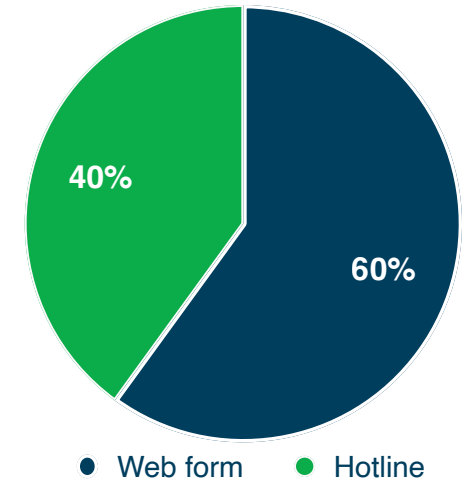
Comments by Aircraft Category



Comments by Concern



Filing Method



TOTALS & TRENDS

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

Noise comments for San Bernardino International Airport decreased in 2Q23, 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

April – June 2023

18

Distinct households
filed aircraft noise
comments this
quarter.

45

Noise comments
received from those
households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	35	11	3.2
92337	Fontana	4	3	1.3
92374	Redlands	3	1	3.0
92407	San Bernardino	1	1	1.0
92509	Jurupa Valley	1	1	1.0
92373	Redlands	1	1	1.0
TOTALS		45	18	2.5

Totals & Trends

SBD International Airport

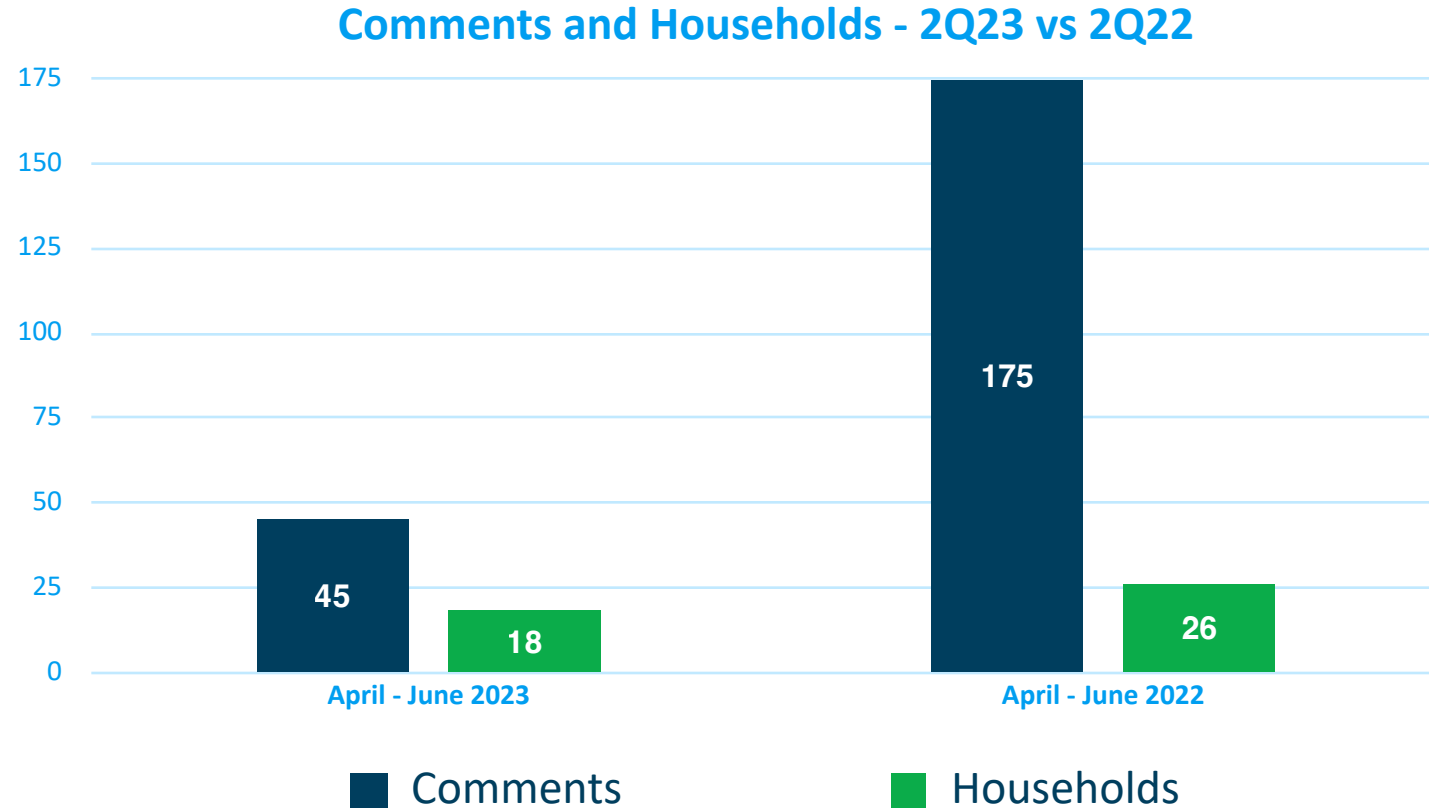
April – June 2023

Top 5 Commenters - 2Q23

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	G183	Highland	11
2	G160	Highland	7
3	R96	Highland	5
4	A102	Redlands	3
5	E182	Highland	3
TOTALS			29

Totals & Trends

SBD International Airport 2Q YoY Trends



COMMENT BREAKDOWN

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

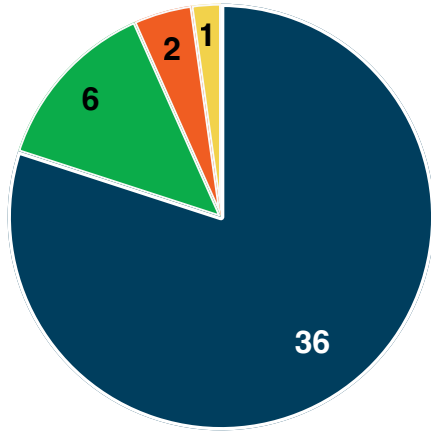
**Most people are
concerned about an
airplane's proximity
to their home.**

Comment Breakdown

SBD International Airport

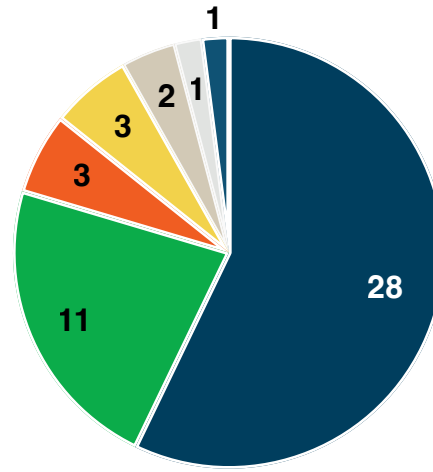
April – June 2023

Comments by Aircraft Category



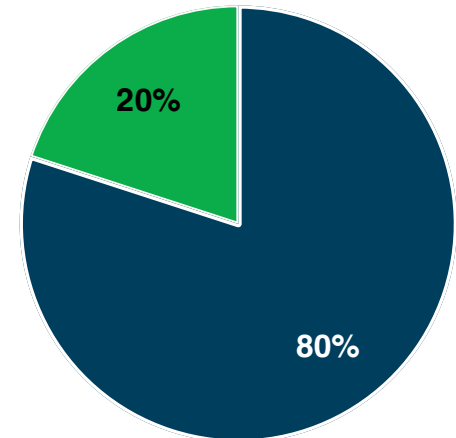
- Jet
- Unknown
- Military
- Helicopter

Comments by Concern



- Flying over home
- Late night/early morning
- Frequency of flights
- Sustained noise (>5 minutes)
- Low flying
- Unusually loud
- Vibration/rumbling

Filing Method



- Web form
- Hotline

Comment Breakdown

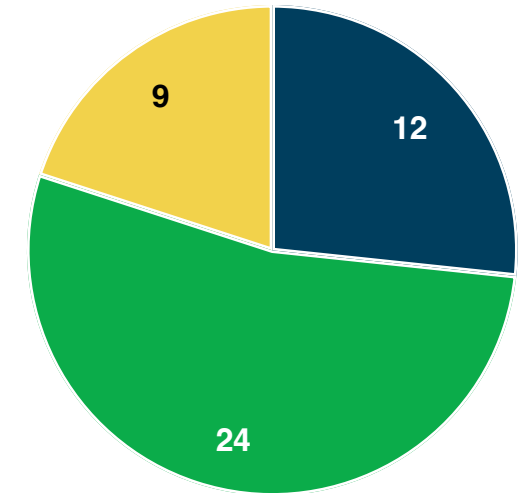
SBD International Airport

April – June 2023

COMMENT BY CONCERN	MENTIONS
Flying over home	28
Low flying	11
Late night/early morning	3
Unusually loud	3
Frequency of flights	2
Vibration/rumbling	1
Sustained noise (>5 minutes)	1

AIRCRAFT CATEGORY	MENTIONS
Jet	36
Unknown	6
Military	2
Helicopter	1

Response Requested



● Yes ● No ● Unspecified

COMMENT MAP

A look at where the comments originate.

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

Comment Map: April - June 2023

Comment Map

SBD International Airport

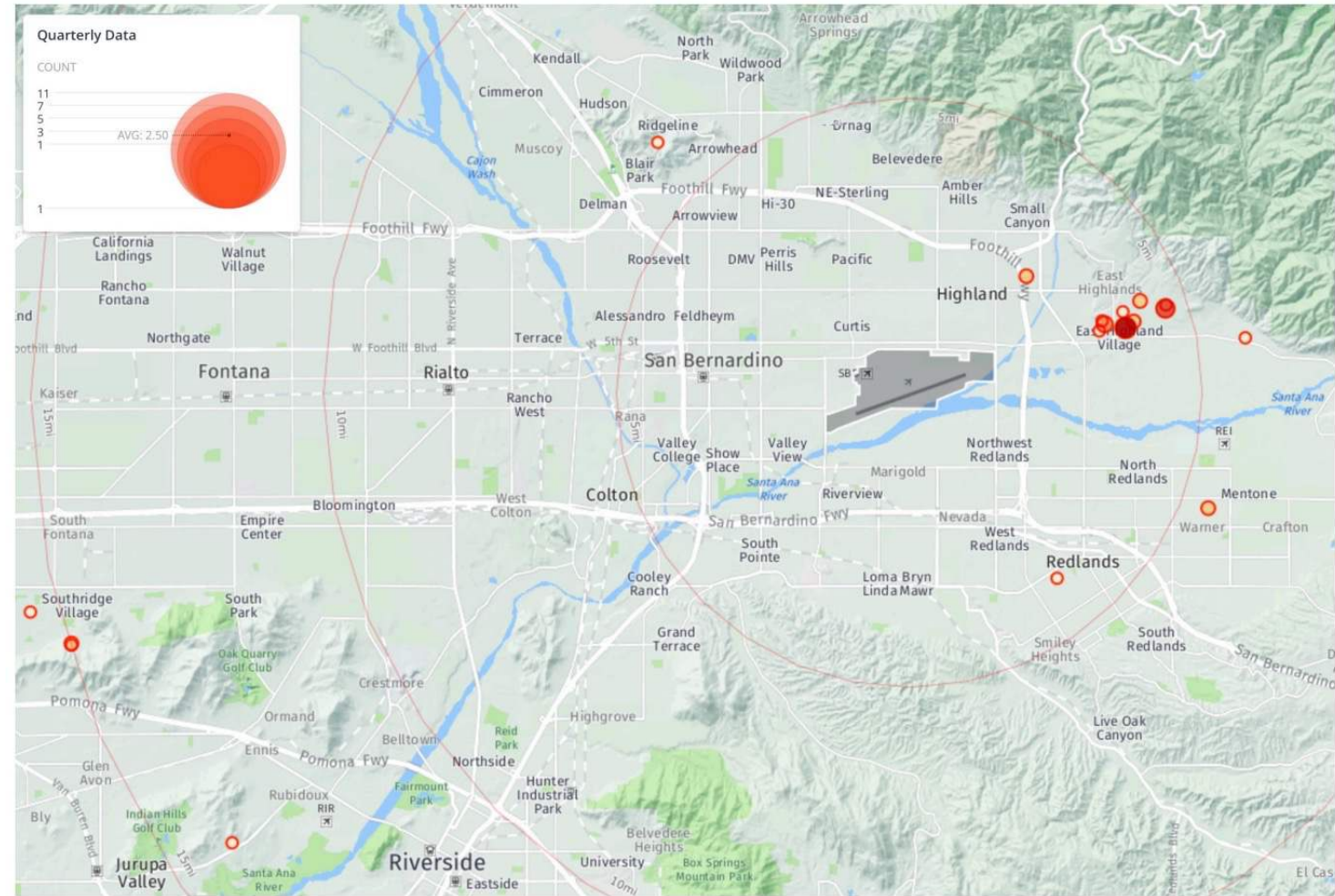
April – June 2023

18

Distinct households
filed aircraft noise
comments this
quarter.

45

Noise comments
received from those
households.



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

Final Thoughts

2Q23 vs. 1Q23 (QoQ):

Noise comments increased.

Number of households filing increased.

2Q23 vs. 2Q22 (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.

