

San Bernardino International Airport

Quarterly Report: January 2024



Program Components

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



COMMUNITY OUTREACH

Presentations, reports to jurisdictions, communications efforts



EDUCATION

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/

SBD 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

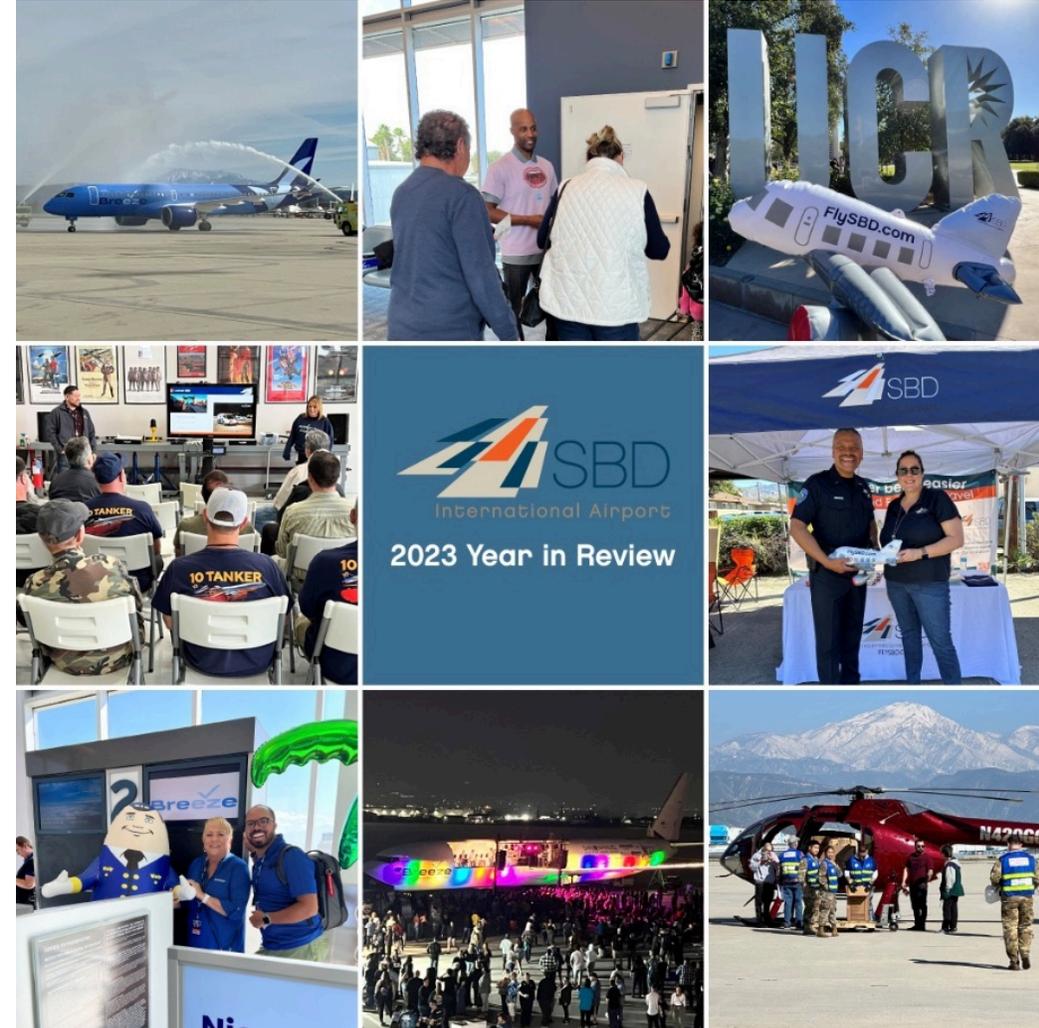


PROVIDE CONSISTENT REPORTING

SBD Good Neighbor Program

Notable developments in 4Q23

- Published *Good Neighbor News* Fall 2023 newsletter, shared individual articles & promoted subscriptions
 - Continued to increase subscribers
- Spotlit SBD's ongoing outreach & public engagement, including:
 - Sponsorships & tabling at local events
 - Connecting with students—elementary school to college
 - Hosting & sponsoring the 9th Annual Turkey Trot
- Received an award from The Kiwanis Club of San Bernardino recognizing SBD's community commitment & ongoing investments in revitalizing the airport & its positive regional impacts
- Shared how SBD delivered the holidays to our community, through general aviation, airline & cargo flights



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 their 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 January 2024



TOTALS & TRENDS



COMMENTS YEAR-TO-DATE



COMMENT BREAKDOWN



COMMENT MAP

October 2023

A first look at the first month of the quarter.

23 noise comments

- Filed by 7 households

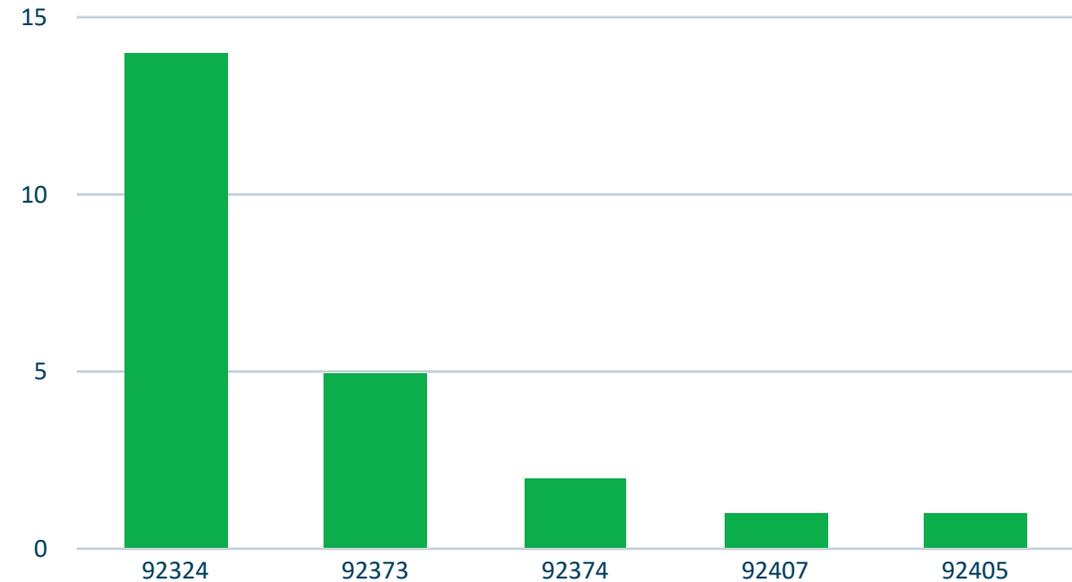
Comments in October

SBD International Airport

October 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	14	2	7.0
92373	Redlands	5	1	5.0
92374	Redlands	2	2	1.0
92407	San Bernardino	1	1	1.0
92405	San Bernardino	1	1	1.0
TOTALS		23	7	3.3

Area Ranking by Zip Code (All)

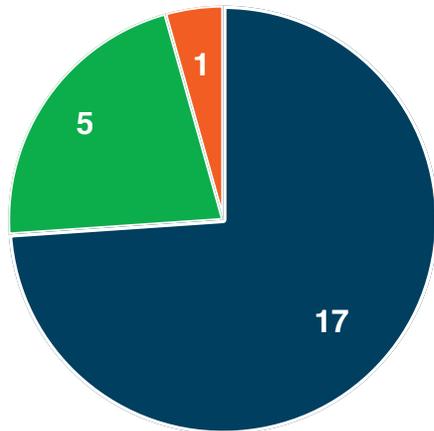


Comment Breakdown

SBD International Airport

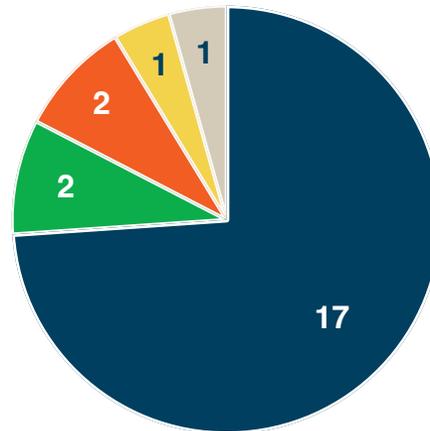
October 2023

Comments by Aircraft Category



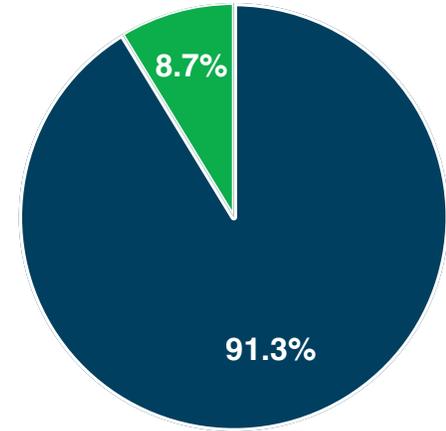
- Jet
- Unknown
- Helicopter

Comments by Concern



- Flying over home
- Unspecified
- Frequency of flights
- Unusually loud
- Late night/early morning

Filing Method



- Web form
- Hotline

November 2023

A first look at the second month of the quarter.

4 noise comments

- Filed by 3 households

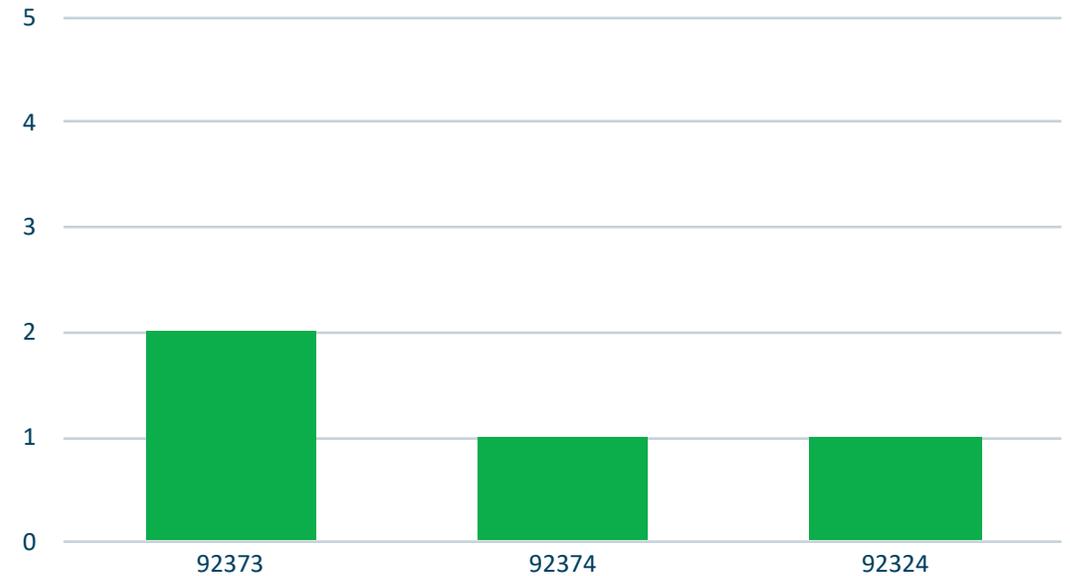
Comments in November

SBD International Airport

November 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92373	Redlands	2	1	2.0
92374	Redlands	1	1	1.0
92324	Colton	1	1	1.0
TOTALS		4	3	1.3

Area Ranking by Zip Code (All)

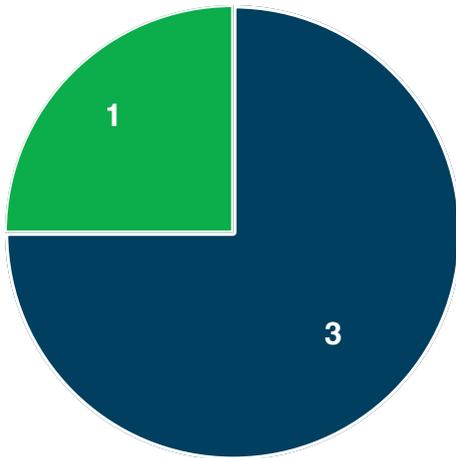


Comment Breakdown

SBD International Airport

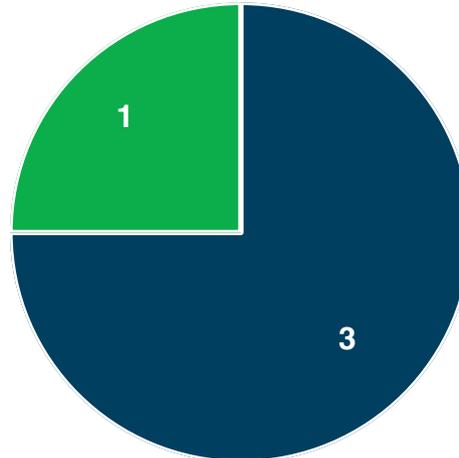
November 2023

Comments by Aircraft Category



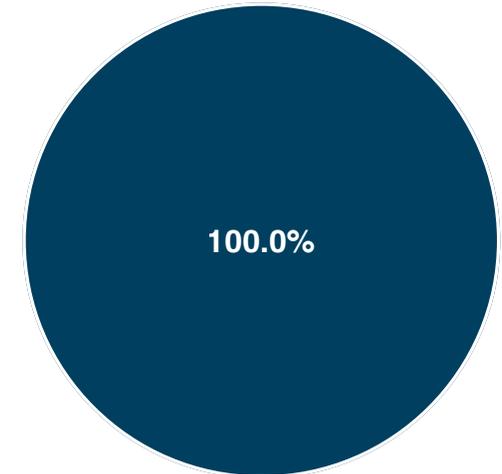
- Jet
- Unknown

Comments by Concern



- Flying over home
- Late night/early morning

Filing Method



- Web form

December 2023

A first look at the last month of the quarter.

11 noise comments
- Filed by 6 households

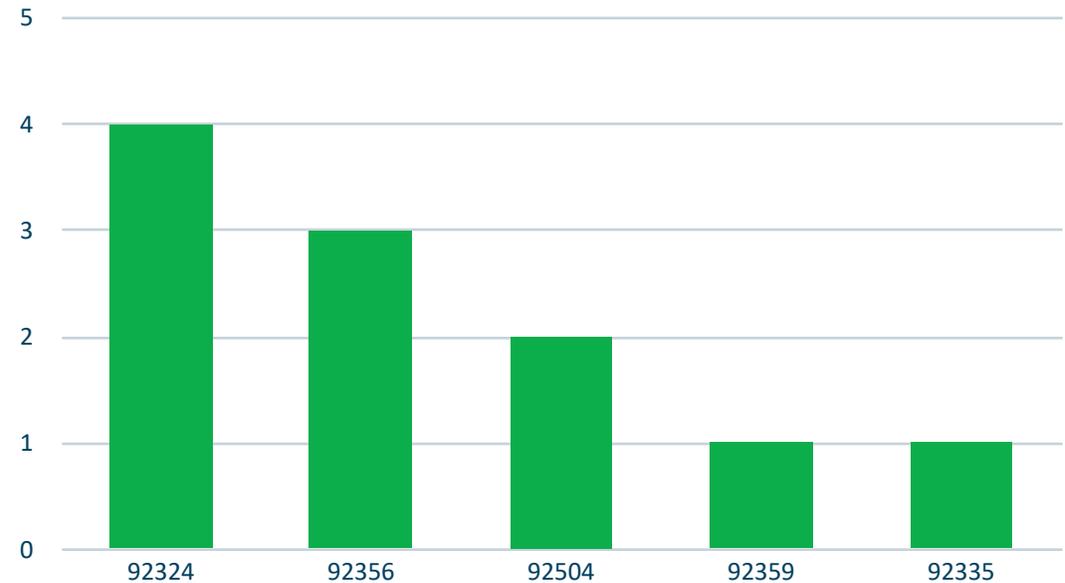
Comments in December

SBD International Airport

December 2023

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	4	2	2.0
92356	Lucerne Valley	3	1	3.0
92504	Riverside	2	1	2.0
92359	Mentone	1	1	1.0
92335	Fontana	1	1	1.0
TOTALS		11	6	1.8

Area Ranking by Zip Code (All)

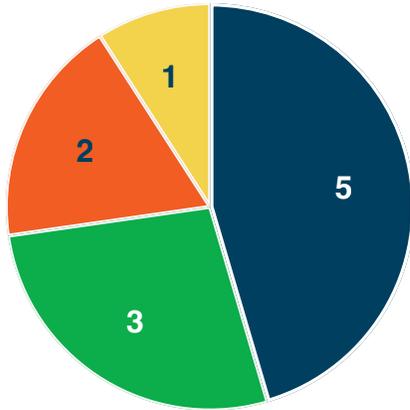


Comment Breakdown

SBD International Airport

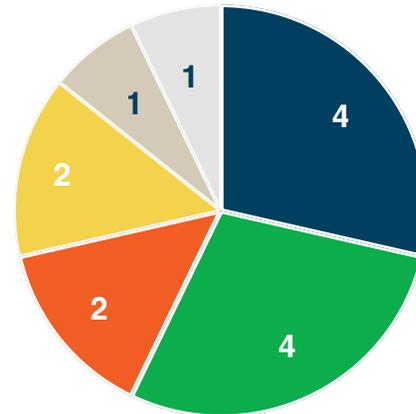
December 2023

Comments by Aircraft Category



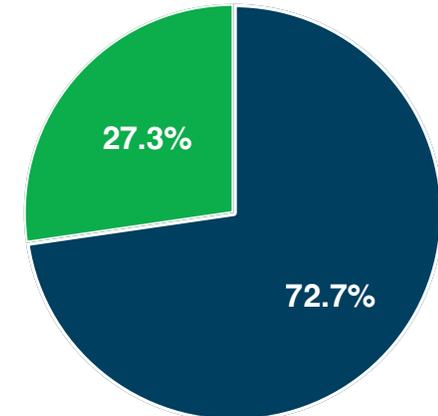
- Unknown
- Jet
- Helicopter
- Propeller

Comments by Concern



- Flying over home
- Unspecified
- Vibration/rumbling
- Low flying
- Frequency of flights
- Circling

Filing Method



- Web form
- Hotline

TOTALS & TRENDS

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

Noise comments for San Bernardino International Airport increased in 4Q23, YoY, due to:

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

Totals & Trends

SBD International Airport

October – December 2023

12

Distinct households filed aircraft noise comments this quarter.

38

Noise comments received from those households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/HOUSEHOLD
92324	Colton	19	3	6.3
92373	Redlands	7	1	7.0
92356	Lucerne Valley	3	1	3.0
92374	Redlands	3	2	1.5
92504	Riverside	2	1	2.0
92335	Fontana	1	1	1.0
92407	San Bernardino	1	1	1.0
92405	San Bernardino	1	1	1.0
92359	Mentone	1	1	1.0
TOTALS		38	12	3.2

Totals & Trends

SBD International Airport

October – December 2023

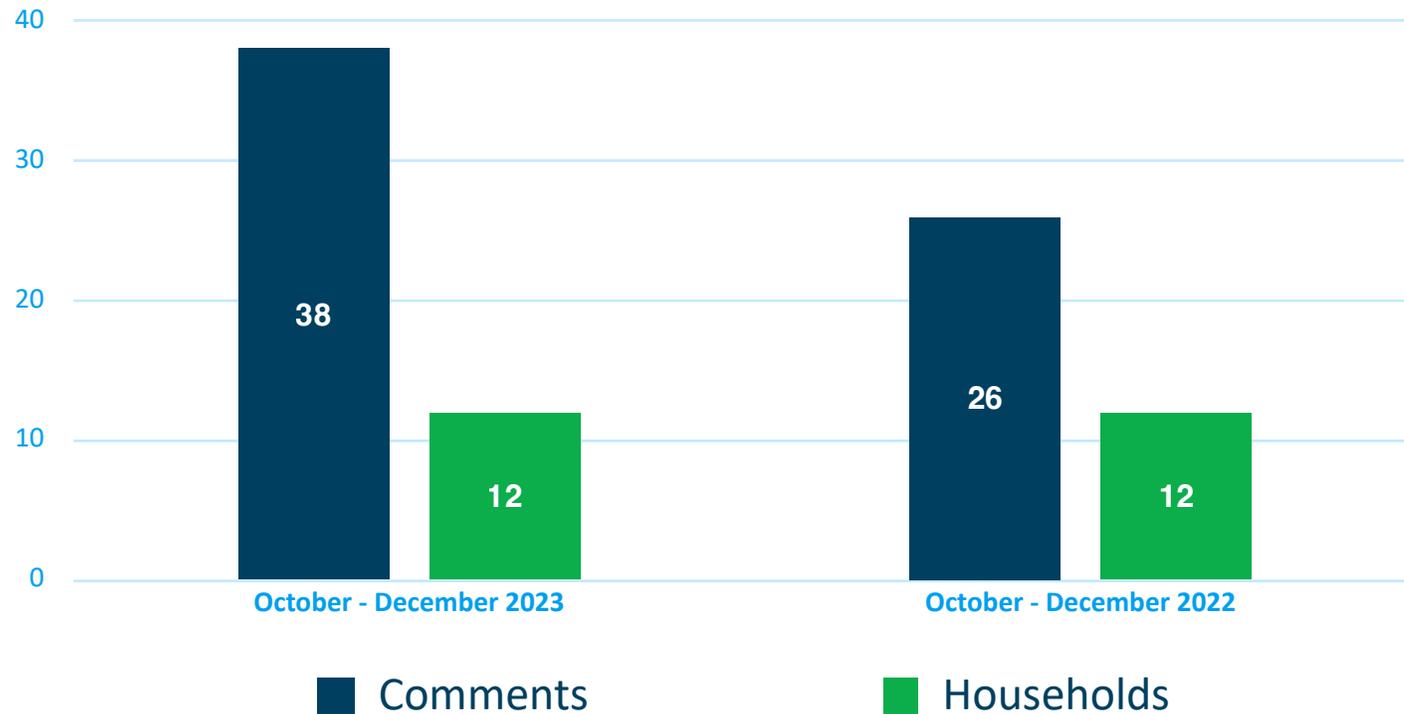
Top 5 Commenters - 4Q23

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	Y170	Colton	15
2	M131	Redlands	7
3	J244	Lucerne Valley	3
4	H246	Riverside	2
5	M28	Colton	2
TOTAL			29

Totals & Trends

SBD International Airport
4Q YoY Trends

Comments and Households - 4Q23 vs 4Q22



COMMENT BREAKDOWN

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

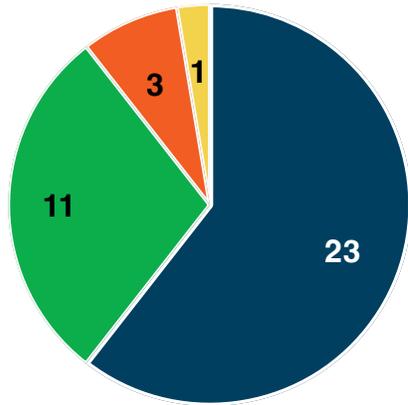
Most people are concerned about an airplane's proximity to their home.

Comment Breakdown

SBD International Airport

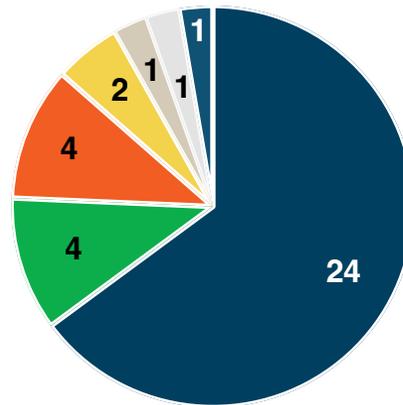
October – December 2023

Comments by Aircraft Category



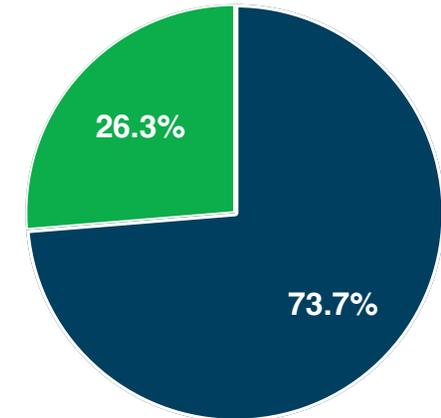
- Jet
- Unknown
- Helicopter
- Propeller

Comments by Concern



- Flying over home
- Frequency of flights
- Low flying
- Late night/early morning
- Unusually loud
- Circling
- Vibration/rumbling

Filing Method



- Web form
- Hotline

Comment Breakdown

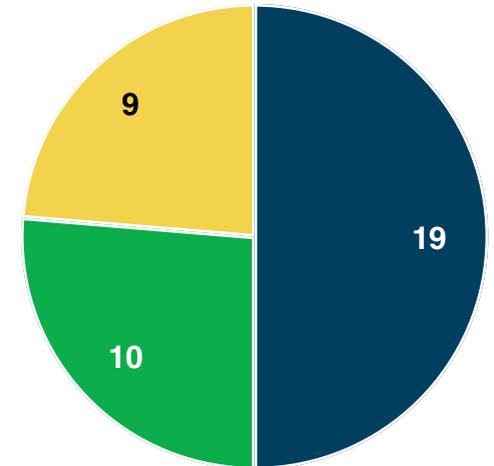
SBD International Airport

October – December 2023

COMMENT BY CONCERN	MENTIONS
Flying over home	24
Frequency of flights	4
Low flying	4
Late night/early morning	2
Unusually loud	1
Vibration/rumbling	1
Circling	1

AIRCRAFT CATEGORY	MENTIONS
Jet	23
Unknown	11
Helicopter	3
Propeller	1

Response Requested



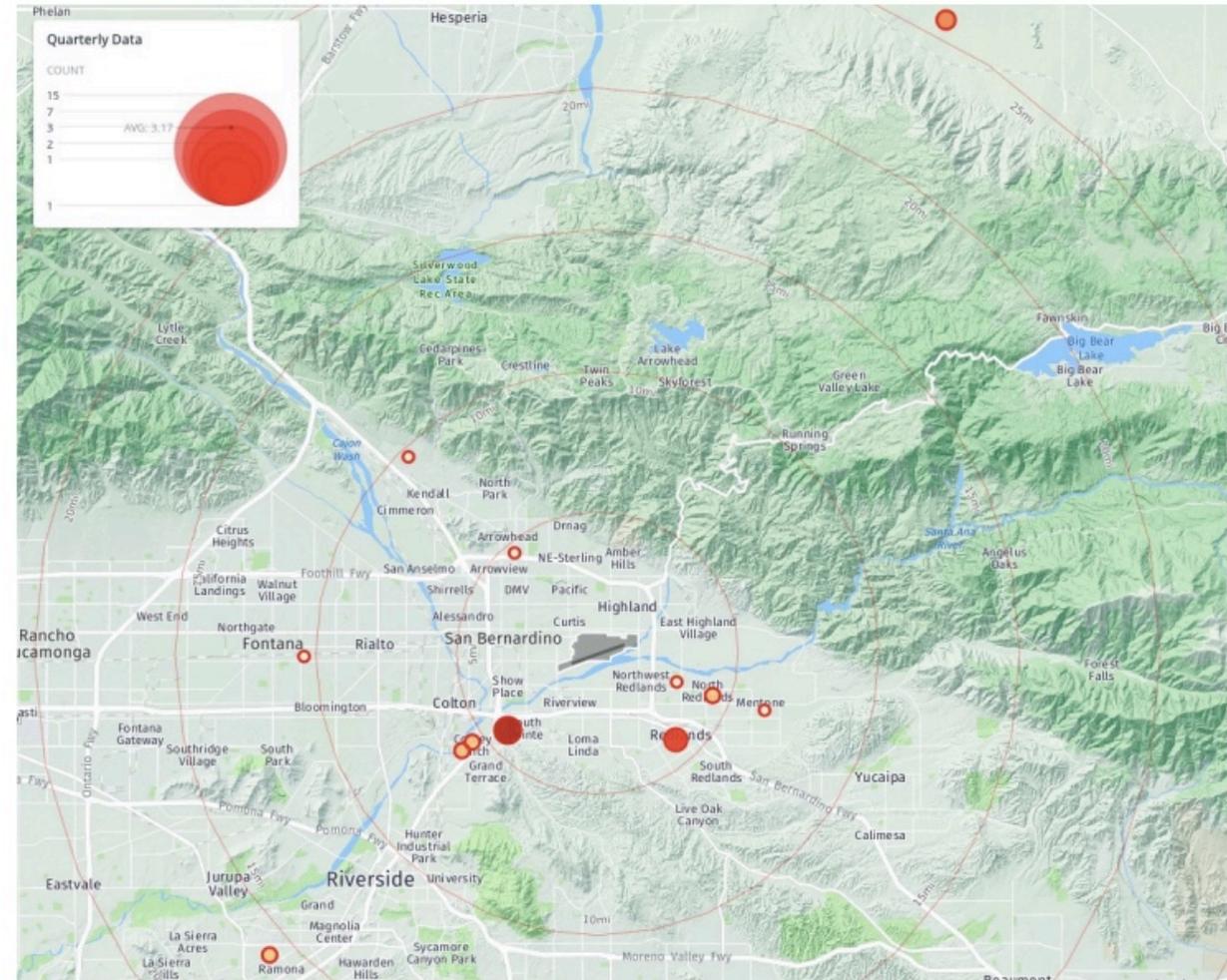
● No ● Unspecified ● Yes

COMMENT MAP

A look at where the comments originate.

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

Comment Map: October - December 2023



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

Comment Map

SBD International Airport
October – December 2023

12

Distinct households filed aircraft noise comments this quarter.

38

Noise comments received from those households.

Final Thoughts

4Q23 vs. 3Q23 (QoQ):

Noise comments decreased.
Number of households filing decreased.

4Q23 vs. 4Q22 (YoY):

Noise comments increased.
Number of households filing was equal.

YoY noise comments increase attributed to:

- Continued jet aircraft operations at SBD
- Engaged and concerned community members seeking information about aircraft, and
- Ongoing community education 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.

