

# 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/](https://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
- Spotlighted 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

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A first look at the first month of the quarter.

**23 noise comments**

**- Filed by 7 households**



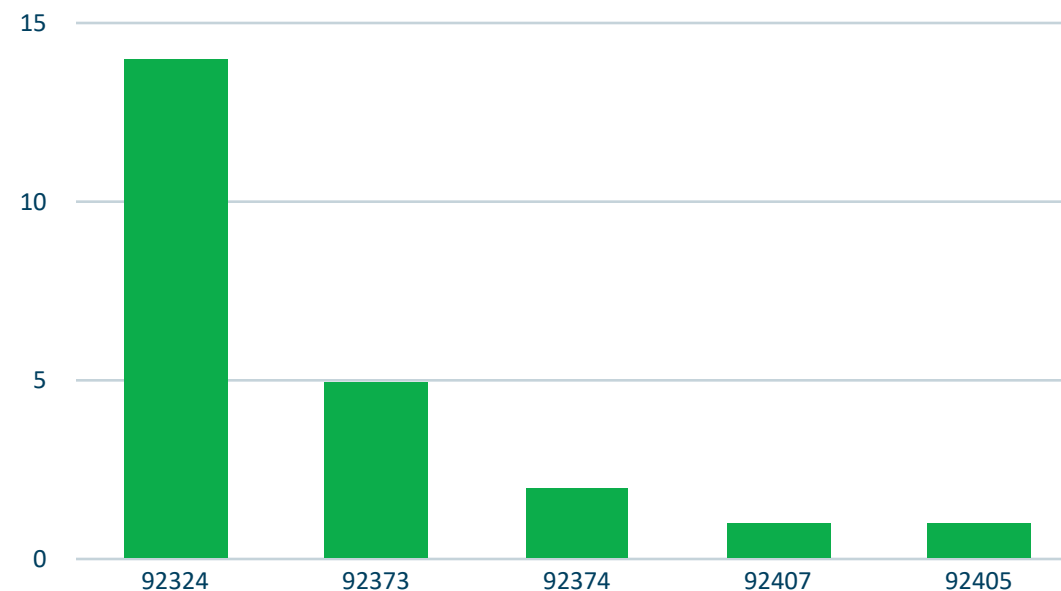
# Comments in October

## SBD International Airport

October 2023

| ZIP CODE | CITY           | COMMENTS | HOUSEHOLDS | COMMENTS/<br>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                    |

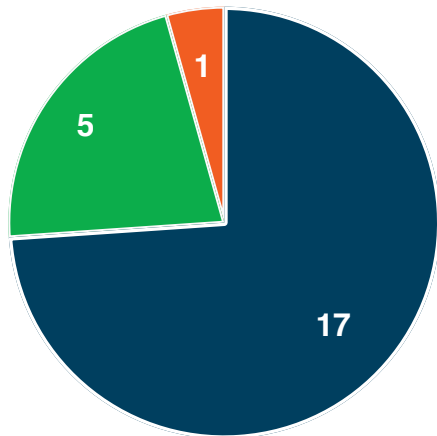
Area Ranking by Zip Code (All)



# Comment Breakdown

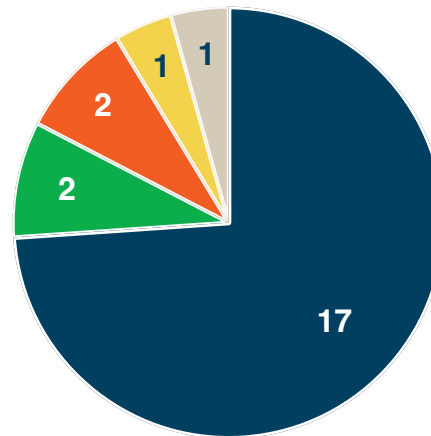
SBD International Airport  
October 2023

## Comments by Aircraft Category



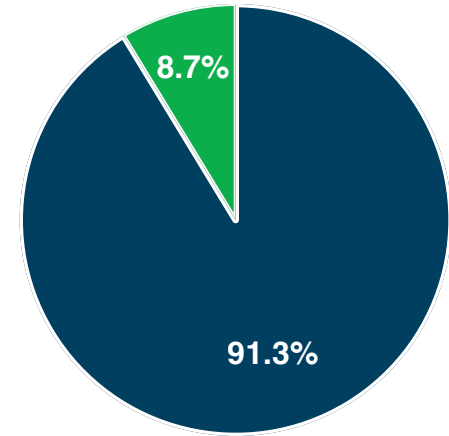
● Jet  
● Helicopter  
● Unknown

## Comments by Concern



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

## Filing Method



● Web form  
● Hotline

# November 2023

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A first look at the second month of the quarter.

**4 noise comments**

**- Filed by 3 households**



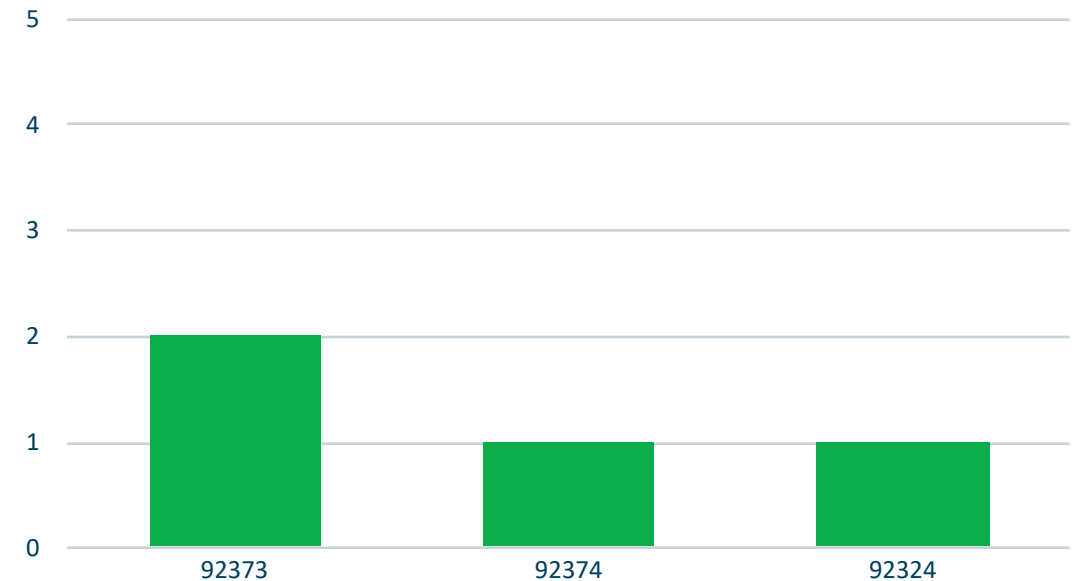
# Comments in November

## SBD International Airport

November 2023

| ZIP CODE | CITY     | COMMENTS | HOUSEHOLDS | COMMENTS/<br>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)

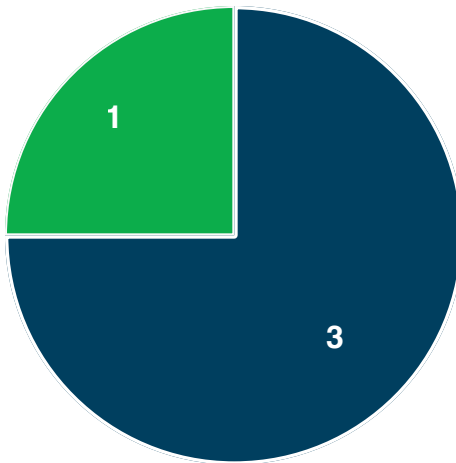


# Comment Breakdown

SBD International Airport

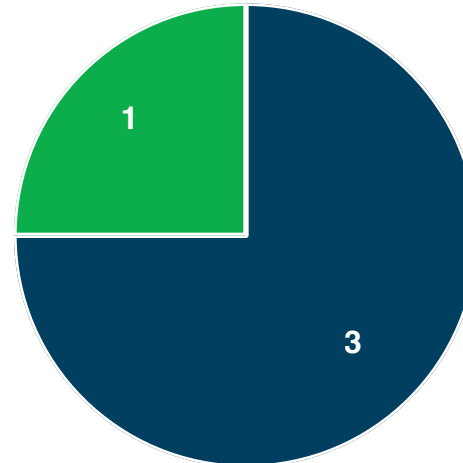
November 2023

Comments by Aircraft Category



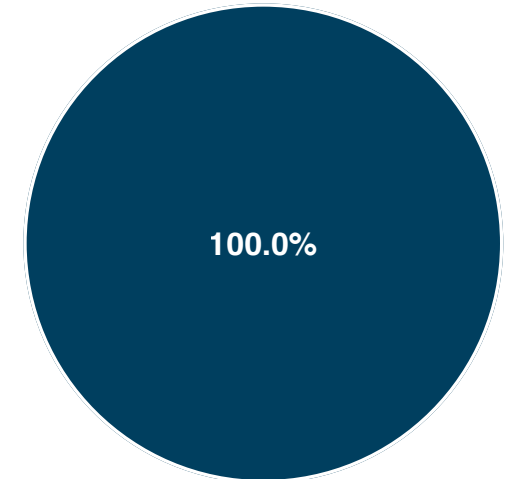
• Jet • Unknown

Comments by Concern



• Flying over home • Late night/early morning

Filing Method



• Web form

# December 2023

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A first look at the last month of the quarter.

**11 noise comments**  
**- Filed by 6 households**



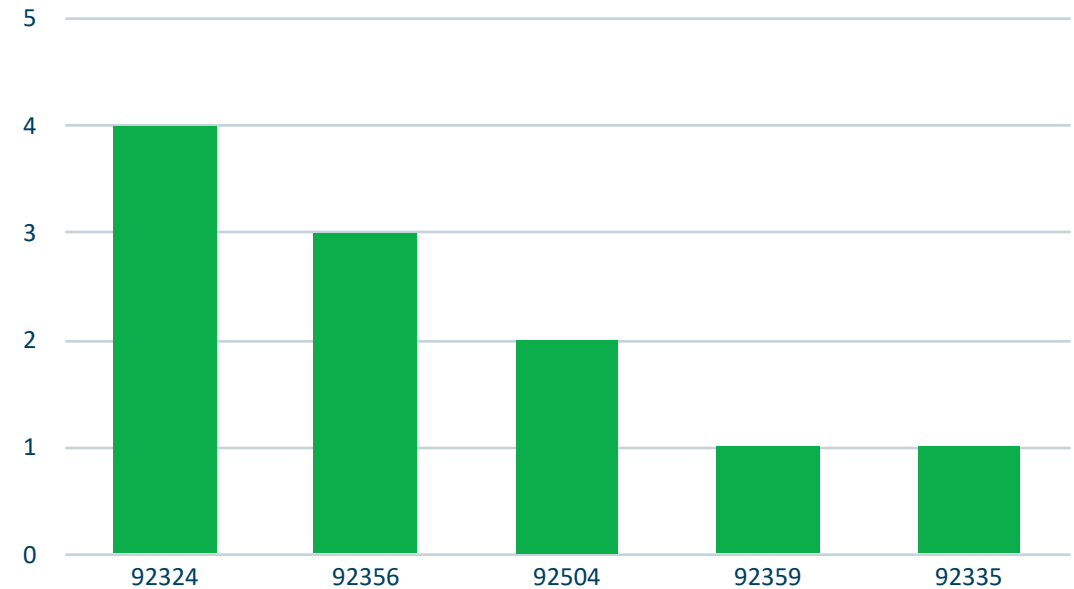
# Comments in December

## SBD International Airport

December 2023

| ZIP CODE | CITY           | COMMENTS | HOUSEHOLDS | COMMENTS/<br>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)

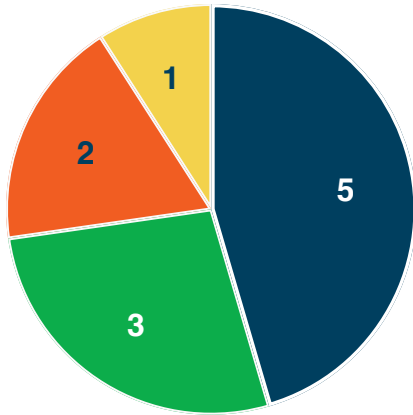


# Comment Breakdown

SBD International Airport

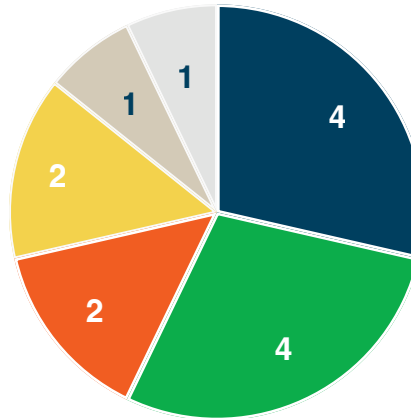
December 2023

## Comments by Aircraft Category



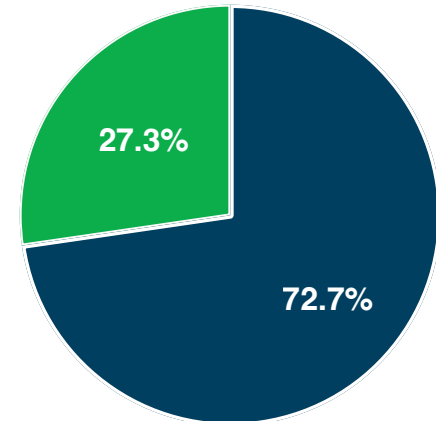
● Unknown    ● Jet  
● Helicopter    ● Propeller

## Comments by Concern



● Flying over home    ● Low flying  
● Unspecified    ● Frequency of flights  
● Vibration/rumbling    ● 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/<br>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

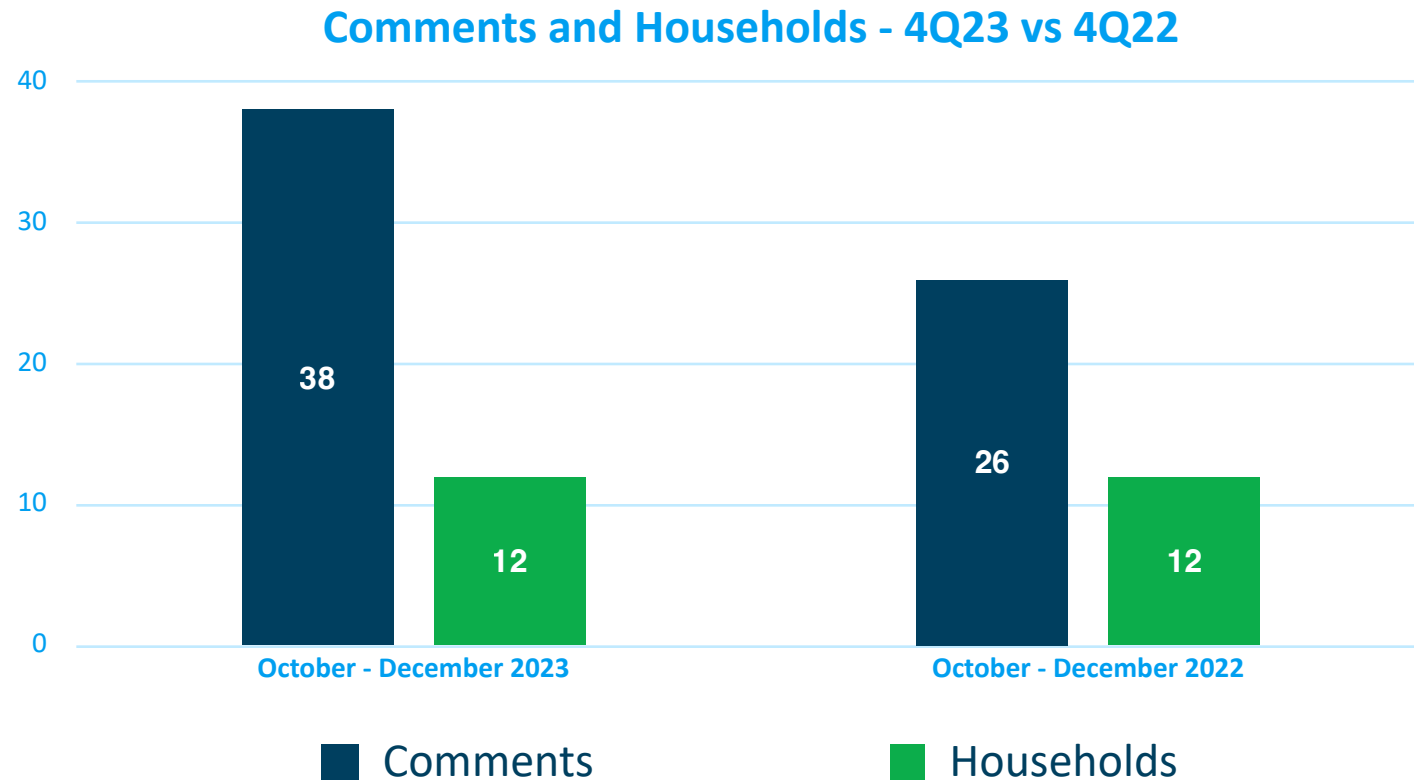
October – December 2023

### 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





# COMMENT BREAKDOWN

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

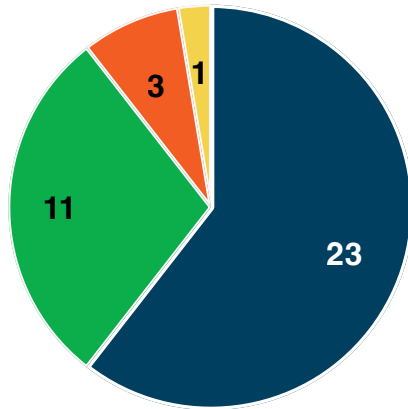
**Most people are  
concerned about an  
airplane's proximity  
to their home.**

# Comment Breakdown

SBD International Airport

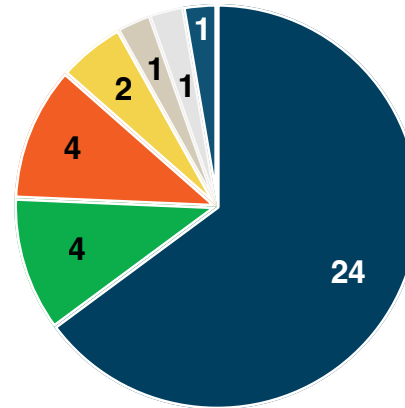
October – December 2023

## Comments by Aircraft Category



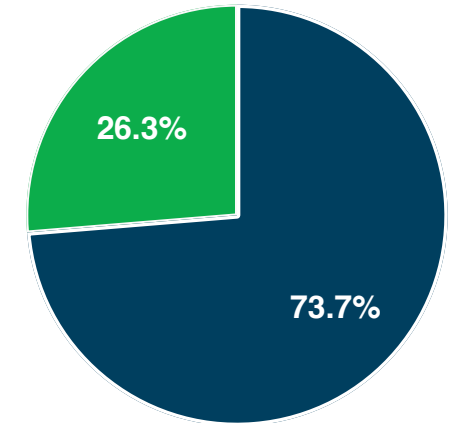
● Jet  
● Helicopter  
● Unknown  
● Propeller

## Comments by Concern



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

## Filing Method



● Web form  
● Hotline

# Comment Breakdown

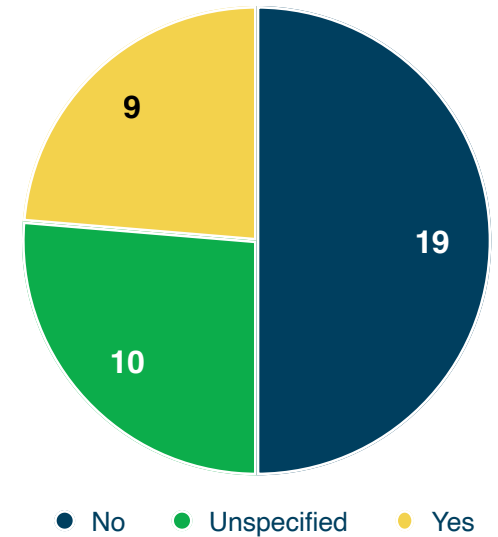
## SBD International Airport

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



# 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: October - December 2023

# Comment Map

SBD International Airport

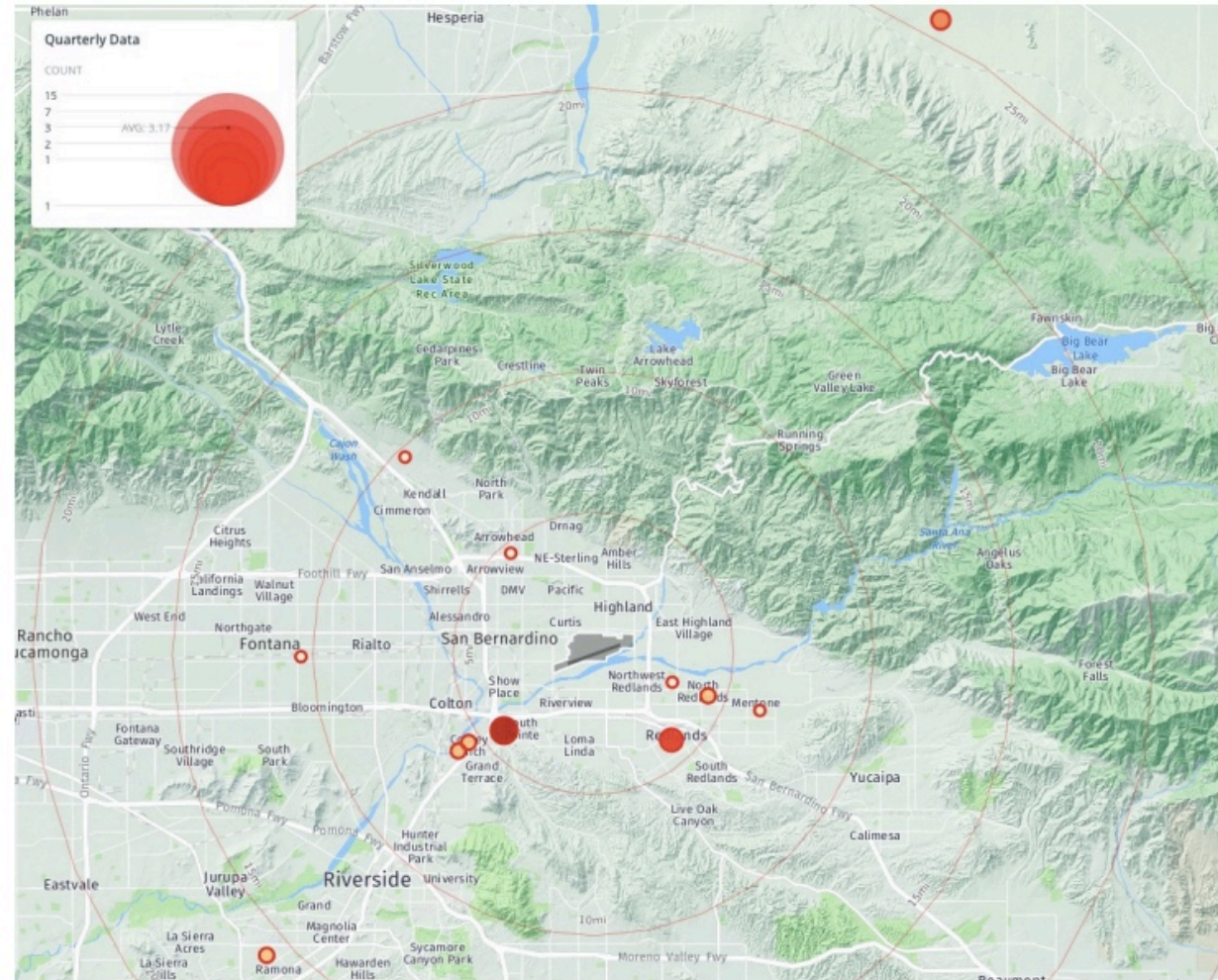
October – December 2023

12

Distinct households  
filed aircraft noise  
comments this  
quarter.

38

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

## 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.

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## **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.

