

San Bernardino International Airport

Quarterly Report: April 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/

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 1Q24:

- Published *Good Neighbor News* Winter 2024 newsletter, shared individual articles, & promoted subscriptions
- Promoted air service & affordable fares, including new seasonal service to Phoenix
- New satellite-based flight procedure took effect in late March, providing a consistent arrival path & minimizing the flight path over residential areas in Highland & Redlands, to the extent possible
- Solicited volunteers for & educated about SBD's full-scale emergency preparedness exercise
- Highlighted SBD's ongoing outreach & public engagement, including sponsoring:
 - KROQ: Storms Bear Mountain & Ditch Day at Snow Summit
 - Truck-A-Palooza in downtown Riverside
 - Career Day presentation at local grade school



Inaugural Flight — February 15, 2024

Social Media - Strategy

- Facebook, Instagram, X, 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 - April 2024



TOTALS & TRENDS



COMMENTS YEAR-TO-DATE



COMMENT BREAKDOWN



COMMENT MAP

January 2024

A first look at the first month of the quarter.

2 noise comments

- Filed by 2 households

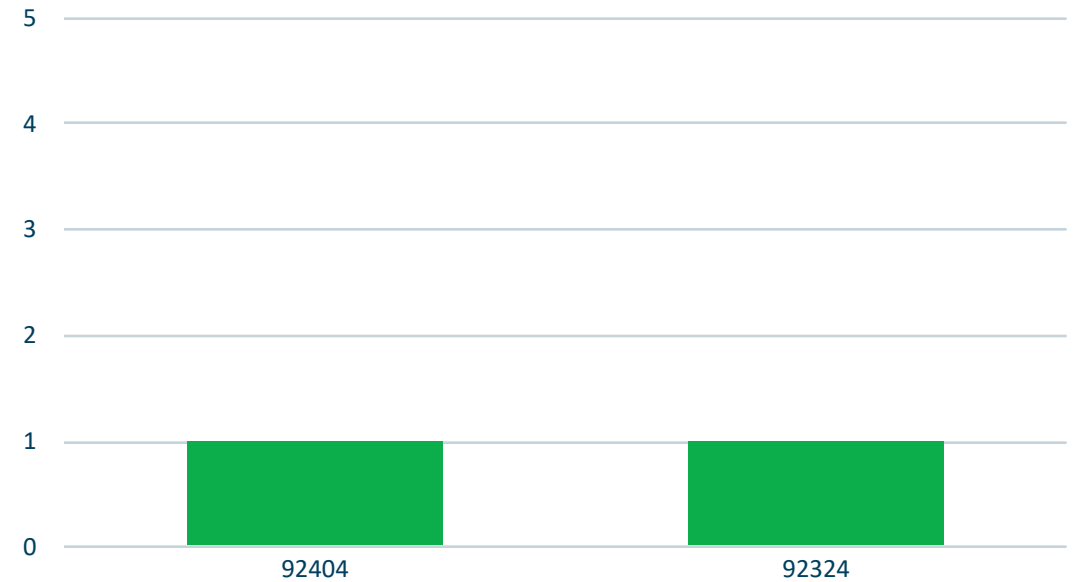
Comments in January

SBD International Airport

January 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92404	San Bernardino	1	1	1.0
92324	Colton	1	1	1.0
TOTALS		2	2	1.0

Area Ranking by Zip Code (All)

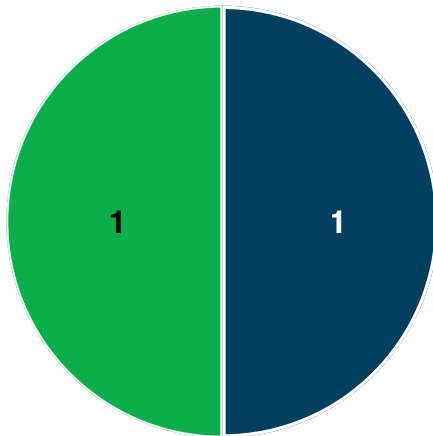


Comment Breakdown

SBD International Airport

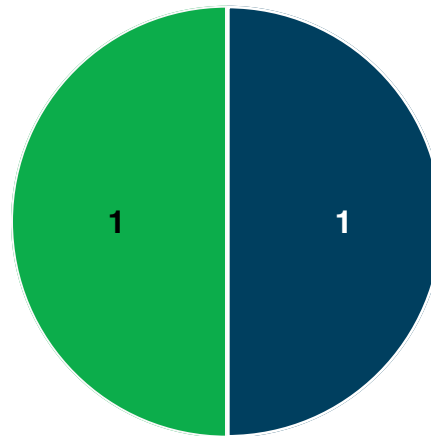
January 2024

Comments by Aircraft Category



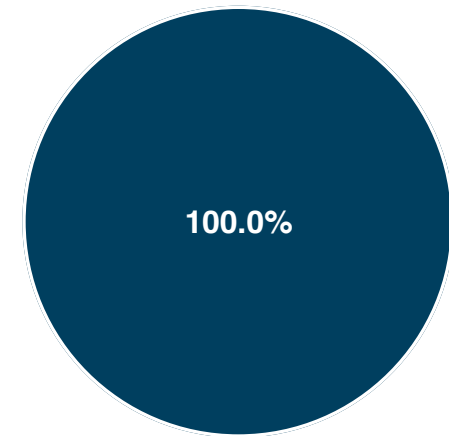
● Jet ● Unknown

Comments by Concern



● Flying over home ● Unspecified

Filing Method



● Web form

February 2024

A first look at the second month of the quarter.

2 noise comments

- Filed by 2 households

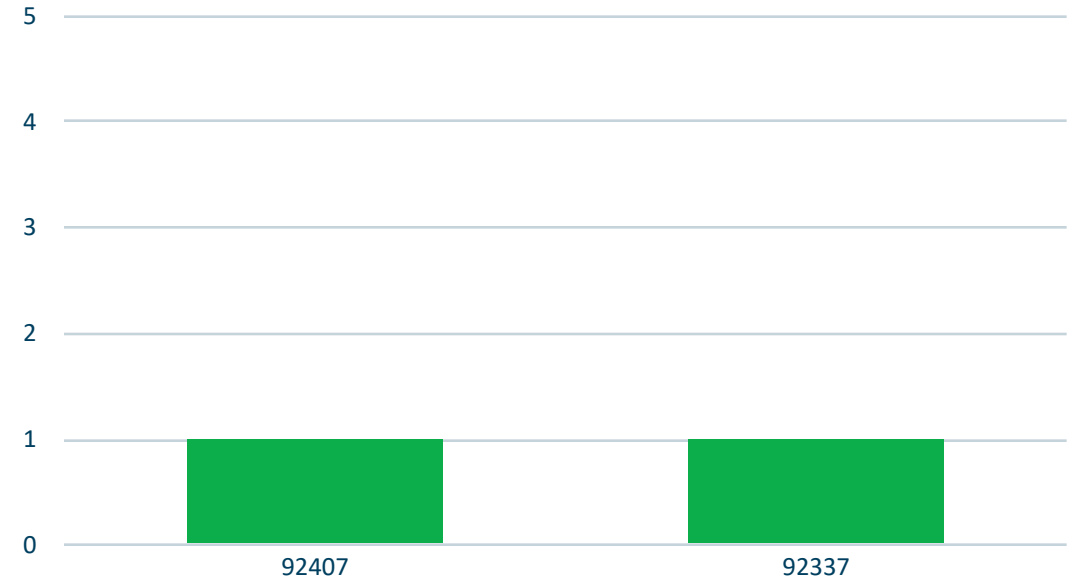
Comments in February

SBD International Airport

February 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92407	Muscoy	1	1	1.0
92337	Fontana	1	1	1.0
TOTALS		2	2	1.0

Area Ranking by Zip Code (All)

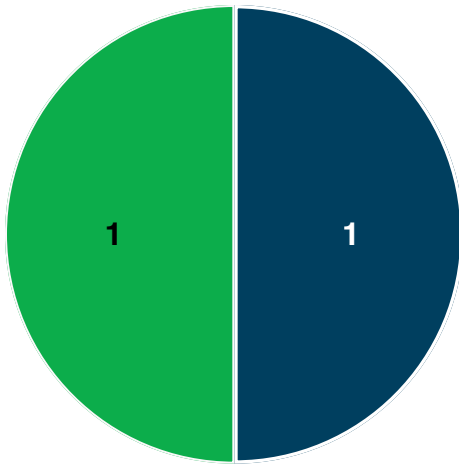


Comment Breakdown

SBD International Airport

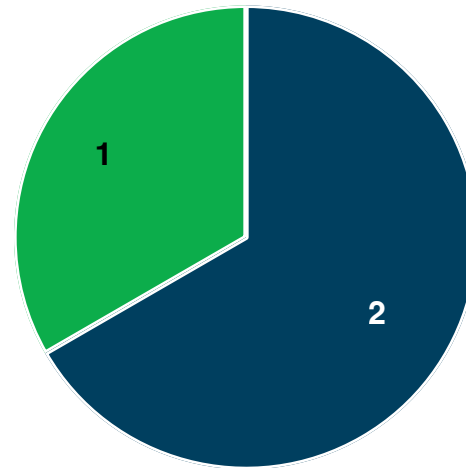
February 2024

Comments by Aircraft Category



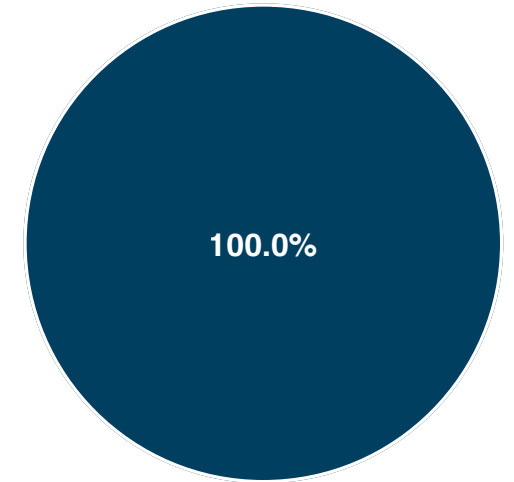
- Helicopter
- Propeller

Comments by Concern



- Unusually loud
- Low flying

Filing Method



- Web form

March 2024

A first look at the last month of the quarter.

19 noise comments
- Filed by 8 households

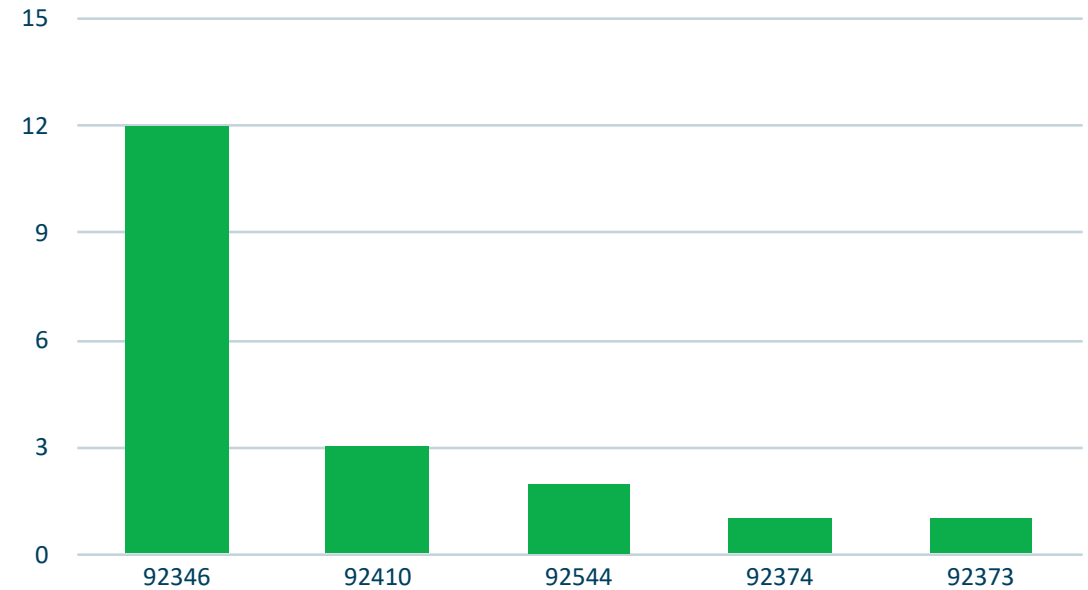
Comments in March

SBD International Airport

March 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	12	3	4.0
92410	San Bernardino	3	2	1.5
92544	Hemet	2	1	2.0
92374	Redlands	1	1	1.0
92373	Redlands	1	1	1.0
TOTALS		19	8	2.4

Area Ranking by Zip Code (All)

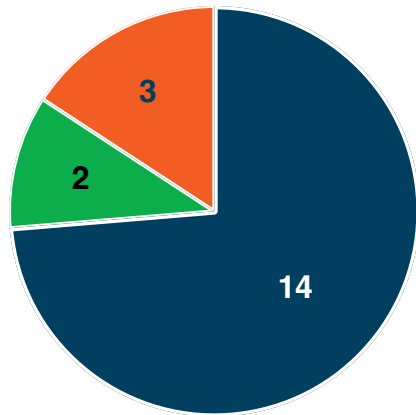


Comment Breakdown

SBD International Airport

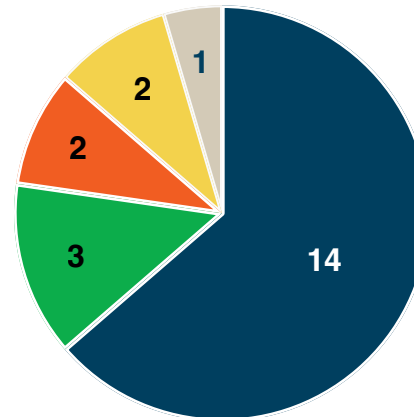
March 2024

Comments by Aircraft Category



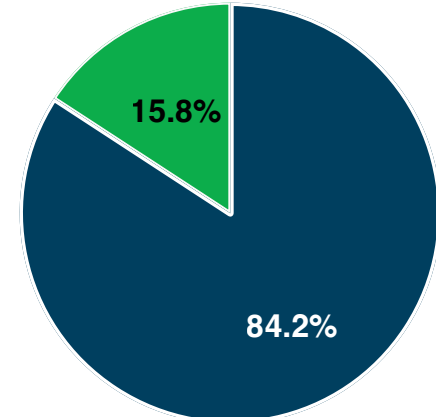
- Jet
- Helicopter
- Unknown

Comments by Concern



- Flying over home
- Frequency of flights
- Low flying
- Late night/early morning
- Unspecified

Filing Method



- Web form
- Hotline

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 1Q24, YoY, despite:

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

Totals & Trends

SBD International Airport

January – March 2024

12

Distinct households filed aircraft noise comments this quarter.

23

Noise comments received from those households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/HOUSEHOLD
92346	Highland	12	3	4.0
92410	San Bernardino	3	2	1.5
92544	Hemet	2	1	2.0
92337	Fontana	1	1	1.0
92324	Colton	1	1	1.0
92407	Muscoy	1	1	1.0
92374	Redlands	1	1	1.0
92373	Redlands	1	1	1.0
92404	San Bernardino	1	1	1.0
TOTALS		23	12	1.9

Totals & Trends

SBD International Airport

January – March 2024

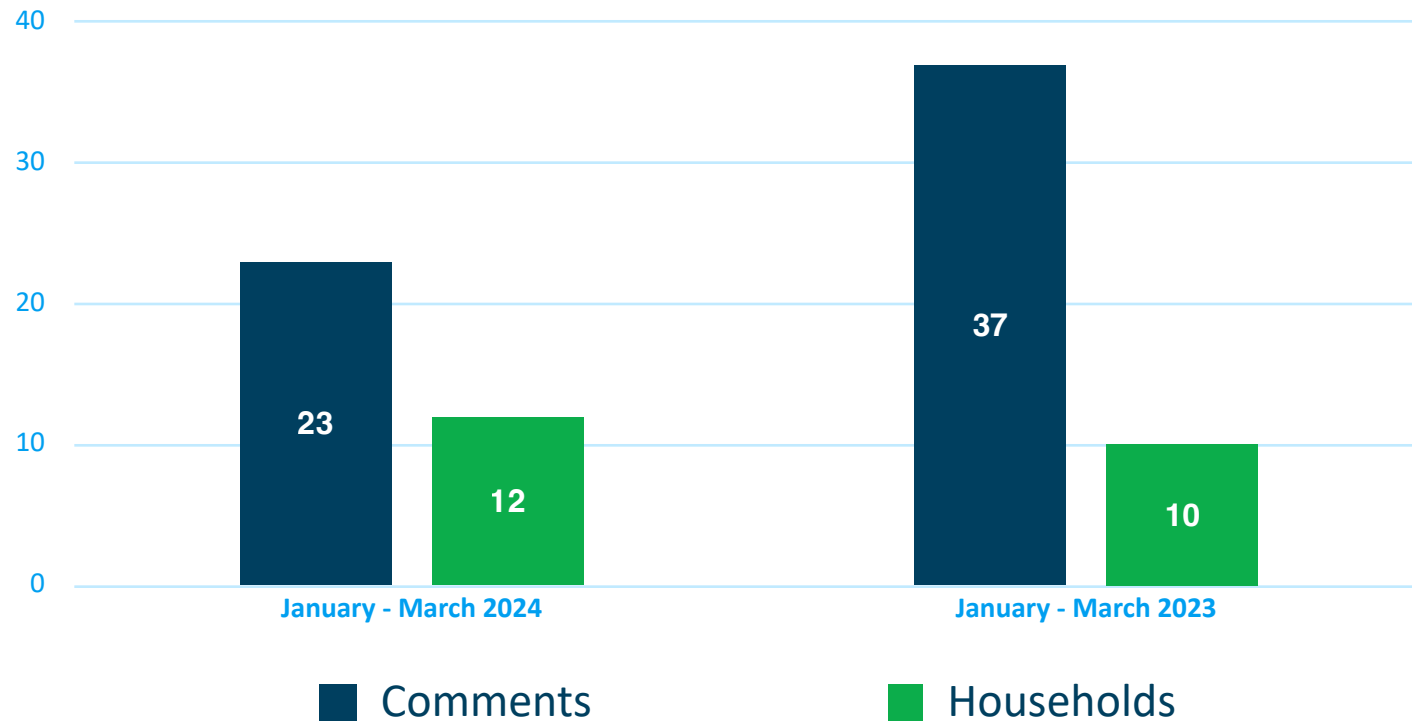
Top 5 Commenters - 1Q24

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	G183	Highland	7
2	R96	Highland	3
3	G160	Highland	2
4	I253	Hemet	2
5	H189	San Bernardino	2
TOTAL			16

Totals & Trends

SBD International Airport
1Q YoY Trends

Comments and Households - 1Q24 vs 1Q23



COMMENT BREAKDOWN

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

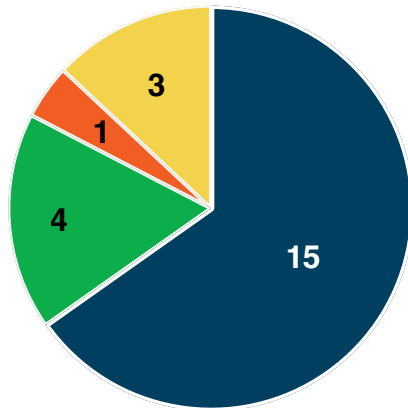
Most people are concerned about an airplane's proximity to their home.

Comment Breakdown

SBD International Airport

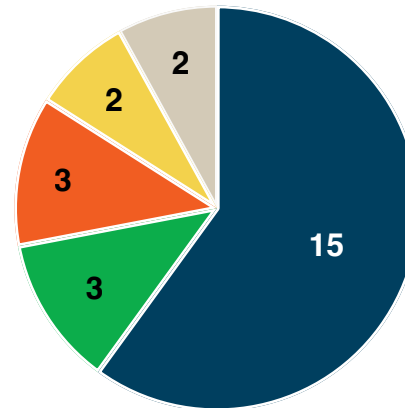
January – March 2024

Comments by Aircraft Category



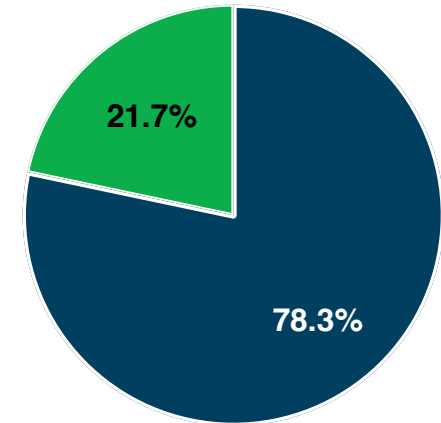
- Jet
- Unknown
- Propeller
- Helicopter

Comments by Concern



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

Filing Method



- Web form
- Hotline

Comment Breakdown

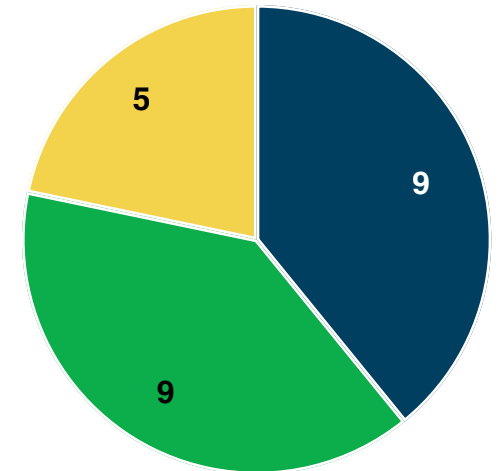
SBD International Airport

January – March 2024

COMMENT BY CONCERN	MENTIONS
Flying over home	15
Frequency of flights	3
Low flying	3
Late night/early morning	2
Unusually loud	2

AIRCRAFT CATEGORY	MENTIONS
Jet	15
Unknown	4
Helicopter	3
Propeller	1

Response Requested



● No ● Yes ● Unspecified

COMMENT MAP

A look at where the comments originate.

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

Comment Map: January – March 2024

Comment Map

SBD International Airport

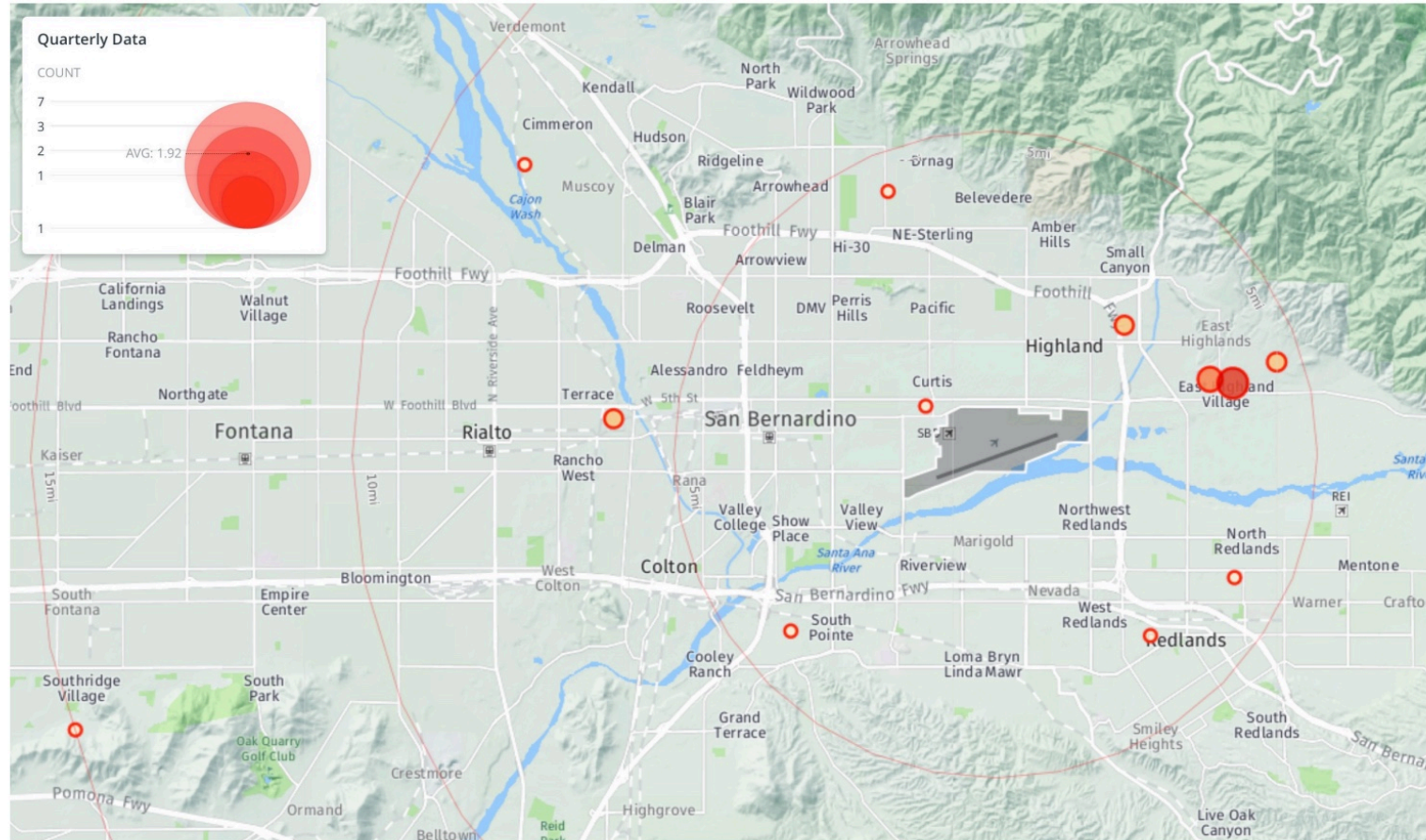
January – March 2024

12

Distinct households filed aircraft noise comments this quarter.

23

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

1Q24 vs. 4Q23 (QoQ):

Noise comments decreased.
Number of households filing was equal.

1Q24 vs. 1Q23 (YoY):

Noise comments decreased.
Number of households filing increased.

YoY noise comments decrease attributed to:

- 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.

