

San Bernardino International Airport

Quarterly Report: July 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 2Q24:

- Published *Good Neighbor News* Spring 2024 newsletter, shared individual articles, and promoted subscriptions
- Continued to promote air service, low fares, easy and affordable parking, and traveler amenities
- Notified the community about the early activation of the San Bernardino Air Tanker Base aerial firefighting operations
- Worked with the Federal Aviation Administration (FAA) to complete new satellite-based flight procedures, which included Required Navigation Performance (RNP) for Runway 24 and Runway 6 and a Standard Instrument Departure (SID) for Runway 6.

Air carriers are actively training flight crews on the new procedures.

Supporting Airtanker Firefighters and Crews



San Bernardino International Airport Good Neighbor Program

Notable developments for 2Q24 (cont'd):

- Highlighted SBD's ongoing outreach, public engagement, and sponsorships:
 - Redlands Bicycle Classic
 - Smith Tech Elementary STEM Fair
 - Monterey Elementary STEAMM Fair
 - Inland Empire Tourism Regional Summit
 - 2024 Southern California E-Commerce & Logistics Summit
 - On campus with Cal State San Bernardino and Coyote Radio



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 - July 2024



TOTALS & TRENDS



COMMENTS YEAR-TO-DATE



COMMENT BREAKDOWN



COMMENT MAP

April 2024

A first look at the first month of the quarter.

33 noise comments

- Filed by 8 households

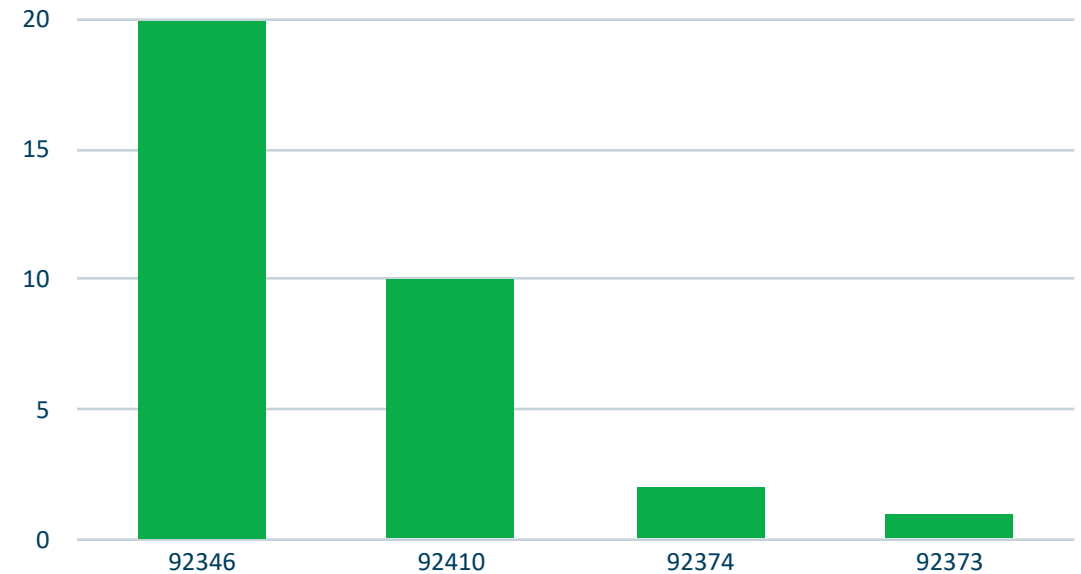
Comments in April

SBD International Airport

April 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	20	5	4.0
92410	San Bernardino	10	1	10.0
92374	Redlands	2	1	1.0
92373	Redlands	1	1	1.0
TOTALS		33	8	4.1

Area Ranking by Zip Code (All)

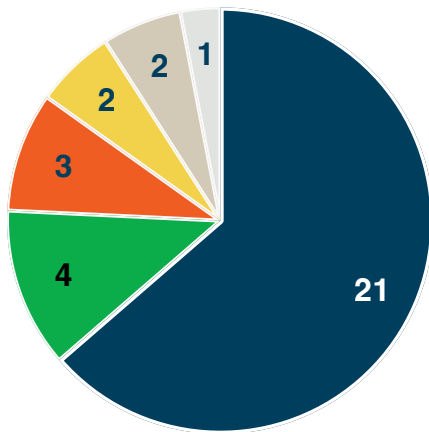


Comment Breakdown

SBD International Airport

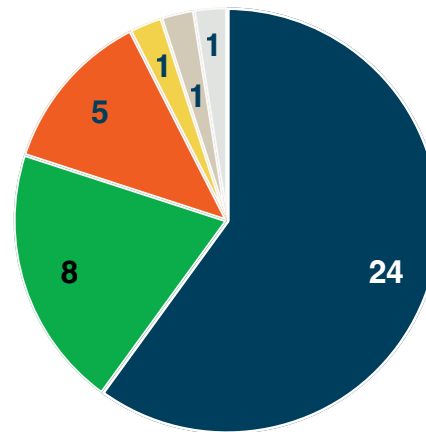
April 2024

Comments by Aircraft Category



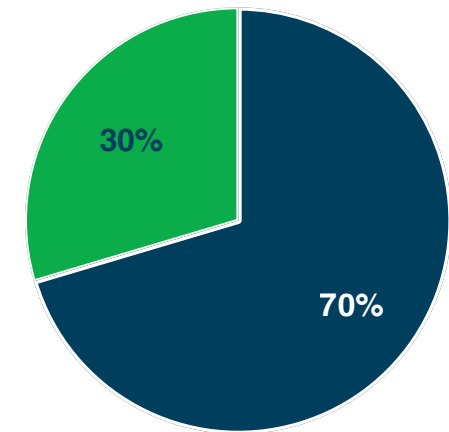
● Jet
● UAS/Drone
● Unknown
● Helicopter
● Military
● Propeller

Comments by Concern



● Flying over home
● Frequency of Flights
● Unspecified
● Late night/early morning
● Low flying
● Sustained noise (>5 minutes)

Filing Method



● Web form
● Hotline

May 2024

A first look at the second month of the quarter.

13 noise comments

- Filed by 6 households

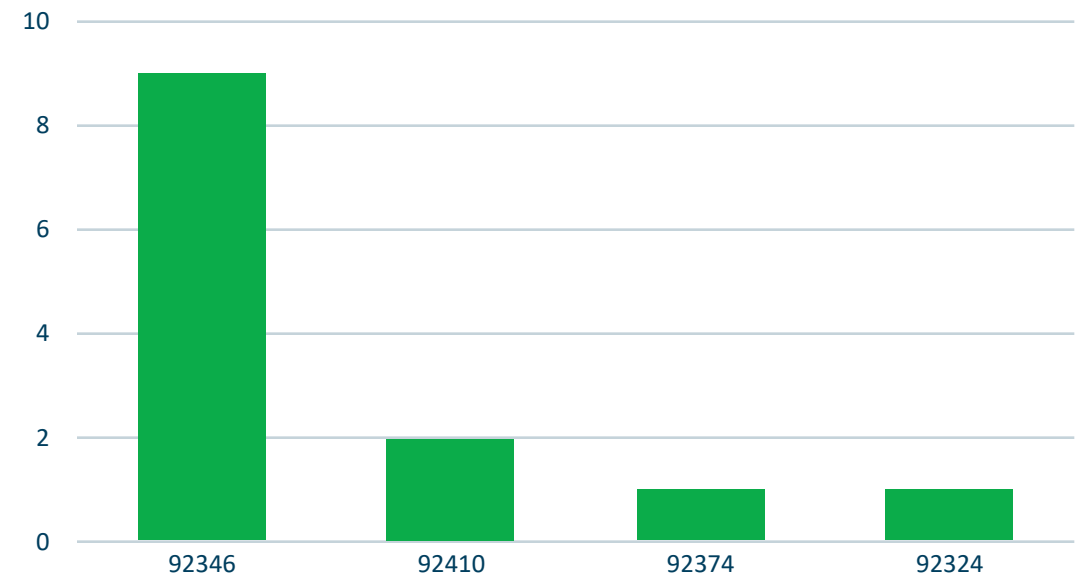
Comments in May

SBD International Airport

May 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	9	3	3.0
92410	San Bernardino	2	1	2.0
92374	Redlands	1	1	1.0
92324	Colton	1	1	1.0
TOTALS		13	6	2.2

Area Ranking by Zip Code (All)

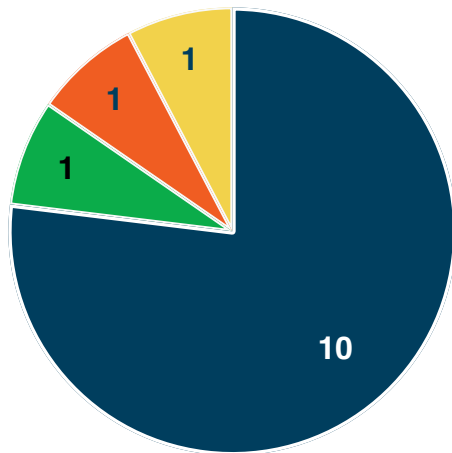


Comment Breakdown

SBD International Airport

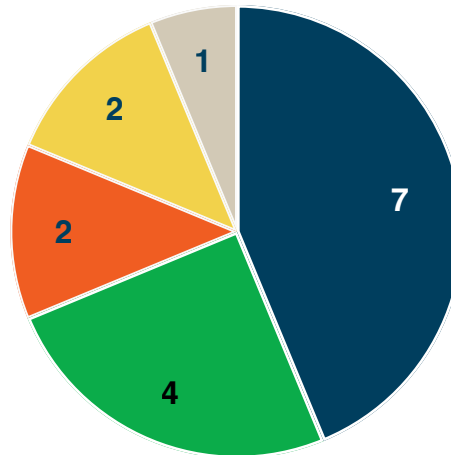
May 2024

Comments by Aircraft Category



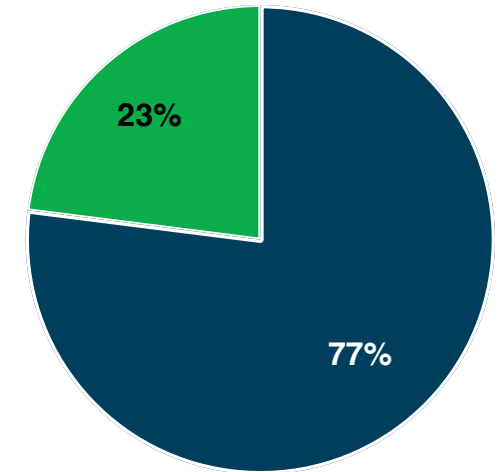
● Jet
● Helicopter
● UAS/Drone
● Unknown

Comments by Concern



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

Filing Method



● Web form
● Hotline

June 2024

A first look at the last month of the quarter.

24 noise comments
- Filed by 6 households

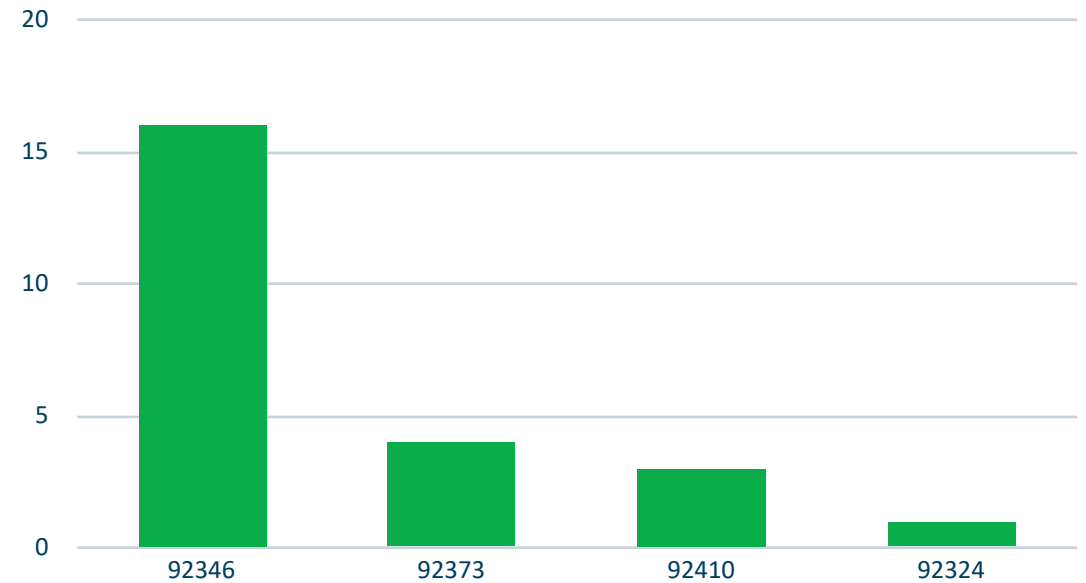
Comments in June

SBD International Airport

June 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	16	3	5.3
92373	Redlands	4	1	4.0
92410	San Bernardino	3	1	3.0
92324	Colton	1	1	1.0
TOTALS		24	6	4.0

Area Ranking by Zip Code (All)

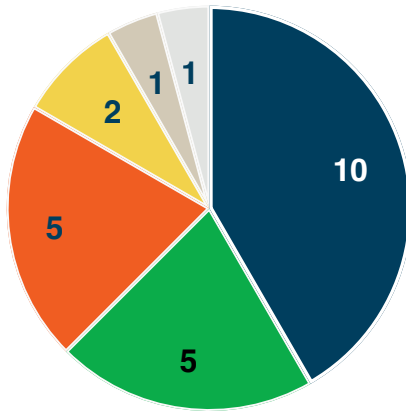


Comment Breakdown

SBD International Airport

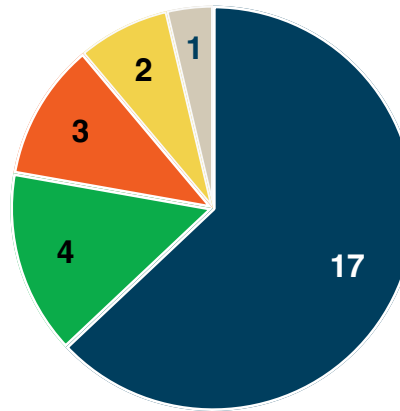
June 2024

Comments by Aircraft Category



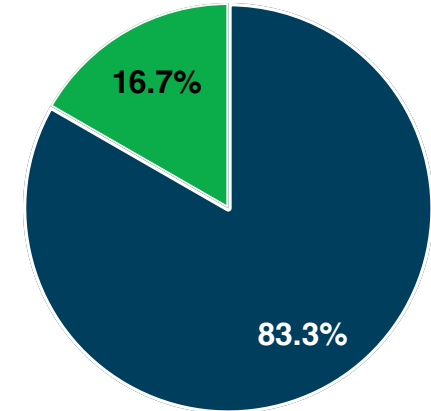
● Jet
● Unknown
● Military
● Propeller
● Helicopter
● UAS/Drone

Comments by Concern



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

Filing Method



● Web form
● Hotline

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 increased in 2Q24, 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

April – June 2024

12

Distinct households
filed aircraft noise
comments this
quarter.

70

Noise comments
received from those
households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	45	5	9.0
92410	San Bernardino	15	1	15.0
92373	Redlands	5	2	2.5
92374	Redlands	3	2	1.5
92324	Colton	2	2	1.0
TOTALS		70	12	5.8

Totals & Trends

SBD International Airport

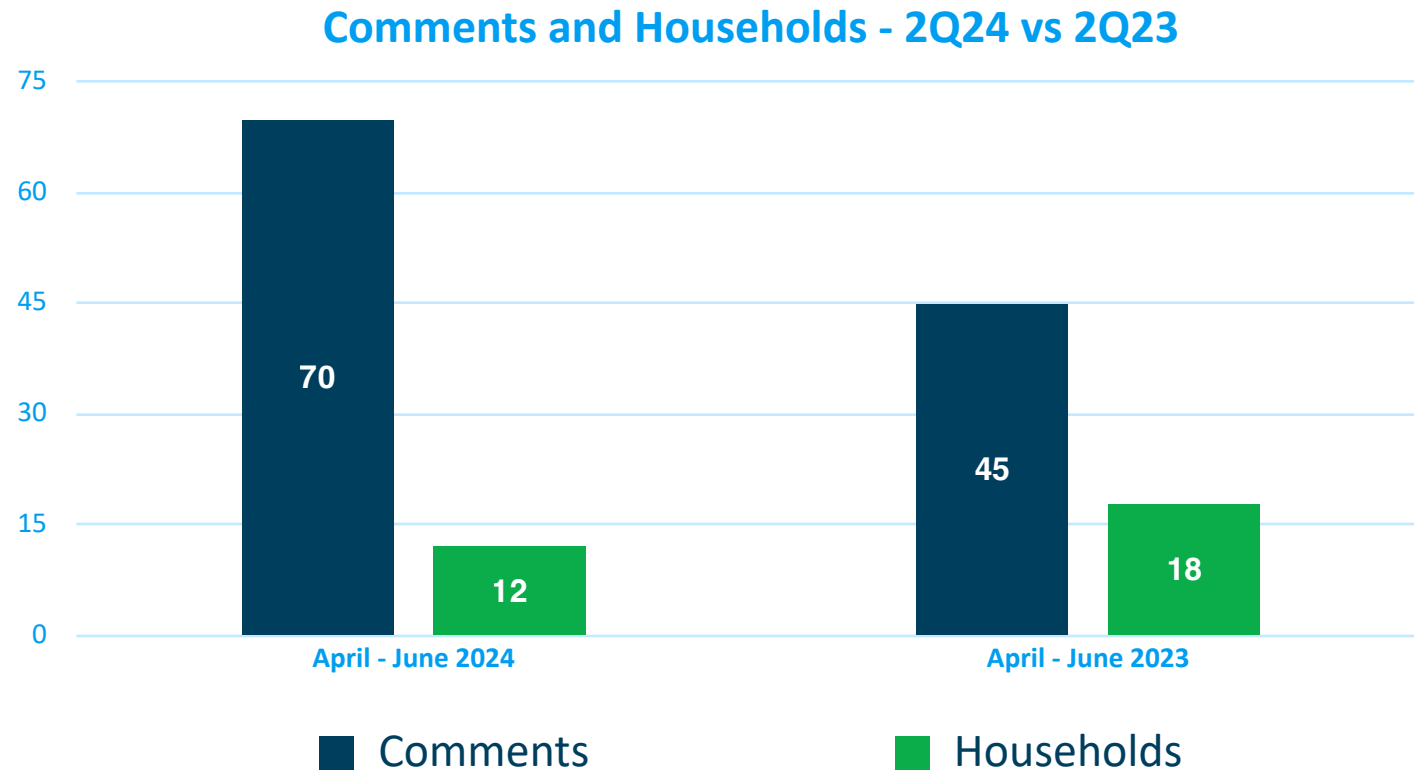
April – June 2024

Top 5 Commenters - 2Q24

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	G183	Highland	26
2	H189	San Bernardino	15
3	R96	Highland	11
4	G160	Highland	6
5	R210	Redlands	4
TOTAL			62

Totals & Trends

SBD International Airport 2Q YoY Trends



COMMENT BREAKDOWN

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

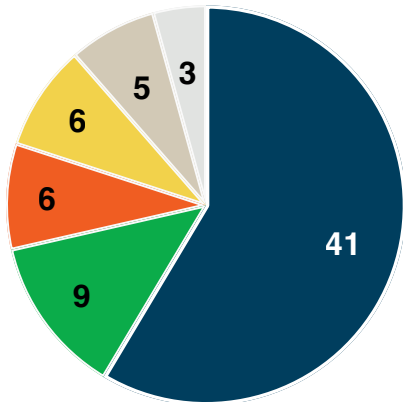
**Most people are
concerned about an
airplane's proximity
to their home.**

Comment Breakdown

SBD International Airport

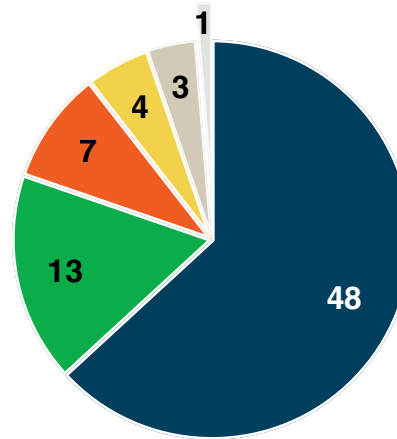
April – June 2024

Comments by Aircraft Category



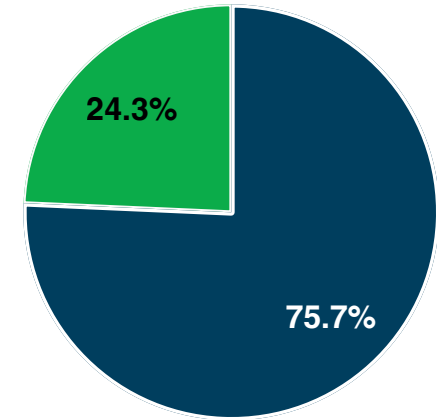
- Jet
- Propeller
- Helicopter
- Unknown
- UAS/Drone
- Military

Comments by Concern



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

Filing Method



- Web form
- Hotline

Comment Breakdown

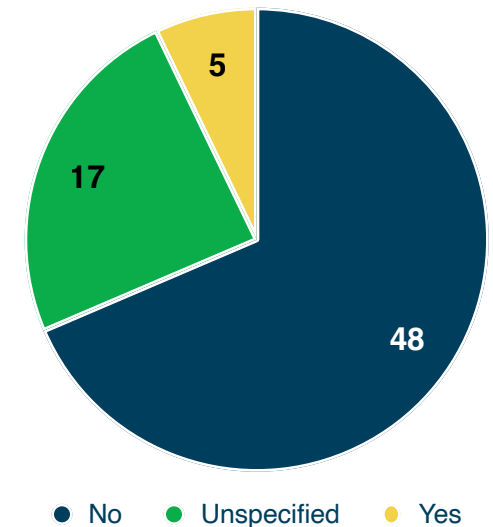
SBD International Airport

April – June 2024

COMMENT BY CONCERN	MENTIONS
Flying over home	48
Frequency of flights	13
Low flying	7
Vibration/rumbling	4
Late night/early morning	3
Sustained noise (>5 minutes)	1

AIRCRAFT CATEGORY	MENTIONS
Jet	41
Unknown	9
Propeller	6
UAS/Drone	6
Helicopter	5
Military	3

Response Requested



COMMENT MAP

A look at where the comments originate.

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

April – June 2024

Distinct households
filed aircraft noise
comments this
quarter.

Noise comments received from those households.

Quarterly Data

COUNT

26
15
11
6
2
1

AVG: 5.83



Final Thoughts

2Q24 vs. 1Q24 (QoQ):

Noise comments increased.
Number of households filing was equal.

2Q24 vs. 2Q23 (YoY):

Noise comments increased.
Number of households filing decreased.

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.

