

San Bernardino International Airport

Quarterly Report: October 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 3Q24:

- Published *Good Neighbor News* Summer 2024 newsletter, shared individual articles, and promoted subscriptions
- Continued to promote air service, low fares, easy access, affordable parking, and traveler amenities
- Notified the community about the ongoing activation of the San Bernardino Air Tanker Base aerial firefighting operation and the role SBD and its partners play in the response
 - Thanked the brave firefighters and ground crew members for working 24/7 to protect people and property in the region, and
- Promoted the “Cruising at Altitude” free concert on the tarmac, celebrating two years of easy and affordable travel at SBD.



Supporting Fire Safety

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 - October 2024



TOTALS & TRENDS



COMMENTS YEAR-TO-DATE



COMMENT BREAKDOWN



COMMENT MAP

July 2024

A first look at the first month of the quarter.

43 noise comments

- Filed by 11 households

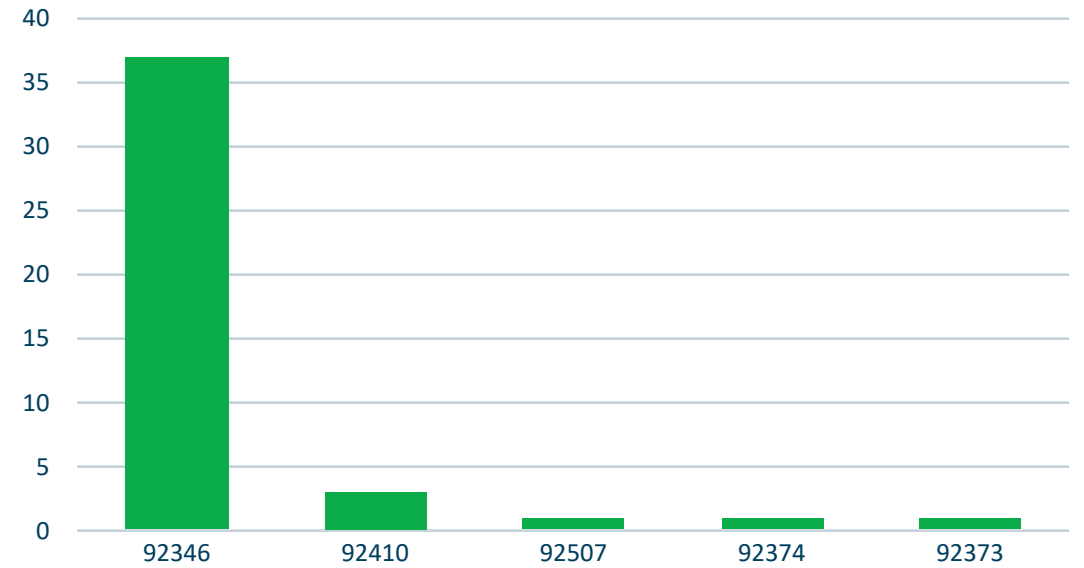
Comments in July

SBD International Airport

July 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	37	6	6.2
92410	San Bernardino	3	2	1.5
92507	Riverside	1	1	1.0
92374	Redlands	1	1	1.0
92373	Redlands	1	1	1.0
TOTALS		43	11	3.9

Area Ranking by Zip Code (All)

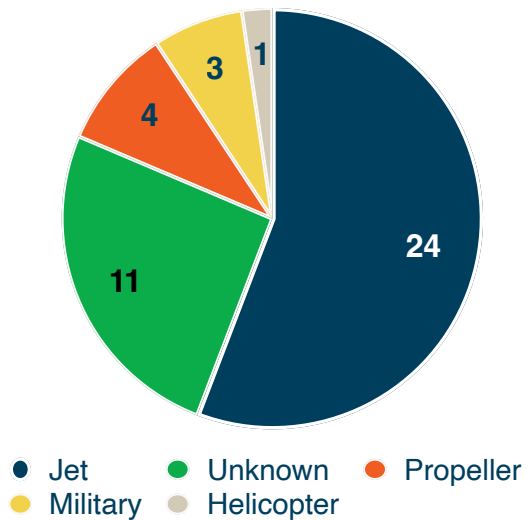


Comment Breakdown

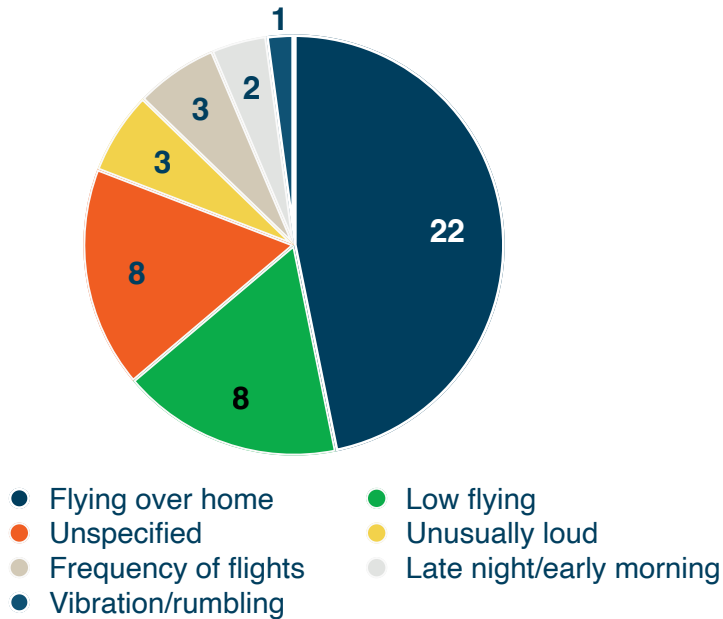
SBD International Airport

July 2024

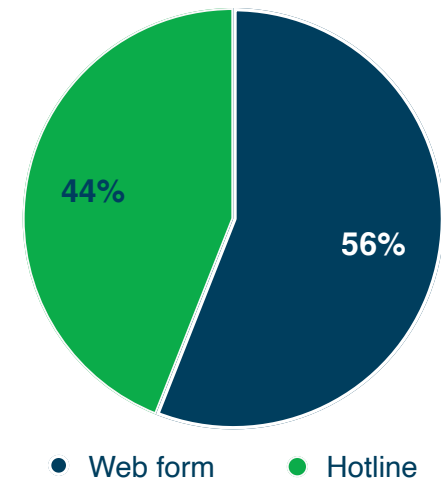
Comments by Aircraft Category



Comments by Concern



Filing Method



August 2024

A first look at the second month of the quarter.

51 noise comments

- Filed by 10 households

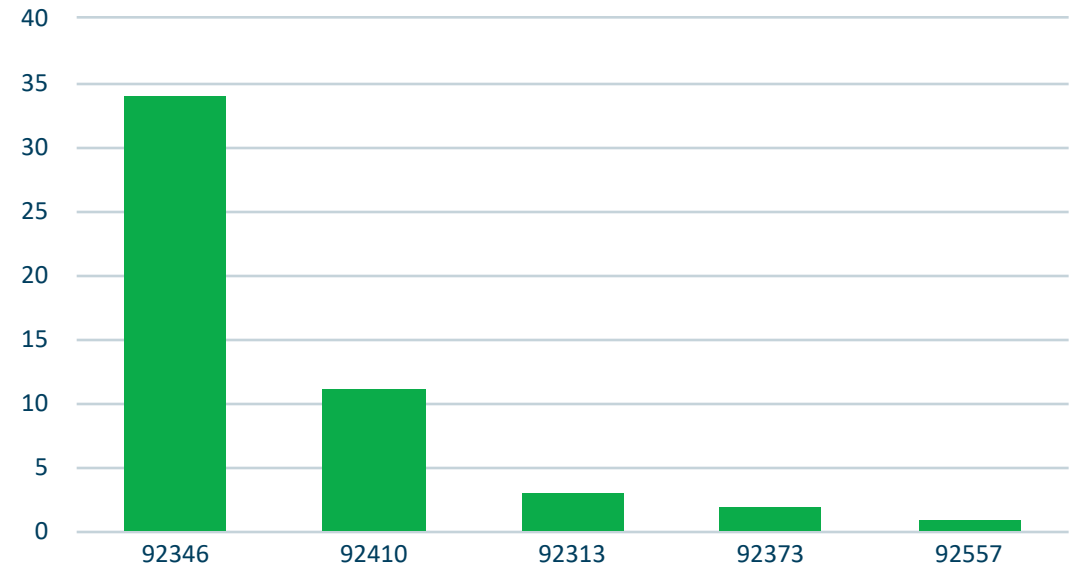
Comments in August

SBD International Airport

August 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	34	4	8.5
92410	San Bernardino	11	1	11.0
92313	Grand Terrace	3	2	1.5
92373	Redlands	2	2	1.0
92557	Moreno Valley	1	1	1.0
TOTALS		51	10	5.1

Area Ranking by Zip Code (All)

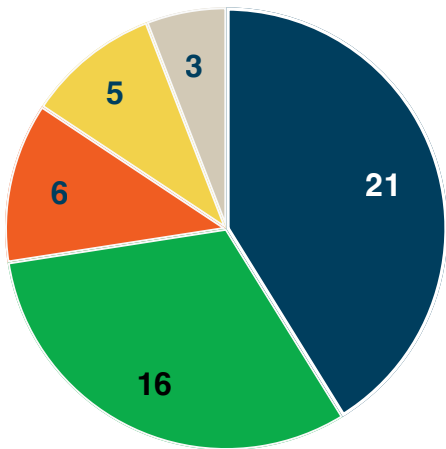


Comment Breakdown

SBD International Airport

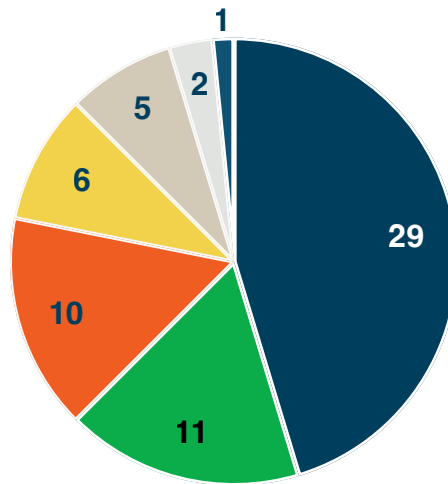
August 2024

Comments by Aircraft Category



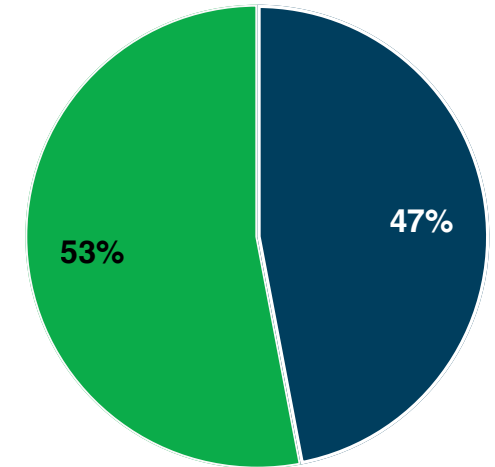
- Jet
- Military
- UAS/Drone
- Unknown
- Propeller

Comments by Concern



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

Filing Method



- Web form
- Hotline

September 2024

A first look at the last month of the quarter.

14 noise comments
- Filed by 6 households

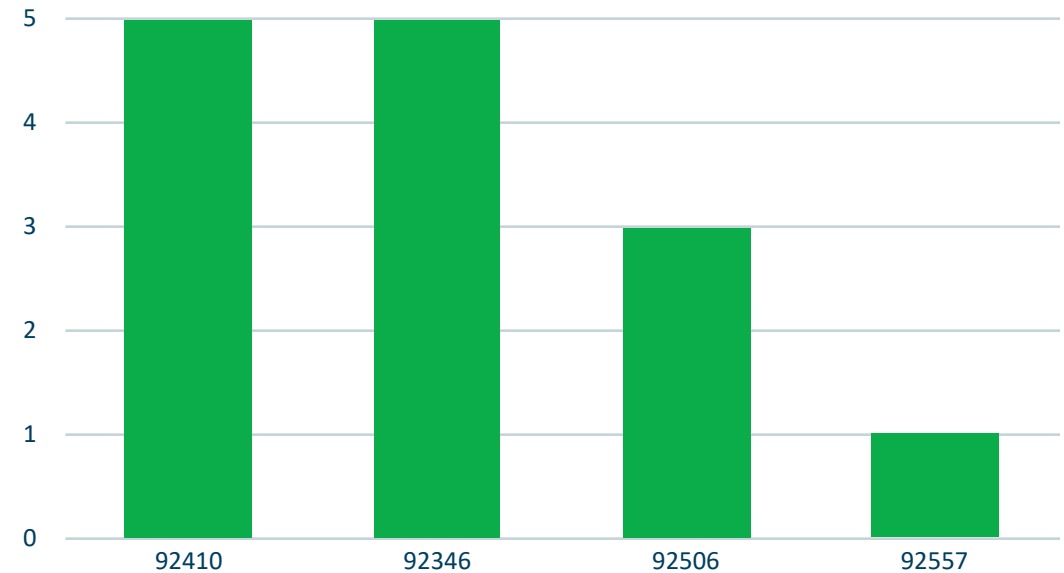
Comments in September

SBD International Airport

September 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92410	San Bernardino	5	1	5.0
92346	Highland	5	3	1.7
92506	Riverside	3	1	3.0
92557	Moreno Valley	1	1	1.0
TOTALS		14	6	2.3

Area Ranking by Zip Code (All)

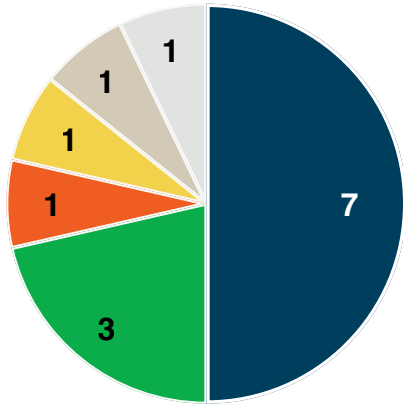


Comment Breakdown

SBD International Airport

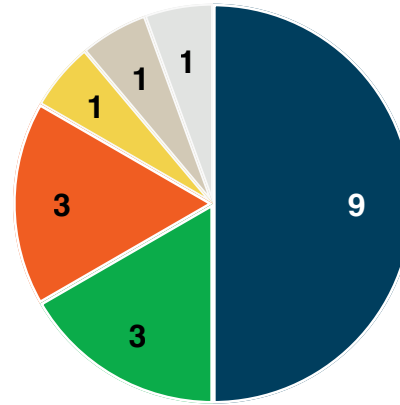
September 2024

Comments by Aircraft Category



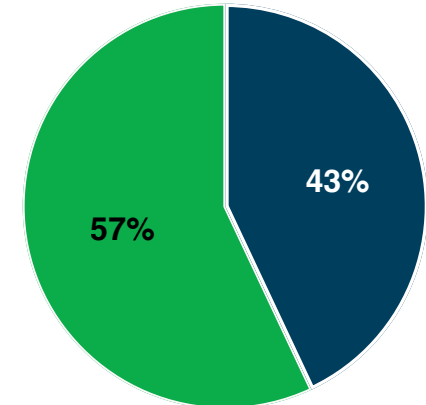
- Jet
- Propeller
- Military
- Unknown
- Helicopter
- UAS/Drone

Comments by Concern



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

Filing Method



- Web form
- Hotline

TOTALS & TRENDS

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

Noise comments for San Bernardino International Airport decreased in 3Q24, YoY, despite:

- Ongoing aircraft operations, particularly related to the wildfires' aerial response in the Inland Empire region, and
- Continued information and communications about the **Good Neighbor Program to neighbors, aligned with available resources.**

Totals & Trends

SBD International Airport

July – September 2024

21

Distinct households filed aircraft noise comments this quarter.

108

Noise comments received from those households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/HOUSEHOLD
92346	Highland	76	9	8.4
92410	San Bernardino	19	2	9.5
92313	Grand Terrace	3	2	1.5
92506	Riverside	3	1	3.0
92373	Redlands	3	3	1.0
92557	Moreno Valley	2	2	1.0
92374	Redlands	1	1	1.0
92507	Riverside	1	1	1.0
TOTALS		108	21	5.1

Totals & Trends

SBD International Airport

July – September 2024

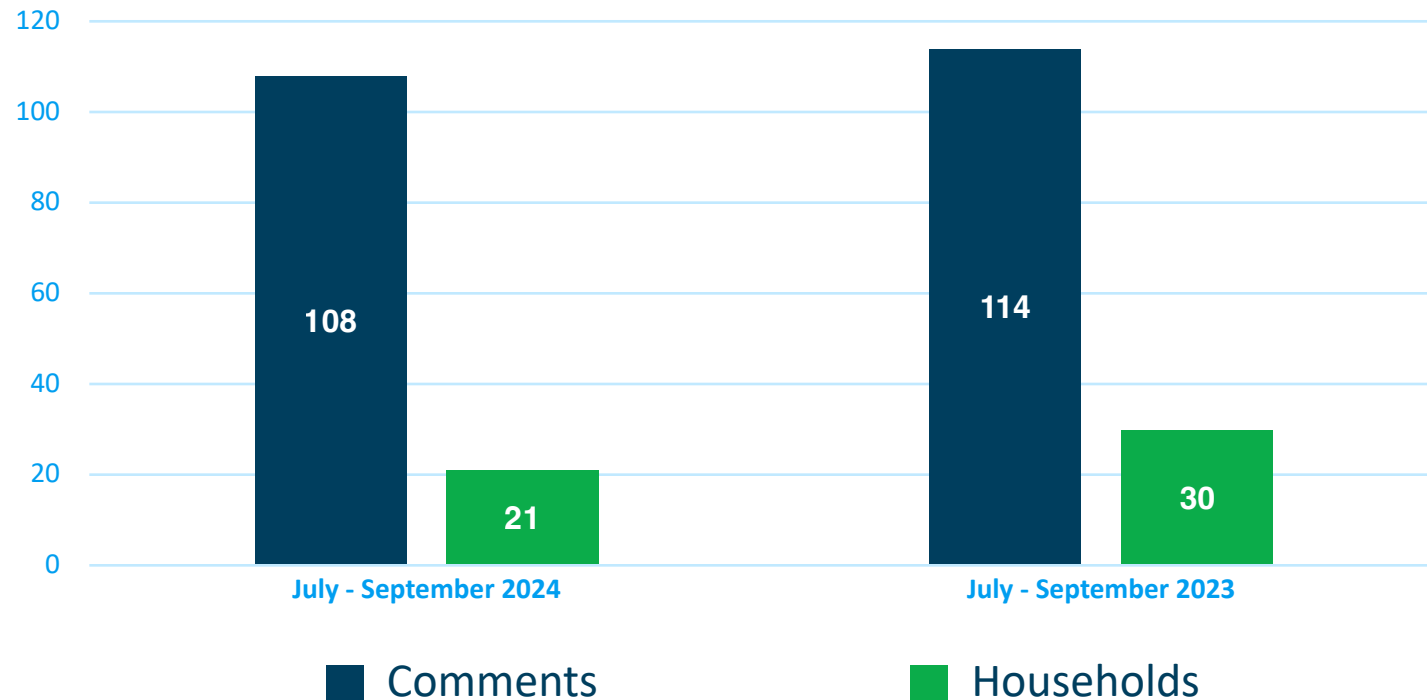
Top 5 Commenters - 3Q24

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	G183	Highland	34
2	G257	Highland	24
3	H189	San Bernardino	18
4	R96	Highland	10
5	B270	Riverside	3
TOTAL			89

Totals & Trends

SBD International Airport
3Q YoY Trends

Comments and Households - 3Q24 vs 3Q23



COMMENT BREAKDOWN

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

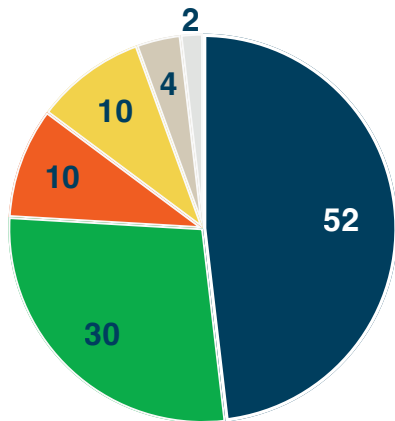
Most people are concerned about an airplane's proximity to their home.

Comment Breakdown

SBD International Airport

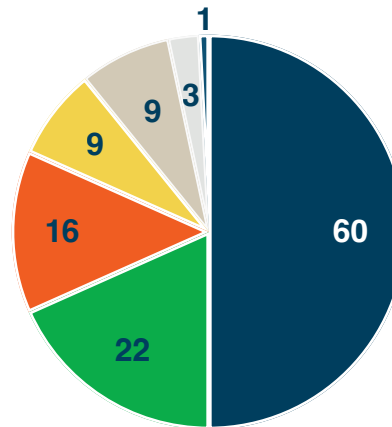
July – September 2024

Comments by Aircraft Category



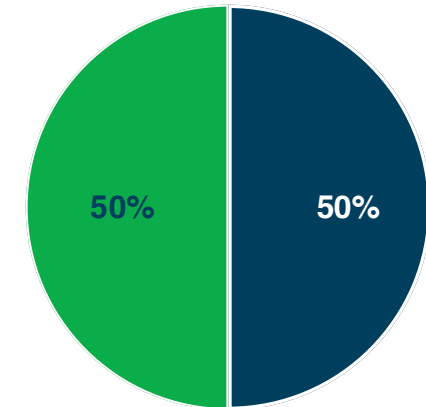
- Jet
- Military
- UAS/Drone
- Unknown
- Propeller
- Helicopter

Comments by Concern



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

Filing Method



- Web form
- Hotline

Comment Breakdown

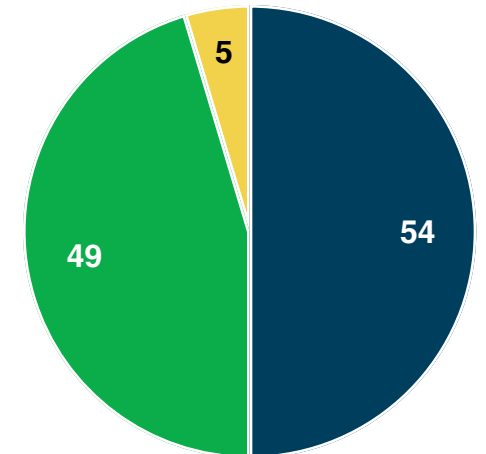
SBD International Airport

July – September 2024

COMMENT BY CONCERN	MENTIONS
Flying over home	60
Low flying	22
Frequency of flights	16
Late night/early morning	9
Unusually loud	9
Vibration/rumbling	3
Circling	1

AIRCRAFT CATEGORY	MENTIONS
Jet	52
Unknown	30
Military	10
Propeller	10
UAS/Drone	4
Helicopter	2

Response Requested



● Unspecified ● No ● Yes

COMMENT MAP

A look at where the comments originate.

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

Comment Map

SBD International Airport

July – September 2024

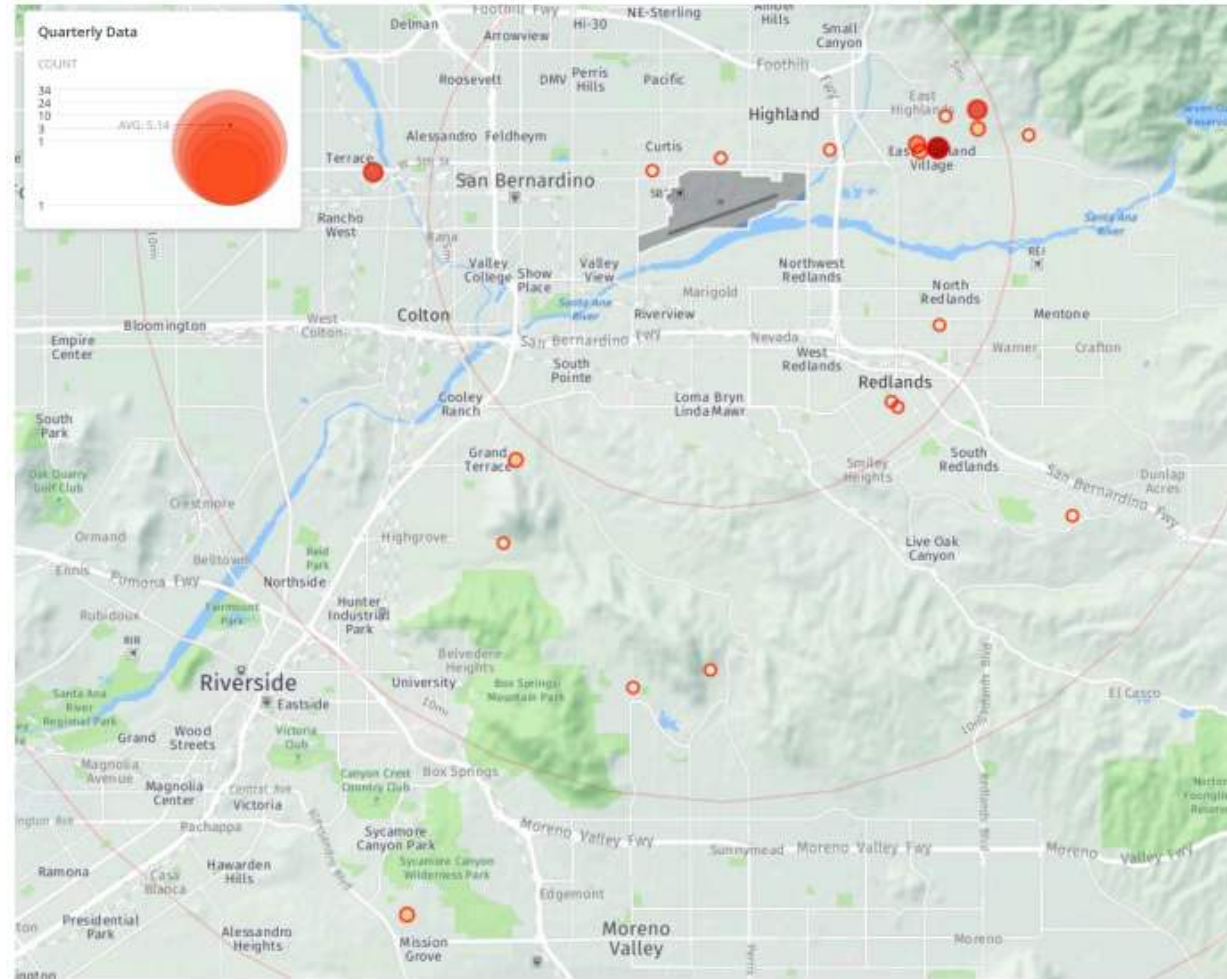
21

Distinct households filed aircraft noise comments this quarter.

108

Noise comments received from those households.

Comment Map: July – September 2024



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

Final Thoughts

3Q24 vs. 2Q24 (QoQ):

Noise comments increased.
Number of households filing increased.

3Q24 vs. 3Q23 (YoY):

Noise comments decreased.
Number of households filing decreased.

YoY noise comments decrease attributed to:

- Airport, media, and government agencies' outreach regarding wildfires burning in the Inland Empire region and the related aerial response
- 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, offering:

- An outlet for neighbors
- Pilot education about neighborhood noise sensitivity, and
- Community education and awareness about airport operations, activities, developments, and SBD's support to the region it serves.

