

San Bernardino International Airport

Quarterly Report: January 2025



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

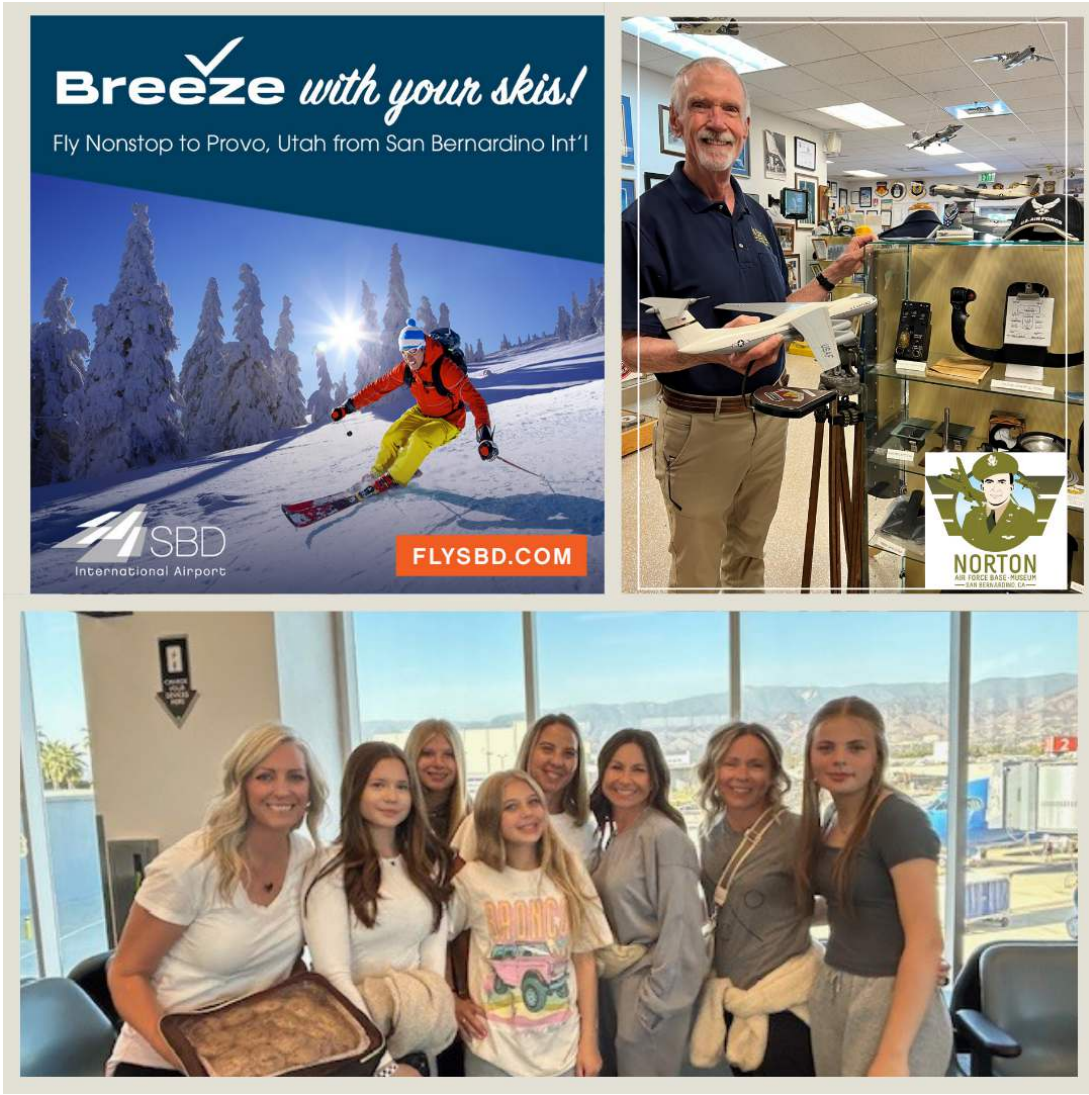


**PROVIDE CONSISTENT
REPORTING**

San Bernardino International Airport Good Neighbor Program

Notable developments for 4Q24:

- Published *Good Neighbor News* Fall 2024 newsletter, shared individual articles, and promoted subscriptions
- Promoted Breeze Airways' low fares and service to Provo and San Francisco, and SBD's easy access, affordable parking, and traveler amenities, with a focus on holiday travel
- Shared highlights of the SBD team in the community, including:
 - San Bernardino Police Department's Coptoberfest
 - 10th Annual San Bernardino Turkey Trot at SBD
- Spotlighted SBD's roots as the former Norton Air Force Base
- Promoted the "Cruising at Altitude" free concert on the tarmac, celebrating two years of easy and affordable travel at SBD.



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 - January 2025



TOTALS & TRENDS



COMMENTS YEAR-TO-DATE



COMMENT BREAKDOWN



COMMENT MAP

October 2024

A first look at the first month of the quarter.

26 noise comments

- Filed by 8 households

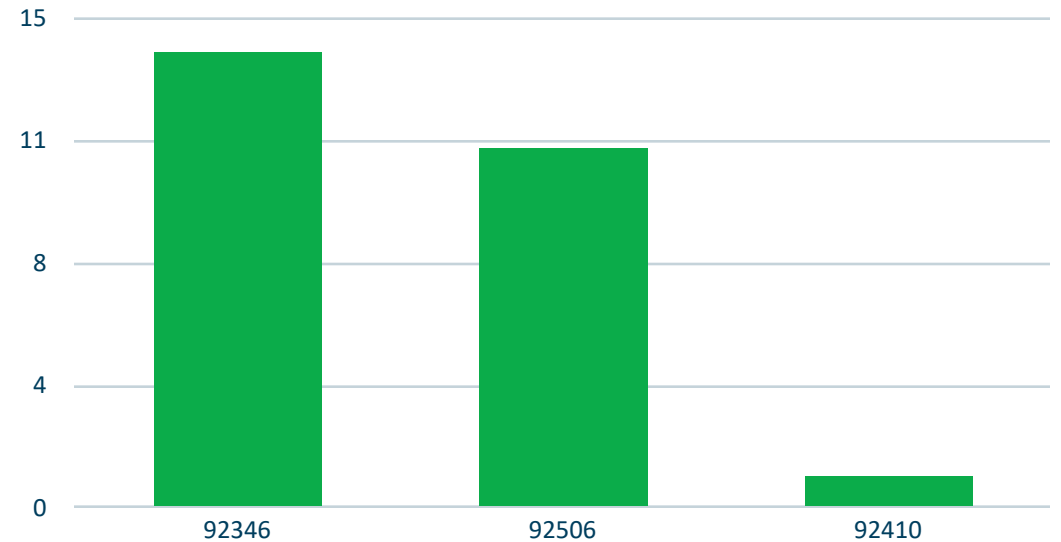
Comments in October

SBD International Airport

October 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	14	3	4.7
92506	Riverside	11	4	2.8
92410	San Bernardino	1	1	1.0
TOTALS		26	8	3.3

Area Ranking by Zip Code

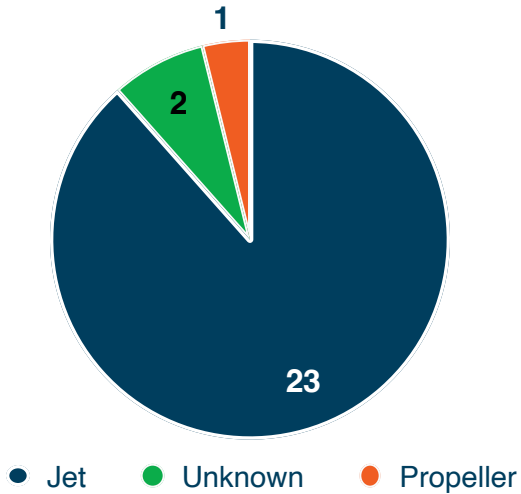


Comment Breakdown

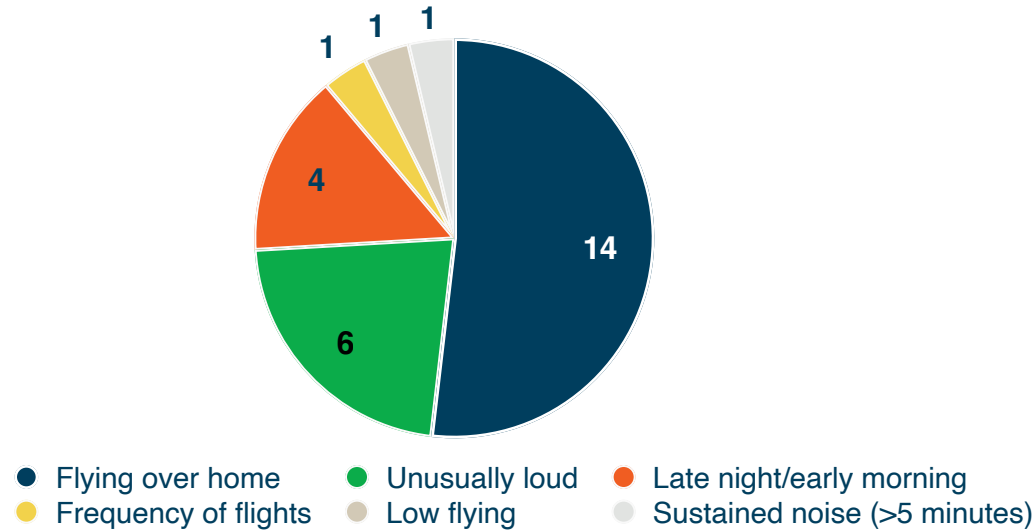
SBD International Airport

October 2024

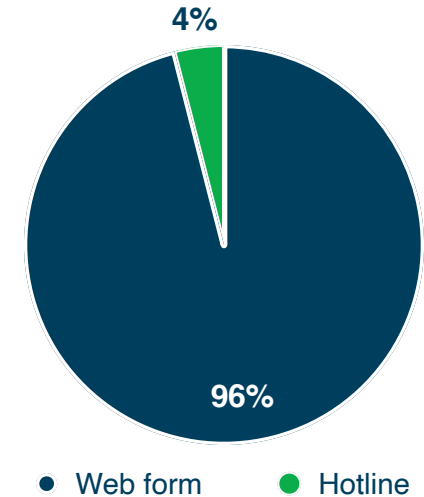
Comments by Aircraft Category



Comments by Concern



Filing Method



November 2024

A first look at the second month of the quarter.

21 noise comments

- Filed by 10 households

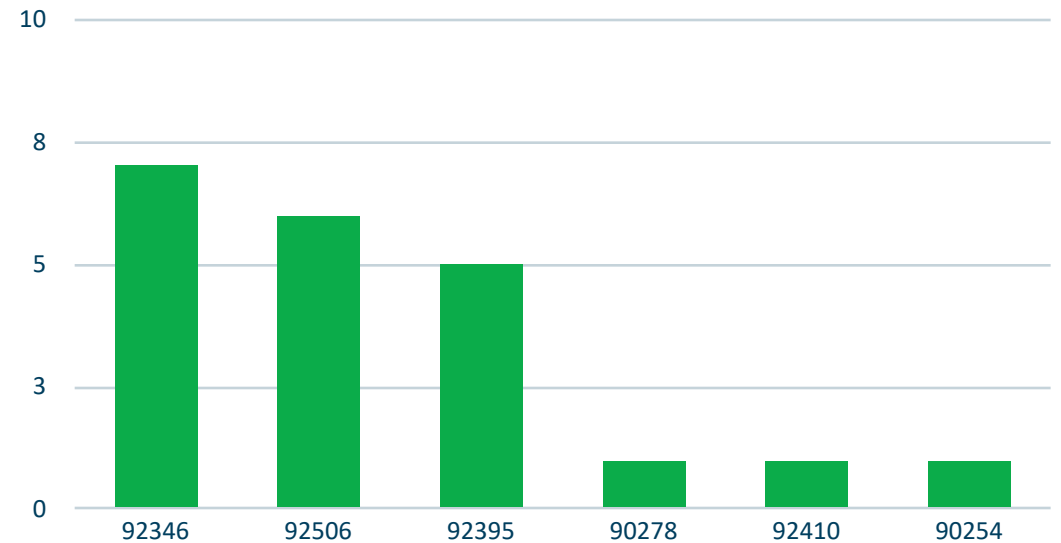
Comments in November

SBD International Airport

November 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	7	3	2.3
92506	Riverside	6	3	2.0
92395	Victorville	5	1	5.0
90278	Redondo Beach	1	1	1.0
92410	San Bernardino	1	1	1.0
90254	Hermosa Beach	1	1	1.0
TOTALS		21	10	2.1

Area Ranking by Zip Code

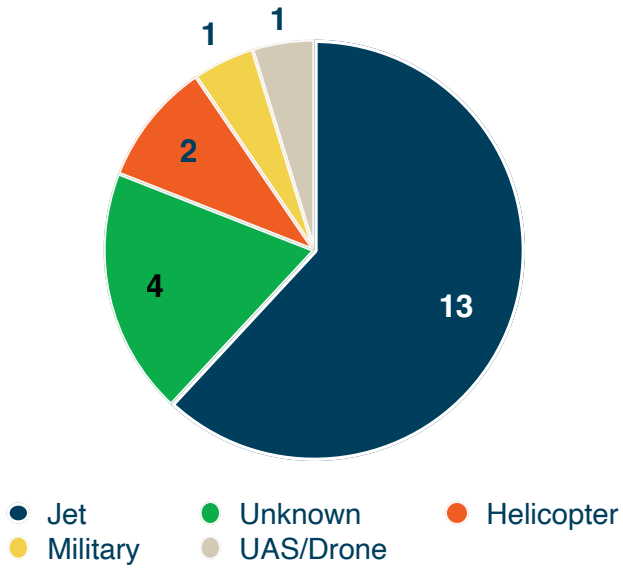


Comment Breakdown

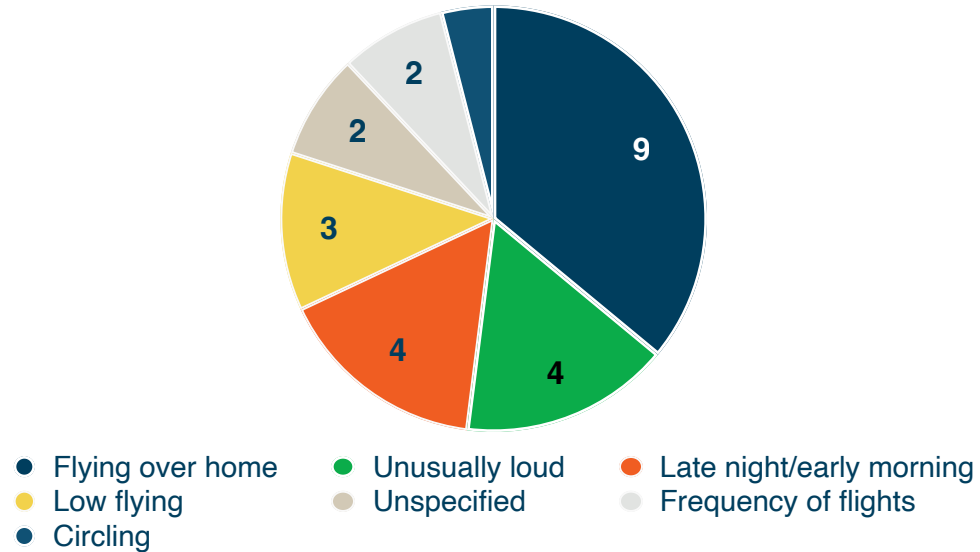
SBD International Airport

November 2024

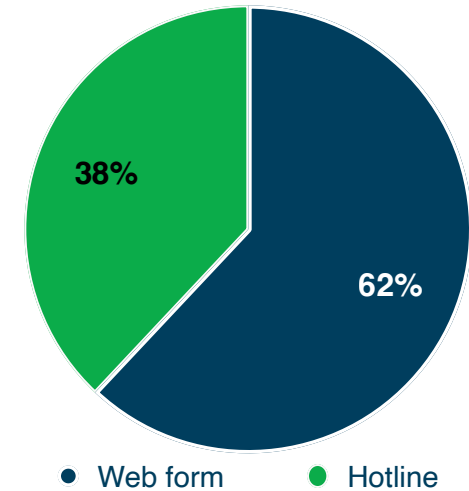
Comments by Aircraft Category



Comments by Concern



Filing Method



December 2024

A first look at the last month of the quarter.

15 noise comments
- Filed by 9 households

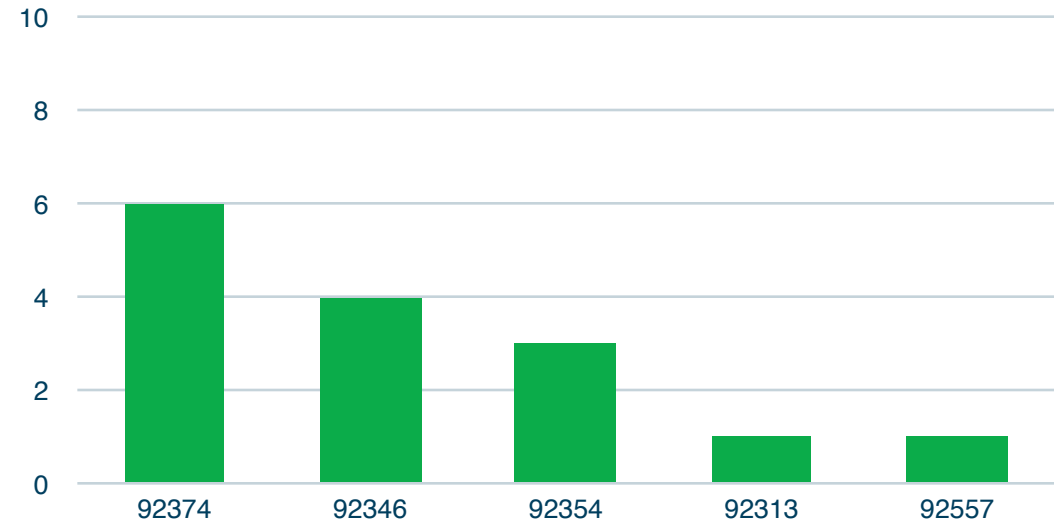
Comments in December

SBD International Airport

December 2024

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92374	Redlands	6	4	1.5
92346	Highland	4	2	2.0
92354	Loma Linda	3	1	3.0
92313	Grand Terrace	1	1	1.0
92557	Moreno Valley	1	1	1.0
TOTALS		15	9	1.7

Area Ranking by Zip Code

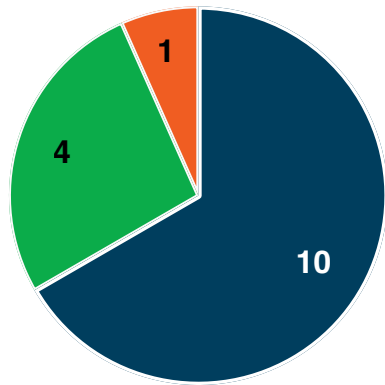


Comment Breakdown

SBD International Airport

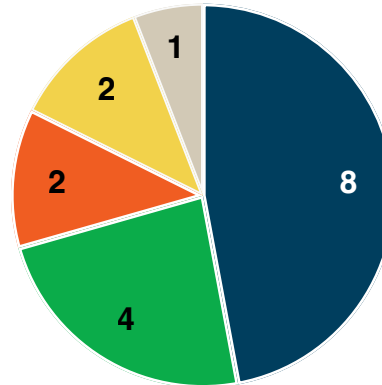
December 2024

Comments by Aircraft Category



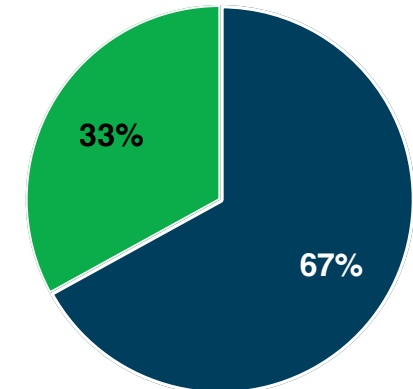
● Jet ● Unknown ● Helicopter

Comments by Concern



● Flying over home ● Low flying ● Unusually loud
● Unspecified ● 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 4Q24, YoY, attributed 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 2024

20

Distinct households filed aircraft noise comments this quarter.

62

Noise comments received from those households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/HOUSEHOLD
92346	Highland	25	4	6.3
92506	Riverside	17	5	3.4
92374	Redlands	6	4	1.5
92395	Victorville	5	1	5.0
92354	Loma Linda	3	1	3.0
92410	San Bernardino	2	1	2.0
90278	Redondo Beach	1	1	1.0
90254	Hermosa Beach	1	1	1.0
92557	Moreno Valley	1	1	1.0
92313	Grand Terrace	1	1	1.0
TOTALS		62	20	3.1

Totals & Trends

SBD International Airport

October – December 2024

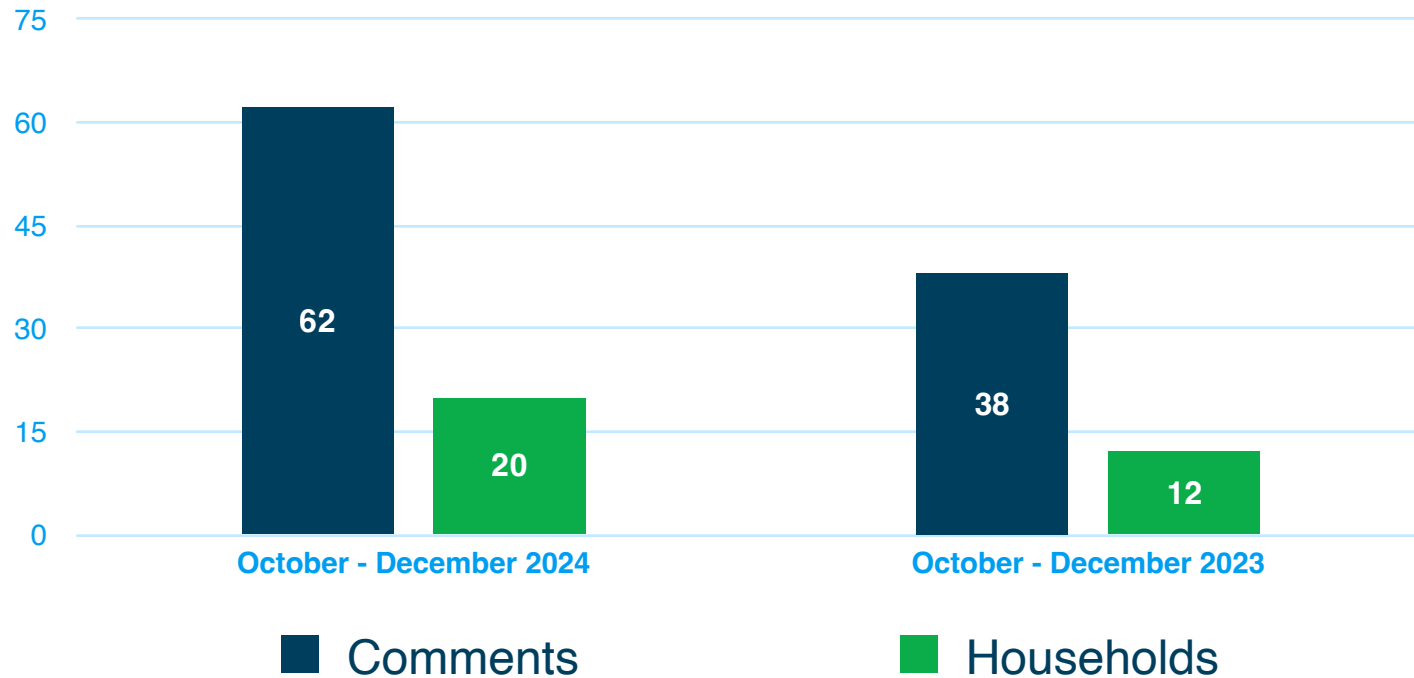
Top 5 Commenters - 4Q24

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	G183	Highland	10
2	M271	Riverside	9
3	K139	Highland	7
4	B56	Highland	5
5	H275	Victorville	5
TOTALS			36

Totals & Trends

SBD International Airport
4Q YoY Trends

Comments and Households - 4Q24 vs 4Q23



COMMENT BREAKDOWN

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

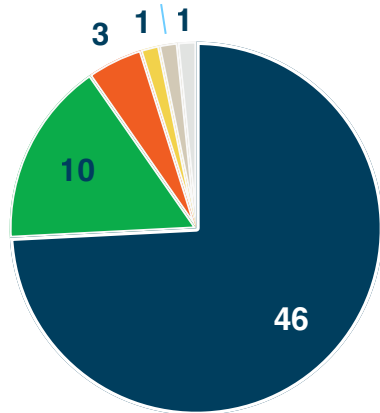
Most people are concerned about an airplane's proximity to their home.

Comment Breakdown

SBD International Airport

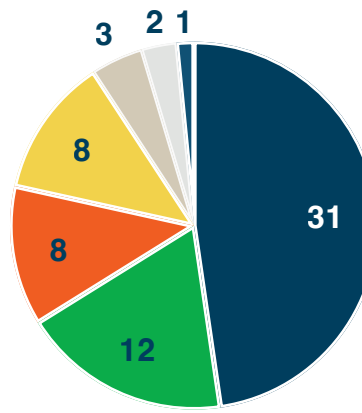
October – December 2024

Comments by Aircraft Category



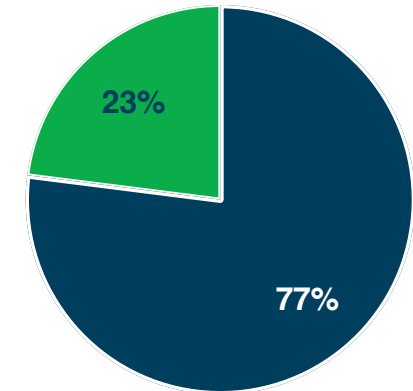
- Jet
- Propeller
- Unknown
- UAS/Drone
- Helicopter
- Military

Comments by Concern



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

Filing Method



- Web form
- Hotline

Comment Breakdown

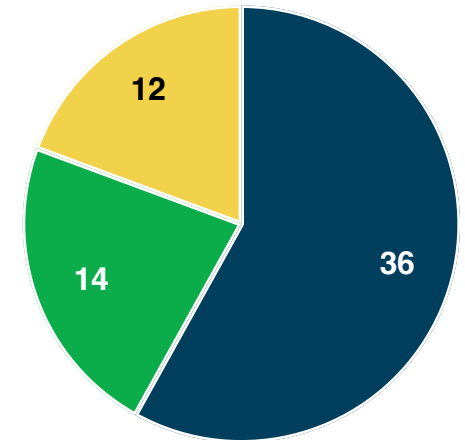
SBD International Airport

October – December 2024

COMMENT BY CONCERN	MENTIONS
Flying over home	31
Unusually loud	12
Late night/early morning	8
Low flying	8
Frequency of flights	3
Circling	2
Sustained noise (>5 minutes)	1

AIRCRAFT CATEGORY	MENTIONS
Jet	46
Unknown	10
Helicopter	3
Propeller	1
Military	1
UAS/Drone	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

SBD International Airport
October – December 2024

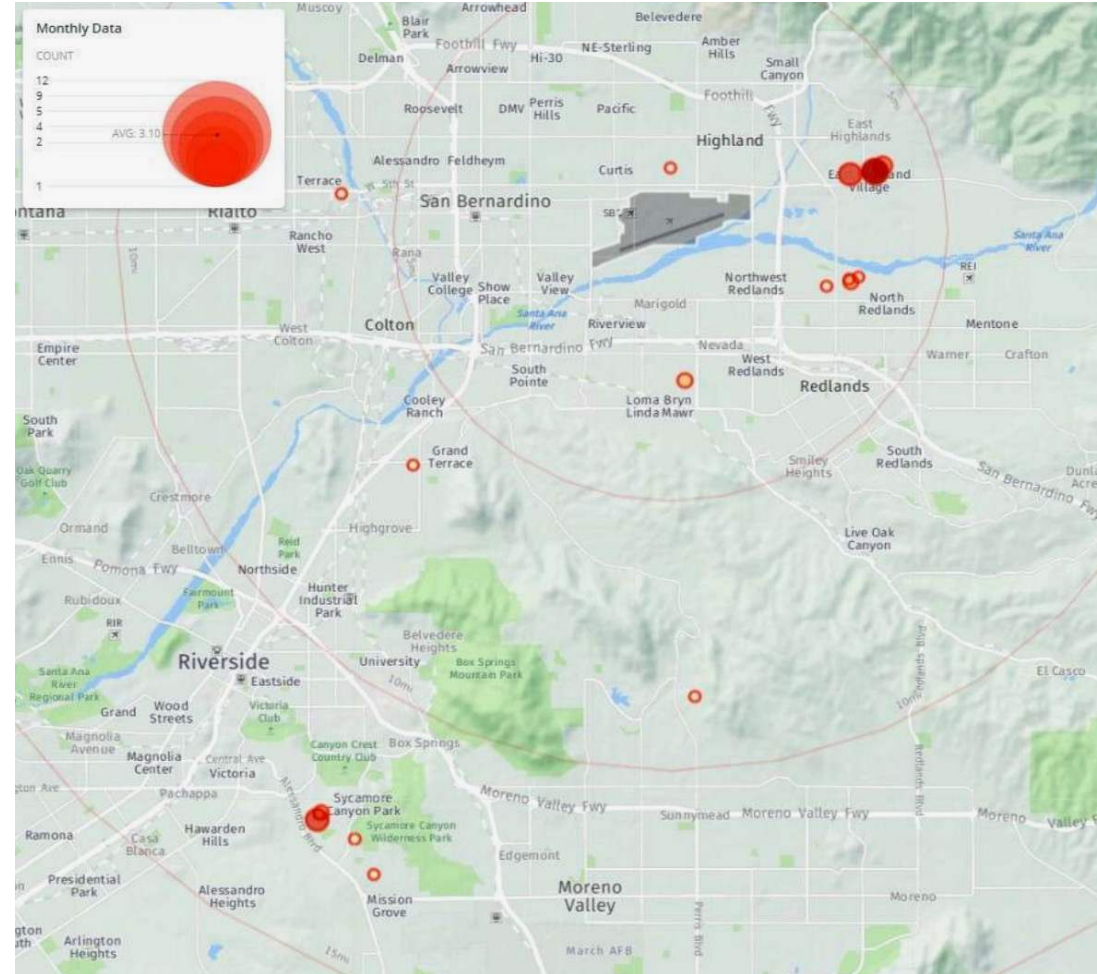
20

Distinct households
filed aircraft noise
comments this
quarter.

62

Noise comments
received from those
households.

Comment Map: October – December 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

4Q24 vs. 3Q24 (QoQ):

Noise comments decreased.
Number of households filing decreased.

4Q24 vs. 4Q23 (YoY):

Noise comments increased.
Number of households filing increased.

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, offering:

- 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.

