

San Bernardino International Airport

Quarterly Report: April 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 1Q25:

- Published *Good Neighbor News* Winter 2025 newsletter, shared individual articles, and promoted subscriptions
- Informed community of Breeze Airways' new nonstops to Provo, and continuing nonstop service to San Francisco
- Reminded the community of the vital role SBD and the San Bernardino Air Tanker Base play in supporting wildfires during the LA County fires
- Supported public service announcements for U.S. Department of State's online passport renewal and TSA's REAL ID deadline
- Promoted the KROQ Storms Bear Mountain free concert, with community engagement in the terminal and on the slopes



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

January 2025

A first look at the first month of the quarter.

8 noise comments

- Filed by 6 households

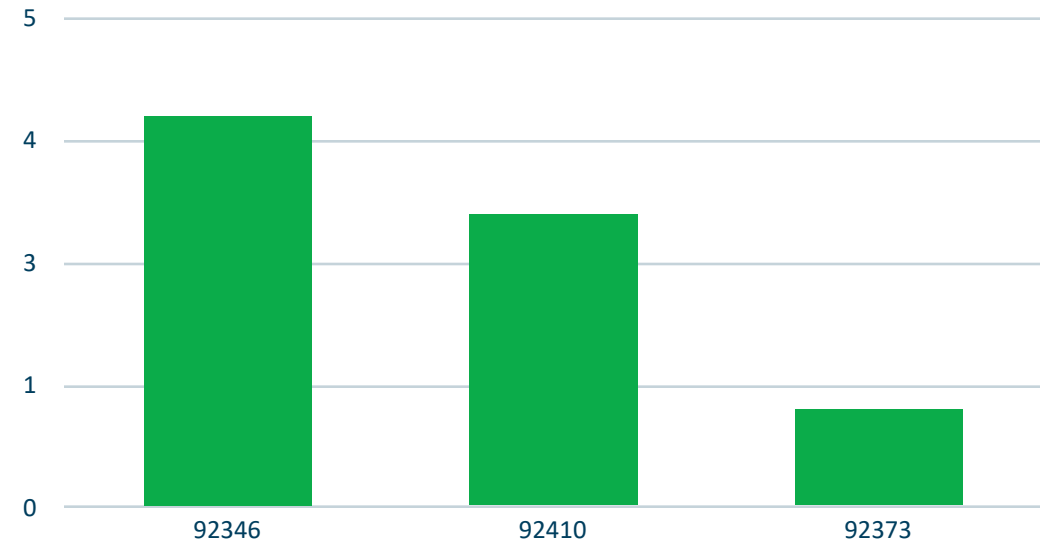
Comments in January

SBD International Airport

January 2025

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	4	4	1.0
92410	San Bernardino	3	1	3.0
92373	Redlands	1	1	1.0
TOTALS		8	6	1.3

Area Ranking by Zip Code

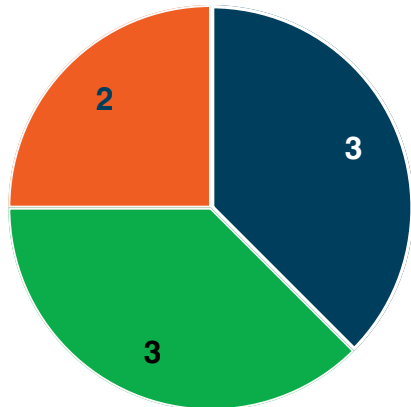


Comment Breakdown

SBD International Airport

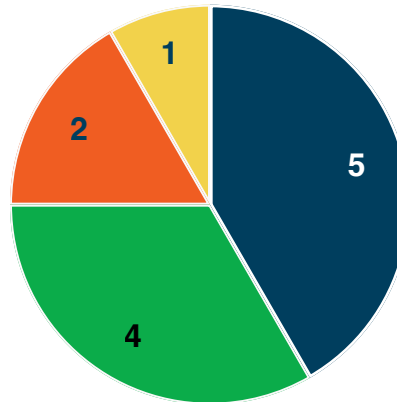
January 2025

Comments by Aircraft Category



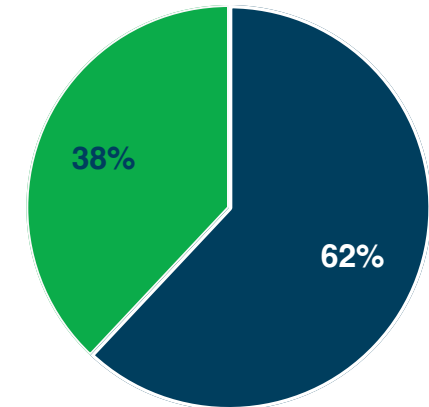
● Unknown ● Military ● Jet

Comments by Concern



● Flying over home ● Low flying ● Frequency of flights ● Unusually loud

Filing Method



● Hotline ● Web form

February 2025

A first look at the second month of the quarter.

17 noise comments

- Filed by 5 households

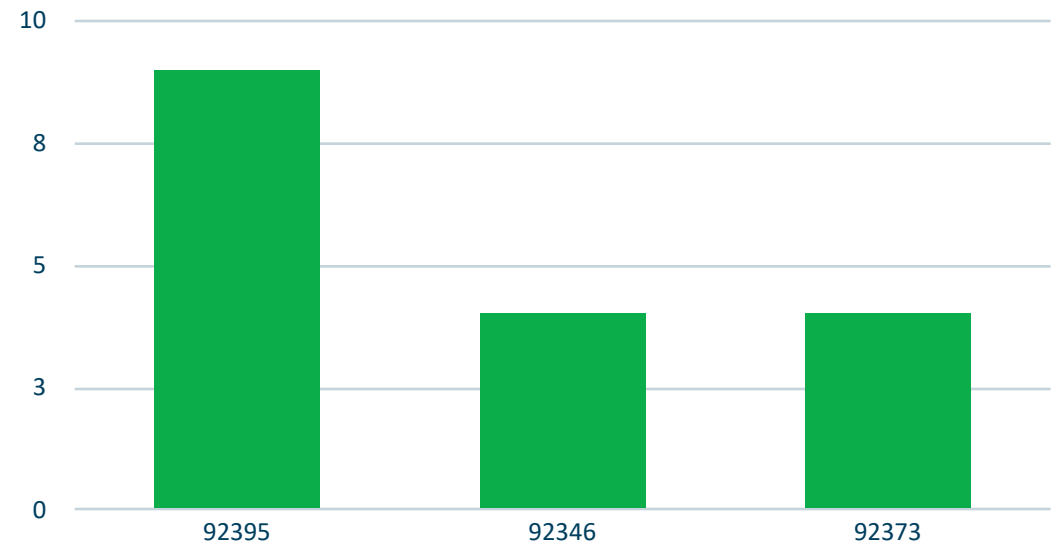
Comments in February

SBD International Airport

February 2025

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92395	Victorville	9	1	9.0
92346	Highland	4	2	2.0
92373	Redlands	4	2	2.0
TOTALS		17	5	3.4

Area Ranking by Zip Code

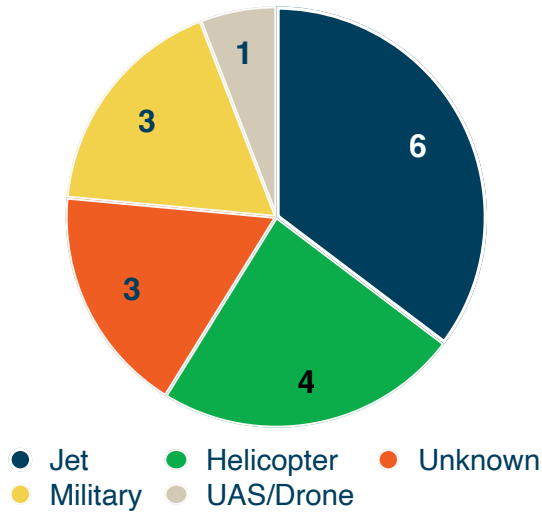


Comment Breakdown

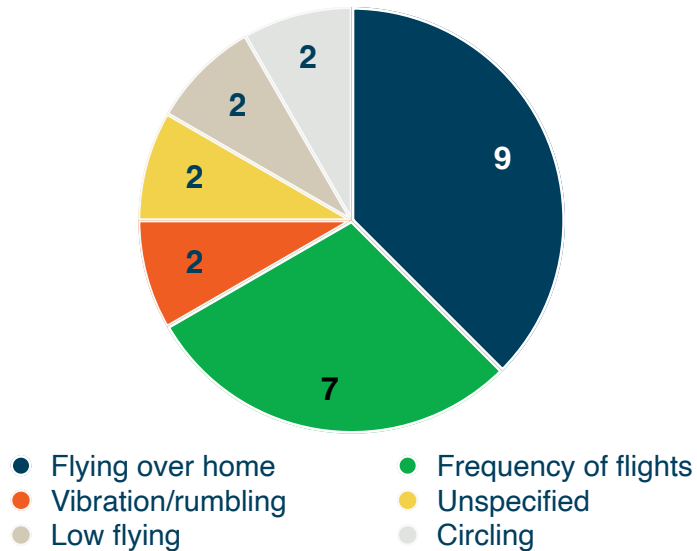
SBD International Airport

February 2025

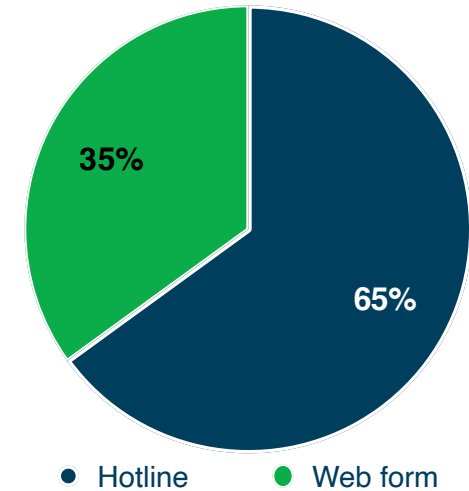
Comments by Aircraft Category



Comments by Concern



Filing Method



March 2025

A first look at the last month of the quarter.

46 noise comments
- Filed by 12 households

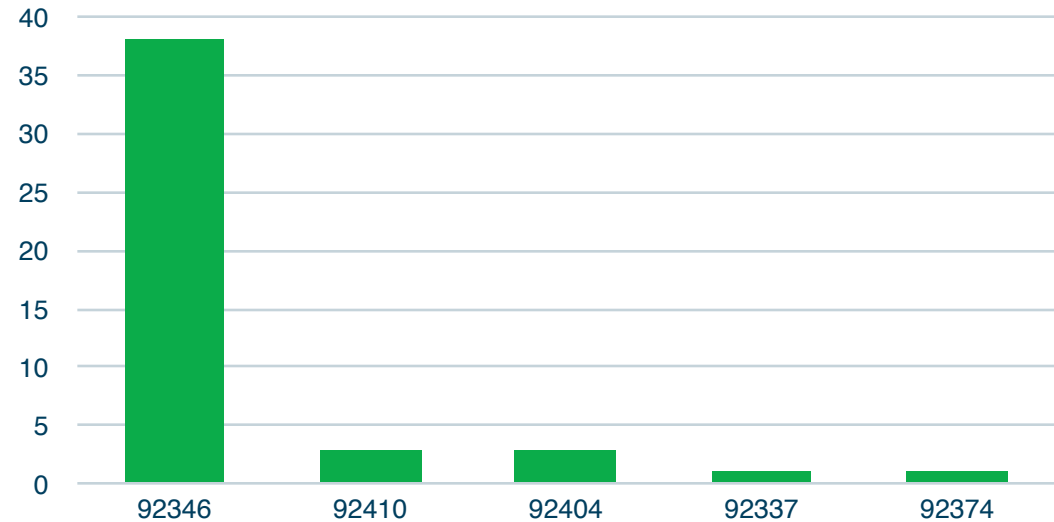
Comments in March

SBD International Airport

March 2025

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92346	Highland	38	8	4.8
92410	San Bernardino	3	1	3.0
92404	San Bernardino	3	1	3.0
92337	Fontana	1	1	1.0
92374	Redlands	1	1	1.0
TOTALS		46	12	3.8

Area Ranking by Zip Code

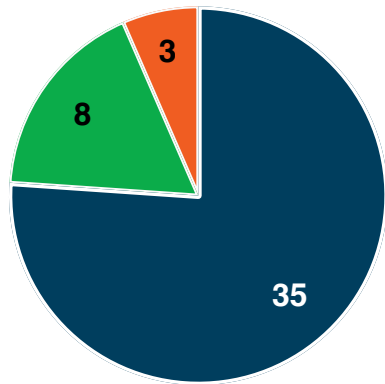


Comment Breakdown

SBD International Airport

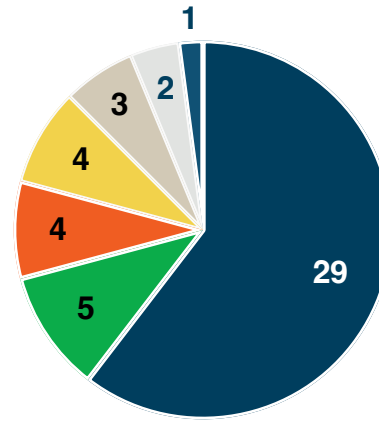
March 2025

Comments by Aircraft Category



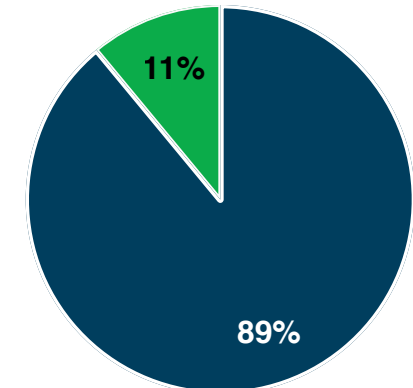
- Jet
- Unknown
- Military

Comments by Concern



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

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 increased in 1Q25, 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

January – March 2025

17

Distinct households filed aircraft noise comments this quarter.

71

Noise comments received from those households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/HOUSEHOLD
92346	Highland	46	10	4.6
92395	Victorville	9	1	9.0
92410	San Bernardino	6	1	6.0
92373	Redlands	5	2	2.5
92404	San Bernardino	3	1	3.0
92374	Redlands	1	1	1.0
92337	Fontana	1	1	1.0
TOTALS		71	17	4.2

Totals & Trends

SBD International Airport

January – March 2025

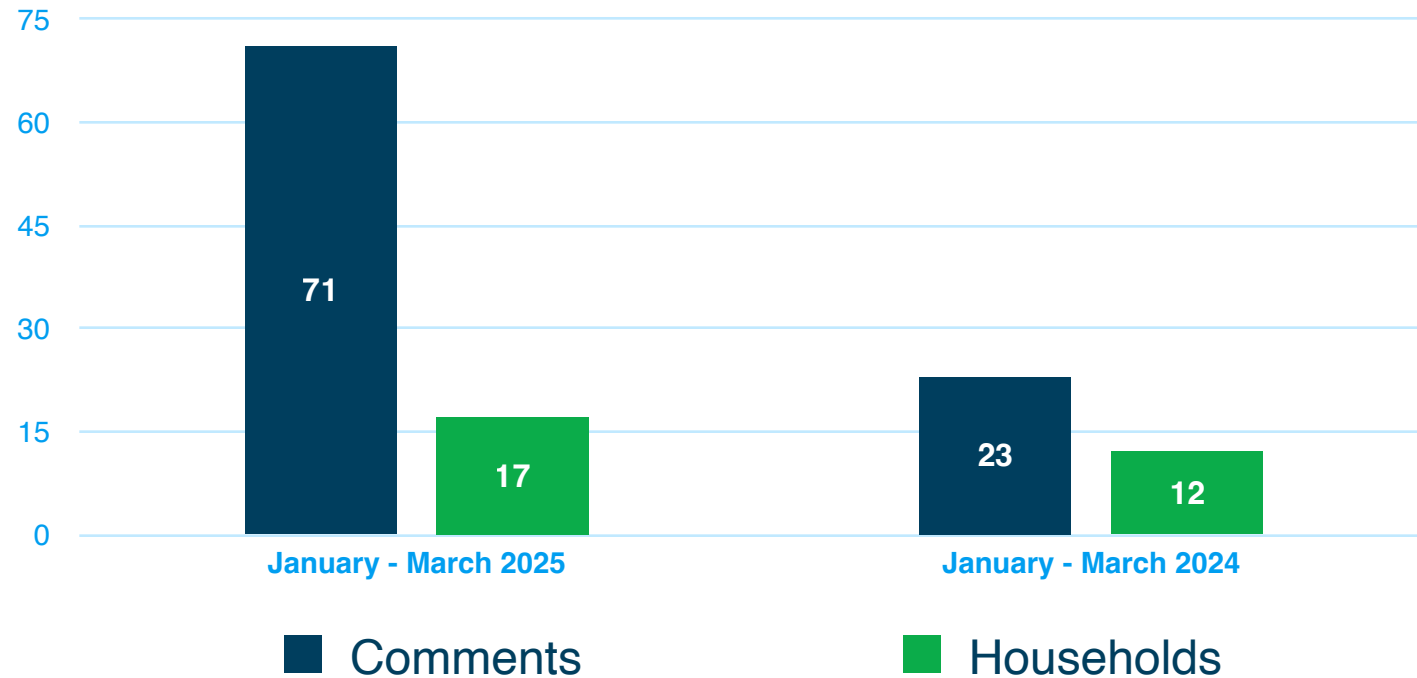
Top 5 Commenters - 1Q25

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	R96	Highland	18
2	G183	Highland	12
3	H275	Victorville	9
4	H255	San Bernardino	6
5	K139	Highland	4
TOTALS			49

Totals & Trends

SBD International Airport
1Q YoY Trends

Comments and Households - 1Q25 vs 1Q24



COMMENT BREAKDOWN

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

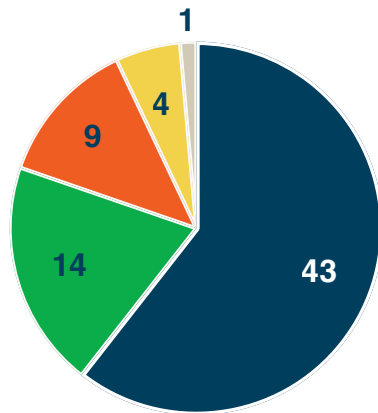
Most people are concerned about an airplane's proximity to their home.

Comment Breakdown

SBD International Airport

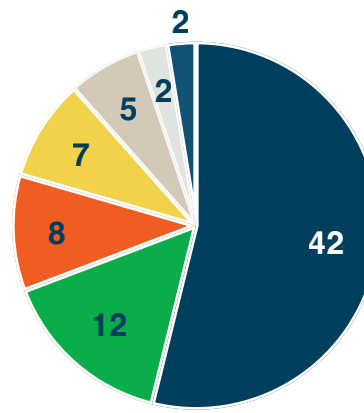
January – March 2025

Comments by Aircraft Category



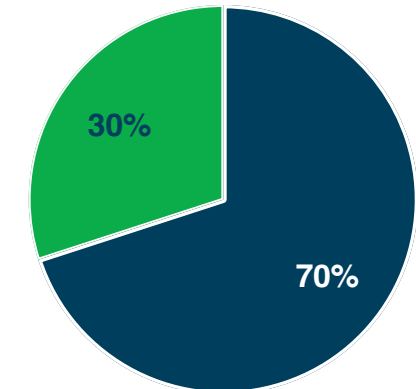
- Jet
- Unknown
- Military
- Helicopter
- UAS/Drone

Comments by Concern



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

Filing Method



- Web form
- Hotline

Comment Breakdown

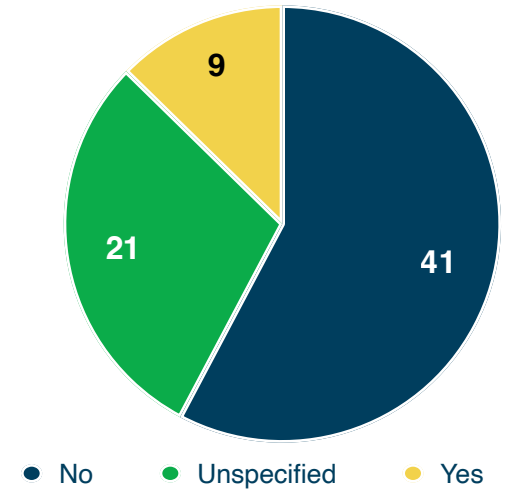
SBD International Airport

January – March 2025

COMMENT BY CONCERN	MENTIONS
Flying over home	42
Frequency of flights	12
Low flying	8
Vibration/rumbling	7
Unusually loud	5
Late night/early morning	2
Circling	2

AIRCRAFT CATEGORY	MENTIONS
Jet	43
Unknown	14
Military	9
Helicopter	4
UAS/Drone	1

Response Requested

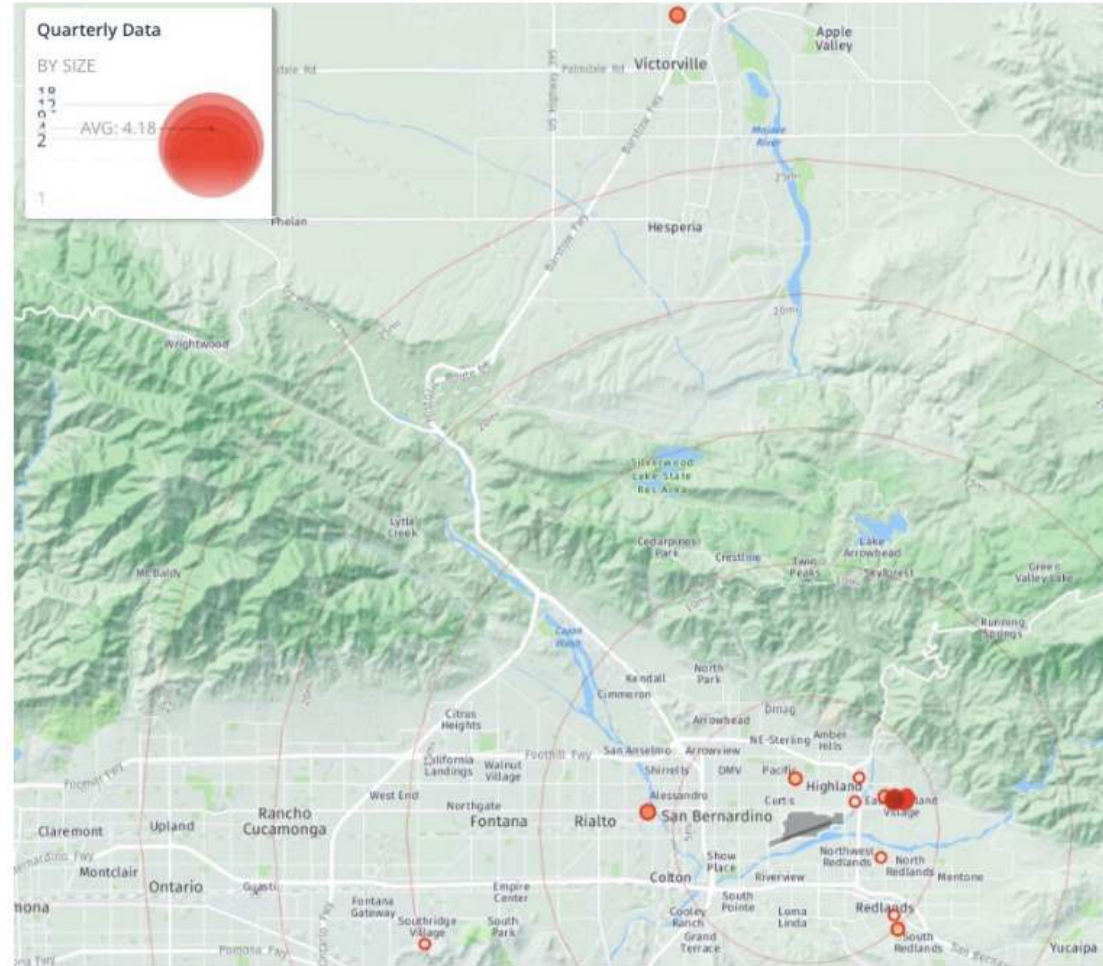


COMMENT MAP

A look at where the comments originate.

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

Comment Map: January – March 2025



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

Comment Map

SBD International Airport

January – March 2025

17

Distinct households filed aircraft noise comments this quarter.

71

Noise comments received from those households.

Final Thoughts

1Q25 vs. 4Q24 (QoQ):

Noise comments increased.

Number of households filing decreased.

1Q25 vs. 1Q24 (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.

