SBD International Airport

Quarterly Report: April 2022

SBD good neighbor program

Program Components

By committing to ongoing dialogue, sharing up-to-date information, and increasing mechanisms to receive feedback, program will ensure SBD remains a good neighbor.

COMMUNITY OUTREACH

Presentations, reports to jurisdictions, communications efforts

EDUCATION

Use 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

info@sbdgoodneighborprogram.com

SBD good neighbor program

SBD Good Neighbor Program

SBD 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

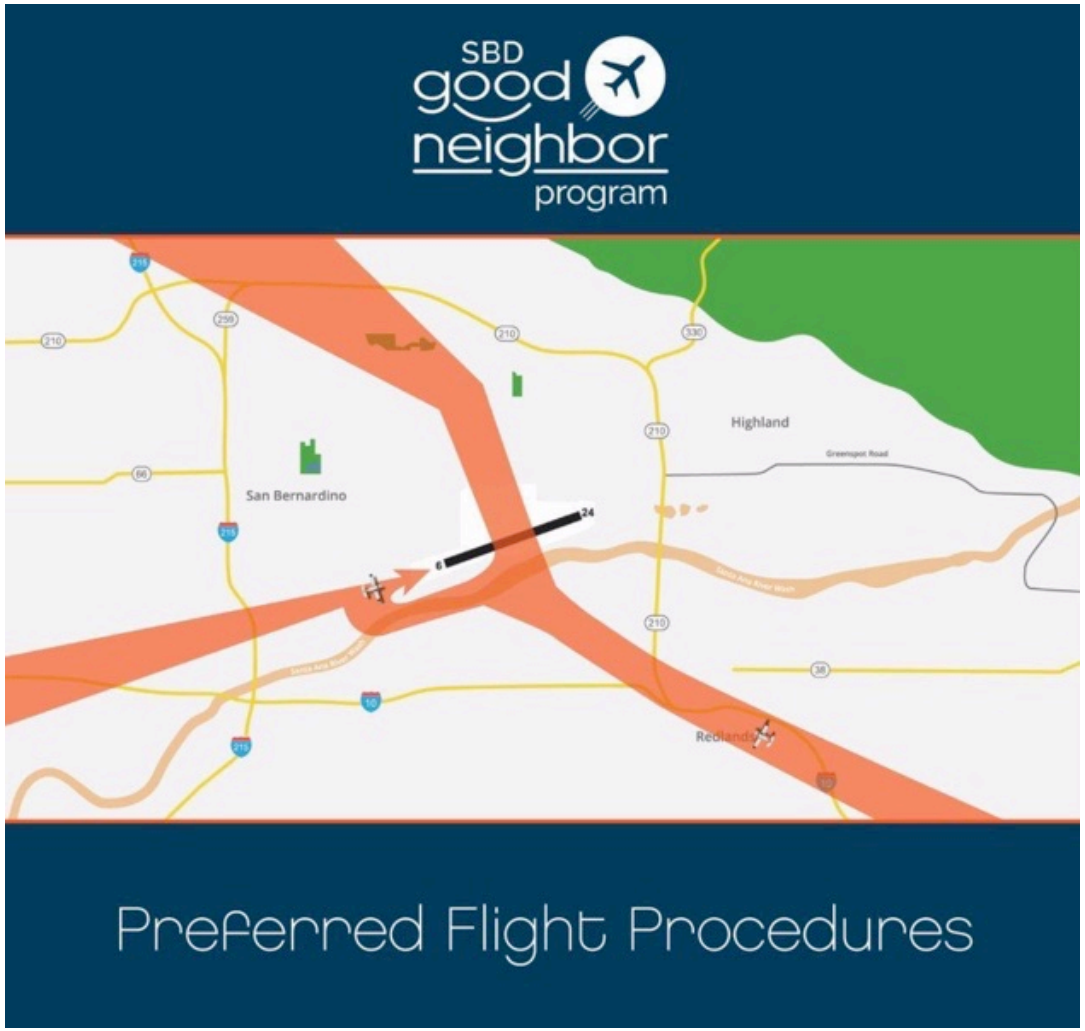
PROVIDE CONSISTENT REPORTING

SBD good neighbor program

SBD Good Neighbor Program

Notable news for 1Q22:

- Published Winter ’22 edition of *Good Neighbor News*.
  - 26% increase in newsletter subscribers since 4Q21
- Ongoing awareness of daily and unique aircraft operations:
  - 5 business lines: MRO, general aviation, corporate aviation, cargo, and commercial passenger
  - Air Force Two and military trainers
  - Charter: Super Bowl LVI - Los Angeles Rams
- Promoted preferred takeoff and landing procedures —Highways in the Sky—videos.
- Breeze Airways announced daily, nonstop service between SBD and SFO.



Social Media - Strategy

- Facebook, Twitter, Instagram, LinkedIn, YouTube
- Increase followers and engagement by:

  - Emphasizing Good Neighbor Program
  - Generating original, exciting content
  - Encouraging comments & sign-ups
  - Tagging partners
  - Posting weekly
  - Boosting posts

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 her/his 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 2022

TOTALS & TRENDS

COMMENTS YEAR-TO-DATE

COMMENT BREAKDOWN

COMMENT MAP

SBD good neighbor program

January 2022

A detailed look at the first month of the quarter.

21 noise comments

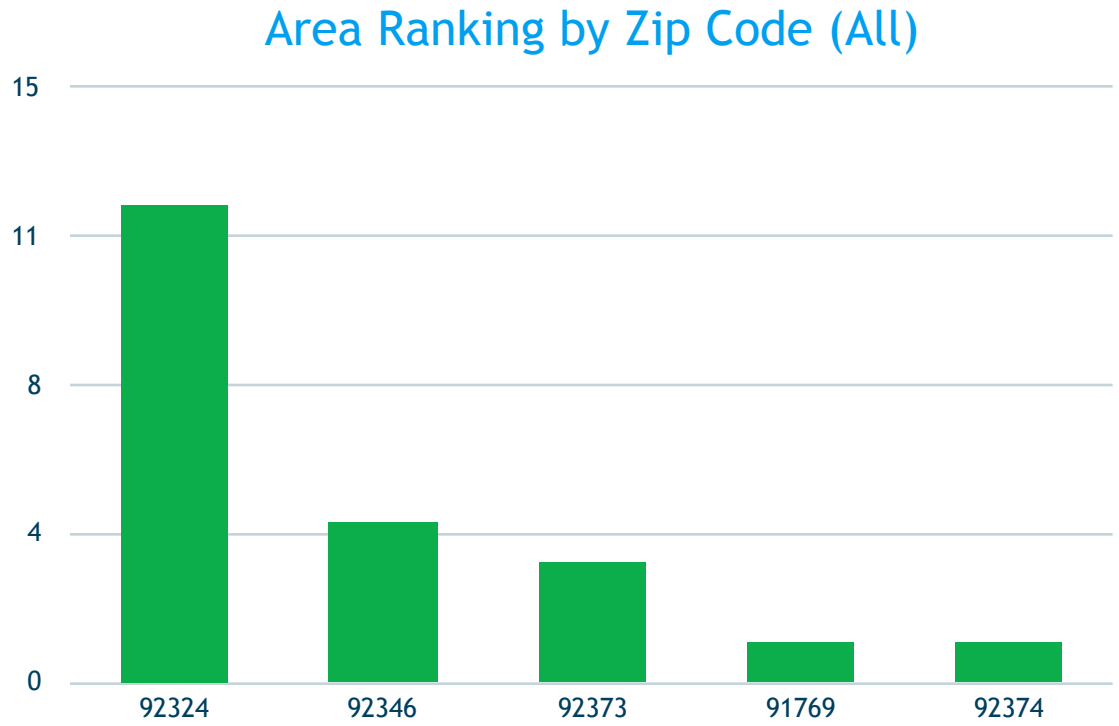
- Filed by 10 households

Comments in January

SBD International Airport

January 2022

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	12	3	4.0
92346	Highland	4	3	1.3
92373	Redlands	3	2	1.5
91769	Pomona	1	1	1.0
92374	Redlands	1	1	1.0
TOTALS		21	10	2.1

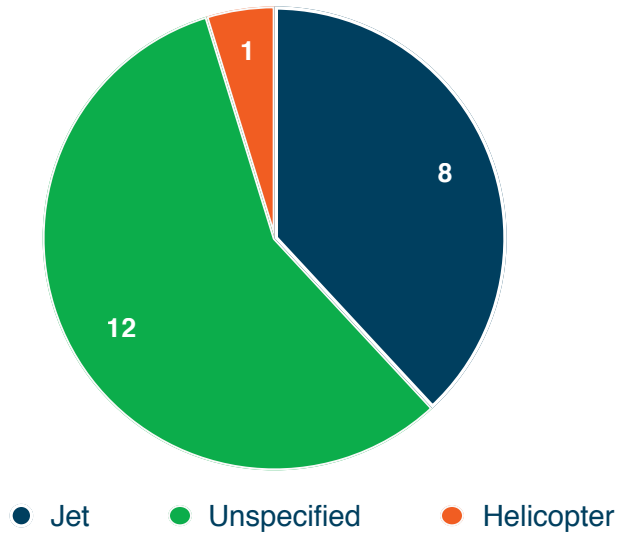


Comment Breakdown

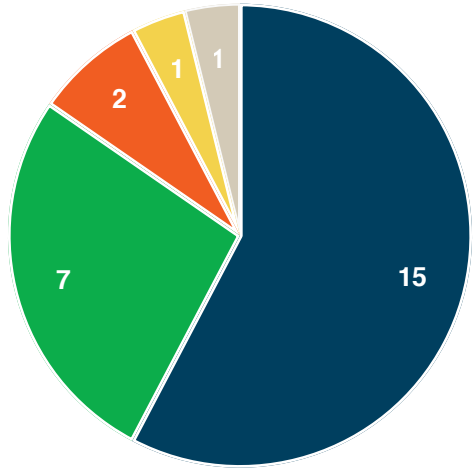
SBD International Airport

January 2022

Comments by Aircraft Category



Comments by Concern



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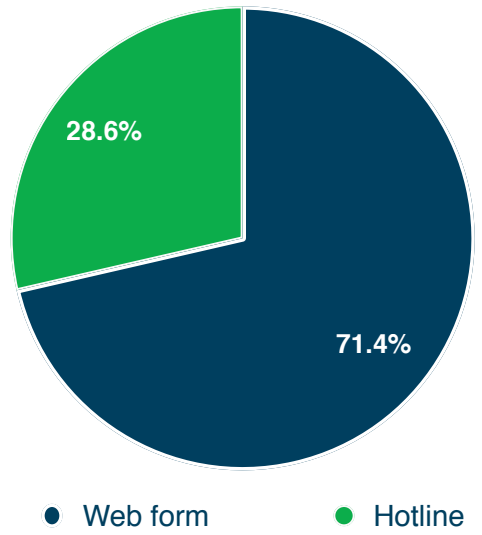


February 2022

A detailed look at the second month of the quarter.

14 noise comments

- Filed by 3 households

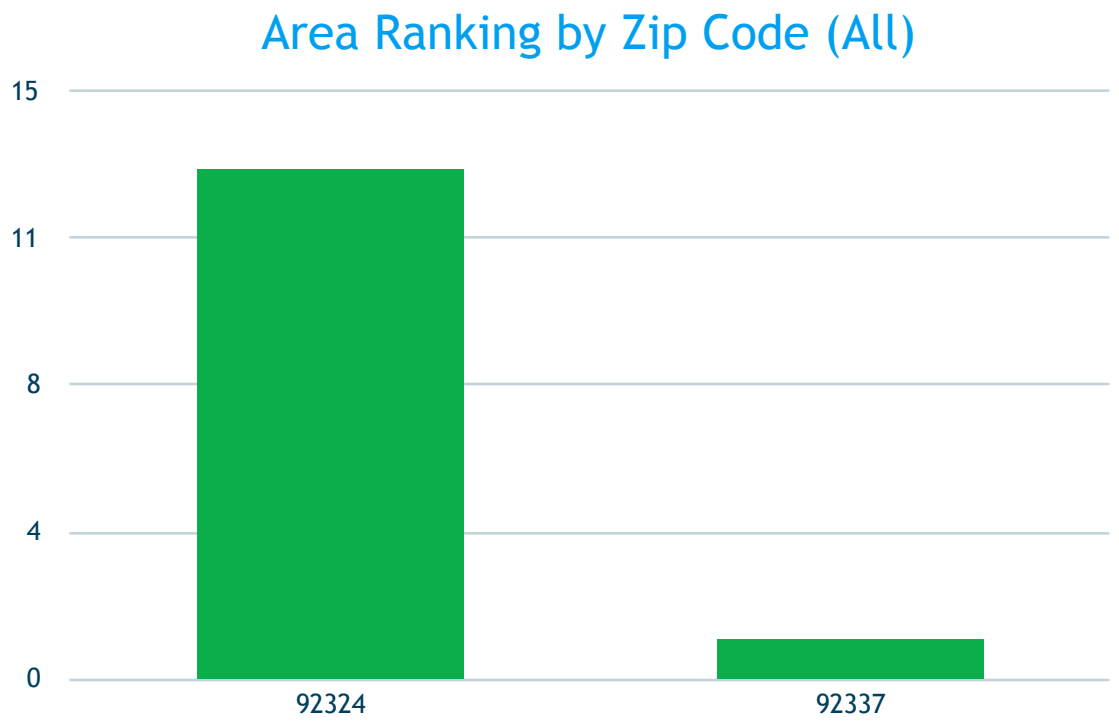
11

Comments in February

SBD International Airport

February 2022

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	13	2	6.5
92337	Fontana	1	1	1.0
TOTALS		14	3	4.7

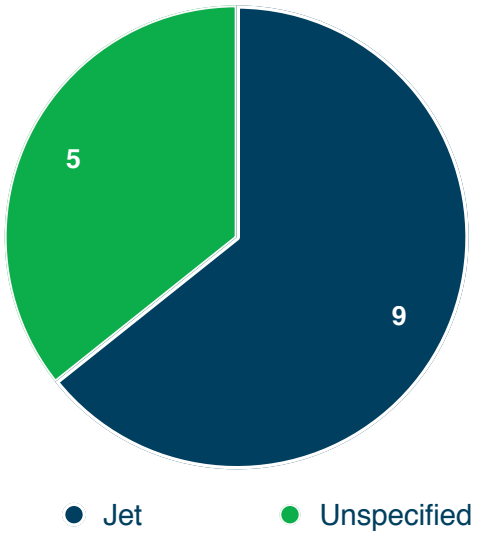


Comment Breakdown

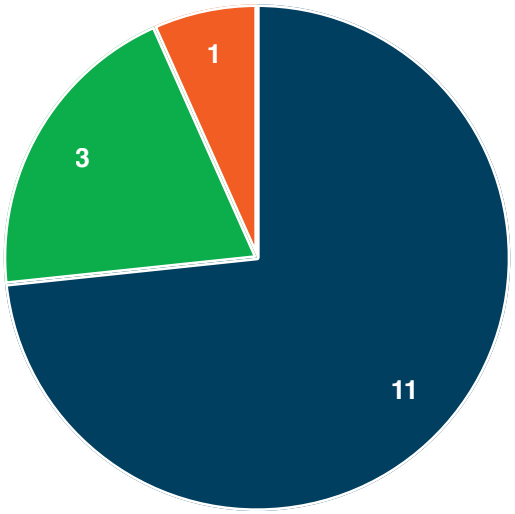
SBD International Airport

February 2022

Comments by Aircraft Category



Comments by Concern



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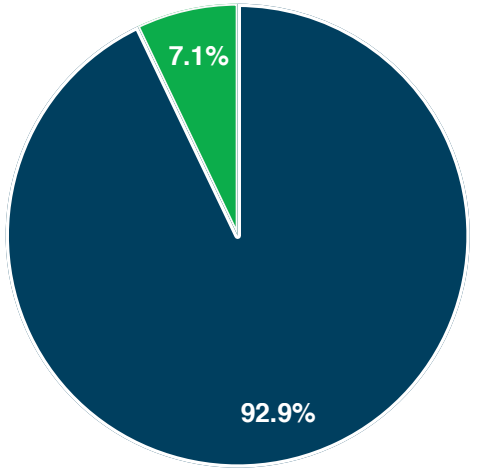
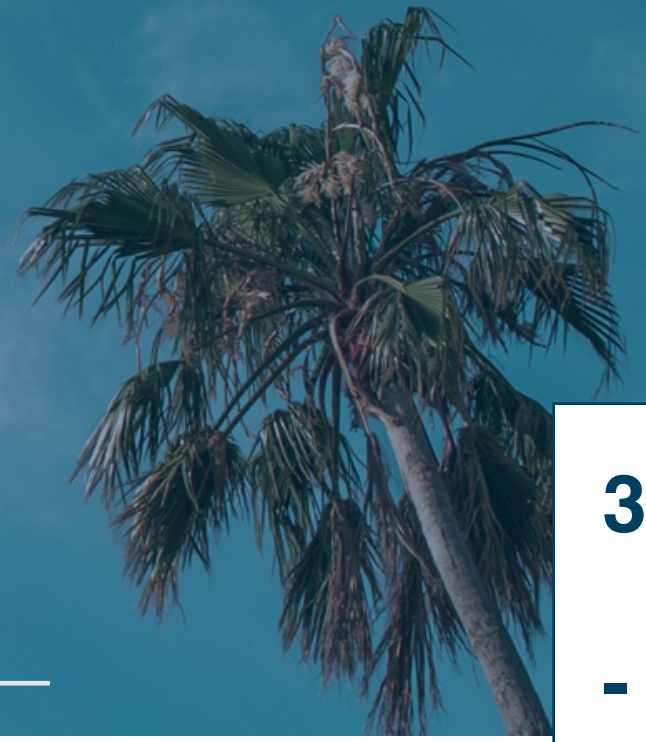


March 2022



A detailed look at the last month of the quarter.

35 noise comments

- Filed by 10 households

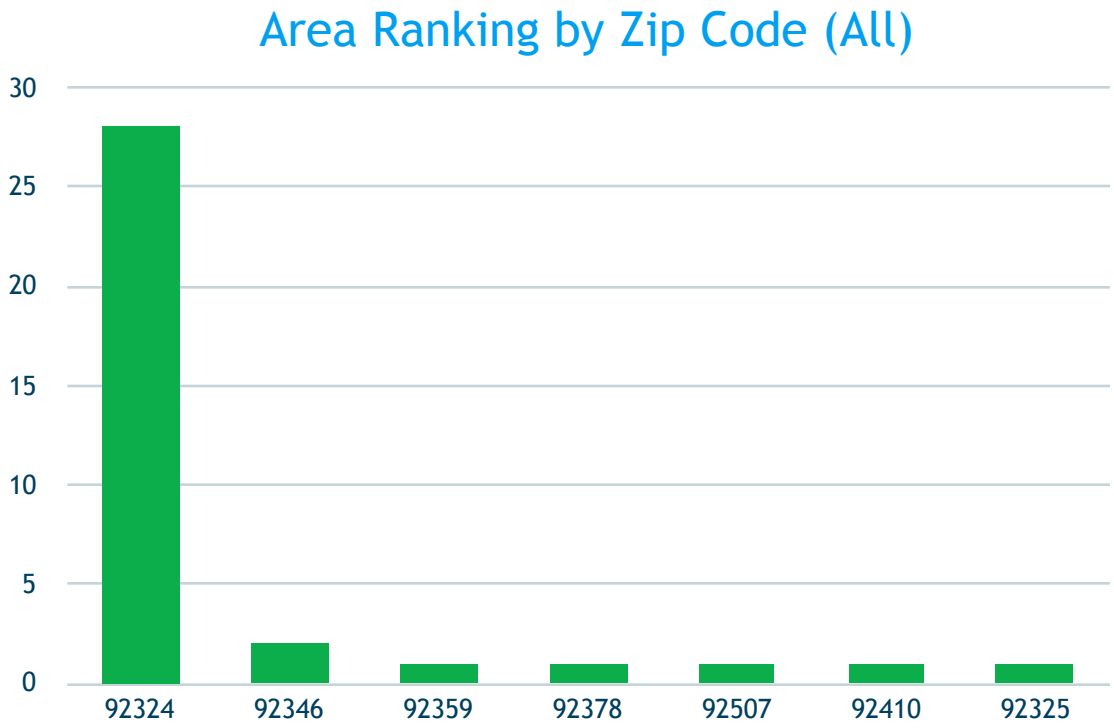
SBD good neighbor program

Comments in March

SBD International Airport

March 2022

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	28	3	9.3
92346	Highland	2	2	1.0
92359	Mentone	1	1	1.0
92378	Rimforest	1	1	1.0
92507	Riverside	1	1	1.0
92410	San Bernardino	1	1	1.0
92325	Crestline	1	1	1.0
TOTALS		35	10	3.5

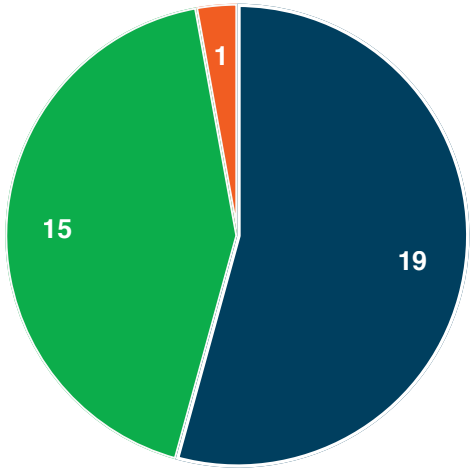


Comment Breakdown

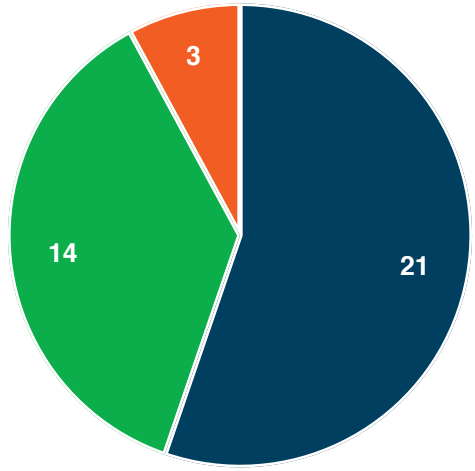
SBD International Airport

March 2022

Comments by Aircraft Category



Comments by Concern



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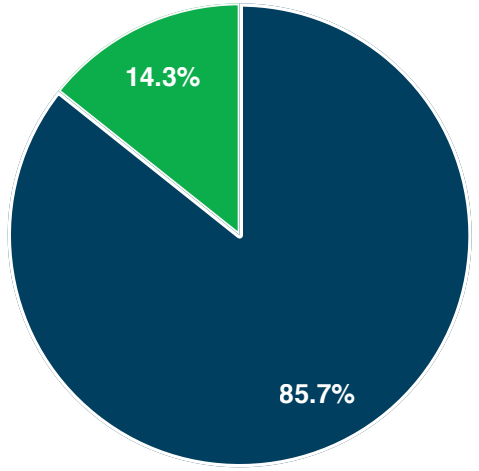


TOTALS & TRENDS

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

Noise comments for SBD International Airport increased in 1Q22, YOY, due to:

- **Growth in airport/aircraft operations.**
- **Ongoing outreach to neighbors and encouraging feedback via the Good Neighbor Program.**

SBD good neighbor program

Totals & Trends

SBD International Airport

January – March 2022

17 Distinct households filed aircraft noise comments this quarter.

70 Noise comments received from those households.

ZIP CODE	CITY	COMMENTS	HOUSEHOLDS	COMMENTS/ HOUSEHOLD
92324	Colton	53	3	17.7
92346	Highland	6	4	1.5
92373	Redlands	3	2	1.5
92325	Crestline	1	1	1.0
92359	Mentone	1	1	1.0
92337	Fontana	1	1	1.0
92378	Rimforest	1	1	1.0
92374	Redlands	1	1	1.0
92507	Riverside	1	1	1.0
92410	San Bernardino	1	1	1.0
91769	Pomona	1	1	1.0
TOTALS		70	17	4.1

Totals & Trends

SBD International Airport

January – March 2022

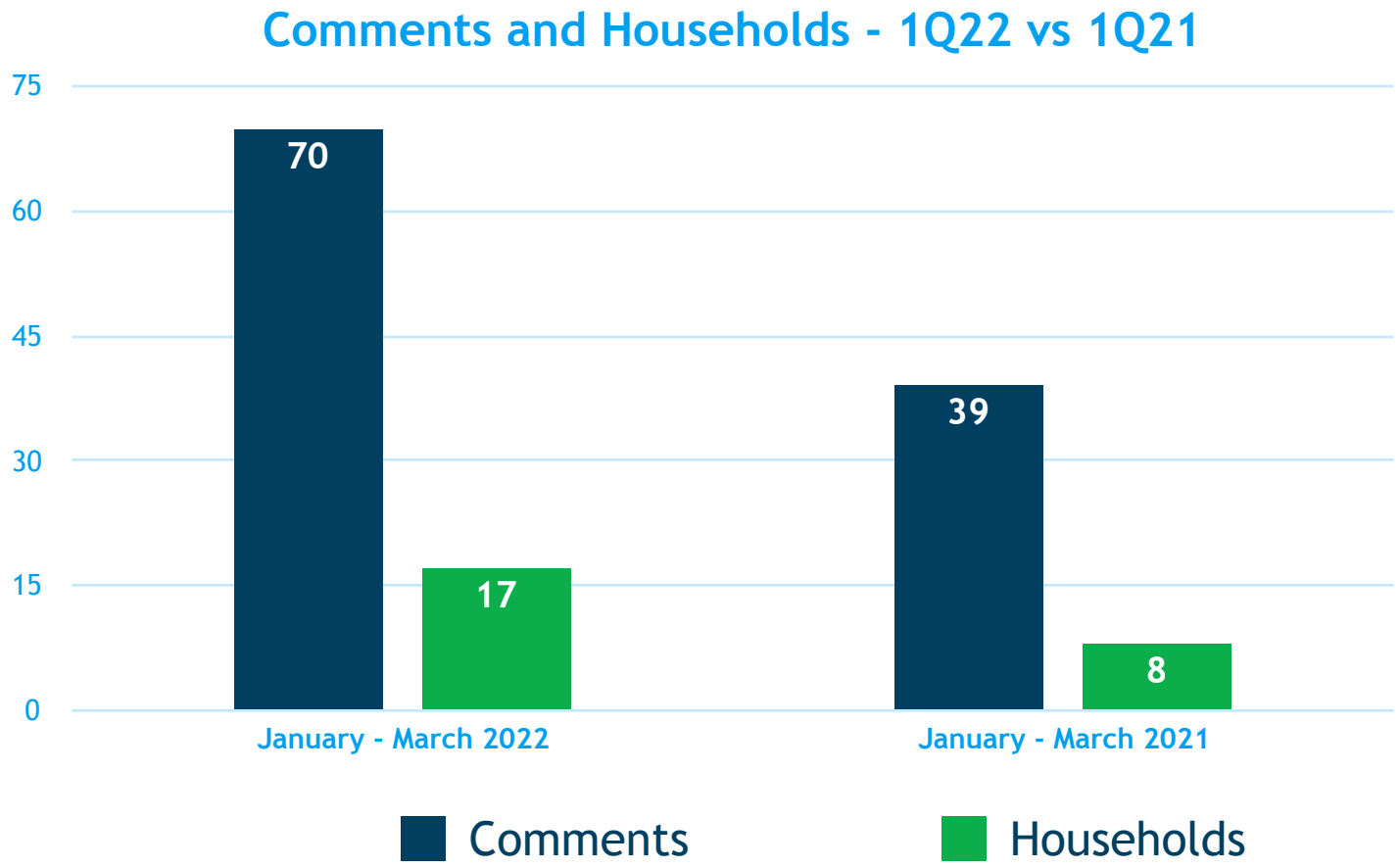
Top 5 Commenters - 1Q22

RANK	HOUSEHOLD ID	CITY	NUMBER OF COMMENTS
1	166	Colton	28
2	170	Colton	14
3	28	Colton	11
4	160	Highland	3
5	128	Redlands	2
TOTALS			58

Totals & Trends

SBD International Airport

1Q YOY Trends



COMMENT BREAKDOWN

What people are saying about activities at SBD.

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

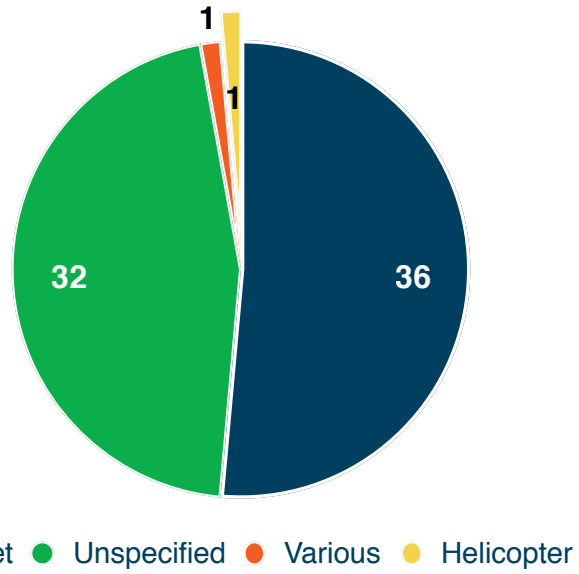
SBD good neighbor program

Comment Breakdown

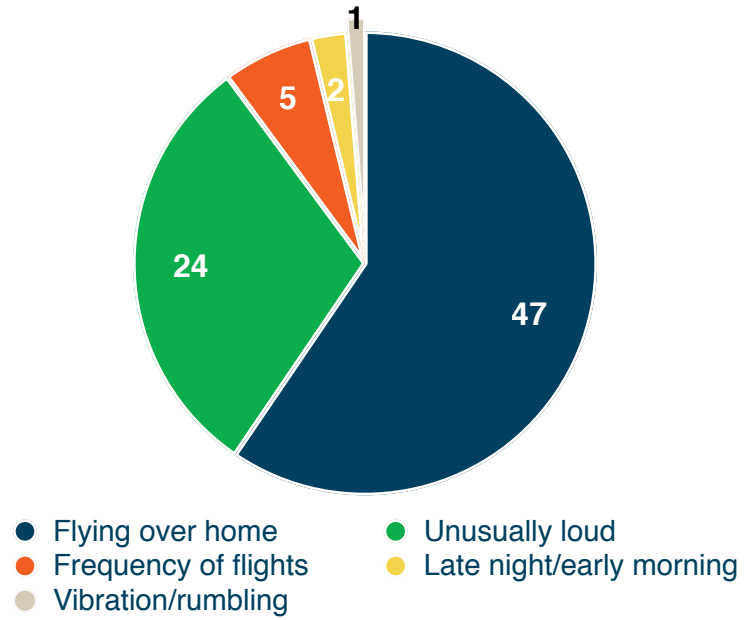
SBD International Airport

January – March 2022

Comments by Aircraft Category



Comments by Concern



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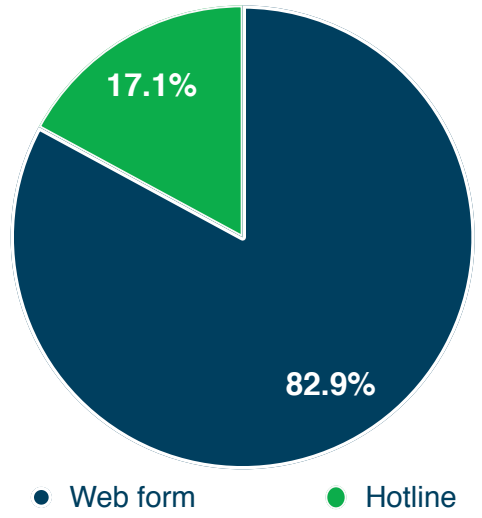


Comment Breakdown

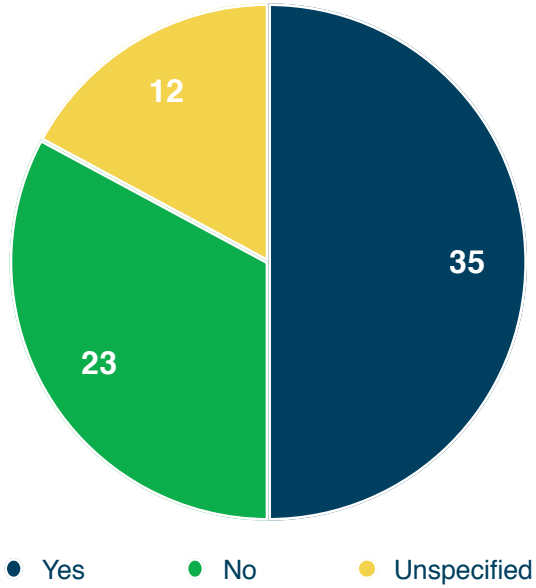
SBD International Airport

January – March 2022

COMMENT BY CONCERN	MENTIONS
Flying over home	47
Unusually loud	24
Frequency of flights	5
Late night/early morning	2
Vibration/rumbling	1

AIRCRAFT CATEGORY	MENTIONS
Jet	36
Unspecified	32
Helicopter	1
Various	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

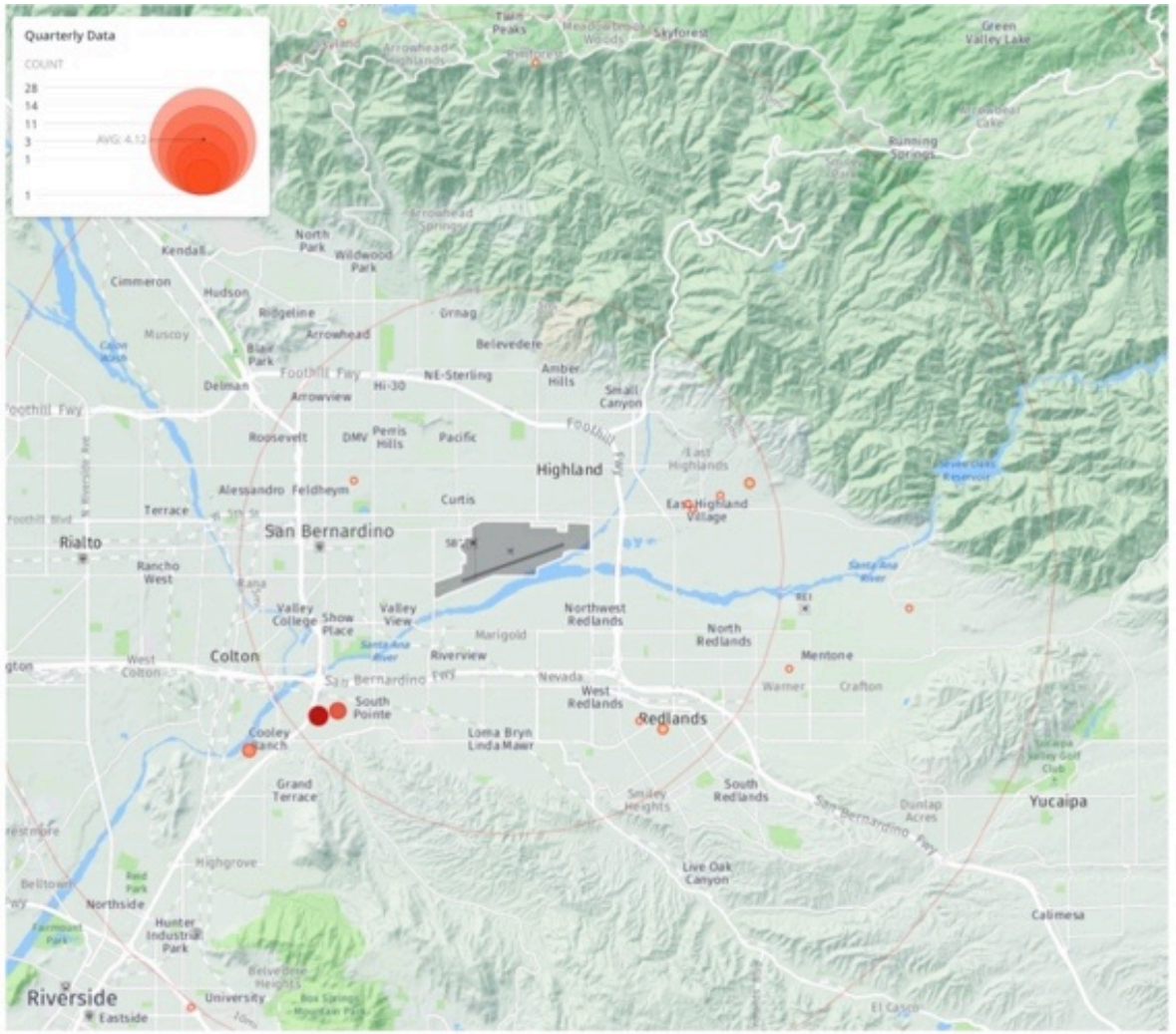
SBD International Airport

January – March 2022

17 Distinct households filed aircraft noise comments this quarter.

70 Noise comments received from those households.

Comment Map: January - March 2022



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

Final Thoughts

1Q22 vs. 4Q21:

Noise comments decreased.
Number of households filing decreased.

1Q22 vs. 1Q21:

Noise comments increased.
Number of households filing increased.

YOY noise comments increase attributed to:

- Increase in jet aircraft operations at SBD.
- Growth in concerns filed by individual households.
- Engaged and concerned community members seeking information about aircraft.
- Enhanced 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.
- Community education and awareness about Airport operations, activities and developments.

SBD good neighbor program