

## Guidelines for Logging Airport Noise Complaints

As an airport authority and government agency, the Metropolitan Airports Commission has the responsibility to receive and report on airport noise complaints. It also has the responsibility for providing accurate, timely and relevant information regarding how the airport operates and the realities of what can and cannot be done to reduce airport noise.

Noise complaints are generally received from citizens in one of two ways.

### *Web Based Method*

The first method for logging airport noise complaints is through the [www.macnoise.com](http://www.macnoise.com) Web site. With use of a Web form, this site allows citizens to log noise complaints for operations associated with the Minneapolis-St. Paul International Airport or one of the MAC's six Reliever Airports. The Web form can be accessed here: <http://maps.macnoise.com/complaints.php>

### *Voice Mail System Method*

A second method is through the voice mail system. People calling into this number -612-726-9411 - are able to leave noise complaint messages for either the Minneapolis-St. Paul International Airport, or one of the MAC's six Reliever Airports.

### General Policies

- ❑ **Complainants calling into the noise complaint line (612-726-9411) are able to log multiple noise complaints with one phone message.** However, **specific dates and times, and the appropriate annoyance descriptors of the complaints must be indicated** for each of these complaints to be logged.

Due to the nature of the mapping and reporting processes, **general date and time frames, and complaints for overall dissatisfaction with aircraft noise cannot be logged or reported.** The system is set up to take complaints about specific aircraft noise events, not general annoyance with aircraft operations or the airport.

- ❑ The **annoyance descriptors** used in the office are as follows:

1. Excessive Noise
2. Low Flying
3. Early/Late
4. Helicopter
5. Frequency
6. Structural Disturbance
7. Ground Noise
8. Run up Operation
9. Other

- ❑ Every effort will be made to accurately log noise complaints. However, because the Noise Complaint and Information Hotline does not require specific responses, **those responsible for logging them will use their best judgment in determining from the message: (1) the appropriate annoyance descriptor(s) and (2) the time/date of the event, when not expressly stated by the caller.**

- ❑ **Complainants must provide a complete address** including, at minimum, the **house number and street name**. Providing a city and zip code helps to further confirm the address.
- ❑ **Only complaints from addresses within the seven-county metropolitan area of the Twin Cities** (Anoka, Dakota, Ramsey, Hennepin, Carver, Washington and Scott counties) can be logged at this time.
- ❑ Complaints made to the voicemail system **between the hours of 10:30 p.m. and 6 a.m.** will automatically be **logged as an Early/Late** complaint along with any other annoyance descriptor given by the complainant

### **Deadline for Registering Complaints for a Particular Month**

- ❑ For **complaints to be logged and reported, they must be called in, or logged online, by the 5<sup>th</sup> of the following month** (e.g. any complaint (date/time) for a day in April 2005 would need to be logged or called in **on or prior to the 5<sup>th</sup>** of May 2005). Complaint data will be uploaded for reporting purposes on the 6<sup>th</sup> of each month.

### **Abusive Callers**

The Metropolitan Airports Commission will not accept messages containing personal attacks, threats, or offensive/vulgar language left on the Noise Complaint and Information Line.

- ❑ Any complaint left as a voice mail message that contains vulgar or offensive language, personal attacks or threats will **not** be logged as a complaint.
- ❑ Complainants who call repeatedly while using vulgar or offensive language may be referred to the Airport Police or other public safety agency if deemed necessary.

### **Callers Who Use Threats of Bodily or Structural Harm**

**Threats against people, structures or aircraft will not be tolerated and may be considered criminal.**

- ❑ The Airport Police will be notified **any time** a threat against a person, a structure or an aircraft is received.
- ❑ Voicemail messages containing threats against people, structures or aircraft will be retained for later investigation.
- ❑ Staff will provide to the appropriate public safety agency written documentation of any threat made in person, in writing or while speaking on the phone.

### *Disclosure of Complaint Data*

Because the MAC is a public corporation, it must follow the provisions of the Minnesota Data Practices Act. As such, all noise complaint data is considered public, *with the exception of personal data identified under "Personal Information" below.*

### ***Tabular Data***

Tabular data is the information stored about individual complaints used for mapping and reporting purposes. This includes complainants' addresses and the annoyance descriptors and time/date of the complaints. **This data is public.**

### ***Audio Recordings***

Recorded voice mail complaints can be and are typically deleted after the pertinent complaint information has been logged. The MAC does not retain voice mail messages.

The MAC reserves the right, however, to save such recordings. They may also be used, along with tabular data, for the purpose of investigation, if it should become necessary.

### ***Personal Information***

**Information of a personal nature, including names, telephone numbers, email addresses and individual communication records, is not** considered public information. Staff will not divulge this information, except to the extent permitted or required by law or court order.