

 <p><i>Metropolitan Airports Commission</i></p> <p><i>Policies and Procedures</i></p>	Number: 001 Date: September 2006 Revision: March 14, 2011	No. of Pages: 4
	MAC Environment Department	Subject: <p style="text-align: center;">Airport Noise Complaints</p>

AUTHORITY	Metropolitan Airports Commission
PURPOSE	To describe how airport noise complaints will be handled within the Environment Department of the Metropolitan Airports Commission. Covers all MAC airports. (See <i>Flying Cloud Airport</i> and <i>Saint Paul Downtown Airport Noise Complaints</i> policies and procedures for airport-specific policies and procedures)
SCOPE	All complaints received via the MAC’s Noise Programs Office and/or entered into the Aviation Noise Complaint and Communications Record System (ANCCRS). Tracked complaints are typically received in one of two ways: via an online complaint form on the www.macnoise.com web site, or through the established airport noise complaint voice mail system (612.726.9411). Although not typical, any other complaint that includes an address, a time/date and an annoyance descriptor, sent or offered by any other means (U.S. mail, fax, in person), is also included.
GUIDELINES	For detailed instructions on how to enter noise complaints into the ANCCR system, please see the <i>Airport Noise Complaint and Communications Record System (ANCCR): Directions For Logging Noise Complaints and Communications Records</i>

General Policies

- A complaint will be logged in the ANCCR system anytime a person specifically provides, for the purpose of officially logging a complaint, the following information:
 - Specific valid physical address (no P.O. boxes)
 - Date and Time of Event
 - Annoyance descriptor

Complaints can be received via voice mail, over the telephone, via U.S. mail, via e-mail, fax or in-person.

- Per the Department of Environment's records retention policy, complaint data is kept for a minimum of 3 years, after which it can be destroyed.
- All tabular noise complaint data is public, with the exception of personal data (e.g. names, telephone numbers, email addresses, and individual communication records). Public tabular data includes information stored about individual complaints for reporting purposes, such as complainant addresses, annoyance descriptors, and time and date of complaints.
- Every effort will be made to accurately log noise complaints. However, because the voice mail system allows for flexibility in filing complaints, those responsible for entering them into the ANCCR system will use their best judgement in determining from the message: (1) the appropriate annoyance descriptors and (2) the time/date of the event, when not expressly stated by the caller.
- Complaints for dates during a particular month must be logged/called in by a complainant by or before the 5th of the following month (i.e. any complaint (date/time) for April 2005 would need to be logged or called in on or prior to the 5th of May 2005).
- Complainants can leave multiple noise complaints with one phone message. However, specific dates and times, and the appropriate annoyance descriptors of the complaints must be indicated for these complaints to be entered. 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 noise events, not general annoyance with aircraft flying overhead or the airport in general.
- Complaints will only be logged when a complete, valid address is provided. Staff will take all reasonable steps to determine whether an address is valid.
- Complaints can only be logged for addresses within the seven-county metropolitan area of the Twin Cities (Anoka, Dakota, Ramsey, Hennepin, Carver, Washington

and Scott counties).

- Complaints made to the voicemail system between the hours of 10:30 p.m. and 6:00 a.m. will be recorded as an Early/Late complaint along with any other annoyance descriptor given by the complainant (i.e. low flying, helicopter, structural disturbance, etc.).
- Complaints that can or should be referred to someone else, either inside or outside the MAC, will be forwarded appropriately.

Callers Who Use Threats of Bodily or Structural Harm

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

- Staff will contact the Airport Police any time a threat against a person, a structure or an aircraft is received.
- Voicemail messages containing threats will be retained for possible investigation.
- Staff will provide to the Airport Police, or other law enforcement agency, written documentation of any threat made in person or while speaking on the phone.
- Staff will fill out a *Bomb Threat Checklist* form for calls that could be considered a bomb threat. These forms have been provided by the Airport Police, have been distributed to the Noise Programs Staff and are printed on salmon colored paper.

Abusive Callers or Residents

The definition of an abusive caller is *one who goes beyond expressing anger about a problem and begins attacking the person handling or listening to the complaint. It often includes swearing, or other offensive language, and personal attacks.*

- Any complaint left as a voice mail message that contains vulgar or offensive language will not be logged as a complaint, regardless of whether or not the complainant leaves a valid address.
- Staff members speaking to someone who has become abusive or is using vulgar or offensive language will give

one warning to the complainant before hanging up. If the call was to register a complaint, that complaint will not be logged.

- Complainants who call repeatedly while using vulgar or offensive language will be reported to the Airport Police department or other public safety organization for possible investigation.

Audio Recordings

Recorded voice mail complaints can be and are typically deleted after the pertinent complaint information has been logged.

The Metropolitan Airports Commission does not retain voice email messages; however, Metropolitan Airports Commission reserves the right to save such recordings for the purpose of investigation if it should become necessary.