

	<p><i>Metropolitan Airports Commission</i></p>	<p>Number: 001</p>	<p>No. of Pages: 3</p>
	<p><i>Policies and Procedures</i></p>	<p>Date: September 2006</p> <p>Revision: November 25, 2013</p>	
<p>MAC Environment Department</p>	<p>Subject: <b>Airport Noise Complaints</b></p>		

- AUTHORITY** Metropolitan Airports Commission
- PURPOSE** To describe how airport noise complaints will be handled within the Noise Program Office of the Environment Department of the Metropolitan Airports Commission (MAC). Covers all MAC airports.
- SCOPE** All complaints received via the MAC’s Noise Program Office and/or entered into the Aviation Noise Complaint and Communications Record System (ANCCRS). Complaints are typically received in one of two ways: 1) via electronic form (by email or by use of an online complaint form on the [www.macnoise.com](http://www.macnoise.com) website, or: 2) through the established airport noise complaint phone line system. 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, etc.) is also recorded.
- GUIDELINES** For detailed instructions on how to enter noise complaints into ANCCRS, please see the *Airport Noise Complaint and Communications Record System (ANCCRS): Directions For Logging Noise Complaints and Communications Records*.

**General Policies**

- A complaint will be logged in ANCCRS any time a person provides the following information:
  - Physical address
  - Date and time of event
  - Annoyance descriptor
- Per the Department of Environment’s records retention policy, complaint data are kept for a minimum of 3 years, after which they can be destroyed.
- All tabular noise complaint data are public, with the exception of personal data (e.g. names, telephone numbers, email addresses, and individual communication records). Public tabular data include stored information about individual complaints for reporting purposes, such as complainant

addresses, annoyance descriptors, and date/time of complaints.

- Every effort will be made to log noise complaints accurately; however, because the voice mail system allows for flexibility in filing complaints, the MAC Noise Program staff responsible for entering them into ANCCRS will use their best judgment in determining from the message: (1) the airport tagged to the complaint, (2) appropriate annoyance descriptors and (3) the date/time 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. For example, complaints pertaining to November 2013 must be logged or called in by or before the 5th of December 2013.
- Complainants may leave multiple noise complaints with one phone message; however, specific dates/times and the appropriate annoyance descriptors of the complaints must be indicated for these complaints to be entered in ANCCRS. Due to the nature of the mapping and reporting processes used to analyze noise complaint data, general date and time frames, and complaints for overall dissatisfaction with aircraft noise cannot be logged or reported.
- Complaints will be logged only when a complete, valid address (within the seven-county metropolitan area) is provided. Staff will take all reasonable steps to determine whether an address is valid.
- Complaints received from areas outside the seven-county metropolitan area of the Twin Cities (Anoka, Dakota, Ramsey, Hennepin, Carver, Washington and Scott counties) cannot be logged in ANCCRS.
- Complaints submitted through the phone line 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 (e.g., low flying, helicopter, structural disturbance, etc.).
- Complaints that can or should be referred to someone else, either inside or outside of 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 Department any time a threat against a person, a structure or an aircraft is received.
- Phone calls, voice mail messages, or written communication

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, stated in a voice mail message 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 Department, have been distributed to the Noise Program Office 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. An abusive caller is considered one who engages in swearing or uses other offensive language, and personal attacks.*

- Any complaint 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 are typically deleted after the pertinent complaint information has been logged in ANCCRS.

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