

Meeting Attendees

Myron Saulpaugh – Ontario Airfield Operations
Nadine Hutchinson – Ontario Citizen Representative
Sigfrido Rivera – City of Ontario Housing and Municipal Services
S. Richardson – Ontario Airport Operations
Keith Snyder – Ontario Airport Operations
Dwayne Flowers – Medical Assistant
Thomas Boylan – Ontario Airport Operations
David Chan – LAWA Noise Management Section Environmental Specialist
Lance Johnson – LA Station Manager for Delta Airlines

Noise Abatement Complaints

Thomas Boylan started the meeting with the noise complaint calls that Ontario received. For this quarter there were a total of 8 calls, to which only 4 of the calls made it through to ONT because the other 4 hung-up.

One call came from a Lake Arrowhead caller that went to the Administrator office, and this individual was concerned about planes flying above his house. Mr. Boylan informed the individual this aircraft was outside of ONT 5 NM tower range, so therefore that's the approach control who eventually hands the aircraft off to tower. The second call was a gentleman in Chino, whose complaint was about the horse charter activity. This is a loud aircraft that tends to draw complaints during its activity. A third call was a lady in Chino who was then called back twice by ONT, but was unfortunately not reached.

As far as complaint activity goes, generally the Corona area and areas south of ONT are early morning UPS complaints. Reason is because the pilots make the aircraft turn at their discretion once they feel it's safe to turn. All the complaints go into a server that can be accessed all over LAWA. Keith Snyder mentions that there are a smaller number of people who call and complain, even though there are still a lot of calls; this is because the same people tend to call and complain. Mr. Snyder also mentions that the majority of calls aren't usually complaints; rather they are questions pertaining to plane activity in the individual's vicinity.

Keith Snyder says LA/ONT looks to appease and tries to answer questions and reach out to the individuals' complaints. He mentions that ONT has all time low of call activity which might correlate with the smaller number of flights. In a recent meeting attended by Mr. Snyder with representatives of select big airports: San Francisco, Sand Diego, Orange County, Palomar, Long Beach, LAX, Burbank, ONT; they all have similar complaint issues.

Certain aircraft spike complaint call activity as Thomas Boylan mentions the FAA has a Learjet that comes out to test the ILS system at ONT, to which ONT gets noise complaint calls because of the Learjet holding pattern. Another aircraft mentioned is the Antonov that tends to bring calls because it's large and loud.

City of Ontario Housing and Municipal Services

Sigfrido Rivera informed the committee of the sound insulation program. The City of Ontario has insulated 1,416 houses and currently has 98 units under construction that are scheduled to be done by November 2013 for sound insulation. City of Ontario's sound insulation program has bought 243 properties which accounts for approximately 53 acres of land. They are currently bidding on a package for fall of 68 houses. Mr. Rivera assured the committee that Ontario was trying to implement all the grants they received from the FAA. There was a \$1.4 million grant from LAWA to conduct an acquisition program to get 5 parcels of the latest noise contour, which City of Ontario has begun

ONT Business Activity

Keith Snyder states in the meeting that newer aircraft have brought 53% drop in complaints. There is also a marketing campaign that partners with City of Riverside and others around to try and increase passenger count and airline business. Representatives went to Spirit, Allegiant, Southwest, and Delta airlines. This push to get additional business was confirmed by Jess Romo, who confirmed that LAWA will look to appease the airlines. The cargo carriers at ONT maintain solid performance level with slight increase but this year's passenger travel saw 8% drop in passenger levels at ONT and this drop was attributed to airlines downsizing their aircraft. So this meant there was more volume of flights of smaller aircraft because there are less people traveling.

Noise Contour Map Project

David Chan talked to the committee about the Part 150 Noise Exposure Maps Update Project. The project looks to update the 1995 Noise Contour Map currently used for ONT because the FAA informed the City of Ontario that it will no longer provide grant funding to the program due to the map being obsolete. The map needs to be up to date and has to be redone in order to get funding from FAA again. Current operational levels of activity at ONT are down 47% from 1995. The numbers of operations in 1995 were 156,000, but in 2012 they are at 83,000.

The lower activity combined with the new quieter aircraft restrictions mean the contour lines will be reevaluated. LAWA required a phase-out of Stage 2 aircraft in January of 2000, so therefore all commercial aircraft operating at ONT are the quieter Stage 3 and Stage 4 aircraft.

Noise complaint meetings

There was a motion to move the meetings to every 6 months than quarterly and was passed by the committee. This motion then moves to the state to approve/deny the request. This motion was brought forth because noise complaints are at an all-time low and most calls are not complaints but just inquiries. The next meeting is TBD in January or February. As a reminder the noise window at ONT is open 24 hour via telephone and the committee feels the public needs to understand that ONT is a reactive airport, so feel free to contact ONT.