

LA/Ontario International Airport Noise Meeting January 20, 2016.

LAWA Airport Representatives

Keith Snyder – Chief of Operations

Myron Saulpaugh – Airport Operations

Tom Boylan – Airport Operations

S. Richardson – Airport Operations

David Chan - LAWA Noise Management

Greg Hatcher – Air Traffic Control Manager

Introduction

- Mr. Saulpaugh started by asking the attendees to introduce themselves
- Mr. Saulpaugh then asked the attendees if they have had a chance to look at the minutes from last meeting, and if anybody has any additions or corrections. The minutes from the last meeting were approved.
- Mr. Saulpaugh began speaking about last month's statistics for LA/Ontario International Airport. We are on the rise between 3–4% from last year in traffic for ONT. Most are the smaller aircraft because most of the airlines operating at ONT went to smaller jets.

Noise Complain Hotline

- Mr. Boylan gave the status on the noise complaints from the last meeting. We had 71 calls prior to the last meeting, and this time we had 189 calls. 127 of those calls were something that was discovered last meeting, in which somebody has figured out how to auto dial at a 1 am consistently. He added that the phone dials and then the voicemail says it couldn't be put through and then it picks and hangs up. 28 calls were wrong numbers with no message, and 9 calls we had written responses to.
- Mr. Saulpaugh added that he read one of the responses, and it was not about noise at all.
- Mr. Boylan also added that one call was someone from San Juan Capistrano calling us, when it shouldn't be us they are calling because there are other airports near him. However most of the calls were local.

Questions and Concerns by Residents

- An attendee had a couple comments about the 189 calls received at ONT. She said, out of 189 calls your saying 127 were mono-dial and 28 were hang-ups. So that only leaves 34 calls which must have been all from me.
 - Mr. Boylan responded with saying not all the calls were from her.
- She then added that she called many times and was told that LAX was getting her complaints. She also mentioned at least 60 written complaints that she got confirmation from.
 - Mr. Boylan responded with, those complaints go straight to LAX and then they forward us statistics. He added that these calls are strictly to this number, and she is 24 of the calls. Tom also stated that some calls were one-offs in which they were days ONT had really strong winds. The callers normally wouldn't have had noise over their home, but we did not have contraflow at the airport because of winds or the airport for some reason was turned around. Mr. Boylan explained this to the callers and they understood the situation.
- An attendee had a complaint on the accuracy of the system. She said I'm very concerned on your system you have going on. I've called several times, and I have also done the written complaints. Is there a way to find out if your system can be more accurate?
 - Mr. Boylan responded, I can check with IT and my concern is I have someone who is loading the system up. I have received multiple of your calls, also I have heard this before from somebody else besides you that the line is loaded up. So I can check with IT about this.
- She responded to Mr. Boylan: Ok and it's because I have called over 25 times, and I can say that July to September was the loudest. I'm just concerned because my home is at 5,000 feet, and some of these flights flying over my home are at 6,900 feet, my windows shake and it wakes me up in my home, and so it's just disturbing not to mention the pollution it can cause in our community. Also the letters you guys are sending me about the "Ziggy" Arrival, I would like to see what that is? Can I get a map of that so I can see?
 - Mr. Boylan responded, my job is to just receive calls and lets you know that we got it, and respond as needed.
 - Greg Hatcher asked where are you in relation to the airport?
- She responded, we are up in San Bernardino Valley.
 - Greg Hatcher responded, the only airplanes up there at are at pretty good at altitude and are at a decent to the airport. I can also give you a public website for the Southern California Metroplex, which is all part of the next generation technology. He added, routing changes takes years and this program has been in effect for many years.
- Keith Snyder, Added this complaint has to do with inbound flights to Ontario as oppose to departures from Ontario.

LAWA Noise Management

David Chan from LAWA Noise Management Office provided an update on the ONT Part 150 Noise Exposure Map (NEM) project. The purpose of this project is to update the existing NEM that was created in 1990. The NEM is used to determine participant eligibility for the Ontario Quiet Home Program.

In 2012, the FAA notified the City of Ontario that, due to the age of the existing NEM, the FAA would no longer provide funding for sound insulation. As such, LAWA initiated the process to update the NEM.

David Chan briefly reviewed the project schedule indicating that the project is near completion and is awaiting FAA's acceptance of the new NEM.

David Chan reviewed the two key factors that were taken into account when developing the new NEM. One of the factors examined the operation levels at ONT for current (2015) and future (2020) conditions. He indicated that prior to 2008, operations were at a much higher level between 140,000 to 160,000 operations. After 2008 the operation level decreased to a level below 100,000. Looking towards the future, operations at the airport will gradually increase year after year. The projected operation levels that were taken into consideration for this map development are around 82,000 for 2015 and 91,000 for 2020.

The other key factor is examining the types of aircraft that will be operating at the airport. Essentially, airlines are using newer, quieter aircraft and phasing out older models. For example, American Airlines is phasing out the MD-80 and Fed Ex is phasing out the MD-10, and both of these models will be replaced by newer aircraft. There is also an increase use of the 737 (800 and 900) series and regional jets at ONT.

He indicated that with the reduction in operational level and quieter fleet mix at ONT, the new NEM is much smaller than the one created in 1990. As such, the new NEM would no longer include any new homes that qualify for sound insulation.