

Suggested Procedures for Handling and Documenting Noise Complaints at Army Installations

Technical Guide 044

Environmental Noise Branch, Environmental Health Sciences Division



Approved for public release; distribution unlimited.
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FOREWORD

Suggested Procedures for Handling and Documenting Noise Complaints at Army Installations provides practical information on developing and maintaining a Noise Complaint Management Program.

Environmental noise is defined as unwanted outdoor sound created by human activity, such as noise generated by transportation, industrial, and recreational sources. The Army further categorizes environmental noise as sound levels which remain below hearing conservation thresholds (hearing impairment and loss), but are high enough to produce other negative effects and/or interfere with quality of life. The most common type of environmental noise at Army installations is directly produced by military training and testing activities (i.e., military weapons firing or weapons systems operations and aircraft). This type of noise within the Department of Defense (DoD) is often referred to as Operational Noise.

Due to multiple factors, including changes to regulations and procedures, wide variability in the type of training and testing at Army facilities, and the broad range of duties involved, this noise complaint management guide may contain information that does not apply to every installation or individual situation. This technical guide (TG) is only intended to give a snapshot of current regulations at the time of its writing. The U.S. Army Public Health Center (APHC) can help you keep up-to-date or provide guidance on unique installation issues.

SUGGESTED IMPROVEMENTS

This is a dynamic document that will benefit from the experiences of its users.

Please help with suggestions for the continuous improvement of this TG
by sending your comments to:

U.S. Army Public Health Center
8252 Blackhawk Road
ATTN: MCHB-PH-WMG

Aberdeen Proving Ground, MD, 21010-5403

or call the Environmental Noise Branch at Commercial 410-436-1027 or DSN 584-1027

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SUGGESTED PROCEDURES FOR HANDLING AND DOCUMENTING NOISE COMPLAINTS AT ARMY INSTALLATIONS

1 PURPOSE

Army Regulation 200-1, Environmental Protection and Enhancement, directs installations to monitor, record, archive and address operational noise complaints (Department of the Army, 2007). Although many installations follow this directive, not all have a systematic method for documenting complaints. Consequently, valuable information on the correlation of complaints with operational noise sources can be lost or scattered among various offices.

The purpose of this TG is to aid Installations and Training Centers in developing an effective noise complaint management program, by providing methods and examples for obtaining and documenting useful complaint information, and public communication. The term installation will be used by default and covers active installations, depots, ammunition plants, and training facilities/centers.

2 REFERENCE

Department of the Army. 2007. Army Regulation 200-1, Environmental Protection and Enhancement.

3 ROLES AND RESPONSIBILITIES

The following lists the offices and individuals that are most often the primary role players in the noise complaint process. However, individual facilities may place more responsibilities on one or more of these offices depending upon the individual needs for noise management.

- **Public Affairs Office (PAO):** A single point of contact (POC) for receiving and responding to noise complaints is recommended. At most facilities the PAO is the preferred POC, although exceptions are expected when appropriate. In this TG the term PAO will be used as the default POC for noise complaints. PAO also has the primary responsibility for organizing and managing all off-post meetings and formal contacts.
- **Environmental Noise Manager:** The installation's noise program manager will provide technical assistance to the PAO and the activity generating the noise, as appropriate. Ensures that all installation activities and operations comply with applicable federal, state, and local environmental law and regulations, as well as DoD, Department of Army, and Army National Guard policy, regulations and guidance.
- **Range Control Officer:** The Range Control Officer is the person capable of collecting the operational data needed to investigate weapons' based noise complaints.
- **Airfield Operations Officer:** Just as with the Range Control Officer, the Airfield Operations Officer is the source of data for airfield flight operations.
- **Installation Commander:** The Garrison Commander is responsible for the overall operations of the Installation as well as the comprehensive planning necessary to achieve and maintain excellence in training, real property, and base operations support. By this designation, the Garrison Commander is ultimately responsible for the success of the noise complaint management program.

4 COMPLAINT MANAGEMENT PROGRAM

A proactive noise complaint management program will help prevent the degradation of the training/testing mission. Although complaint management will be specific to each facility, in general an effective program always contains two key elements:

- ✓ Noise Complaint Process
- ✓ Public outreach / Community involvement

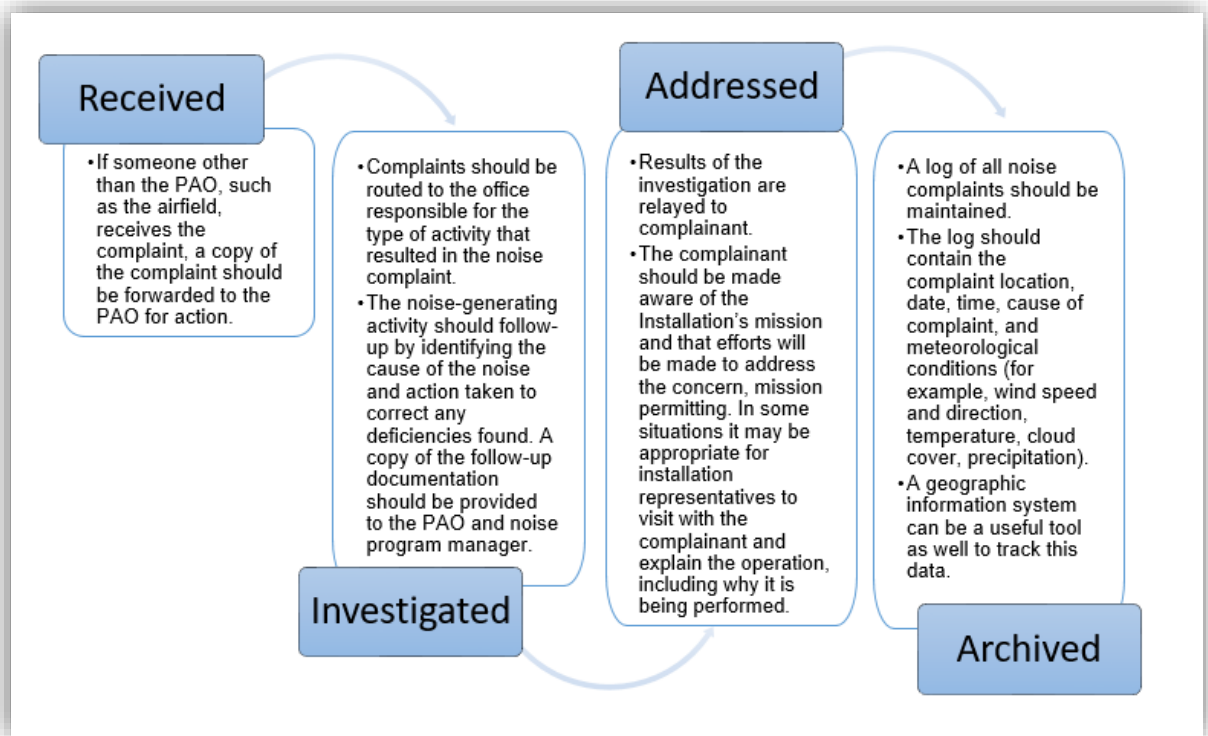
5 NOISE COMPLAINT PROCESS

The components of an effective noise complaint process include:

- ✓ A Standard Operating Procedure
- ✓ A Noise Complaint System

5.1 Developing a Standard Operating Procedure (SOP)

An established and documented noise complaint procedure provides a methodology to monitor, record, address, and archive noise complaints. This formalized process allows complaints to be documented uniformly, whether they are initially received by the primary POC, or by an ancillary office. At a minimum, the SOP should designate a primary POC (i.e., PAO), include a form for recording complaint details (i.e., date/time of complaint, contact information and location of receiver, type of activity heard, etc.), and the process for responding to the complainant, as well as guidance on retention of records for historical knowledge.



Appendix A provides two Noise Complaint SOP examples. Although the examples may depict a form to enter complaint information, a digital method such as a SharePoint database may be

more beneficial for data entry and tracking purposes.

5.2 Developing a Noise Complaint System

It is recommended that all Installations develop a publically accessible web-based method to submit noise complaints/inquires. A web-based method is highly effective for today's social media/technology driven society, and if monitored closely can be a great way to expedite complaint resolution. This is helpful especially for after hours or night training events. A web-based questionnaire should be routed automatically to the POC and at a minimum should contain:

- ✓ Date/time of complaint.
- ✓ Date/time of incident.
- ✓ Contact information and location of receiver.
- ✓ Type of activity which generated the complaint.
- ✓ Response method (i.e., email, instant messenger, telephone call) for additional questions and/or the follow-up.

Appendix B provides two examples of a questionnaire form to record a noise complaint received via a telephone call. The format is intended to aid the interviewer in asking the right questions in sequential steps. These forms were developed to provide for both large installations with multiple activities and small training sites with limited activities. At a minimum the form should contain:

- ✓ Date/time of complaint.
- ✓ Date/time of incident.
- ✓ Contact information and location of receiver.
- ✓ Type of activity which generated the complaint.
- ✓ Call back request and follow-up response.

A privacy act statement in the questionnaire may be required dependent on local policies.

6 PUBLIC OUTREACH/COMMUNITY INVOLVEMENT

Infrequent or inadequate communication by the installation with the local community is often an overlooked area of effective noise complaint management. The following public outreach efforts are highly recommended:

- ✓ Establish a liaison between the installation and the civilian community. The first step is letting the area residents know that the installation/garrison commander is concerned with their environment and wants to hear their concerns. Publicizing a specific office or single POC to handle all noise complaints and answer inquiries can improve community relations.
- ✓ It is recommended that the PAO alert the local community when training exercises or special training events are expected to generate higher-than-normal noise levels off the installation. This can be accomplished in a variety of ways; however, a public website and particularly social media feeds (Facebook, Twitter, Instagram, YouTube, and Flickr) have proven to be a highly effective means to disseminate information to local communities.

Evidence shows that noise complaints are typically made by a small percentage of people. It is

important to remember that individuals may respond to the same sound in quite different ways, and although subjective, an individual's perception is their reality. Handling noise complaints by nature is reactive, and can involve high-stress communication. However, providing a thorough response can often alleviate a complainant's concerns. This is possible by responding to all complaints with an explanation of what training is responsible for the noise, why such training is necessary, how often it is scheduled, and how long the training will continue. Effective complaint management communication is challenging. The following are some suggested tips for communicating with the public:

- ✓ Understand the goal of complaint management and the limits of what you can do.
- ✓ Let the complainant know that a detailed log is kept and regularly reported to the command group and/or Environmental Quality Control Committee; this lets the individual know that complaints are taken seriously.
- ✓ When appropriate, say: "Every effort will be made to correct the problem, mission permitting."
- ✓ Maintain current fact sheets and questions/answers to send to complainants.
- ✓ Investigate without delay.
- ✓ Do not make promises you cannot keep.
- ✓ Make a commitment to the complainant to follow up (e.g., call back with more information) whenever necessary.
- ✓ A resource for involvement and education of the public, as well as installation personnel, is the publication DoD Community and Environmental Noise Primer. <http://dodnoise.org/>

As an installation representative, your response is considered installation policy. The proper handling of noise complaints can be used to educate the complainant about the importance of the installation's mission. Again, a detailed complaint log can provide useful information about training and/or testing noise impacts and help identify areas outside the installation where future mitigation efforts may be needed. In addition, these records should be kept for quality assurance purposes and when personnel turnover occurs within pertinent installation offices.

7 SUMMARY

For local communities significantly impacted by noise, complaint management and frequent communication are essential components of a noise management program and being a good neighbor. The goal of a complaint management program is to handle neighbors' complaints in ways that will prevent further concern from communities and improve relations. Having a detailed communications plan, responding to complaints in a timely manner, and maintaining direct contact with training operations offices, such as range control and air traffic control, can help provide a quick and effective resolution.

Reducing or eliminating complaints and concerns from communities without modifying or constraining operations is the Army's ultimate goal. The Army understands that, by their nature, military activities are noisy events. The military strives to lessen effects of noise on communities by educating and conducting outreach with community members, establishing a common understanding of noise, and addressing noise through appropriate planning and response.

APPENDIX A
EXAMPLE OF A STANDARD OPERATING PROCEDURES

Pages A-2 through A-4 provide an example of simple Noise Complaint Standard Operating Procedure.

Pages A-5 through A-13 provide an example of detailed Noise Complaint Standard Operating Procedure.

DATE

XXARNG STANDARD OPERATING PROCEDURE WITH REPORTING FORM

A noise complaint procedure is required by Army Regulation (AR) 200-1 (U.S. Army 2007) to log and investigate all complaints. An effective procedure enables the XXARNG to maintain a good relationship with the surrounding communities. The XXARNG has implemented the following SOP.

The Public Affairs Office (PAO) is the designated Noise Complaint Point of Contact (POC). Noise Complaints are received by the PAO. If necessary, the PAO then investigates by contacting the noise producing proponent (airfield, range control, etc). The results of the investigation are then reported back to the complainant. There are times when calls are received at locations other than the PAO. As an example, calls are occasionally received at the Army Aviation Support Facility (AASF) at Mickey Field. If this occurs, the AASF will handle the complaint locally if possible. If staff decide the complaint cannot be resolved, then the AASF will contact the PAO for support. **Whether the complaint is resolved locally or not, a copy of the noise complaint will be forwarded to the PAO for record keeping at XXXXXpao@ng.army.mil (Phone: (123) 456-7890).** The Noise Complaint Reporting Form shall be used to record all noise complaints received by the XXARNG.

As well as informing PAO of noise complaints, XXARNG training sites, armories, and AASFs will notify the PAO when training is scheduled that has the potential to impact neighbors. Examples of activities where notification should be used are late night training, training at a new area, anticipated high levels of aircraft activity, early morning activity, or activity resuming after a period of inactivity. The PAO can then determine the best means to use to disseminate this information to the public. The PAO has the expertise to ensure that enough information is given out to notify neighbors about potential noise effects, while at the same time ensuring that there are no security risks posed by the information released.

Informing the PAO about upcoming training will also give the PAO the needed information to respond to people if they do call with a complaint or inquiry during the exercise. The Training Notification Form will be used to notify the PAO of upcoming training that has the potential to generate complaints.

PAO Contact Info

CC:
XXARNG Aviation Activities
XXARNG Environmental Division
XXARNG Range Control Division

XXARNG NOISE COMPLAINT REPORTING FORM

- 1 The following information was recorded concerning a noise complaint.
- 2 Date/Time Call Received: _____

ASK THE CALLER IF THEY ARE WILLING TO ANSWER QUESTIONS REGARDING THEIR CALL. IF NO, TERMINATE RECORD AND FORWARD.

- 3. Complainant's Name: _____
- 4. Telephone No.: _____ Address: _____
- 5. Weapon System and Type: _____
(Weapon System Examples: Artillery, aircraft, small arms, etc.) (Type: 155, AH-64, M-16, etc.)
- 6. Time/Date of occurrence: _____

FOR AIRCRAFT, COMPLETE 7 THROUGH 11 OR CONTINUE AT 12

- 7. Number/Type, if known: _____
- 8. Color/other markings: _____
- 9. Estimated Altitude: _____
- 10. Direction the aircraft was flying: _____
- 11. Time/Date of occurrence: _____

12. Summary of Complaint (as stated by caller): _____

13. Reviewed By: _____
 NAME/RANK/UNIT DATE

THANK CALLER FOR CALLING AND INFORM THEM THAT THE COMPLAINT WILL BE FORWARDED TO THE PROPER AUTHORITY, I.E.: RANGE CONTROL/AIRFIELD COMMANDER

14. Results of Investigation/Action Taken (Use Reverse, If Necessary): _____

15. Complaint Closed with Caller: _____
 NAME/RANK/TITLE DATE

XXARNG TRAINING NOTIFICATION FORM

Training Noise Notification Form

Location: _____

Date (s): _____

Hours: _____

Unit: _____

Type of activity: _____

Place of Activity: _____

POC for Activity: _____

EMAIL THIS FORM TO PUBLIC AFFAIRS at XXXXXpao@ng.army.mil

**Fort Sample
Garrison Public Affairs
Noise and Environmental Complaint
Standard Operating Procedures**

DATE

COMPLAINT MANAGEMENT PROCEDURES

1.0 GENERAL

The Fort Sample Garrison Public Affairs Office (PAO) will be responsible for dealing with noise and vibration complaints. Only official email addresses will be used to relay information pertaining to the incident and/or complaint.

During duty hours, all complaints will be directed to the Community Relations (COMREL) section of the Fort Sample Garrison PAO, 123-456-7890. After duty hours, complaints will be initiated through the Fort Sample Emergency Operations Center, 123-456-7800, who will in turn notify the on-call PAO via the on-call phone, 123-456-7891.

Should the on-call PAO request assistance from the Emergency Operations Center by way of gathering the specifics of the received noise complaint, the Air Field/Range Control personnel should create a time line of the incident and forward to COMREL prior to the next duty day.

All complaints are documented on the COMREL Complaint Log on the portal. Fort Sample Form 1008-2-E, Community Relations Vibration, Noise and Aircraft Complaint Log, dated January 2009, is required for damage claims. FS Form 1008-2-E is used if the Complaint Log is unavailable. The information will be uploaded on the log once access is reestablished. When a complaint occurs, the Public Affairs Specialist will ask the complainant questions listed on the Complaint Log, and will complete as much of the log as possible.

2.0 COMPLAINTS

Every complaint received will be documented on the appropriate form (FS Form 1008-2-E, JAN 2015), distributed to ALCON, form maintained in the complaint log book for that year and summarized on the portal complaint tracker. Public Affairs Specialists will respond to complainant either verbally or in a written format.

Tracking Identification Numbers will consist of two parts: a two-digit number indicating the calendar year the complaint was received, and a three-digit number in which the complaint was received. For example, 14-001 to identify the complaint number (in order received) at Fort Sample in 2014.

Information on complaints will be entered into the Complaint Log upon receipt. The complaint log will contain the following entries:

Date of complaint incident	Time of complaint incident
Name of complainant	Address
Phone number or email	
Nature of complaint	
Resolution of complaint	
Damages	
Complaint taken by	

3.0 COMPLAINT INVESTIGATION

The complaint investigation determines the validity of the complaint, the facts surrounding the incident, and identifies corrective action if warranted and/or feasible. PAO's Community Relations and designated Public Affairs Specialists are responsible for conducting the investigation and responding to the complainant.

The complaint investigation should obtain the following information:

- Validity of complaint, i.e. was complaint a result of a Fort Sample asset?
- Specific details regarding the incident from the complainant.
- Unit responsible for causing the complaint.
- Point of contact and duty title/position from unit/directorate.
- Phone number for provided point of contact.
- If complaint involves aircraft:
 - Aircraft Call Sign/Aircraft Number/Aircraft Owner ID
 - Type of Aircraft
 - Weather and Wind Conditions
 - Altitude as Reported by Pilot

The Public Affairs Specialist should enter this information on the log. Any emails or other materials provided by the complaint should be printed, annotated and placed in the Complaint Log binder. The FS Form 1008-2-E is placed in the binder once complete. A summarized explanation will be added to the portal log tracker.

Complaint investigations should be conducted expeditiously. If the complaint investigation has, or is likely to take, more than three working days, an interim reply should be provided to the complainant either by telephonic conversation or via email.

If damages are claimed by the complainant, fill out FS Form 1008-2-E, follow the previous steps and then submit the form to NAME, Legal Claims, 123-452-1342. Instruct the complainant to call NAME the next business day.

4.0 RESPONSE FORMULATION

Upon completion of investigation, the Fort Sample Garrison PAO should formulate a response to the complainant. If the complainant requests a response and return call, it is important to respond within 72 hours (no later than three business days). The response should contain the following:

- Summary of complaint from complainant's point of view
- Results of complaint investigation showing that complaint was, or was not, caused by a Fort Sample asset.
- Pertinent circumstances that contributed to the incident.
- Corrective action, if appropriate, that will be taken to minimize the problem from recurring in the future.

Responses may be communicated through written, telephonic or personal visit, as appropriate. Written responses require PAO's approval or COMREL Chief.

DISTRIBUTION

The Public Affairs Office will forward a copy of the Fort Sample Form 1008-2-E to the following offices:

- Environmental Division, Directorate of Public Works, NAME, 123-456-7897
- Sample Army Air Field, Director, Air Traffic and Airspace, NAME, 123-456-7893
- Sample Range Control, Director, Plans Training Mobilization and Security, NAME, 123-456-7898
- Legal Claims Office, Judge Advocate General, NAME, 123-456-7890

APPENDIX A

This appendix presents an example of a completed Community Relations Environmental/Noise and Aircraft Complaint Log, Fort Sample Form 1008-2-E. Instructions on completing the form are included in the body.

1. **DATE RECEIVED:** This is the date the complaint is received by the Fort Sample Garrison Public Affairs Office / Emergency Operations Center. Date is written in a 2-digit day, 3-letter month and 4-digit year, ex: 12 JUN 2011.
2. **TIME RECEIVED:** This is the time the complaint is received by the Fort Sample Garrison Public Affairs Office / Emergency Operations Center.
3. **COMPLAINANT ADDRESS:** Please fill out as much information as possible, letting the complainant know for damage claims all contact information is required.
4. **INCIDENT DATE:** This is the date the complainant experienced a vibration, noise and/or aircraft incident, which initiated the complaint. Date is written in a 2-digit day, 3-letter month and 4-digit year, ex: 12 JUN 2011
5. **INCIDENT TIME:** This is the time the complainant experienced a vibration, noise and/or aircraft incident, which initiated the complaint.

*******NOTE: The Date/Time Received is not necessarily the Date/Time of the INCIDENT*******

6. **COMPLAINANT NAME:** Please annotate the complainants FIRST and LAST name. Please ask for correct spelling if name is unusual.
7. **COMPLAINT TAKEN BY:** Please annotate your first and last name.
8. **PHONE NUMBER:** Please annotate complainant's entire phone number, to include area code. If possible, obtain a secondary number. Please be sure to indicate whether the phone number is work, home, cell, etc.
9. **DID COMPLAINANT STATE THAT DAMAGES HAD OCCURRED:** Check YES or NO.

If YES, a copy of FC Form 1008-2-E must be sent to the Fort Sample Legal Claims Office immediately!

Community Relations Vibration, Noise, and Aircraft Complaint Log			
Date Received: 12 JUN 2011	Complainant	Street: 12345 John Doe Avenue	Incident Date: 11 JUN 2011
Time Received: 08:12 AM	Address (Required)	City: Middle of Nowhere, California 99999	Incident Time: 10:22 PM
Complainant Name: Mr. Isaac Peas		Complaint taken by (Name/Grade):	
		Ms. Know Itall, GS-13	
Phone Number: 719-555-5555 (work) 530-357-1234 (home)		Did the complainant state that damages had occurred? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If yes, FAX complaint to JAG, Claims Office at 6-1357)	

10. **SPECIFICS:** Document a detailed description of incident, as indicated by complainant. Include as many specifics as possible, i.e. *“Black’ s flying from the North over house at approximately 300 feet above the ground.”*

Specifics:
Received call from Isaac Peas, regarding a complaint he had filed with the
FC EOC the night prior, which FC PAO had never received. States that there
were helicopters flying so low his bed, windows and entire house was shaking. He
estimates they were 100 feet above house, his son flashed a light at him in
hopes to drive them away, the aircraft departed, and returned minutes later,
hovering over his house for approximately 15 minutes, in what he beleives
is retaliation.

11. **ACTION:** Document action taken in the duration of investigating the complaint. Please ensure to indicate the name, phone number and time, as well as the office you have spoken to. i.e. *“Called Sample Army Air Field Manager, Chris Smith, at 9:09 a.m.”*

Action: (Completed by PAO-CR)
Called Chris Smith, FC EOC, 525-000-8792 09:12 AM, who indicated
he is unsure why PAO was never passed on the complaint. Pulled
recording log, listened to complaint, where the EOC staff indicated they
were calling the airfield. The airfield was never notified, per Sandy Sue,
Army Air Field, at 09:43 a.m.

12. **INFORMATION GIVEN TO COMPLAINANT:** Indicate response given to complainant upon completion of incident investigation.

Information given to the Complainant
Called complainant to apologize for the confusion in addressing her
complaint. Fort did not have aircraft in the area during the date
and time of complaint.

13. ID, POC AND PHONE NUMBER OF UNIT IDENTIFIED AS GENERATOR OF COMPLAINT:

Annotate the unit, to include company or battalion, not just brigade, name, rank or duty position of point of contact, as well as a phone number for given POC.

ID, POC, and phone # of unit identified as the generator of the noise: C Troop, 1st Battalion, 2nd Infantry Division. 3rd Brigade Combat Team SSG _____, S3 Operations, 525-000-8792
--

14. DID COMPLAINANT REQUEST CALL BACK? Check YES or NO.

Did Complainant Request Call Back? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--

15. COPY FAXED TO: The Fort Sample Garrison Public Affairs Office will forward a copy of the Fort Sample Form 1008-2-E to the following offices, as needed:

- Environmental Division, Directorate of Public Works, NAME, 123-456-7897
- Sample Army Air Field, Director, Air Traffic and Airspace, NAME, 123-456-7893
- Sample Army Air Field, Air Field Manager, NAME, 123-456-7893
- Sample Range Control, Director, Plans Training Mobilization and Security, NAME, 123-456-7898
- Legal Claims Office, Judge Advocate General, NAME, 123-456-7890

Annotate date/time, full name (first and last) of Public Affairs Specialist completing action.

Copy Faxed to: <input checked="" type="checkbox"/> PAO-CR <input checked="" type="checkbox"/> JAG <input checked="" type="checkbox"/> DPW Date/Time: 12 JUN 2011 By: Sandy Sue Maloo
--

16. FLIGHT INFORMATION: If complaint involves aircraft, the following fields must be populated: Aircraft Call Sign, Aircraft Number, Type of Aircraft, Weather and Wind Conditions, Aircraft Owner ID and Altitude as Reported by Pilot.

Information can be obtained through the Sample Army Air Field Manager, or if after-duty hours, from the Air Traffic Control Tower.

FLIGHT INFORMATION (Completed by PAO-CR)			
Aircraft			Weather and Wind Conditions: Clear, NW 5MPH
Call Sign	Number	Type	Aircraft Owner ID: C, 1/2 ID, 3 BCT
R 999999992	Eagle 999999992	Blackhawk	Altitude Reported by Pilot: 8 900 MSL

APPENDIX B

This appendix presents contact information for Fort Sample noise and vibration complaints as of **DATE**.

1. PUBLIC NUMBER- Noise and Vibration Complaints @ 123-456-7890, usarmy.sample.hqda-ocpa.list.pao-comrel@mail.mil
2. A.J. Smith, Public Affairs/Community Relations Chief @ 123-456-7880, first.last.name.civ@mail.mil
3. A.J. Smith, Public Affairs Specialist @ 123-456-7880, first.last.name.civ@mail.mil
4. A.J. Smith, Public Affairs Specialists @ 123-456-7880, first.last.name.civ@mail.mil
5. A.J. Smith, Director, Air Traffic and Airspace, Sample Army Airfield @123-456-7880, first.last.name.civ@mail.mil
6. A.J. Smith, Airfield Management, Sample Army Airfield @ 123-456-7880, first.last.name.civ@mail.mil
7. MAJ A.J. Smith, G-3 Aviation @ 123-456-7880, first.last.name.mil@mail.mil
8. A.J. Smith, Environmental Management System Coordinator, Directorate of Public Works 123-456-7880, first.last.name.civ@mail.mil
9. A.J. Smith, Environmental Noise Program Manager, Directorate of Public Works @ 123-456-7880, first.last.name.civ@mail.mil
10. Range Control Noise Complaints @ 123-526-9999
11. A.J. Smith, Paralegal Specialist, Legal Claims Office @ 123-456-7880, first.last.name.civ@mail.mil

APPENDIX C

This appendix presents contact information for other military installations in the region.

Loud Air Base

PAO 123-456-7880

Air Field Manager 123-456-7880

Air Field Ops 123-456-7880

Camp Mayberry Army National Guard Base

PAO 123-456-7880

Complaint Line 123-456-1398, 1-800-999-9999

Range Control 123-456-7880

APPENDIX B
EXAMPLES OF NOISE COMPLAINT QUESTIONNAIRES

Pages B-2 through B-5 provide an example of a simple Noise Complaint Questionnaire (Reporting Form).

Pages B-6 through B-15 provide an example of a detailed Noise Complaint Questionnaire (Reporting Form).

NOISE COMPLAINT QUESTIONNAIRE

DATE RECEIVED _____ INTERNAL TRACKING NUMBER _____
TIME RECEIVED _____ COMPLAINT TAKE BY _____

QUESTION: What is your name, address, email, and telephone number? Indicate if phone number is work, home, cell. *Note: A privacy act statement in the questionnaire may be required depending on local policies.*

QUESTION: What date and time was the disturbance? _____
Your location at the time Indoors Outdoors

QUESTION: What made the noise?
 Aircraft Military Vehicle Machine Gun/Rifle Firing
 Explosion/Blast Machinery Other _____

QUESTION: How did the noise affect you?
 Startled me Woke me Interfered with conversation
 Woke a child Rattled the house Interfered with TV/Radio
 Frightened pet Disturbed livestock Other: _____

QUESTION: How many times did the disturbance occur? _____

QUESTION: Any other information about the incident? Or description of incident, as indicated by complainant. Include as many specifics as possible. (i.e. helicopter, jet, airframe model, color, markings such as a Red Cross, direction of flight, circling aircraft, how closely spaced were the blast/explosions events, etc..)

THANK THE CALLER FOR CALLING AND INFORM HIM/HER THAT THE COMPLAINT WILL BE FORWARDED TO THE PROPER AUTHORITY (i.e. Airfield Commander, Range Control). INDICATED THAT UNLESS THE CALLERS REQUESTS NO NEED FOR FOLLOW-UP, A RETURN CALL WILL BE MADE TO CALLER UPON INVESTIGATION OF THE INCIDENT.

DID CALLER INDICATE A FOLLOW-UP REQUESTED? YES NO

PREFERRED METHOD OF FOLLOW-UP _____ (i.e. email, phone call)

TERMINATE INTERVIEW AND GO TO PAGE 2.

NOISE COMPLAINT QUESTIONNAIRE

INVESTIGATING NOISE COMPLAINT SOURCE

FORWARD A COPY OF QUESTIONNAIRE TO THE FOLLOWING OFFICES FOR ACTION, AS NEEDED.

- Environmental Division, Noise Program Manager, 123-456-7897
- Sample Army Air Field, Air Field Manager, 123-456-7893
- Sample Range Control, 123-456-7898
- Legal Claims Office, 123-456-7890

AVIATION DISTURBANCE:

If complaint involves aircraft, the following fields must be populated:

Where military aircraft operating near the complainant location?

- Yes No

Aircraft Call Sign	
Aircraft Number	
Type of Aircraft	
Weather and Wind Conditions	
Aircraft Owner ID	
Altitude as Reported by Pilot	
Was the aircraft flying a standard route? If yes, name and location of route.	

Any additional information regarding this flight? (i.e. flying below minimum AGL due to weather, mechanical issue).

Response Completed by

Name/Title/Contact Info _____ **Date Response Completed** _____

RETURN COMPLETED QUESTIONNAIRE PAO FOR ACTION.

NOISE COMPLAINT QUESTIONNAIRE

BLAST/EXPLOSIVE/MACHINE GUN FIRING DISTURBANCE:

If complaint involves weapons or explosives, the following fields must be populated:

Please review the location of the complainant and the location of various range activities at the time of complaint, check all applicable items in the following list, provide the distance to the complainant in kilometers.

- Firing of .50 caliber or less Distance _____
- Firing of 81mm or greater mortar Distance _____
- Firing of 105mm howitzer or greater Distance _____
- Firing of 25mm or greater gun Distance _____
- Firing of 105mm or greater tank gun Distance _____
- Firing of TOW, Dragon, Javelin, AT-4, etc.. Distance _____
- Firing of 2.75" Rocket, Hellfire, etc.. Distance _____
- Impact of HE rounds Distance _____
- Detonation of explosive charge Distance _____ Net Explosive Weight (lbs) _____

In your opinion is it likely any of the sources checked above may be responsible for the complaint? If yes, which weapon(s)?

What was the weather during the incident?

Cloud Cover	
Precipitation	
Wind Speed (mph) and Direction	
Temperature (° F)	
Fog/Smog	
Large extremes of temperature difference occurred between day or night	
Other	

Response Completed by

Name/Title/Contact Info _____ **Date Response Completed** _____

RETURN COMPLETED QUESTIONNAIRE PAO FOR ACTION.

NOISE COMPLAINT QUESTIONNAIRE

FOLLOW-UP

RESULTS OF INVESTIGATION.

DID CALLER INDICATE A FOLLOW-UP REQUESTED? YES NO

IF YES, LIST DATE, TIME, AND METHOD OF FOLLOW-UP. _____

IF NO, SKIP TO NEXT SECTION.

INFORMATION GIVEN TO COMPLAINANT.

Response Completed by Name/Title/Contact Info _____

ARCHIVAL

FORWARD A COPY OF COMPLETED QUESTIONNAIRE TO THE FOLLOWING OFFICES FOR ARCHIVAL, AS NEEDED.

- Garrison Headquarters/Base Commander, 123-456-7897
- Environmental Division, Noise Program Manager, 123-456-7897
- Sample Army Air Field, Air Field Manager, 123-456-7893
- Sample Range Control, 123-456-7898
- Legal Claims Office, 123-456-7890

NOISE COMPLAINT QUESTIONNAIRE

DATE RECEIVED _____

INTERNAL TRACKING NUMBER _____

TIME RECEIVED _____

COMPLAINT TAKE BY _____

STEP 1. QUESTION: Are you calling to obtain information or to make a formal complaint?

Information

Complaint

IF INFORMATION, PROVIDE THE FACTS, TERMINATE INTERVIEW, AND FILE THIS FORM.

IF COMPLAINT, GO TO STEP 2.

STEP 2. READ THE FOLLOWING STATEMENT TO THE INQUIRER:

“IN ORDER TO HELP US AVOID FUTURE NOISE DISTURBANCES, WE HAVE DEVELOPED A SERIES OF QUESTIONS DESIGNED TO PINPOINT THE EXACT CAUSE OF YOUR COMPLAINT.”

INSERT PRIVACY ACT STATEMENT HERE. . *Note: A privacy act statement in the questionnaire may be required depending on local policies.*

QUESTION: Are you willing to answer some questions about your complaint?

Yes

No

IF YES GO TO STEP 3.

IF NO, TERMINATE INTERVIEW, AND FILE THIS FORM.

STEP 3. GATHERING BASIC DATA.

QUESTION: What is your name, address, email, and telephone number? Indicate if phone number is work, home, cell.

Instructions: This questionnaire is to be used whenever a person contacts your office concerning environmental/operational noise or vibration problems. The form contains a series of steps, each involving questions to be asked to of the inquirer, along with directions to be followed for various types of answers.

NOISE COMPLAINT QUESTIONNAIRE

QUESTION: What date and time was the disturbance? _____

QUESTION: What made the noise?

- Aircraft
- Military Vehicle
- Machine Gun/Rifle Firing
- Explosion/Blast
- Machinery
- Other _____

IF AIRCRAFT IS SELECTED, GO TO STEP 4.A.

IF EXPLOSION/BLAST IS SELECTED, GO TO STEP 4.B.

IF MACHINE GUN/RIFLE FIRING IS SELECTED, GO TO STEP 4.C.

IF ANYTHING ELSE, CONTINUE.

QUESTION: Describe the source of noise (such as a large Army truck without adequate muffler). Including any distinguishing features (i.e. make, color, size, number of tires, ID number).

THANK THE CALLER FOR CALLING AND INFORM HIM/HER THAT THE COMPLAINT WILL BE FORWARDED TO THE PROPER AUTHORITY (i.e. Airfield Commander). INDICATED THAT UNLESS THE CALLERS REQUESTS NO NEED FOR FOLLOW-UP, A RETURN CALL WILL BE MADE TO CALLER UPON INVESTIGATION OF THE INCIDENT.

DID CALLER INDICATE A FOLLOW-UP REQUESTED? YES NO

PREFERRED METHOD OF FOLLOW-UP _____ (i.e. email, phone call)

TERMINATE INTERVIEW AND GO TO STEP 5.

NOISE COMPLAINT QUESTIONNAIRE

STEP 4.A: FOR AIRCRAFT ONLY

QUESTION: Where were you when the aircraft flew over?

- Indoors Outdoors

QUESTION: How did the noise affect you?

- Startled me Woke me Interfered with conversation
 Woke a child Rattled the house Interfered with TV/Radio
 Frightened pet Disturbed livestock Other: _____

QUESTION: How many times did the disturbance occur?

- 1 3 to 5 6 to 10
 2 5 to 7 More than 10

QUESTION: Did you see the aircraft?

- Yes No

NOTE: IF NO, ALTHOUGH THE CALLER MAY NOT HAVE SEEN THE AIRCRAFT THEY MAY STILL BE ABLE TO ANSWER SOME OF THE FOLLOWING QUESTIONS. USE BEST JUDGEMENT IN WHICH QUESTIONS TO ASK.

QUESTION: How many aircraft?

- 1 3 to 5 6 to 10
 2 5 to 7 More than 10

VISUAL DESCRIPTION OF AIRCRAFT

QUESTION: Which of the following best describes the design of the aircraft?

- Helicopter Number of Rotors _____ Unknown
 Jet Number of Engines _____ Unknown
 Plane Number of Engines _____ Unknown

Additional descriptors: (i.e. airframe model if known, color, markings such as a Red Cross).

QUESTION: In what direction was the aircraft flying?

- North East South West In circles
 Northeast Northwest Southeast Southwest

NOISE COMPLAINT QUESTIONNAIRE

AUDITORY DESCRIPTION OF AIRCRAFT

QUESTION: What kind of aircraft do you think made the noise?

- Small Helicopter Large Helicopter Unknown
- Small Jet Large Jet
- Small propeller driven plane Large propeller driven plane

QUESTION: What do you think the aircraft was doing?

- Landing Taking off Passing by Circling

QUESTION: Any other information about the incident? Or description of incident, as indicated by complainant. Include as many specifics as possible.

QUESTION:

THANK THE CALLER FOR CALLING AND INFORM HIM/HER THAT THE COMPLAINT WILL BE FORWARDED TO THE PROPER AUTHORITY (i.e. Airfield Commander). INDICATED THAT UNLESS THE CALLERS REQUESTS NO NEED FOR FOLLOW-UP, A RETURN CALL WILL BE MADE TO CALLER UPON INVESTIGATION OF THE INCIDENT.

DID CALLER INDICATE A FOLLOW-UP REQUESTED? YES NO

PREFERRED METHOD OF FOLLOW-UP _____ (i.e. email, phone call)

TERMINATE INTERVIEW AND GO TO STEP 5.

NOISE COMPLAINT QUESTIONNAIRE

STEP 4.B: FOR BLASTS AND EXPLOSIONS ONLY

QUESTION: Where were you when the noise disturbed you?

- Indoors Outdoors

QUESTION: How did the noise disturb you? Description of incident, as indicated by complainant. Include as many specifics as possible.

- Startled me Woke me Shook the house
Woke a child Rattled windows Other:
Frightened pet Disturbed livestock

QUESTION: How many times did the disturbance occur?

- 1 3 to 5 6 to 10
2 5 to 7 More than 10

QUESTION: How closely spaced were the explosions?

- Close like a machine gun Several all at once 5 to 10 minutes apart
More than 10 minutes apart

QUESTION: Any other information about the incident.

QUESTION: Did the explosions cause any damage?

- No Yes

If yes, indicate type of damage and provide caller with the Installations Legal Claims Office POC. Immediately, forward a copy of the noise complaint form to the Legal Claims Office.

THANK THE CALLER FOR CALLING AND INFORM HIM/HER THAT THE COMPLAINT WILL BE FORWARDED TO THE PROPER AUTHORITY (i.e. Range Control). INDICATED THAT UNLESS THE CALLERS REQUESTS NO NEED FOR FOLLOW-UP A RETURN CALL WILL BE MADE TO CALLER UPON INVESTIGATION OF THE INCIDENT.

DID CALLER INDICATE A RETURN CALL REQUESTED? YES NO

PREFERRED METHOD OF FOLLOW-UP (i.e. email, phone call)

TERMINATE INTERVIEW AND GO TO STEP 5.

NOISE COMPLAINT QUESTIONNAIRE

STEP 4.C: FOR MACHINE GUNS/RIFLE FIRING ONLY

QUESTION: Where were you when the noise disturbed you?

- Indoors Outdoors

QUESTION: How did the noise disturb you? Description of incident, as indicated by complainant. Include as many specifics as possible.

- Startled me Woke me
 Woke a child Disturbed livestock
 Frightened pet Other: _____

QUESTION: How long did the disturbance last?

- Few mins 15 – 30 mins > 1 hour
 < 15 mins 30 – 60 mins Unspecified

QUESTION: How many times did the disturbance occur? Indicated time period.

- Once 3 to 5 times More than 10 times
 Twice 5 to 10 times
 In a day Multi-day period

QUESTION: Any other information about the incident.

THANK THE CALLER FOR CALLING AND INFORM HIM/HER THAT THE COMPLAINT WILL BE FORWARDED TO THE PROPER AUTHORITY (i.e. Range Control). INDICATED THAT UNLESS THE CALLERS REQUESTS NO NEED FOR FOLLOW-UP A RETURN CALL WILL BE MADE TO CALLER UPON INVESTIGATION OF THE INCIDENT.

DID CALLER INDICATE A RETURN CALL REQUESTED? YES NO

PREFERRED METHOD OF FOLLOW-UP _____ (i.e. email, phone call)

TERMINATE INTERVIEW AND GO TO STEP 5.

NOISE COMPLAINT QUESTIONNAIRE

STEP 5: INVESTIGATING NOISE COMPLAINT SOURCE

FORWARD A COPY OF QUESTIONNAIRE TO THE FOLLOWING OFFICES FOR ACTION, AS NEEDED.

- Environmental Division, Noise Program Manager, 123-456-7897
- Sample Army Air Field, Air Field Manager, 123-456-7893
- Sample Range Control, 123-456-7898
- Legal Claims Office, 123-456-7890

AVIATION DISTURBANCE:

If complaint involves aircraft, the following fields must be populated:

Where military aircraft operating near the complainant location?

Yes No

Aircraft Call Sign	
Aircraft Number	
Type of Aircraft	
Weather and Wind Conditions	
Aircraft Owner ID	
Altitude as Reported by Pilot	
Was the aircraft flying a standard route? If yes, name and location of route.	

Any additional information regarding this flight? (i.e. flying below minimum AGL due to weather, mechanical issue).

Response Completed by

Name/Title/Contact Info _____ **Date Response Completed** _____

RETURN COMPLETED QUESTIONNAIRE PAO FOR ACTION.

NOISE COMPLAINT QUESTIONNAIRE

BLAST/EXPLOSIVE/MACHINE GUN FIRING DISTURBANCE:

If complaint involves weapons or explosives, the following fields must be populated:

Please review the location of the complainant and the location of various range activities at the time of complaint, check all applicable items in the following list, provide the distance to the complainant in kilometers.

- Firing of .50 caliber or less Distance _____
- Firing of 81mm or greater mortar Distance _____
- Firing of 105mm howitzer or greater Distance _____
- Firing of 25mm or greater gun Distance _____
- Firing of 105mm or greater tank gun Distance _____
- Firing of TOW, Dragon, Javelin, AT-4, etc.. Distance _____
- Firing of 2.75" Rocket, Hellfire, etc.. Distance _____
- Impact of HE rounds Distance _____
- Detonation of explosive charge Distance _____ Net Explosive Weight (lbs) _____

In your opinion is it likely any of the sources checked above may be responsible for the complaint? If yes, which weapon(s)?

What was the weather during the incident?

Cloud Cover	
Precipitation	
Wind Speed (mph) and Direction	
Temperature (° F)	
Fog/Smog	
Large extremes of temperature difference occurred between day or night	
Other	

Response Completed by

Name/Title/Contact Info _____ **Date Response Completed** _____

RETURN COMPLETED QUESTIONNAIRE PAO FOR ACTION.

NOISE COMPLAINT QUESTIONNAIRE

OTHER DISTURBANCE:

Route other disturbance complaints to appropriate office.

Where military vehicles operating near the complainant location?

Yes No

If YES, what type(s) of vehicle and number of each model.

Describe what the vehicles were doing? Where they operating in a routine travel path? Any additional information regarding this activity?

For all other complaints (i.e. generators, HVAC, machinery) describe the source, location, and operating parameters. Any additional information regarding this activity?

Response Completed by

Name/Title/Contact Info _____ Date Response Completed _____

RETURN COMPLETED QUESTIONNAIRE PAO FOR ACTION.

NOISE COMPLAINT QUESTIONNAIRE

STEP 6: FOLLOW-UP

RESULTS OF INVESTIGATION.

DID CALLER INDICATE A FOLLOW-UP REQUESTED? YES NO

IF YES, LIST DATE, TIME, AND METHOD OF FOLLOW-UP. _____

IF NO, SKIP TO STEP 7.

INFORMATION GIVEN TO COMPLAINANT.

Response Completed by Name/Title/Contact Info _____

STEP 7: ARCHIVAL

FORWARD A COPY OF COMPLETED QUESTIONNAIRE TO THE FOLLOWING OFFICES FOR ARCHIVAL, AS NEEDED.

- Garrison Headquarters/Base Commander, 123-456-7897
- Environmental Division, Noise Program Manager, 123-456-7897
- Sample Army Air Field, Air Field Manager, 123-456-7893
- Sample Range Control, 123-456-7898
- Legal Claims Office, 123-456-7890