



COUNCIL AGENDA: 4/5/11

ITEM: 6.1

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: William F. Sherry, A.A.E.

SUBJECT: MODIFICATION TO PROCEDURES DATE: March 10, 2011
FOR THE AIRPORT NOISE
ABATEMENT OFFICE

Approved

Date

3/18/11

Council District: Citywide

RECOMMENDATION

- A) Adopt a resolution to provide for the preparation and issuance by the Airport of an Annual Airport Noise Report and to discontinue the current Airport practice of preparing and issuing a Monthly Noise Report.
- B) Approve an ordinance amending Chapter 25.04 of Title 25 of the San Jose Municipal Code to provide the Airport engine run-up to be included in the Monthly Noise Summary and the Annual Airport Noise Report.

OUTCOME

Airport Monthly Noise Reports will be discontinued and a Monthly Noise Summary will be posted on the Airport website. The Monthly Noise Summary will include a rolling twelve months' data for: Total Operations, Curfew Intrusions, Non Compliant Intrusions, and High Power Engine Run-ups that occurred during the curfew hours. The current Annual Airport Noise Report will be modified to include: 1) Report on Airline compliance (included in the current Annual Report); 2) Statistics of Curfew Operations (currently included in the Monthly Noise Report); 3) Information on complaints (also, currently included in the Monthly Noise Report); and 4) Information concerning the number and types of engine run-ups conducted at the Airport. The Noise Office will continue to return resident calls regarding flights that operated during the restricted curfew hours (11:30 p.m. to 6:30 a.m.), however due to reduced staffing levels the Noise Office will no longer be able to respond to inquiries about flights that operated during normal operating hours.

BACKGROUND

The Airport has issued Monthly Noise Reports since 1990, and these reports have evolved over time to include information regarding Noise Complaints, Curfew Intrusions, Total Air Carrier Operations, and Engine Run-ups. Noise complaints are broken down between Commercial and General Aviation activities and charted according to City area and time of day. Curfew intrusions are individually listed with pertinent information and comments regarding the nature of the intrusion, and non-compliant intrusions are listed with the action taken. All engine run-ups are recorded in the Monthly Noise Report and include time, operator and power settings. Due to significant budget cuts and staff reductions, Airport staff recommends that the Airport move from a Monthly Noise Report to a modified Monthly Noise Summary posted only on the Airport website.

ANALYSIS

On March 8, 2010, the Airport presented to City Council an overview of the budget and policy issues affecting the competitiveness of the Airport. The recommendations presented in this memo are consistent with the City Council direction approved on May 25 to consider a broad range of methods to ensure that the airport's costs will continue to be competitive. Following this direction the Airport Noise Abatement Office has proposed the following changes to the Airport Noise Program in an attempt to continue to provide accurate and reasonably responsive information to the Council and community, while working with significant reductions to staff and budget:

- *The Monthly Noise Report will be consolidated into a Monthly Noise Summary available on the Airport website.* The Annual Noise Report on Airline Compliance will be changed to The Annual Noise Report, including information not only on Airline Compliance but also detailing information on the Noise Control Program. The Annual Report will continue to be provided to City Council and the community. The proposed Annual Noise Report will be condensed, but will include additional graphs for easier interpretation of trend data.
- *Engine run-ups during the curfew hours will continue to be recorded.* Chapter 25.04 of Title 25 of the San Jose Municipal Code currently provides that information concerning numbers and types of engine run-ups conducted at the Airport will be included in the Monthly Noise Summary. The Noise Office will continue to record engine run-ups during the curfew hours; the number of high power engine run-ups during the curfew hours will be included on the Airport website in the Monthly Noise Summary and additional details on engine run-ups will be added to the Annual Noise Report.
- *Only curfew-related complaints will be investigated.* Due to a significant reduction in Noise Office staff, the current practice of calling residents back regarding *all* noise complaints within 24 hours will be revised to calling the next business day of the Noise Office regarding

curfew-related complaints only. For example, curfew-related complaints received on a Friday would be responded to on Monday. This change in focus and practice is the result of the significant reduction of Noise Office staff. In 2008, the Noise Office was staffed with 3 FTEs. Today, as a direct result of budget cuts over the past two years, the Noise Office will soon be reduced to ½ full time equivalents (FTE). Eliminating the use of very scarce staff time investigating compliant operations that are conducted during normal, non-curfew hours will allow the remaining Noise Office staff to focus on the Airport's highest noise abatement priority: maintaining the integrity of the Curfew Ordinance by investigating curfew-related complaints only. In addition, complaints will no longer be accepted through a phone-answering system, but residents can enter complaints via the Airport's website (www.sjc.org). By utilizing a technology-enhanced complaint system that inputs complaint information directly into the Airport Noise and Operations Monitoring System, the staff time spent manually entering data will no longer be required. All complaints will continue to be tracked and reported in the Annual Noise Report.

- *Postcard notifications and survey mailings will be eliminated.* The Noise Office will eliminate the mailing of postcards to notify residents that their complaint calls were received, saving the cost of custom printed postcards, postage and staff time. The Noise Office will also eliminate the mailing of surveys after the Noise Office has spoken to a resident, again saving the cost of postage and staff time.

These changes will lead to a streamlined Airport Noise Abatement Office, allowing staff to concentrate on key primary functions such as curfew compliance and communications with the community for flights operating during the curfew hours. These recommendations will also provide the City and Airport with a reduction in paper waste as well as postcards mailed to residents who call regarding normal flight operations. These modifications are not only a benefit to the Airport, but will allow staff more time to communicate with residents regarding flights that were conducted during the curfew hours.

FINANCIAL IMPACT

Over the last several years the Airport has seen a decline in passenger numbers which has in turn has caused the Airport to reduce staffing from 400 positions in 2008 to about 206 today. The Airport Noise Abatement Office was staffed with 3 FTEs in 2008 and was reduced to 2 FTEs in 2009 and will be further reduced to ½ FTE, due to organizational restructuring in the Operations Division to achieve efficiencies in light of these staff reductions.

PUBLIC OUTREACH

- ❑ **Criterion 1:** Requires Council action on the use of public funds equal to \$1 million or greater. **(Required: Website Posting)**

- Criterion 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. **(Required: E-mail and Website Posting)**
- Criterion 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. **(Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)**

This item does not meet the above criteria requiring additional notification; however, it will be posted on the City's Council Agenda Website for the April 5, 2011 Council Meeting.

The Airport Commission reviewed the revised program at its March 9, 2009 meeting, and voted to recommend the proposal to the City Council. The Airport will contact neighborhood organizations near the Airport regarding this proposed change in reporting over the next several weeks.

COORDINATION

This memorandum has been coordinated with the City Attorney's Office.

CEQA

Not a project, File No. PP10-069(a), Staff Reports/Assessments/Annual Reports/Information Memos.

/s/
William F. Sherry, A.A.E
Director of Aviation

Attachment 1: Proposed layout of web based Monthly Noise Summary.
Attachment 2: Current Monthly Noise Report proposed to be discontinued and consolidated into the Annual Noise Report.

Please direct questions to William F. Sherry, Director of Aviation, at (408) 392-3610

Attachment 1

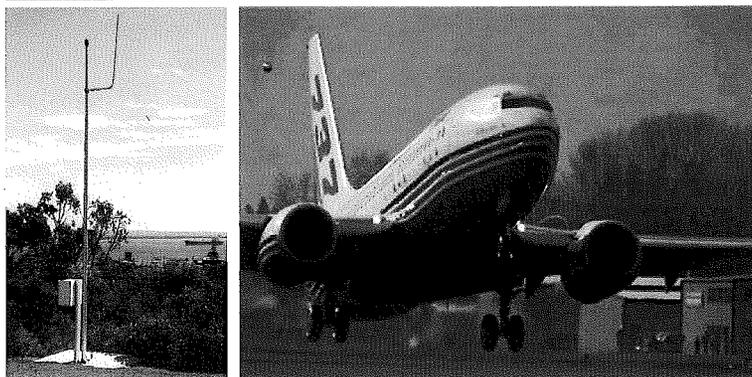
Norman Y Mineta San Jose International Airport Monthly Noise Summary October 2010

	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-09	Dec-09
Total Operations	10711	10190	11609	11524	11440	11225	11316	11321	10887	11341	11080	10546
Total Intrusions	16	16	28	21	34	36	47	27	25	27	16	38
Total Non Compliant Intrusions	3	2	3	2	1	1	0	1	0	3	0	1
Total Engine Run-ups *	0	0	0	0	0	1	0	0	1	0	0	1

* High Power Engine Run-ups during the Curfew Hours Only



Monthly Noise Report October 2010



Monthly Noise Report
Table of Contents - October 2010

	Page
1. Analysis	1
2. Noise Complaint Section	
A. Noise Complaint Summary	3
B. Graph - Complaints for October 2010 by Time of Day	4
C. Graph - Complaints for Year to Date through October 2010	5
D. Graph - Complaints by City Area - May 2010 through October 2010	6
3. Airline Operation Section	
A. Monthly Curfew Intrusions Report	7
B. Curfew (Turbojet) Report Summary/Total Operations	10
C. Curfew Operations VS Total Operations	11
D. Curfew (Turbojet) Report Summary	12
E. Monthly Airline Run-up Report	13
F. Monthly Airline Run-up Summary	14
G. Complaints	15

Analysis of October 2010 Noise Data

At the direction of the City Council, the Monthly Noise Report (MNR) has been designed to present a comprehensive picture of the Airport's noise impact on the community. The Analysis Section is intended to provide an identification of significant trends relating to observed data captured in the report.

Terminology

To establish terminology consistent with the Airport Noise Control Program (**ANCP**), the following terminology is used to describe aircraft operations that occur during the curfew period. All aircraft operations occurring during the curfew are referred to as "**Intrusions**". Those intrusions that occur for reasons that are exempted in the **ANCP** (*i.e. weather, mechanical or air traffic control problems*) are defined as "**Intrusions in Compliance**" with the **ANCP**. Those intrusions that are not exempted by the **ANCP** are defined as "**Intrusions in Non-Compliance**". All turbojet curfew intrusions are identified in the **Monthly Curfew Intrusion Report** section.

In the **Noise Complaint Summary** section of the report, the subheading **Commercial Aircraft** contains the following terminology: "**Intrusion Related**" identifies the number of complaints associated with curfew intrusions. The term "**Loud Aircraft**" refers to complaints about the loudness of a particular operation. Additionally, the category titled "**Frequency**" refers to complaints about multiple operations and helps to enhance the quality of the report's data. This assists in sorting the noise report data and clarifies the nature of these complaints.

On October 21, 2003, San Jose City Council approved Ordinance No. 27000 to preserve the existing nighttime noise environment by restructuring the "Curfew" from a weight-based to a noise-based curfew and adding provisions for fines and penalties. The Monthly Noise Report will now reflect the issuance of Administrative Citations as part of the curfew. The statement "**under investigation**" means the operation is in the process of being investigated for curfew compliance; the statement "**citation issued**" means a citation was issued for a non-compliant operation. Additionally, the statement "**under appeal**" means a citation is scheduled for an appeal hearing and no disposition is known; the statement "**citation overturned**" means a citation has been officially overturned by the Airport Commission.

Operational Impacts

The total scheduled commercial transport category turbojet operations for October 2010 was **100%** Stage 3.

Noise Complaints

The **Noise Complaint Summary - October 2010** shows an increase in the total number of complaints from **25** in September 2010 to **29** in October 2010 (an increase of **4**). There was a total of **18** complainants, with one complainant accounting for **4** complaints, and another for **3** complaints.

Monthly Curfew Intrusions Report

October 2010 resulted in **27** curfew intrusions, an increase of **2** from September 2010. There were **0** complaints associated with the curfew intrusions. There were **3** operations "**In Non-Compliance**" with the Noise Control Program. A description can be found in the **Monthly Curfew Intrusions Report**.

Analysis of October 2010 Noise Data (continued)

General Aviation

Complaints associated with General Aviation operations changed from **5** in September 2010 to **2** in October 2010. There were **0** complaints associated with the San Jose Police Department helicopter surveillance activity.

Monthly Airline Turbojet Run-up Report

There was a total of **5** airline run-ups during October 2010. This compares with **4** in September 2010. There were **2** High Power Engine run-ups; **1** of which took place during the curfew hours. There were **0** complaints associated with engine run-ups. Engine run-ups were performed in accordance with Federal Aviation Administration and airline safety procedures.

Noise Complaint Summary - October 2010

Norman Y. Mineta San Jose International Airport
Aircraft Monitoring Center

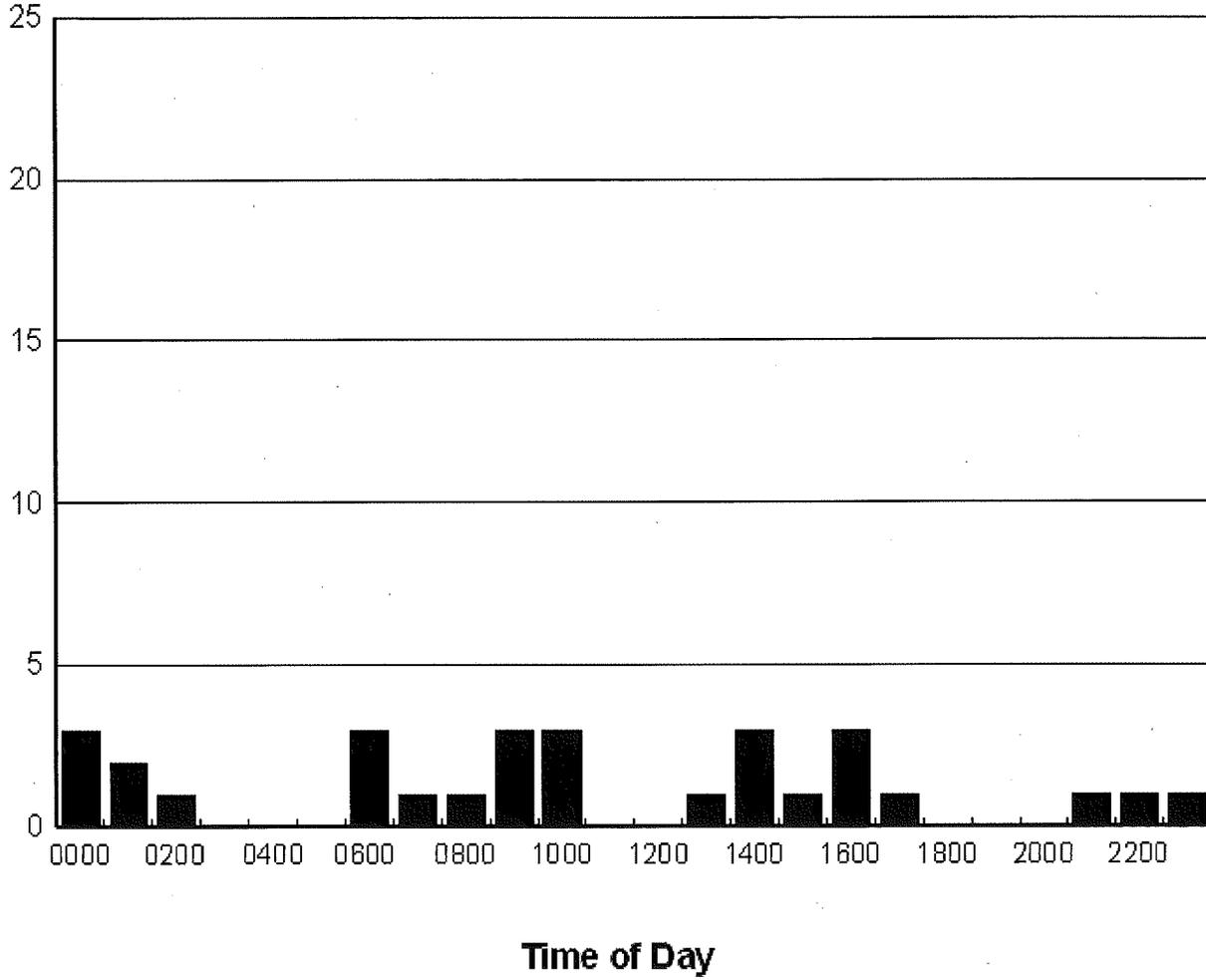
Noise Complaints		May 2010	Jun 2010	Jul 2010	Aug 2010	Sep 2010	Oct 2010
Commercial	Intrusion Related	4	17	11	4	5	6
	Loud	26	21	14	25	14	21
	Frequency	0	0	0	0	0	0
	Overflight	1	0	0	0	0	0
	Other	0	23	0	0	1	0
	Total	31	61	25	29	20	27
General Aviation	Intrusion Related	0	0	0	0	0	0
	Fixed Wing	13	8	7	4	3	0
	Helicopter	0	1	2	0	1	2
	Police Helicopter	0	0	0	0	1	0
	Total	13	9	9	4	5	2
Monthly Noise Complaints		45	70	34	34	25	29

Complaints by Area		May 2010	Jun 2010	Jul 2010	Aug 2010	Sep 2010	Oct 2010
City of San Jose	SJSH - Shasta/Hanchett	4	6	7	2	3	1
	SJRG - Rose Garden	3	12	1	2	1	2
	SJCC - Civic Center	1	3	0	4	1	6
	SJHP - Hensley Park	0	3	0	0	0	1
	SJWG - Willow Glen	5	8	4	11	4	1
	SJO - Other	11	18	13	2	3	3
	Total	24	50	25	21	12	14
City of Santa Clara	SCNA - North Areas	14	15	9	6	11	7
	SCO - Other	0	0	0	0	0	0
	Total	14	15	9	6	11	7
Other (Includes Unknown)	Other Areas	7	5	0	7	2	8
	Total	7	5	0	7	2	8
Monthly Noise Complaints		45	70	34	34	25	29

No. of Citizens Filing Complaints	23	46	19	16	17	18
Average Complaints per Day	1.5	2.3	1.1	1.1	0.8	.9

Noise Complaints by Time of Day

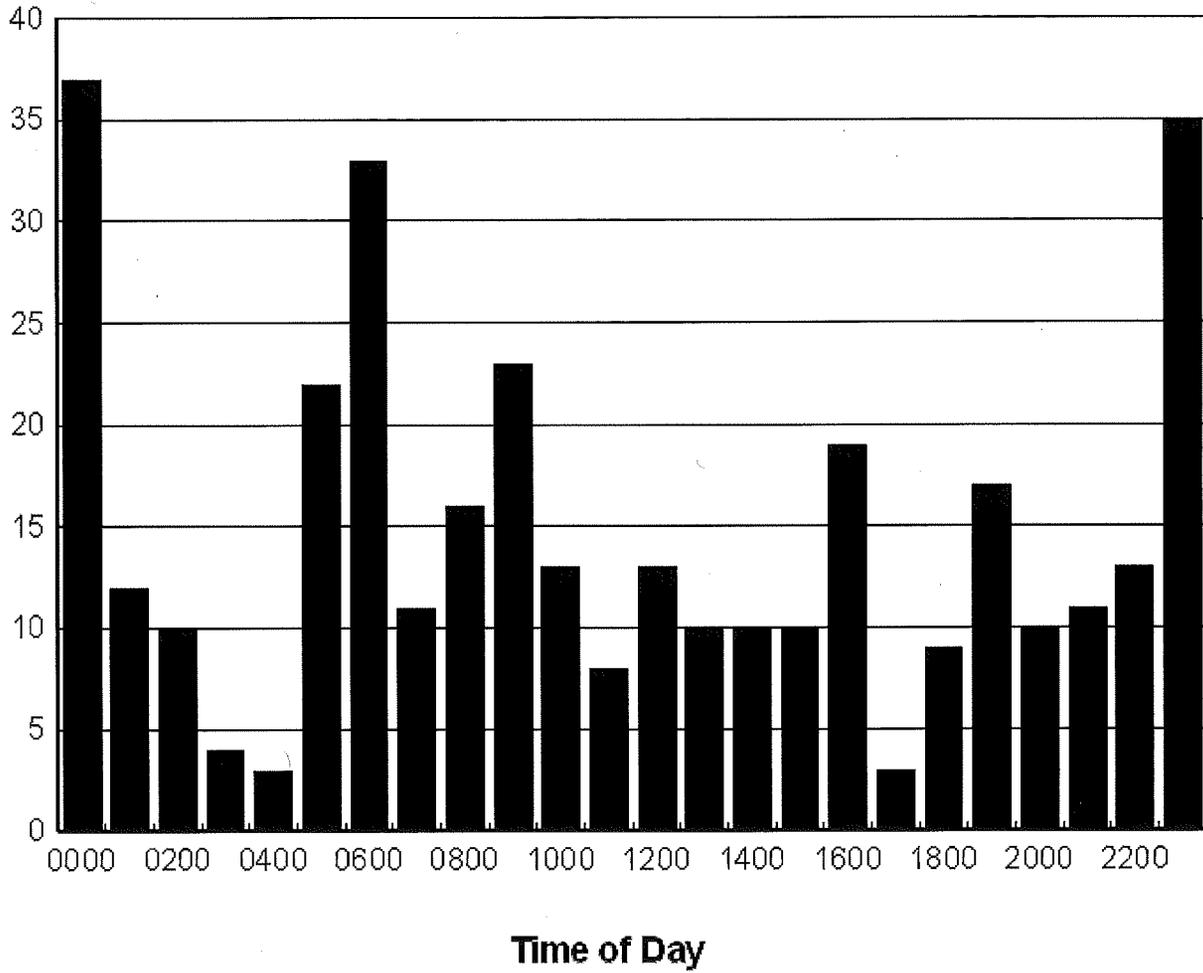
Norman Y. Mineta San Jose International Airport
Number of Complaints - October 2010



29 Total Complaints

Noise Complaints by Time of Day - YTD

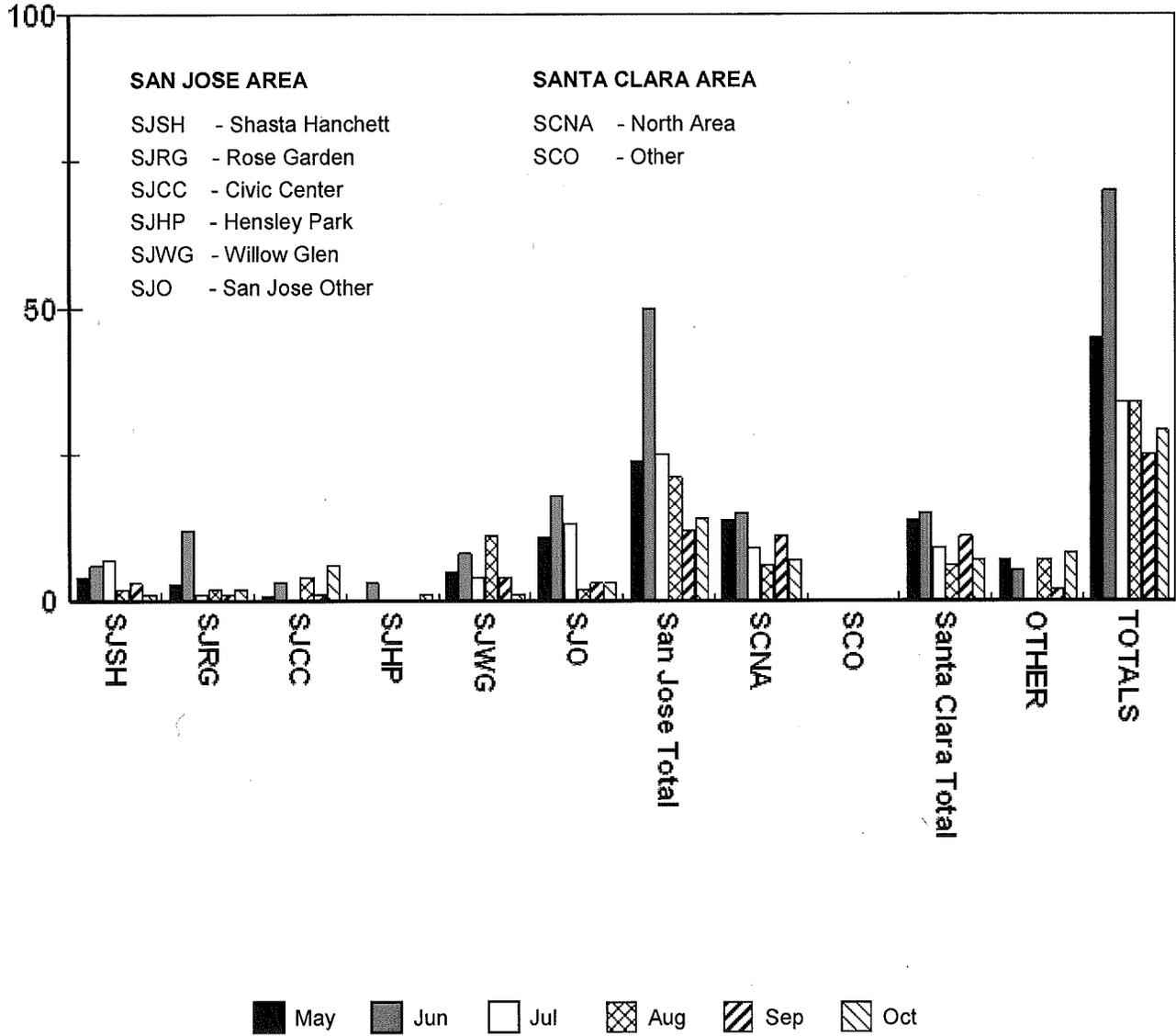
Norman Y. Mineta San Jose International Airport
Number of Complaints - YTD through October 2010



352 Total Complaints

Noise Complaints - City Areas

Norman Y. Mineta San Jose International Airport - SJC
Complaints - May 2010 through October 2010



Monthly Curfew Intrusion Report - October 2010

Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Curfew Intrusion Criteria

Curfew intrusion times are validated by ANOMS Noise Monitoring Sites #106 and #110 located at both ends of Runway 30L/12R. *All times are rounded to the nearest minute.*

Date	Time	Carrier	Flight_No	Runway	Aircraft	Comment	Complaints
10/02/10	00:26	JBU	JBU174	D30R	A320	MECHANICAL	0
10/04/10	23:40	SWA	SWA1497	A30L	B735	MECHANICAL	0
10/04/10	23:49	AAL	AAL1035	A30L	MD83	MECHANICAL	0
10/04/10	23:57	SWA	SWA2899	A30R	B733	MECHANICAL	0
10/05/10	00:27	SWA	SWA2986	D30R	B733	MECHANICAL	0
10/05/10	23:47	SWA	SWA1497	A12R	B733	WEATHER	0
10/05/10	23:52	SWA	SWA929	A12R	B737	WEATHER	0
10/06/10	00:16	SWA	SWA614	A30R	B737	WEATHER	0
10/06/10	00:49	SWA	SWA1410	D12L	B737	WEATHER	0
10/06/10	23:56	TRNSP3	N2TS	A30L	B737	CURFEW	0
10/10/10	23:51	JBU	JBU173	A30L	A320	WEATHER	0
10/17/10	23:30	SWA	SWA2986	D30R	B733	WEATHER	0
10/17/10	23:36	AAL	AAL1035	A30L	MD83	WEATHER	0
10/18/10	00:14	SWA	SWA658	A30L	B733	ATC	0
10/18/10	00:25	SWA	SWA1219	A30R	B737	WEATHER	0
10/19/10	23:43	SWA	SWA1180	A30L	B737	WEATHER	0
10/22/10	00:06	DAL	DAL1684	D30R	B738	WEATHER	0
10/23/10	23:41	AAL	AAL1355	A12R	MD83	WEATHER	0
10/24/10	23:39	SWA	SWA1219	A30R	B737	CURFEW	0
10/25/10	00:00	TRNSP3	N724YS	D30L	B 727	OTHER	0
10/26/10	23:56	JBU	JBU173	A30L	A320	WEATHER	0
10/27/10	00:45	JBU	JBU174	D30R	A320	WEATHER	0
10/28/10	00:02	DAL	DAL1684	D12L	B738	WEATHER	0
10/29/10	00:14	SWA	SWA1219	A12R	B737	MECHANICAL	0
10/29/10	23:37	JBU	JBU174	D12L	A320	ATC	0
10/29/10	23:40	SWA	SWA929	A12R	B737	CURFEW	0
10/31/10	23:46	JBU	JBU174	D30R	A320	MECHANICAL	0

Total Intrusions = 27

Total Complaints = 0

Monthly Curfew Intrusion Report - October 2010 (continued)

KEY

RUNWAY - A = Arrival D = Departure (Number)
STAGE 2 BTJ - Older Technology Business Turbojet
TRNSP3 - Stage 3 Transport Category Aircraft
LIFEFLIGHT - Medical Emergency Flights
OTHER
UNKNOWN

ATC - FAA Air Traffic Control Factors
MECHANICAL - Aircraft Mechanical Delays
WEATHER - Weather Related Factors
UNIVERSAL TIME - 1pm = 13:00 and 11pm = 23:00
SECURITY

INTRUSIONS IN COMPLIANCE WITH ANCP

ATC Related Operations	Total:	2
Mechanical Related Operations	Total:	7
Weather Related Operations	Total:	14
Lifeflight/Medical Emergency Related Operations	Total:	0
Government/Military/Emergency Related Operations	Total:	0
Other	Total:	1

OTHER: Flight N724YS (B727) San Jose Shark Charter

INTRUSIONS IN NON-COMPLIANCE WITH ANCP

CURFEW: Flight N2TS, (B737) First Virtual Management-Late Arrival-Citation Issued

CURFEW: Southwest Airlines Co. (San Antonio, Tx) Flight SWA1219, (B737) Late Arrival-Citation Issued

CURFEW: Southwest Airlines Co. (San Antonio, Tx) Flight SWA929, (B737) Late Arrival- Citation Issued

Non-Compliant Operations	Total:	3
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Curfew (Turbojet) Report Summary - October 2010

Norman Y. Mineta San Jose International Airport
Aircraft Noise Monitoring Center

Aircraft Curfew Intrusions

Airline	Arrivals	Departures	Total	Complaints
AAL - AMERICAN AIRLINES	3	0	3	0
DAL - DELTA AIR LINES, INC.	0	2	2	0
JBU - JETBLUE AIRWAYS	2	4	6	0
SWA - SOUTHWEST AIRLINES	11	3	14	0
Commercial Totals	16	9	25	0
Business Jets Stage 2	0	0	0	0
Transport Jets Stage 3	1	1	2	0
Business/Transport Jet Totals	1	1	2	0
Turbojet Totals	17	10	27	0

Total Operations: 11,322

Curfew Operations VS Total Operations - October 2010

Norman Y. Mineta San Jose International Airport
Aircraft Noise Monitoring Center

Airline	Curfew Operations			Total Operations*	Curfew as % of Total Operations		
	Compliant	Non Compliant	Total		Compliant	Non Compliant	Total
AMERICAN AIRLINES	3	0	3	472	0.64	0.00	0.64
DELTA AIR LINES, INC.	2	0	2	160	1.25	0.00	1.25
JETBLUE AIRWAYS	6	0	6	111	5.41	0.00	5.41
SOUTHWEST AIRLINES	12	2	14	3826	0.31	0.05	0.37
Totals	23	2	25	4569	0.50	0.04	0.55

*Does not include Cargo or non-scheduled operations.

Curfew (Turbojet) Report Summary - October 2010

Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Summary of Curfew Turbojet Operations
****Airport Curfew is 11:00 P.M. through 7:00 A.M.****

Hours	Arrivals	Departures	Total	Complaints
2300 - 2329	0	0	0	0
2330 - 2359	13	3	16	0
0000 - 0029	4	5	9	0
0030 - 0059	0	2	2	0
0100 - 0129	0	0	0	0
0130 - 0159	0	0	0	0
0200 - 0229	0	0	0	0
0230 - 0259	0	0	0	0
0300 - 0329	0	0	0	0
0330 - 0359	0	0	0	0
0400 - 0429	0	0	0	0
0430 - 0459	0	0	0	0
0500 - 0529	0	0	0	0
0530 - 0559	0	0	0	0
0600 - 0629	0	0	0	0
0630 - 0659	0	0	0	0
TOTALS	17	10	27	0

Monthly Airline Run-up Report - October 2010

Norman Y. Mineta San Jose International Airport
Aircraft Noise Monitoring Center

Date	Time	Carrier	Runway	Aircraft	Run-up Type	Complaints
10/19/10	06:40	USA	A-14	A319	LOW POWER	0
10/21/10	21:50	SWA	TWY-Y@M	B737	PART POWER	0
10/22/10	05:15	SWA	TWY-Y@M	B737	PART POWER	0
10/22/10	09:10	SWA	TWY-Y@L&M	B737	HIGH POWER	0
10/31/10	00:00	ASA	TWY-Y@L&M	B737	HIGH POWER	0

Monthly Airline Run-up Summary - October 2010

Norman Y. Mineta San Jose International Airport
Aircraft Noise Monitoring Center

Carrier	Run-up High Power Over 90%	Run-up Part Power 60% to 90%	Run-up Low Power Less than 60%	Total	Complaints
ASA - ALASKA AIRLINES	1	0	0	1	0
SWA - SOUTHWEST AIRLINES	1	2	0	3	0
USA -US AIRWAYS	0	0	1	1	0
Totals	2	2	1	5	0

Complaints - October 2010

Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Event Date Time	Call Date Time	Event	Resolution
10/02/2010 00:24	10/02/2010 10:09	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Curfew investigation revealed a compliant departure by a commercial aircraft. Frequent caller postcard sent on 10/8.
10/02/2010 00:30	10/02/2010 00:34	Ms. R from North Santa Clara reported aircraft noise over her area. Ms. R did not request contact.	Curfew investigation revealed a compliant arrival by a commercial aircraft. Frequent caller postcard sent on 10/8.
10/03/2010 00:30	10/03/2010 00:53	Mr. W from Sunnyvale reported aircraft noise over his area. Mr. W did not request contact.	Curfew investigation revealed a compliant departure by a commercial aircraft. Frequent caller postcard sent on 10/8.
10/03/2010 14:19	10/03/2010 14:43	Mr. M from the Willow Glen area reported aircraft noise over his area. Mr. M did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/8.
10/03/2010 17:30	10/03/2010 17:41	Mr. W from Sunnyvale reported aircraft noise over his area. Mr. W did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/8.
10/05/2010 15:03	10/05/2010 15:17	Ms. R from San Jose reported aircraft noise over her area. Ms. R did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/8.
10/06/2010 01:00	10/06/2010 09:10	Ms. C from the Civic Center area reported aircraft noise over her area. Ms. C did not request contact.	Curfew investigation revealed a compliant departure by a commercial aircraft. Frequent caller postcard sent on 10/8.
10/06/2010 06:30	10/06/2010 06:56	Ms. E from the Civic Center area reported aircraft noise over her area. Ms. E did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/8.
10/06/2010 10:15	10/06/2010 12:03	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/8.
10/07/2010 09:00	10/07/2010 09:20	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/8.
10/07/2010 09:10	10/07/2010 11:23	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/8.
10/07/2010 10:30	10/07/2010 10:49	Ms. S from the Hensley Park area reported aircraft noise over her area. Ms. S did not request contact.	Overflight by news helicopter. Frequent caller postcard sent on 10/8.
10/08/2010 09:07	10/08/2010 09:23	Mr. Y from Sunnyvale reported aircraft noise over his area. Mr. Y did not request contact.	Overflight by news helicopter. Frequent caller postcard sent on 10/15.
10/12/2010 06:08	10/12/2010 06:17	Mr. G from the Civic Center area reported aircraft noise over his area. Mr. G did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/15.
10/12/2010 06:41	10/12/2010 06:45	Mr. G from the Civic Center area reported aircraft noise over his area. Mr. G did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/15.
10/15/2010 21:15	10/15/2010 22:06	Ms. R from San Jose reported aircraft noise over her area. Ms. R did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/15.
10/19/2010 07:53	10/19/2010 09:11	Mr. P from Los Gatos reported aircraft noise over his area. Mr. P did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/22.
10/19/2010 08:21	10/19/2010 09:18	Mr. P from Los Gatos reported aircraft noise over his area. Mr. P did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/22.

Complaints - October 2010

Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Event Date Time	Call Date Time	Event	Resolution
10/19/2010 10:28	10/28/2010 11:19	Mr. P from Los Gatos reported aircraft noise over his area. Mr. P did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/22.
10/19/2010 13:21	10/19/2010 13:32	Mr. C from Mt. View reported aircraft noise over his area. Mr. C did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/22.
10/21/2010 22:00	10/21/2010 22:13	Mr. S from San Jose reported aircraft noise over his area. Ms. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/22.
10/22/2010 02:30	10/22/2010 06:37	Ms. E from the Civic Center area reported aircraft noise over her area. Ms. E did not request contact.	Curfew investigation revealed a compliant departure by a commercial aircraft. Frequent caller postcard sent on 10/22.
10/22/2010 14:09	10/22/2010 14:28	Mr. F from North Santa Clara reported aircraft noise over his area. Mr. F did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/22.
10/24/2010 16:43	10/24/2010 17:03	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/29.
10/24/2010 16:48	10/24/2010 21:27	Mr. R from the Rose Garden reported aircraft noise over his area. Mr. R did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/29.
10/24/2010 23:06	10/24/2010 23:18	Mr. G from the Civic Center area reported aircraft noise over his area. Mr. G did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/29.
10/25/2010 01:00	10/25/2010 09:29	Mr. R from the Rose Garden reported aircraft noise over his area. Mr. R did not request contact.	Curfew investigation revealed a compliant arrival by a commercial aircraft. Frequent caller postcard sent on 10/29.
10/25/2010 16:45	10/25/2010 09:55	Ms. P from the Shasta/Hanchett area reported aircraft noise over her area. Ms. P did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/29.
10/30/2010 14:40	10/30/2010 14:50	Ms. A from Sunnyvale reported aircraft noise over her area. Ms. A did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 11/5.