



SOUND INFORMATION

FACT SHEET # 3

**SEATTLE-TACOMA INTERNATIONAL AIRPORT
SEA-TAC NOISE INFORMATION LINE
CALL: 433-5393 or TOLL FREE: 1-800-826-1147**

When defining the impact of aircraft noise on citizens, no one is more important than the citizen receiving the noise. With this in mind, the Port of Seattle has established the airport noise information line as an important part of Seattle-Tacoma International Airport's comprehensive noise abatement program. The information line serves as:

Sounding Board - Area citizens need a way to comment on aircraft noise and how it affects them. As a sounding board, the information line provides citizens with the opportunity to express views, voice concerns and relay opinions about aircraft noise.

Information Resource for Citizens - The information line serves as a valuable resource for citizens to obtain information about specific aircraft noise events or to inquire about the many aspects of Sea-Tac's noise abatement programs.

Information Resource for the Port - The information line monitors public sentiment toward aircraft noise, and data collected from noise information calls are used to monitor the Port's noise programs. Information from callers also supplements long range planning studies such as it did in the Noise Mediation Project.

Link to the Community - The information line serves as a vital communications link between neighborhood residents and Port Commissioners, Port management and staff, FAA air traffic control officials and air carriers using the national airspace system. This link provides all the parties involved a sense of what is happening in the community.

Integration with Flight Track Monitoring - With our computer systems we are able to identify and display a variety of information including flight tracks of aircraft to monitor our programs and respond to individual complaints. You can request an evaluation of particularly annoying noise occurrences by leaving your name, address, and phone number. We use the information you provide to analyze the noise event(s) in order to determine or isolate the source. Once the source is identified we can discuss any potential mitigation action that may be taken by the Port, the FAA or the airlines.

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**SEA-TAC AIRCRAFT NOISE INFORMATION LINE
PAGE TWO**

Perhaps even more important to you is what the Noise Abatement Office actually does when you call the information line. First of all, your call is documented and entered into a data base which allows us to identify and summarize specific trends. In addition to forwarding a copy of **every** complaint to FAA air traffic officials, we distribute these summaries (to the public, the Port Commission, Port executives, and others).

It is just as important for you to understand what the noise abatement staff is **not** able to do. The Port of Seattle cannot take immediate action to reduce noise as a result of a phone call to the airport noise information line. For example, the Port staff cannot make a modification to a flight track as the result of aircraft noise complaints. Nor do we judge the severity of a noise problem by the number of calls we get from any particular neighborhood. We are interested in hearing from anyone who feels he or she has a noise problem because you can help us understand what you are experiencing. That information assists us in monitoring our noise abatement programs. Also, in the past when the Port has developed new noise abatement programs, we have evaluated complaint information to assist in program development.