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June 22, 1984

JUN 22 1984

Mr. Vernon L. Ljungren  
Seattle-Tacoma Int'l Airport  
Box 68727 Riverton Hts., Br.  
Seattle, WA 98158

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Dear Mr. Ljungren:

We, at United Airlines, have been continually trying to improve our anti-noise procedures to maximize a strong commitment to our good neighbor policy. In researching the problem in minute detail, we have found specific airports with noise procedures, both formal and informal, that were totally unknown to us. Quite obviously, we can't expect our pilots to abide by procedures that are unfamiliar, and we can't increase that knowledge if specific procedures are unknown to the Corporation. Unfortunately, we also discovered that there is no central source for all this information. That's the reason for this letter.

Would you be kind enough to help us with a survey we are conducting with all the airports United Airlines routinely serves? We need a response to the following questions.

1. Do you have a sensitive noise area at your airport?
2. Do you have a procedure, either formal or informal, that responds to these sensitive areas?
3. Will you please include a copy of that noise procedure for us, or if the procedure is an informal one, would you delineate it for us so we can help you in dealing with your neighbors.

Let me explain how we plan to use this information. We are developing a computer program where each of these procedures will be entered so a pilot may access the information at any United computer terminal, in any operations area, at any of our airports. This will give the pilot the information, at his fingertips, regardless of where he makes the inquiry; and it will give us the ability to update the procedures on a real-time basis as changes are formulated. We then can expect far better development of pilot awareness should it be lacking for a particular airport. In this vein, would you please reply to the above and in the future, relay any changes in your procedures to: Flight Safety Department - EXOFS, United Airlines, P. O. Box 66100, Chicago, IL 60666.

I thank you most kindly for your cooperation, and I am confident that working together we can be far more proficient in following those procedures which generate the maximum benefit to our airport neighbors. We realize your procedure may be well publicized and have been in use for years. A response to this letter will serve as verification that we are up-to-date on all changes.

Sincerely,

Captain M. E. Volz  
Vice President  
Flight Safety & Industry Affairs