iFlyQuiet

COMMUNITY ENGAGEMENT PROGRAM

Community Engagement Guide

Federal Aviation Administration

U.S. Department of Transportation **Volpe Center**

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The iFlyQuiet community engagement program was created by the Federal Aviation Administration (FAA), with the support of the Volpe National Transportation Systems Center, to provide helicopter operators and operator organizations with methods and resources to proactively engage in community outreach in a consistent and ongoing manner. This Guide and the accompanying iFlyQuiet-branded materials were created to facilitate an increase in communication and understanding regarding helicopter noise issues between helicopter operators, noise-affected communities and other stakeholders. The resource library which accompanies this Guide contains outreach materials which utilize a unique iFlyQuiet 'brand' of common visual themes and elements. The library also contains links to additional websites and publications which may be of interest. An inherent part of iFlyQuiet community outreach should be a commitment to Fly Neighborly noise abatement procedures as a part of standard Mission Planning processes for each flight. The Fly Neighborly Noise Abatement Training Program provides training for operators on noise abatement flight techniques and safety considerations, available at https://go.usa.gov/xQPCW.

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1. Introduction

The iFlyQuiet community engagement program was created by the Federal Aviation Administration (FAA), with the support of the Volpe National Transportation Systems Center, to provide helicopter operators and operator organizations with methods and resources to proactively engage in community outreach in a consistent and ongoing manner. This Guide and the accompanying iFlyQuiet-branded materials were created to facilitate an increase in communication and understanding regarding helicopter noise issues between helicopter operators, noise-affected communities and other stakeholders.

The Guide describes how to develop educational opportunities for operators and communities and how to utilize noise complaint systems. It also provides examples of messaging and presentation techniques, as well as examples of ongoing community outreach efforts in a number of locations. A resource library containing outreach materials can be accessed via the links provided in Section 5. These materials utilize a unique iFlyQuiet 'brand' of common visual themes and elements. The library also contains links to additional websites and publications which may be of interest.

An inherent part of iFlyQuiet community outreach should be a commitment to Fly Neighborly noise abatement procedures as a part of standard Mission Planning processes for each flight.[1] The Fly Neighborly Noise Abatement Training Program provides training for operators on noise abatement flight techniques and safety considerations.[2]

2. How to Develop and Implement an iFlyQuiet Program

This section describes how to develop and implement an iFlyQuiet Program. It incorporates a number of elements from FAA's Community Involvement Manual; readers are urged to consult this Manual for additional guidance.[3] Successful implementation entails several key elements, which should be worked in parallel for maximum effectiveness.

Element 1: Commit to Fly Neighborly Training and Practices

The Fly Neighborly campaign offers simple steps for pilots to reduce noise during typical operations, and encourages operators to take online training to learn more about Fly Neighborly techniques.[4] The training includes:

- An overview of noise basics,
- Flight techniques for noise abatement,
- Auditory techniques for developing Fly Neighborly procedures,
- Aeronautical decision making, and
- Visualizations of noise abatement techniques in action.

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[1] HAI's Fly Neighborly program website: https://www.rotor.org/initiatives/fly-neighborly

[2] Fly Neighborly Training: https://go.usa.gov/xQPCW

[3] Community Involvement Manual. Federal Aviation Administration. February 2018. Available at: https://www.faa.gov/about/office_org/headquarters_offices/apl/environ_policy_guidance/guidance/media/faa_cim.pdf

[4] See Resource Library section for examples of how to leverage training as part of community involvement

Element 2: Develop a Local Fly Neighborly Implementation Plan

To implement Fly Neighborly on a local level, it is necessary to understand and be aware of noise sensitive areas in the flight corridor. This may include identifying the locations of known sensitive receptors, such as schools and parks, as well as specific neighborhoods with noise-affected residents. These neighborhoods may be identified by compiling available data on noise complaints. Development of an implementation plan may also include coordination with the local airport and/or heliport and local government, to help inform how and where to focus noise abatement efforts.

The Plan should address the following components:

- Locations of known noise sensitive areas
- Points of contact at airport and local government
- Helicopter/fixed-wing routes and procedures
- Next steps for community involvement, such as recommendations from the local airport of what community groups to engage and potential venues for engagement

Element 3: Involve the Community Early

This element involves gathering additional input from communities on their concerns and sensitivities to refine the Plan. Before reaching out, consider leveraging any existing information and opportunities. For example, the local airport/heliport may be able to provide information on community concerns and mediate or facilitate outreach. When communities are not provided with adequate information or given the opportunity to voice concerns and participate in discussions about noise issues, they may feel powerless and seek this information from other, potentially inaccurate sources. They may also use the media or political avenues to draw attention to their concerns, which can damage trust between operators and the public and jeopardize the success of future outreach efforts. Best practices for community engagement are described in more detail below. For additional details, readers should refer to FAA's Community Involvement Manual, referenced earlier.

Element 4: Establish Ongoing Communications

Fostering consistent, two-way communication with communities is key to establishing trust. It provides a transparent process for individuals and communities to voice noise concerns. Communication may take the form of newsletters, social media posts, key documents posted to a public-facing websites, and community events. Providing information and regular updates can help communities better understand helicopter noise and the efforts operators are taking to reduce it.

3. Community Engagement Best Practices

The most effective community engagement efforts create opportunities for education and two-way dialogue, and are sensitive to the specific needs of the target audience. Follow these steps for effective community engagement:

1. Identity the audience: Are certain segments of the community especially impacted by helicopter noise? Have noise concerns been expressed by particular groups?

2. Think about potential partners: Are there established groups working on helicopter noise issues? Would the local airport or local government make a good partner for outreach?

3. <u>Reach out through traditional or web-based media</u>: What media outlets will reach your target audience and help build trust?

4. <u>Go where the people are</u>: What meetings and community events could be appropriate venues for education and dialogue?

5. <u>Get the data:</u> Establish/utilize a logging system that collects noise complaints, provides information on the location and quantity of complaints and allows complaints to be addressed (discussed in further detail below).

3.1 Community Outreach Methods

The main avenues of community outreach include meetings and community events, print and traditional media, and web-based media. Consider the goal of the specific community involvement effort – is it to inform, educate, foster dialogue, collaborate, or some combination? What stakeholders should be involved?

Meetings and Community Events

Different meeting formats can be used as part of a community outreach effort to identify and address issues related to helicopter noise face-to-face. These meetings typically involve smaller groups which represent a greater community interest or concern. Targeted meetings may also be used to reach specific communities, such as non-English speakers. Meetings may be more formal, such as technical advisory committees, or less formal – for example, you could invite members of the community to an open house or attend a Rotary Club event as a guest speaker.

Table 1. Potential stakeholders

Industry	Public / Community
FAA	Individual residents
HAI	Community groups
Aircraft operators	Homeowner organizations
Trade associations	Advisory committees
Helicopter manufacturers	Working Groups
Tourism Agencies	Local, regional, state jurisdictions
Tour/Adventure Groups	Non-governmental organizations
	Media

Media can be used to communicate information and updates about iFlyQuiet outreach activities and advertise dates for meetings. Consider creating press releases to share with local newspapers and radio and television stations in your area and also post the press release on social media. See more information about how to use traditional and web-based media for outreach below.

Meeting Formats for Community Engagement [5]

Meeting Description	Advantages and Limitations
Working Sessions: work through specific tasks or issues in small groups; typically a representative cross-section of the community or a subset with specialized expertise	- Useful for in-depth discussion and developing potential solutions to problems - Views expressed in a working session may not accurately capture those of the entire community
Charrettes: bring together community members and decision-makers over a concentrated period of time (for example, several evenings in a row or a full weekend) to collaborate on a plan and discuss sticking points	- Help to achieve consensus and gather commitments from participating groups. - Lead to deeper understanding of everyone's positions - Can be time-consuming and require substantial staff preparation
Advisory Committees and Roundtables: discuss controversial issues, coordinate with technical experts, review operator/community activities; these can be established by an agency, local government, airport authority, or other body.	- Provide a neutral forum to enhance credibility and transparency - Help communicate complex topics to a community - May represent limited interests and not reflect views of entire community
Community and Special Interest Groups: use organizations with existing meetings, newsletters, and other mechanisms to disseminate information and gather feedback.	- Opportunity to build on existing community outreach efforts using established groups - Organizations may not always accommodate information that operators need to disseminate
Conflict Resolution Workshops[6]: resolve disputes with assistance from a neutral facilitator	- Can result in an agreement supported by all parties - Quicker resolution of issues possible - Only works when all parties are willing to negotiate in good faith - Neutral facilitator can add additional costs
Community Events: engage with the public at events such as fairs and parades	- More casual community engagement - Provides the opportunity to be known as a local operator who is benefiting the community

Print and Traditional Media

Despite the growth in social media, traditional media such as print, television, and radio still remain effective communication mechanisms. Traditional media can be especially important in communities that do not have consistent or widespread access to the Internet, and foreign language media outlets can be effective in reaching non-English speaking communities. Other forms of traditional media which can be used as part of community engagement include printed reports, brochures, and newsletters. They can be distributed by mail or handed out at meetings or community events.

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[5] Adapted from FAA's Community Involvement Manual, Exhibit 3
[6] Conflict resolution approaches may only be appropriate for discrete circumstances and specific stakeholders.

Technology and Web Tools

Internet and web-based tools offer many opportunities to communicate and collaborate with communities affected by helicopter noise. Unlike traditional media, which is primarily designed for one-way communication, web-based outlets typically allow for two-way dialogue, helping provide transparency and build trust within a community. Internet and web-based outreach may include websites, simulation and visualization tools, webinars, and social media.

Social media allows communities, operators, local governments, and other entities to quickly share information and ideas within virtual settings. It can often reach more people than traditional media and is highly interactive and relatively low cost. However, it can be difficult to manage interactions on social media and ensure appropriate security and privacy controls. Social media outreach may include use of social networks, such as Facebook or Twitter, blogs, virtual forums, and listserves. For example, a virtual forum could be set up to allow operators, airport personnel and members of the community the opportunity to post messages or discussion topics and solicit feedback.

3.2 What to Say and How to Say it

After identifying an audience and communication platform, the following tips[7] can be used to deliver effective messaging and create meaningful dialogue in communities affected by noise. See Sections 5 and 6 below for sample outreach materials and case studies of community outreach.

Developing clear and consistent messaging is critical when communicating an iFlyQuiet program to the public. Targeted and effective messaging will help the audience understand the program, establish credibility, and eliminate potential confusion. Developing a core message will help establish consistency. The goal of a core message is to recognize the issue and communicate the steps operators and pilots are taking to reduce noise.

Use plain language and be concise with messaging

The goal of iFlyQuiet outreach is not to educate the public on the technicalities of operating a helicopter; doing so can be overwhelming and confusing. Instead, design the messaging as simply as possible. Excess words can make messages difficult to absorb, particularly by audiences without technical backgrounds in noise and/or helicopter operations and airspace considerations. Consider if there is a simpler way to communicate a concept. For example, instead of "acceleration", will "speed up" be better for a general audience? Avoid idioms – for example, instead of "we are bending over backwards to change our flight schedules", say "we are working hard to change our flight schedules." The Plain English Campaign[8] offers an online tool to check for plain English alternatives to words. Plainlanguage.gov [9] also offers guidelines, training, and examples of plain language.

Consider developing a concise goal or set of actions. Examples of goals include:

- Reduce noise from helicopters operated by [operator name] and encourage collaboration with partners.
- Form a noise abatement advisory committee to serve as the official public forum for addressing community helicopter noise.

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[7] Adapted from the U.S. Fire Administration and Federal Emergency Management Agency's Community Outreach Guide. Available at: https://www.usfa.fema.gov/downloads/fief/fief_outreach_guide.pdf

[8] http://plainenglish.co.uk/gobbledygook-generator

[9] https://www.plainlanguage.gov/

- Work with operators and surrounding communities to provide a safe and efficient environment while reducing the effects of noise.

Use illustrations and graphical representations

Good illustrations can often help clarify or reinforce points you are trying to get across in printed materials or verbal presentations. Focus on graphics that convey a specific message, remembering that too many graphics can confuse readers or distract from the core messages. You may also consider using audio clips and videos. These can help an audience better understand the potential benefits of noise abatement techniques as well as the limitations operators may face during implementation (safety, altitude restrictions, weather, etc.).

Check the font size in any printed materials. As a general rule of thumb, use a body text size of 12-point, and larger sizes if your audience is vision-impaired. Use less text and more empty space – white space in the margins, between paragraphs, and around core messages, helps the reader focus their attention.

Presentation techniques

Since different people learn differently, it can be helpful to vary delivery of the messaging. Some learn best from spoken information, while others prefer visual aids. If the meeting format allows, include time for interaction and discussion. Relate to the audience by being conversational and use realistic examples when possible. Ask for feedback prior to the presentation or meeting and practice your delivery. Are the core messages clear? Are the materials easy to understand?

Repetition is critical for the audience to retain information in any presentation. At the conclusion of the presentation or discussion, reinforce key takeaways and what you want your audience to remember most.

3.3 Collecting and Addressing Complaints

In addition to outreach through meetings and media outlets, it can be helpful to establish standard procedures and a centralized point of contact to collect and address noise complaints. This has proven to be an effective means for identifying noise sensitivity of affected areas and fostering two-way communications with those affected. To be effective, operators must commit to 1) responding to complaints, and 2) making a good-faith effort to reduce noise for those affected, to the extent that it is feasible and safe. Having a standard procedure for collecting and responding to noise complaint reports can avoid the loss of useful information and create opportunities to enhance public awareness.

Collecting complaints

A noise complaint system may take the form of a phone line, web-based form, and/or mobile web-app. If reasonable, it is best to use more than one type of mechanism to collect complaints to foster accessibility. You may ask the local airport or heliport if they already have a noise complaint system set up. Some cities and municipalities also maintain their own systems, to evaluate noise impacts relative to local noise standards and limits.

Noise complaint systems may be advertised through traditional and social media, posted to airport and operator websites, and highlighted at meetings and community events. Some systems, such as hotlines, may have higher operating costs due to the need for live monitoring, while other methods, like web and phone apps, may require more upfront development costs.

Most airports in the United States allow residents to submit noise complaints through an online system. For example, Los Angeles World Airports (LAWA) implemented a noise comment system which interfaces with an existing live tracking website where users can view and identify aircraft operations and investigate past noise reports. Visiting the websites of LAWA and other major airports can be helpful for examples of a noise comment form, mobile app, and hotline instructions.

Addressing Complaints

Working with concerned citizens can be challenging. The most important benefit of responding to a citizen complaint is the opportunity to assure the community that helicopter operators hear their concerns and are reducing noise impacts when possible. Working with residents fosters a good neighbor relationship and supports the future of aviation in your community.

Complaints should be responded to as quickly as possible. The response should be professional; avoid a defensive response during communications and interactions. Following are some suggestions for communicating with those affected:

- Be courteous and patient, not defensive. Listen.
- Maintain a current fact sheet and provide accurate and up to date information including a description of the proactive noise abatement practices already in place. The resource library materials outlined in Section 6 may be helpful.
- Understand the goal of complaint management and the limits of what you can do.
- Make a commitment to follow up when appropriate and actually do it!
- Seek help. Responding to noise complaints is not new to the industry and partners are available to help. The local airport's noise management or community affairs staff may be able/willing to assist.

4. Outreach Examples

The following sections provide brief examples of communities where helicopter noise issues and community outreach efforts have been ongoing. For additional detail on the history of helicopter noise issues in these locations, please see the series of articles published by The Vertical Flight Society.[10]

Los Angeles (contributed by Chuck Street, Los Angeles Area Helicopter Operators Association)

Since 2012, local community organizations, helicopter operators and other stakeholders have been working with the Federal Aviation Administration in a collaborative process. Homeowner Coalition members and representatives from the Los Angeles area helicopter industry have identified the most noise sensitive neighborhoods in the region and have been promoting Fly Neighborly best practices with pilots.

In the spring of 2015 an Automated Helicopter Complaint System (ACS) went "live"; noise complaints could be filed via an online website or by telephone. With the encouragement of the FAA, a Helicopter Noise Complaint Review Committee was formed. The committee, comprised of homeowners and the local helicopter industry, meets monthly. The more egregious complaints are identified by the committee (6 to 12 per month) and helicopter industry representatives follow-up with the commercial operator or private pilot involved. About half of the time there is a legitimate reason for the occurrence (typically low-flying or extended hovering over a

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[10] Vertical Flight Society, Noise Initiative: https://vtol.org/noise

specific location). In other cases the pilot failed to include Fly Neighborly practices in their situational awareness. In those cases, the pilot is encouraged to adopt Fly Neighborly practices in future flights. They are reminded that it is the considerate thing to do, and future financial prosperity as an industry depends on the ability to minimize helicopter noise impacts. The goal is to avoid FAA enforcement actions, etc.

The Automated Helicopter Noise Complaint System (ACS) has enabled identification of the noise sensitive neighborhoods, objective measurement of the extent of concern among community residents about the issue of helicopter noise. It has provided the mechanism to remind pilots that they are accountable for the way they fly.

Over the last few years, the Los Angeles Area Helicopter Operators Association and the Professional Helicopter Pilots Association have conducted many pilot seminars which focused on the absolute necessity of implementing Fly Neighborly practices.

The FAA and local elected officials have been pleased that we in the L.A. area helicopter industry have been collaborating with the homeowners coalitions. We listen respectfully and do our best to be sensitive to their concerns. So far, the homeowners coalitions and local elected officials have backed off on their requests for further restrictions on the operations of helicopters in the Los Angeles region.

Eastern Region (NYC and surrounding areas, contributed by Lauren Pulsinelli, Administrative Director, ERHC)

Since it's inception in 1977, the Eastern Region Helicopter Council (ERHC, www.erhc.org) has had an active community outreach program to address the concerns of residents. They work to bring together pilots, operators, community members, and elected officials to understand each other's perspectives. The ERHC program incorporates a number of key elements:

- Provides a 1-800 number for the noise-affected to call with concerns
- Communicates with the airports and heliports to identify and avoid noise sensitive areas
- Posts the noise abatement procedures for all airports and heliports in the area on their website for easy access for pilots
- Recommends that pilots fly at the highest altitude possible that is safe
- Holds a yearly Fly Neighborly meeting in spring, to preempt the re-occurring summertime helicopter noise issues in the New York City metropolitan area
- Works with communities to find the best local solution before one is mandated (i.e., the North Shore Route; it may have solved noise concerns for a few communities while also 'waking-up' others)

As a result of these efforts, ERHC offers several lessons learned:

- Get out in front of any noise issues, as they grow in size and intensity
- Develop, train, and fly good noise abatement routes and techniques
- Foster good community relations before you have bad community relations

Port of Portland

The Port of Portland has established a Noise Management Program to support aviation and community partners with aviation noise management. Although this program is not specific to helicopters, these practices can be extended to helicopters and heliports.

The program established a 15-person Citizen Noise Advisory Committee[11] and provides several other forums for the public to engage with operators and the local airport. The Noise Management Program has presented their engagement work at several meetings, including a N.O.I.S.E Policy Summit and Community Involvement Workshop.[12] The Port of Portland has also established a noise hotline and online reporting system for the community to report noise events and complaints and maintains a social media presence. The PDX Noise Alerts Twitter account provides live updates related to noise issues.
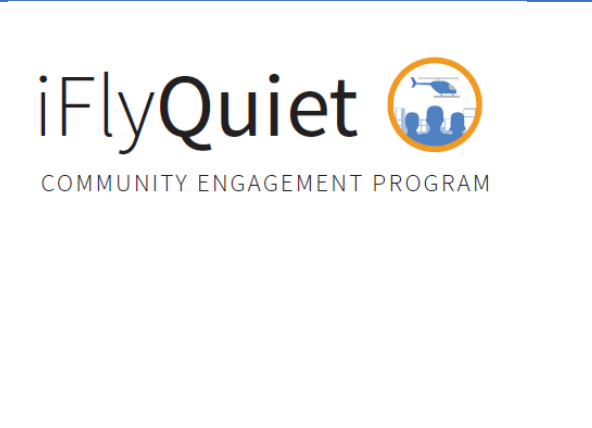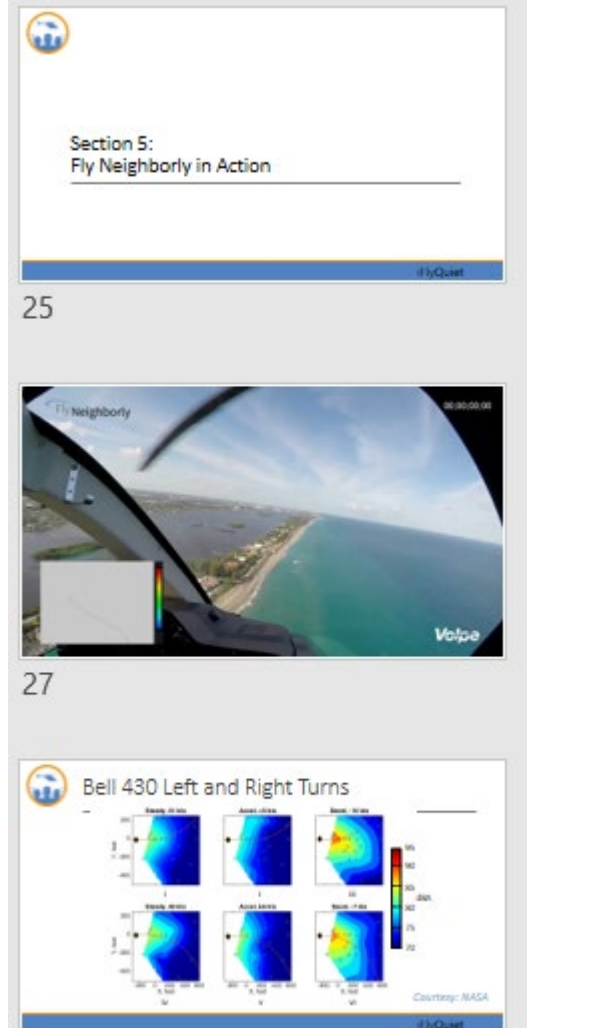
5. Resource Library

The iFlyQuiet Resource Library provides branded materials for helicopter operators and pilots to engage communities on helicopter noise issues. These resources are designed to proactively engage stakeholders, including politicians, businesses, homeowners, and the public.

6.1 Library Overview

The following materials are provided as part of a Resource Library:

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[11] https://www.portofportland.com/Committees/CNAC

[12] National Association to Insure a Sound Controlled Environment (N.O.I.S.E): http://www.aviation-noise.org/events-1/

Type	Description	Example
Branding Materials See Section 6.2	iFlyQuiet logos and themes (see examples below): • Branding scheme (.pdf and,.ai formats) • Logo (.ai and .png formats) • Powerpoint slide theme (.thmx format)	
Community Engagement Materials Available from https://www.volpe.dot.gov/policy-planning-and-environment/environmental-measurement-and-modeling/acoustics-publications-and	Slides developed in modules, may be re-packaged to suit individual situations and venues. • Introduction: What is Fly Neighborly? • Sound measurement and perception • Helicopter noise basics • Fly Neighborly Recommendations • Fly Neighborly in Action: audio / video examples • Fly Neighborly Limitations: Why can't Fly Neighborly be used everyday?	

Type	Description	Example
Animations and videos	Materials are included in the presentation slides along with a description and suggested use. • Acoustic animations • Cockpit overlay videos	
Sample brochure See Section 6.2	Provide succinct information on an operator's iFlyQuiet efforts	
Sample Fly Neighborly training certificate Available upon completion of Fly Neighborly training. See https://www.rotor.org/initiatives/fly-neighborly	Show a community that there is a commitment to addressing noise concerns	
Social Media Examples See Section 6.2		

6.2 Sample Outreach Materials

iFlyQuiet and Fly Neighborly Branding

The following graphics and color scheme may be used on websites and printed outreach materials.

Fly Neighborly and iFlyQuiet logos

Supplemental iFlyQuiet graphics

iFlyQuiet color palette

iFlyQuiet Brochure Example
Outside Brochure

Helicopters Save Lives

In 2017 and 2018, helicopters have helped save lives in the Los Angeles region. In addition to traditional medivac services, helicopters helped put out fires, rescue citizens from fires and mudslides, survey damage to the region.

Fly Neighborly Successes

o   Monthly community meetings with homeowners associations
o   Press pooling for news coverage of pre-planned events
o   Community outreach days

We want to work with you

The Los Angeles Area pilots and operators are committed to working with stakeholders to ensure continued dialogue on noise issues.

Inside Brochure

Members of the Los Angeles Area Helicopters Association (LAAHOA) have pledged to:

"fly my helicopter at higher altitudes where it is safe to do so without endangering myself or my passengers."

FAA Regulations state:

"A helicopter may be operated at not less than [1,000 feet over congested areas and 500 feet over non-congested areas]"

Operators in Los Angeles follow Fly Neighborly practices which state that pilots should:

"make every effort to fly at not less than 2,000 feet above the surface, weather permitting, even though flight at a lower level may be consistent with [regulations]"

Upcoming Events

3rd Wednesday of the month: community meetings

April 14, 2018: Community engagement day, Long Beach Airport

May 12, 2018: Pilot and Homeowner dialogue for Torrance and Long Beach

June 16, 2018: Pilot and Homeowner dialogue for Hollywood and Sherman Oaks

For more information on these events, and other Los Angeles Fly Neighborly Initiatives, please visit:

www.losangelesflyneighborly.com

Contact Information:
John Smith, President
Los Angeles Fly Neighborly Initiative
1 (800) 000-0000
john.smith@laflyneighborly.com

This brochure was created in coordination with the iFlyQuiet program

Los Angeles Area Fly Neighborly Initiatives

Social Media Examples

twitter

20 pilots in the region recently took a Fly Neighborly training to learn about helicopter noise abatement techniques. Learn more at www.losangelesflyneighborly.com |

Did you know that pilots in the Los Angeles region follow Fly Neighborly practices and fly higher than required FAA regulations? Learn more at www.losangelesflyneighborly.com

Want to interact with helicopter operators and pilots and learn about noise abatement procedures? The Los Angeles Area Fly Neighborly Initiative hosts monthly meetings with community members. Learn more at www.losangelesflyneighborly.com

Firefighters, along with a water dropping helicopter contained a blaze in 30 minutes near Occidental College in Eagle Rock. See more at: http://www.latimes.com/local/lanow/la-me-occidental-college-brusher-20171214-story.html

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Did you know that the FAA regulations state that helicopters must fly at 1,000 feet above congested areas and 500 feet over non-congested areas? Los Angeles pilots follow Fly Neighborly principles, which instructs pilots to fly at not less than 2,000 feet where it is safe to do so.

Helicopter operators in the region are encouraging pilots to take FAA's Fly Neighborly training, which teaches noise abatement procedures and flight techniques that minimize the effects of helicopter noise emissions that are effecting communities. The course also includes information on noise production and dissemination. To learn more about the training, please visit https://www.faasafety.gov/gslac/ALC/course_content.aspx?pf=1&preview=true&cID=500 |

Activities, Courses, Seminars & Webinars - ALC_Content - FAA - FAASTeam - FAASafety.gov

Helicopter noise can be an issue among municipalities. For example, major metropolitan areas such as New York City and the Los Angeles Basin are struggling to find noise-reducing solutions for helicopter tour and charter operators as well as police and helicopter air ambulance. Fly Neighborly seeks...

FAASAFETY.GOV

Did you know that Los Angeles local news stations have agreed to a press pool, using only one helicopter for news coverage of pre-planned events? This initiative has helped reduce the number of helicopters in the air at once, thereby reducing noise.

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6.3 Additional Web Resources

- Helicopter Association International Fly Neighborly Resources: https://www.rotor.org/initiatives/fly-neighborly
- Fly Neighborly Training: https://go.usa.gov/xQPCW
- Vertical Flight Society, Noise Initiative: https://vtol.org/noise
- HAI-American Helicopter Society[13] Flying Quiet Webinar: https://vtol.org/files/dmfile/Volpe-FlyingQuiet-16Nov2017-Final1.pdf
- FAA Community Involvement Manual. Federal Aviation Administration. February 2016: https://www.faa.gov/about/office_org/headquarters_offices/apl/environ_policy_guidance/guidance/media/faa_cim.pdf
- ACRP guide: Woodward et al., "Aircraft Noise: A Toolkit for Managing Community Expectations", National Academies of Science, ACRP Report 15, 2009. http://www.trb.org/Publications/Blurbs/162800.aspx
- FAA Approach to Helicopter Noise Presentation: https://vtol.org/files/dmfile/FAAApproachtoHelicopterNoise2.pdf
- Pennsylvania State University NoiseQuest: http://www.noisequest.psu.edu/
- NASA website: https://www.nasa.gov/
- FAA Website: https://www.faa.gov/
- FEMA/U.S. Fire Administration Community Outreach Guide: https://www.usfa.fema.gov/downloads/fief/fief_outreach_guide.pdf

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[13] Now the Vertical Flight Society: https://vtol.org/

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