

NOISE CONCERNS AND WHAT HAPPENS TO THEM....

There are several reasons why residents contact the Vancouver Airport Authority to inquire about aircraft noise. Some are concerned about a specific operation, new trends or aircraft noises not previously noticed, or to find out how much aircraft noise exists in an area that they are considering moving into.

The airport can be contacted several ways:

1. By e-mail (noise@yvr.ca). Many residents prefer to have responses to their concerns provided to them in writing.
2. By visiting WebTrak – our online noise monitoring and flight tracking system.
3. By leaving a voicemail message (*Noise Information Line: 604.207.7097*).
4. By calling *Noise Information Line* and pressing “0” to speak with an Airport Operations representative 24-hours a day. The representative will record the details of the concern and, if possible, provide information related to the operation.

All concerns that are received are forwarded to noise management staff for further investigation.

When reporting a noise concern it is important to provide as much information as possible so that the event can be investigated and responded to accurately. The information needed for a thorough investigation is:

- Date and time of event
- Location and description of event

Using our Aircraft Noise Monitoring & Flight Tracking System, noise management staff will investigate the details of the event. The Airport Authority does not have enforcement authority. If upon investigation we suspect that there has been a violation of regulations contained within the Canadian Aviation Regulations or the published Noise Abatement Procedures for YVR, the event and supporting information is sent to Transport Canada Civil Aviation Enforcement for further investigation.

If there is further information that can be provided to the resident, a member of the noise management staff will contact them as soon as practicable.

All concerns are logged in the YVR Noise Complaint Database. The personal information needed to log the concern is the resident's:

- Name
- E-mail address
- Address, city and/or postal code
- Phone number

Personal information is treated confidentially and information in the database is used to analyze trends, create reports for the YVR Aeronautical Noise Management Committee, and to report to the community via the annual noise report.

From these trends, noise management initiatives can be identified and worked on with assistance and input from the YVR Aeronautical Noise Management Committee.