



**DEPARTMENT OF THE AIR FORCE
UTAH AIR NATIONAL GUARD
Roland R. Wright Air National Guard Base UTAH**

06 November 2024

MEMORANDUM FOR: TO WHOM IT MAY CONCERN

FROM: 151 WING/ CC

SUBJECT: 151ST WING POLICY ON ADDRESSING AIRCRAFT NOISE COMPLAINTS
AND INQUIRIES FROM THE PUBLIC

1. Introduction

This document outlines the 151st Wing's policy for addressing aircraft noise complaints and inquiries from the public and describes elements of an initiative to enhance the noise complaint process. Modeled after FAA guidelines, this policy aims to improve response coordination, ensure consistency, and better serve the community. The 151st Wing will not use the number or volume of noise complaints to justify altering current practices or procedures related to air operations.

2. Policy

As a matter of policy, the 151st Wing at Roland R Wright Air National Guard Base is committed to efficiently and effectively addressing noise complaints and inquiries in a consistent and responsive manner. This policy includes the following key elements:

- **Specific Information Requirements:** Complaints must include details to help the 151st Wing identify the source, location, and nature of the noise issue, allowing for effective responses.
- **Digital Platform for Tracking:** A digital noise complaint form on the Roland R Wright Air National Guard Base website records and tracks noise complaints, ensuring a consistent response process.
- **Annual Summary Sharing:** The 151st Wing provides local governments with summary-level, non-personally identifiable information each year regarding the types of noise complaints received, promoting transparency with the community.
- **Limitations on Third-Party Submissions:** The 151st Wing does not accept or register complaints from third-party automated applications or devices, as automated submissions can lead to high volumes of duplicate complaints, contrary to efficient resource management.



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- **Timely Responses:** The 151st Wing is dedicated to providing prompt responses to aircraft noise complaints.
- **Policy on Repetitive Complaints:** Complaints that are identical to previous submissions from the same individual will not receive repeat responses, ensuring efficient use of resources.
- **Response Request Requirement:** Complainants must indicate (in comments) on the web form whether they wish to receive a response from the 151st Wing.
- **Exclusion of Abusive Complaints:** Complaints that contain abusive, threatening, or obscene language will not be addressed. Such complaints may be referred to security or law enforcement if necessary.
- **Frequently Asked Questions (FAQs):** The 151st Wing maintains a regularly updated FAQ section on the Roland R Wright Air National Guard Base website to inform and educate the public on noise-related issues.
- **Public Education:** When responding to noise complaints, the 151st Wing aims to enhance community understanding by sharing information about relevant Air National Guard regulations, policies, noise mitigation measures, and any potential circumstances that might lead to additional measures.

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