

Westchester County Airport Noise Complaint Reconciliation Policy

I. Purpose

The purpose of this policy is to insure that:

- (a) the public interest in the quality of life and quiet enjoyment of Westchester County's environment is reflected in the County Airport's efforts to abate and deter, to the extent possible under the law, excessive noise as a result of aircraft operations;
- (b) members of the public reporting excessively noisy aircraft operations are provided with prompt, thorough and accurate information about the operations that generate complaints;
- (c) those responsible for operations that generate complaints are encouraged to take measures to eliminate future excessive noise incidents; and
- (d) public assets devoted to the noise abatement effort at the airport are prudently allocated to achieve the greatest benefit for the maximum number of people.

II. Complaint Reconciliation

The Airport Noise Abatement Officer and his or her staff are directed:

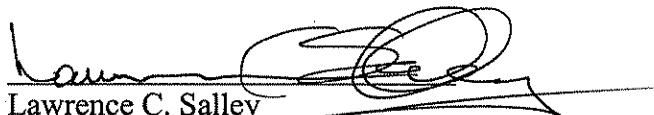
- (a) to accept and record complaints regarding incidents of excessive noise generated by aircraft operations from residents of Westchester County and residents of non-Westchester County communities surrounding the County Airport by mail, e-mail and telephone ;
- (b) to permanently log all such investigations in a consistent format;
- (c) to investigate such complaints and attempt to reconcile them to individual aircraft operations, and identifying whenever possible, the tail number or commercial flight number of the subject aircraft, the type of aircraft, the time and approximate location of the event, the owner and/or operator, the origin and destination of flight generating the complaint, the manager or fixed based operator supporting the aircraft if such manager/operator is located at Westchester County Airport;
- (d) to promptly report back, if requested and in the manner requested, to each person making a complaint with the results of the investigation;
- (e) to inform the owner, operator, manager and fixed base operator, whenever possible, in writing, that the incident has been reported and investigated;
- (f) to remind those informed of the mutual interests of the entire airport community in maintaining a Good Neighbor policy with the residents of surrounding communities; and
- (g) to recommend, where practical, alternative operating procedures that may reduce noise emissions and avoid future complaints.

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III. Limitations

In order to insure the availability of resources in the Office of Noise Abatement to serve the maximum number of persons, the Noise Abatement Officer may, in any calendar month when more than 50 complaints are received from any one household (determined by street address), limit the reconciliation of such complaints to steps (a) and (b) in Section II above, unless otherwise directed by the Commissioner.

Approved:

A handwritten signature in black ink, appearing to read "Lawrence C. Salley", written over a horizontal line.

Lawrence C. Salley
Commissioner of Transportation

October 24, 2008