

**ENVIRONMENTAL STEWARDSHIP DIVISION  
SAN ANTONIO AVIATION DEPARTMENT**

***NOISE COMPLAINTS  
May 2021***

1,231 calls to the Noise Complaint Hotline were submitted during this reporting period.

Geographically the complainant calls ranged as follows:

<b>DISTANCE – Miles plus from the airport</b>	<b>Individual Callers</b>	<b>NOISE</b>	<b>RATP</b>	<b>INQUIRY</b>	<b>UNKN</b>
.5	2	8	1	0	0
1	11	14	3	0	0
2	7	775	2	0	0
3	6	9	1	0	0
4	1	4	0	0	0
> 5	2	413	0	0	0
Unknown	1	0	0	0	1
<b>Total</b>	<b>30</b>	<b>1,223</b>	<b>7</b>	<b>0</b>	<b>1</b>

There were 30 individuals that generated the noise complaints and RATP eligibility inquiries during this reporting period.

**NOISE OFFICER CONTACT - Joshua Heiss**

Noise Office: (210) 361-9632

Noise Office Email: [airportnoisehotline@sanantonio.gov](mailto:airportnoisehotline@sanantonio.gov)

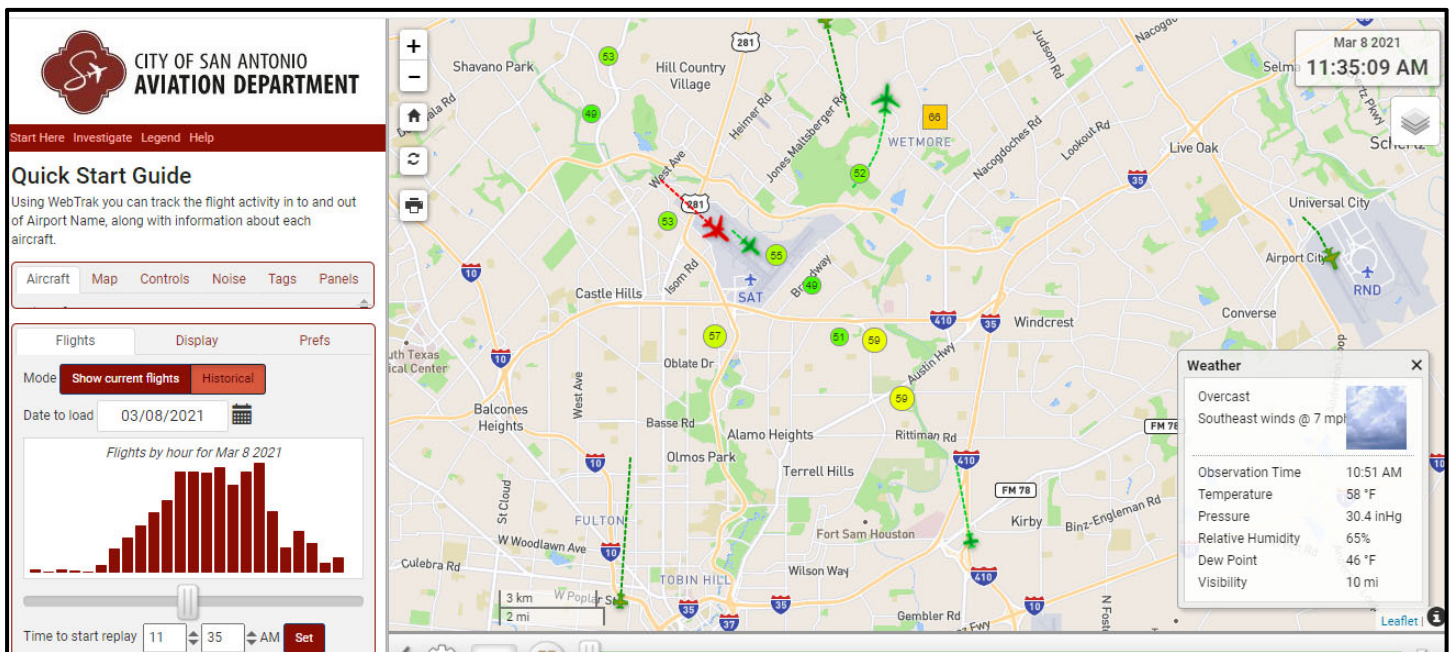
**Environmental Stewardship Website:**

<https://flysanantonio.com/business/about-saas/environmental-stewardship/>

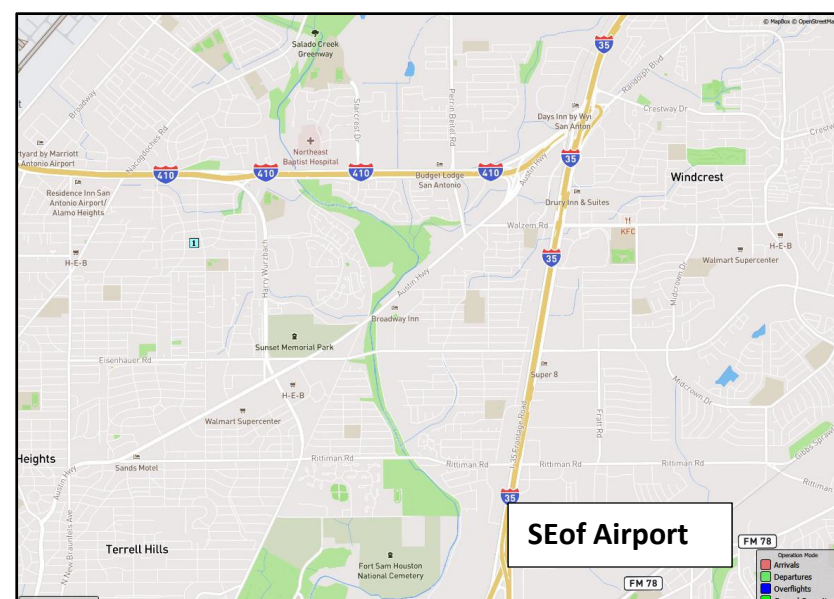
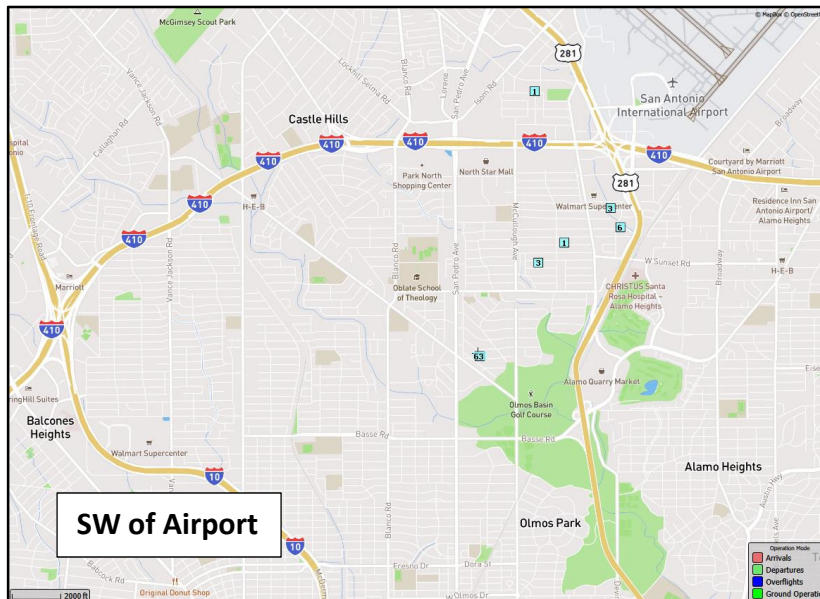
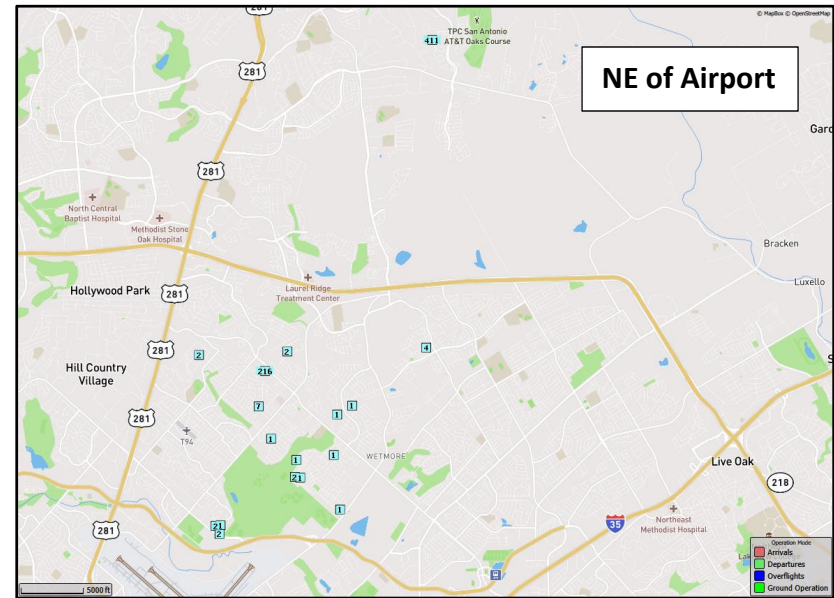
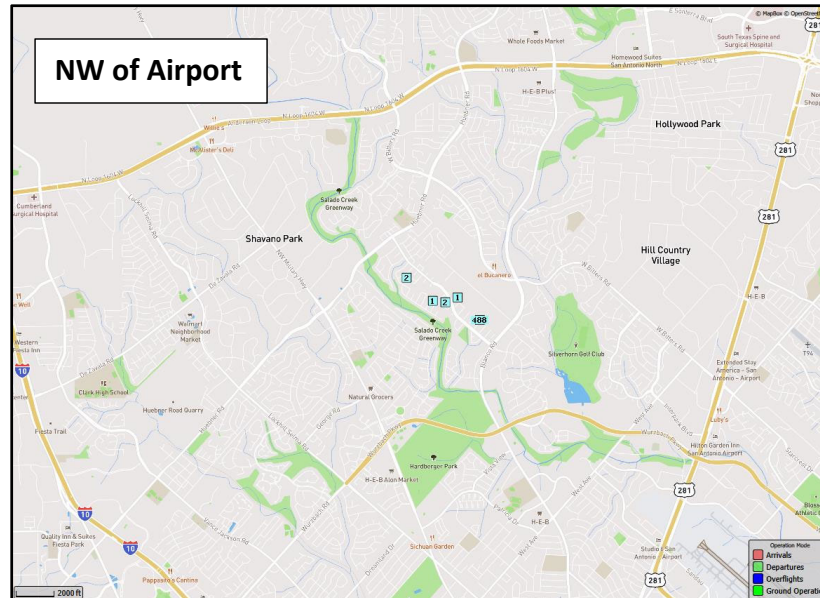
Check out WebTrak: <https://webtrak.emsbk.com/sat2>

WebTrak offers the following information and capabilities to the community in real time:

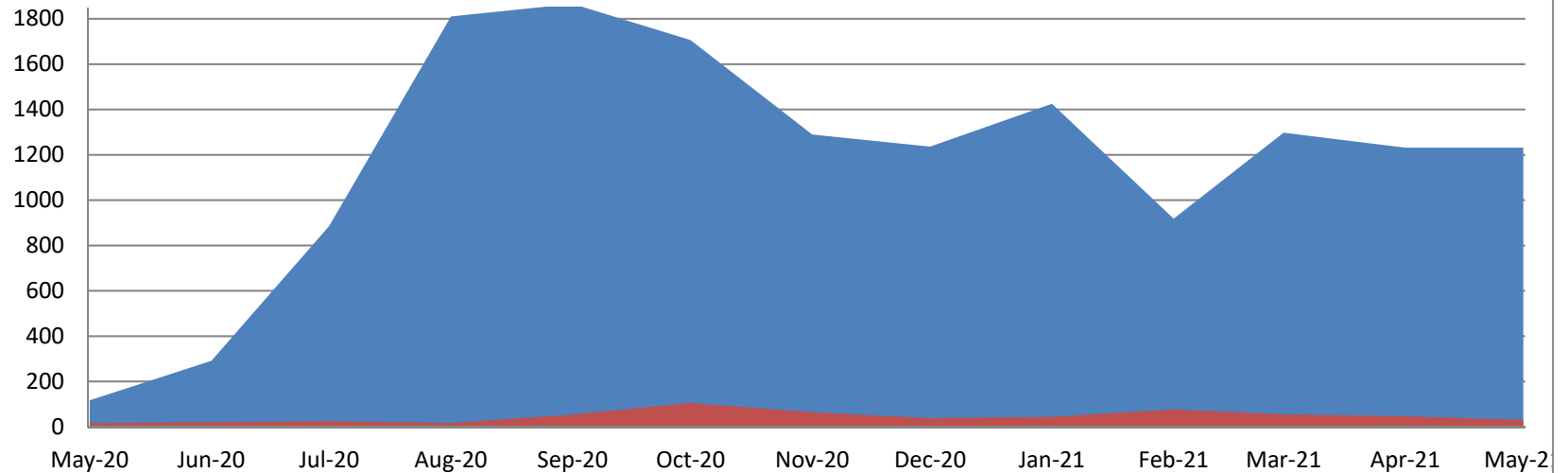
- Track flight operations in real time;
- Monitor noise levels at the Noise Monitor Terminals;
- Replay flight tracks;
- View weather information;
- View flight details, and flight elevation; and,
- Record noise concerns



## Locations of May 2021 Noise Complaints and RATP Inquires

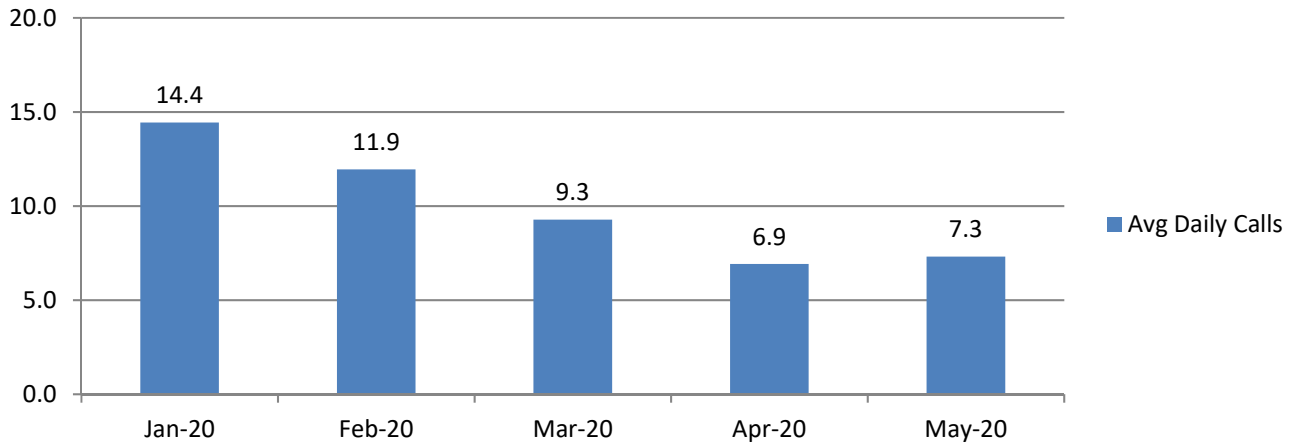


## 2020 - 2021 Monthly SAT Aircraft Noise Complaints



	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
■ Total Calls	117	291	886	1810	1866	1706	1289	1236	1425	918	1297	1231	1231
■ Total Callers	16	20	25	17	54	105	64	38	44	77	55	47	30

### Average Noise Inquiries Per Day (COVID19) Jan 2020 - May 2020



### Average Noise Inquiries Per Day (COVID19 Recovery) Jan 2021 - May 2021

