



**UNITED STATES ARMY
ENVIRONMENTAL HYGIENE
AGENCY**

ABERDEEN PROVING GROUND, MD 21010-5422

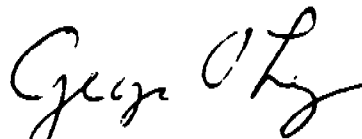
**SUGGESTED PROCEDURES FOR RECORDING NOISE COMPLAINTS
AT ARMY INSTALLATIONS**

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DEPARTMENT OF THE ARMY
U. S. ARMY ENVIRONMENTAL HYGIENE AGENCY
ABERDEEN PROVING GROUND, MARYLAND 21010

HSE-OB/WP Technical Guide

1 April 1980

SUGGESTED PROCEDURES FOR RECORDING NOISE COMPLAINTS
AT ARMY INSTALLATIONS

1. PURPOSE. AR 200-1, Environmental Protection and Enhancement, directs installations to record and investigate complaints concerning environmental noise. Although many installations follow this directive, few have a systematic method for recording the complaints. Consequently, much valuable information on the sources of annoying environmental noise and the locations from which the noise complaints originate is lost or scattered among various offices. The purpose of this guide is to aid installations in developing a systematic method for recording information and more importantly asking the right questions to obtain more useful information of those citizens who complain about environmental noise. Adherence to the suggested procedures should provide a solid base for environmental personnel to make decisions about the noise environment.
2. IMPLEMENTING THIS GUIDE. The heart of this guide is the suggested noise complaint questionnaire (Appendix A), but having a complaint questionnaire is only one step in the total process.
 - a. The first step is letting the area residents know that the installation commander is concerned with their environment and wants to hear their complaints. This is essentially a public information effort.
 - b. The second step is to make sure that noise complaints are routed to the proper office. US Army Environmental Hygiene Agency (USAEHA) environmental noise teams have found that the lack of standing operating procedures (SOP) for handling noise complaints leads to confusion about the seriousness of specific noise problems and a loss of useful information.
 - c. The third step is to make sure that forms, similar to the following samples are locally developed, made available, and that the people responsible for filling them out are well-trained. The suggested questionnaire contained in this guide is designed to cover most noise complaints that will be received by Army installations. The format is intended to aid the interviewer in asking the right questions by following a series of sequential steps. A privacy act statement in the questionnaire may be required depending on local policies.
 - d. The fourth step is to complete the followup through the appropriate office. This requires good coordination and communication among all involved offices. Appendices B and C contain samples of suggested followup forms intended to aid in locating the source of aircraft noise and blast noise complaints, respectively.
3. RETENTION OF RECORDS. Unlike many other types of files, the noise complaint file should be retained for a long period of time. By accumulating data on the response to Army noise over a long period, it will become possible to spot trends and problem areas.

APPENDIX A

NOISE COMPLAINT QUESTIONNAIRE

Instructions: This questionnaire is to be used whenever a person contacts your office concerning environmental noise problems. The form contains a series of steps, each involving questions to be asked of the inquirer, along with directions to be followed for various types of answers. Begin with Step 1. (Always thank the complainant for calling when you end the interview.)

STEP 1. Question: Are you calling to obtain information or to make a formal complaint? (CIRCLE ANSWER)

- a. Information
- b. Complaint

IF a, PROVIDE INFORMATION, TERMINATE INTERVIEW, AND FILE THIS FORM.
IF b, GO TO STEP 2.

STEP 2. READ THE FOLLOWING STATEMENT TO THE INQUIRER:

"IN ORDER TO HELP US AVOID FUTURE NOISE DISTURBANCES, WE HAVE DEVELOPED A SERIES OF QUESTIONS DESIGNED TO PINPOINT THE EXACT CAUSE OF YOUR COMPLAINT. I WOULD LIKE TO ASK YOU SEVERAL QUESTIONS."

INSERT PRIVACY ACT STATEMENT HERE.

Question: Are you willing to answer some questions about your complaint?
(CIRCLE ANSWER)

- a. Yes
- b. No

IF a, GO TO STEP 3.
IF b, TERMINATE INTERVIEW AND FILE THIS FORM.

SAMPLE OF A NOISE COMPLAINT QUESTIONNAIRE

STEP 4.A. FOR AIRCRAFT ONLY.

Question: Where were you when the aircraft flew over? (CIRCLE ANSWER)

- Indoors
- Outdoors

Question: How did the noise affect you? [CIRCLE ANSWER(S)]

- Startled me
- Woke me
- Frightened the pet
- Disturbed livestock
- Woke a child
- Rattled the house
- Interfered with conversation
- Interfered with TV/radio

Question: How many times did the disturbance occur? (CIRCLE ANSWER)

- Once
- Twice
- 3 to 7 times
- 7 to 15 times
- More than 16 times

Question: Did you see the plane? (CIRCLE ANSWER)

- Yes
- No

IF YES, GO TO STEP 4.A.1.
IF NO, GO TO STEP 4.A.2.

STEP 4.A.1. VISUAL DESCRIPTION OF AIRCRAFT.

Question: Which of the following best describes the design of the aircraft?
(CIRCLE ANSWER)

- Helicopter with one rotor
- Helicopter with two rotors
- Helicopter, number of rotors unknown
- Jet with one engine
- Jet with two engines
- Jet with four engines
- Jet with unknown number of engines
- Plane with one propeller
- Plane with two propellers
- Plane with four propellers
- Plane with unknown number of propellers

Question: What color was the aircraft? _____

Question: Did it have a Red Cross or any other marking? _____

Question: In what direction was the aircraft flying? (CIRCLE ANSWER)

- North Northeast
 - East Southeast
 - South Southwest
 - West Northwest
- In circles

Question: Any other information about the incident? _____

NOW TERMINATE THE INTERVIEW AND GO TO STEP 5.A.

STEP 4.A.2. AUDITORY DESCRIPTION OF AIRCRAFT.

Question: What kind of aircraft do you think made the noise? (CIRCLE ANSWER)

Small helicopter
Large helicopter
Small jet
Large jet
Small propeller-driven plane
Large propeller-driven plane

Question: What do you think the aircraft was doing? (CIRCLE ANSWER)

Landing
Taking off
Passing by
Circling

NOW TERMINATE THE INTERVIEW AND GO TO STEP 5.A.

STEP 4.8. FOR BLASTS AND EXPLOSIONS ONLY:

Question: Where were you when the noise disturbed you? (CIRCLE ANSWER)

Indoors
Outdoors

Question: How did the noise disturb you? [CIRCLE ANSWER(S)]

Rattled windows
Startled me
Woke me
Frightened the pet
Disturbed livestock
Woke a child
Shook the house
Cracked plaster
Broke a window
Other _____

Question: How many blasts were disturbing? (CIRCLE ANSWER)

1
2
3 to 7
7 to 15
More than 16

Question: How closely spaced were these explosions? (CIRCLE ANSWER)

- Close like machine gun
- Several all at once
- 5 to 10 minutes apart
- More than 10 minutes apart

Question: How long did the disturbance last? (CIRCLE ANSWER)

- Less than 5 minutes
- 5 to 30 minutes
- 30 minutes to 1 hour
- 1 to 2 hours
- 2 to 4 hours
- 4 to 8 hours
- All day
- All night

Question: Any other information about the incident: _____

NOW TERMINATE THE INTERVIEW AND GO TO STEP 5.B.

STEP 5.A. WEATHER DURING AIRCRAFT NOISE COMPLAINT.

CALL THE AIR FORCE WEATHER DETACHMENT OR NEAREST WEATHER STATION AT EXT _____
FOR A DESCRIPTION OF THE WEATHER DURING THE COMPLAINT PERIOD.

CIRCLE THE DESCRIPTION WHICH BEST FITS THE WEATHER WHEN THE ANNOYANCE
OCCURRED:

- Overcast, Poor Visibility
- Cold and Clear
- Warm and Hazy
- Other _____

RECORD THE DIRECTION AND SPEED OF SURFACE WIND _____

XEROX A COPY OF THIS FORM, FILE ORIGINAL, AND SEND XEROXED COPY TO AIRFIELD
COMMANDER ALONG WITH FOLLOWUP FORMAT A.

STEP 5.8. WEATHER DURING BLAST NOISE COMPLAINT.

CALL THE DIVISION ARTILLERY METEOROLOGICAL DETACHMENT AT EXT _____ AND ASK WHETHER A RADIOSONDE BALLOON RUN HAS OCCURRED WITHIN 4 HOURS OF THE REPORTED ANNOYANCE. IF A COMPUTER MET MESSAGE (DA FORM 3677) IS AVAILABLE, FILL OUT THE FOLLOWING INFORMATION FOR ALTITUDES UP TO 3500 METERS:

ALTITUDE (meters)	TEMPERATURE (1/10°K)	WIND SPEED (knots)	WIND DIRECTION (10's mils)
SURFACE	_____	_____	_____
200	_____	_____	_____
500	_____	_____	_____
1000	_____	_____	_____
1500	_____	_____	_____
2000	_____	_____	_____
2500	_____	_____	_____
3000	_____	_____	_____
3500	_____	_____	_____

NOW CALL THE AIR FORCE WEATHER DETACHMENT OR NEAREST WEATHER STATION AT EXT _____ FOR A DESCRIPTION OF THE WEATHER DURING THE TIME OF ANNOYANCE. CIRCLE THE MOST APPROPRIATE DESCRIPTION OF THE WEATHER AT THE TIME.

- Steady wind of 5-10 mph with gusts in direction of complainant.
- Clear with layering of smoke or fog.
- Cold, hazy or foggy morning.
- Day following a day when large extremes of temperature (about 20°C) occurred between day or night.
- Generally high barometer reading with low temperature.
- Other _____

XEROX A COPY OF THIS FORM, FILE ORIGINAL, AND SEND XEROXED COPY TO RANGE CONTROL ALONG WITH FOLLOWUP FORMAT B.

APPENDIX B

FOLLOWUP FORM A*



DEPARTMENT OF THE ARMY
U.S. ARMY ENVIRONMENTAL HYGIENE AGENCY
ABERDEEN PROVING GROUND, MARYLAND 21060

HSE-OB/WP

1 April 1980

SUBJECT: Aircraft Noise Complaint Followup

Local Army
Airfield

Commander
Aberdeen Proving Ground
ATTN: STEAP-AB (Army Airfield)
Aberdeen Proving Ground, MD 21005

Inclosed is a copy of a complaint received concerning aircraft noise. Please review the record of complaint, answer the following questions, and return the information to this office. The information may be of assistance in future planning to avoid noise complaints through effective land-use.

a. Were any Army aircraft flying near the complainant's location during the complaint period? Yes (If yes, go to b), No (If no, go to d)

b. Who was flying the Army aircraft? Active duty, Reserve, National Guard

c. What type of Army aircraft was it?

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> U-8 | <input type="checkbox"/> CH-54 | <input type="checkbox"/> OH-6 |
| <input type="checkbox"/> U-21 | <input type="checkbox"/> AH-1G | <input type="checkbox"/> UH-1M |
| <input type="checkbox"/> O-2 | <input type="checkbox"/> UH-1H | <input type="checkbox"/> TH-55 |
| <input type="checkbox"/> CH-47 | <input type="checkbox"/> UH-1B | <input type="checkbox"/> OH-58 |
| <input type="checkbox"/> OV-1 | <input type="checkbox"/> C-12 | Other _____ |

d. If this was not an Army aircraft, what type of aircraft do you believe was actually responsible for the complaint (based on information provided in Steps 4.A.1 and 4.A.2 attached)? _____

e. Was it flying a standard route? Yes No

f. What was its route and altitude (AGL) at the time of the complaint?

FOR THE COMMANDER:

I Incl
as

MARIAN C. AVERY
MAJ, MSC
Adjutant

Proponent
Office

* This suggested format is intended to elicit relevant information from the airfield as to the probable cause of the complaint.

APPENDIX C

FOLLOWUP FORM B*



DEPARTMENT OF THE ARMY
U. S. ARMY ENVIRONMENTAL HYGIENE AGENCY
ABERDEEN PROVING GROUND, MARYLAND 21010

HSE-OB/WP

1 April 1980

SUBJECT: Blast Noise Complaint Followup

Range
Control
Officer

Commander
Aberdeen Proving Ground
ATTN: STEAP-MT (Range Control)
Aberdeen Proving Ground, MD 21005

1. Inclosed is a copy of a complaint received concerning blast noise. Based on the time and duration of the disturbance, and the number of disturbing blasts and their patterning, it may be possible for your office to identify the probable cause of the complaint.

2. Please review the location of the complainant and the location of various range activities at the time of the complaint, check all applicable items in the following list, and return the information to this office.

- a. Did any of the following occur within 1500 meters of the complainant?
- Firing of 81-mm mortar
 - Firing of 4.2-inch mortar
 - Firing of 105-mm howitzer
 - Impact of HE round from 81-mm mortar
 - 1-pound charge of explosive, untamped
- b. Did any of the following occur within 2000 meters of the complainant?
- Firing a recoilless rifle
 - Impact of HE round from a 105-mm howitzer
 - 5-pound charge of explosive, untamped
 - 40-pound cratering charge
- c. Did any of the following occur within 3000 meters of the complainant?
- Firing of 175-mm gun
 - Firing of TOW or DRAGON
 - Firing of 105-mm main tank gun
 - Firing of M114, M44 or M123 models of 155-mm howitzer
 - Impact of HE round from 4.2-inch mortar
- d. Did any of the following occur within 4500 meters of the complainant?
- Firing of 8-inch howitzer or gun
 - Firing of 152-mm gun
 - Impact of HE warhead from TOW or DRAGON
- e. Did any of the following occur within 8000 meters of the complainant?
- Firing of the M198 or M109 models of the 155-mm howitzer
 - Impact of HE rounds from the 155-mm howitzer
- f. Did any of the following occur within 15 kilometers of the complainant?
- Impact of HE rounds from the 8-inch howitzer or 175-mm gun
 - 40 pounds or more of explosive, untamped
- g. In your opinion, were any of the sources checked above actually responsible for the complaint?

Which ones? _____

If not, what do you think was the probable cause of the complaint?

FOR THE COMMANDER:

1 Incl
as

MARIAN C. AVERY
MAJ, MSC
Adjutant

Proponent
Office

* This suggested format is intended to elicit relevant information from Range Control as to the probable cause of the blast noise complaint.

SAMPLE OF A BLAST NOISE COMPLAINT FOLLOWUP