

NOISE COMPLAINT QUESTIONNAIRE

(Ltr, ATEN-FN, HQ TRADOC, undtd, Subject: Procedures for Recording Noise Complaints at Army Installations)

DATA REQUIRED BY PRIVACY ACT STATEMENT OF 1974

- 1. AUTHORITY: Noise Control Act of 1972 (PL 92-574)
- 2. PRINCIPAL PURPOSE(S): The information collected through the use of this questionnaire will be used to obtain information on the sources of annoying environmental noise which is generated by Army activities.
- 3. ROUTINE USES: Information on Noise Complaints will be collected in order to respond to specific complaints and conduct analysis of complaints over time to better understand the progression of annoying noise beyond the installation boundary.
- 4. MANDATORY OR VOLUNTARY DISCLOSURE AND EFFECTS ON INDIVIDUAL NOT PROVIDING INFORMATION: The information to be provided is voluntary. If the requested information is not provided then it will not be possible to identify and correct the source of the annoying noise, mission permitting.

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? (Please check one)

- a. Information
- b. Complaint

IF a, PROVIDE INFORMATION, Please provide information at bottom of page 4
IF b, GO TO STEP 2.

STEP 2. Please READ THE FOLLOWING STATEMENT:

“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.”

Question: Are you willing to answer some questions about your complaint? (Please check one)

- a. Yes
- b. No

IF a, GO TO STEP 3.
IF b, Please provide information requested in NEXT STEP and submit

STEP 3. GATHERING BASIC DATA.

Question: What is your name, address, and telephone number? _____

Question: Where are you located in relation to our post? (Please check one)

- | | |
|-------|-----------|
| North | Northeast |
| East | Southeast |
| South | Southwest |
| West | Northwest |

Question: When did the annoying noise occur? FILL IN DATE _____
FILL IN TIME _____

Question: What was making the noise? (Please check one)

- Aircraft
- Explosion
- Trucks
- Buses
- Machinery
- Motorcycles
- Other

IF AIRCRAFT IS CHECKED, GO TO STEP 4.A. (***This page***)

IF EXPLOSION IS CHECKED (***artillery or blast noise***), GO TO STEP 4.B. (***Top of page 4***)

Question: Is the noise source military or civilian? (Please check one)

- Military
- Civilian

Question: Describe the source of the noise (such as large Army truck without adequate muffler).

Question: If a motor vehicle, what was its make? Color? Other distinguishing features?

STEP 4.A. FOR AIRCRAFT ONLY.

Question: Where were you when the aircraft flew over? (Please check one)

- Indoors
- Outdoors

Question: How did the noise affect you? (Please check all that apply)

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

Question: How many times did the disturbance occur? (Please check one)

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

Question: Did you see the plane? (Please check one)

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? (Please check one)

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 was the color of the aircraft? _____

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

Question: In what direction was the aircraft flying? (Please check one)

North

Northeast

East

Southeast

South

Southwest

West

Northwest

In circles

Question: Any other information about the incident? _____

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

Question: What kind of aircraft do you think made the noise? (Please check one)

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? (Please check one)

Landing

Taking off

Passing by

Circling

STEP 4.B. FOR BLASTS AND EXPLOSIONS ONLY:

Question: Where were you when the noise disturbed you? (Please check one)

Indoors

Outdoors

Question: How did the noise disturb you? (Please check all that apply)

Rattled windows

Frightened the pet

Startled me

Disturbed livestock

Woke me

Woke a child

Shook the house

Cracked plaster

Broke a window

Other

Question: How many blasts were disturbing? (Please check one)

1

2

3 to 7

7 to 15

More than 16

Question: How closely spaced were the explosions? (please check one)

Close like a machine gun

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? _____
