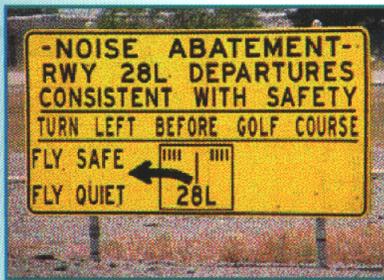


Fly Friendly Program

The City also promotes a “Fly Friendly program which is voluntary and non-regulatory. The “*Fly Friendly*” program includes pilots, instructors and students in an ongoing educational program aimed specifically at noise abatement and quiet flying techniques. All new tenants to the airport receive a noise abatement briefing by Airport Management. Additionally, signage and printed information serve as a constant reminder to “*Fly Friendly.*”



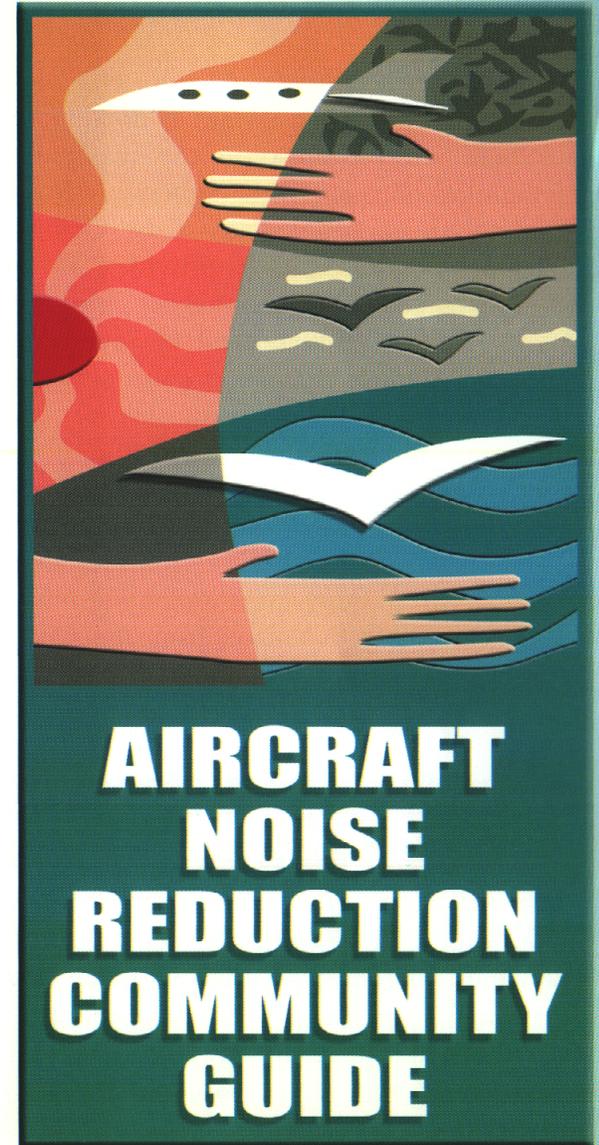
Our Commitment to the Community

- To monitor aircraft noise at HWD and to abate it whenever possible.
- To provide written or verbal responses to the public who have aircraft noise concerns.
- To achieve effective aircraft noise reduction through pilot education & awareness programs.



CITY OF
HAYWARD
HEART OF THE BAY

The Hayward Executive Airport
20301 Skywest Drive
Hayward, CA 94541



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Hayward's Noise Ordinance

The City of Hayward and the Hayward Executive Airport (HWD) strive continually to reduce aircraft noise in the residential communities adjacent to the airport. A Noise Ordinance was adopted by City Council in 1992. The Ordinance provides for a comprehensive noise monitoring program which includes the placement of four noise monitoring stations at several noise sensitive areas surrounding the Airport. These noise monitoring microphones record the noise levels of all aircraft arriving and departing HWD 24 hours a day.

If you wish a copy of the City's Noise Ordinance, please download from the City's website: www.hayward-ca.gov

Registering an Aircraft Noise Complaint

When should I register a noise complaint?

Everyone perceives noise differently. However, if you believe that an aircraft is particularly noisy or flying at too low an altitude over your home, a complaint may be warranted.

How do I register a complaint?

To register a complaint, you can go online at www.hayward-ca.gov; look under City Enterprises, then Hayward Executive Airport and click on Airport Administration. Or, you could call the 24 hour Noise Information Hotline at 293-8692. Please speak slowly and clearly; leave your name, address, and a

telephone number where you can be reached during the day. Also, include the day, date, and time of the incident, as well as the type of aircraft, (jet, single or multi-engine, if known) and the nature of your concern.

What happens after I register a complaint?

Airport staff will log your complaint and collect the flight track data from the noise monitoring system. If it is established that there has been a violation of the City's Noise Ordinance, the owner of the aircraft will be contacted and Airport staff will instruct him/her on proper noise abatement procedures. Our goal is to achieve effective aircraft noise reduction through pilot awareness and education programs. However, repeat offenders will be cited.

Will I be contacted?

Staff will make every effort to contact you as to whether or not there has been a violation of the City's Noise Ordinance. The Airport's written response should address your concerns and be as thorough as possible.

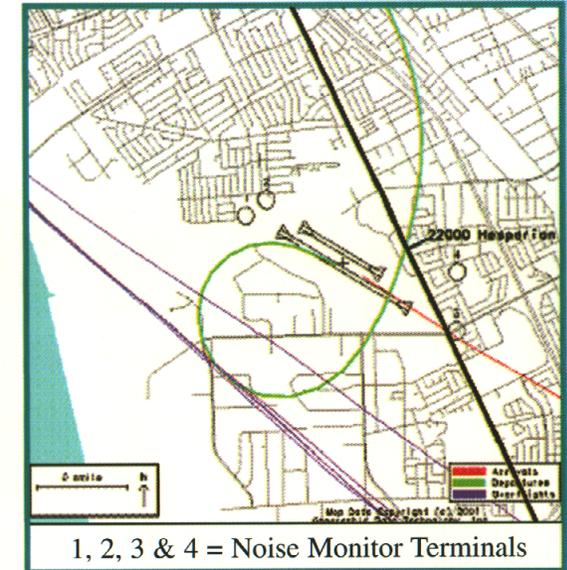


Administrative Offices: (510) 293-8678
Office Hours: 8:00 am to 5:00 pm (M-F)
Noise Hotline: (510) 293-8692 (24 hrs.)
Website: www.hayward-ca.gov

Improved Tracking System (ANOMS)

As part of the City's ongoing effort to monitor and ensure compliance with the Noise Ordinance, an Airport Noise and Operations Monitoring System (ANOMS) was installed and certified operational in early 2002. This new, state-of-the-art, system provides airport staff with the increased ability to accurately monitor aircraft arriving and departing, track flights and altitudes, and establish aircraft identification. Through information obtained from the Noise Monitoring Terminals (NMT), radar flight tracking data and local air traffic control communications, a significant number of noisy and/or low over flights can be comprehensively investigated. In addition to increased accuracy, ANOMS reduces the time necessary to analyze and respond to public inquiries.

Typical ANOMS Flight Track Data



1, 2, 3 & 4 = Noise Monitor Terminals