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The Fly Neighborly section on HAI's

www.rotor.com web site provides
information about Fly Neighborly, including
manufacturer-recommended Noise Abatement
Procedures for many helicopter models and
information on the HAI Noise Abatement
Training program that will help in recognizing:

- * the impact operations have on noise
- the dangers of not addressing noise concerns
- the primary noise sources on a helicopter
- which noise sources dominate each helicopter flight regime
- the effect that distance has on sound
- the effects of temperature, humidity, and wind on sound
- * the impacts of terrain on sound
- the steps manufacturers have taken to reduce helicopter noise
- new design features being examined for future noise reduction
- * the need for noise abatement
- how pilot attitude factors into noise abatement
- general guidelines for reducing helicopter noise
- the role of associations in establishing and enforcing noise abatement procedures

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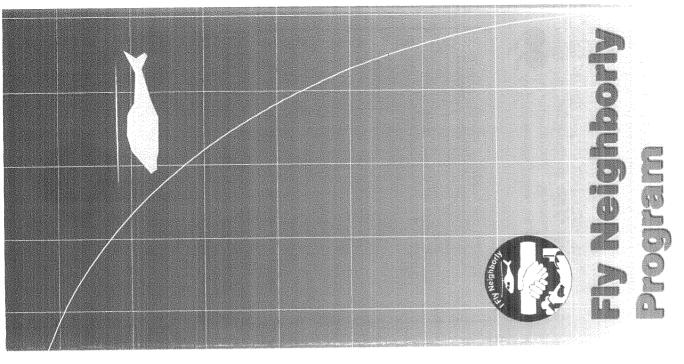
perators of helicopters are sensitive to community concerns. They address those concerns in the following ways, among others:

- By implementing proactive measures, such as those described in HAI's Fly Neighborly Program, which help reduce noise impacts to the community.
 - By responding to a citizen complaint in order to assure the citizen that you hear their concerns and are reducing noise impacts when possible.
- By providing informational materials to the public. A tri-fold pamphlet, similar to this one, but specifically aimed at the public/local community is available from HAI. Copies for hand-out or mail-out can be obtained by visiting Fly Neighborly.com.

In handling citizen inquiries/complaints, most operators:

- Maintain a current fact sheet and provide accurate and up to date information.
- Make a commitment to the caller to follow up when appropriate.
- Thoroughly investigate the cause of the concern. Consider a face-to-face meeting.
 - Provide available materials/information.

By establishing standard procedures, operators can address inquiries/complaints effectively and professionally. For help in doing this, operators can go to Fly Neighborly.com and download the powerpoint presentation 'Responding to Community Concerns about Helicopter Noise and Operations.'











Operators Strive to Be Good Neighbors by Flying in a Quiet, Respectful Way

Fly Neighborly Program Highlights From HAI's

- Fly at an altitude that is as high as practical.
- * Avoid residential areas when possible
- * Fly over industrial areas and major roadways to mask the sound of helicopters.
- * Avoid late night/early morning flights.
- ★ Fly at an altitude that is as high as areas such as parks and beaches possible over scenic and recreation
- * Identify noise sensitive areas and adjust routes to avoid them to the extent possible
- * Adhere to published noise abatement flying in and out of airports and heliports approach/departure procedures when

by which we will achieve compatibility." will affect our neighbors below. Educating both safety permits and our work allows. Whether that helicopters make noise and how that noise watch, sightseeing or charter flying, we recognize it be news gathering, law enforcement, traffic the pilots and the community is the process residential neighborhoods and fly as high as As professional pilots, we are sensitive to the environment. We avoid over-flying

Professional Helicopter Pilots Association Headquarters: Burbank, California

operations seem to add to their frustration and perceived lack of control regarding aircraft and safety issues, although invasion of privacy activity. Their complaints center around noise areas have become more vocal about helicopter and residents near flyways and recreational about low-flying helicopters. Airport neighbors s operations increase, more residents have become concerned and are complaining

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and fostering public acceptance of helicopters. It is the key to improving public perception concern. Flying neighborly is also a concern and quiet at home and in our neighborhoods industry is no exception. We all want peace Safety is always a helicopter pilot's first nvironmental issues are the forefront of

and compassion on both sides of this equation, will result in mitigation of any conflict." may have on our neighbors. Understanding understanding any negative impact our operations Communication between the public and helicopter operators is key to

Dave Chevaller

CEO, Blue Hawaiian Helicopters

Fly Neighborly Program Success

noise complaints and winning public acceptance integral part of daily operations, in reducing been successful, when followed and made an The HAI's Fly Neighborly Program is a L voluntary noise reduction program. It has

flying safely and in compliance with regulations it is in the best interest of everyone. is not enough. We must also Fly Neighborly, communities. As I have stated previously, just associations, manufacturers, pilots, and full support of helicopter operators, regional on a continuing basis. I am happy to report it has been accepted internationally and has the Program in 1982 I have monitored its progress launched the HAI Fly Neighborly As part of the original team that

Matt Zuccaro

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