



FAA
Western-Pacific Region

Los Angeles County Helicopter Noise Automated Complaint System (ACS)

Data Analysis Summary

February 2022

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Introduction

This report was prepared by the Federal Aviation Administration (FAA) Western-Pacific Regional Office in cooperation with members from the Los Angeles Area Helicopter Noise Coalition (LAAHNC), the Professional Helicopter Pilots Association (PHPA), and the Los Angeles Area Helicopter Operators Association (LAAHOA). Individuals from these offices and organizations formed the membership for the helicopter noise complaint review committee that met monthly to review complaint data and incidents for subsequent follow up with the pilots/operators. The report provides a detailed look at the helicopter noise complaint data collected between November 2015 and August 2018.

Background and History

- May 2012 – California Senators and Congressional Representatives called upon the FAA to take action to reduce helicopter noise in Los Angeles
- May 2013 – FAA produced Report on the Los Angeles Helicopter Noise Initiative and committed to undertake 6 actions, one of which was to explore a more comprehensive noise complaint system
- January 2014 – The Consolidated Appropriations Act included language directing the FAA to make significant progress on the 6 actions in the ensuing year
- The FAA's Office of Environment and Energy provided 1 year of funding to support system providing research data on complaints and correlated flight track data
- System provider B&K developed system to collect complaint data
- April 2015 - FAA stood up an LA countywide automated complaint system (ACS) for the public to lodge complaints on offending helicopter operations
- Dedicated website stood up explaining ACS and how to make complaints
- Site linked to WebTrak online tracking system that complainants could use to identify offending helicopter operation

- Complaints accepted via phone or online

- September 2015 – homeowners, pilots/operators, and FAA signed tri-party charter to form a committee to review ACS complaint data via monthly meetings

- ACS committee received monthly complaint reports containing raw data on each complaint received in system the previous month

- Data included:
 - date/time complaint received
 - date/time of incident
 - event type (loud helicopter, low flying, circling, etc.)
 - complaint source (web or telephone)
 - city/state and zip code
 - aircraft type, squawk code, “N” number (if captured)
 - WebTrak correlation

- ACS committee met monthly to evaluate raw data and “egregious” flights and discuss follow up with pilots / operators as necessary

- FAA extended ACS system funding for an additional 2+ years

- Last monthly ACS system report provided in August 2018

- September 2015 to present - ACS complaint committee continues to meet

- Currently no County-wide system to collect complaints
- Residents and pilots agree a system is needed
- Stakeholders are seeking funding for an improved system

Types of Helicopter Operations and Noise Events

The following excerpt from the FAA's Report on the Los Angeles Helicopter Noise Initiative (May 31, 2013) provides some background on the various types of helicopter operations in the Los Angeles area.

“Helicopters are used for a wide range of purposes in the Los Angeles Basin in direct support of both the public and private sectors. Public safety departments, including the California Department of Forestry, the Los Angeles City police and fire departments, Los Angeles County sheriff and fire departments, and other local municipalities utilize helicopters for law enforcement and fire protection functions. Federal, state, and local governments also conduct search and rescue operations with helicopters and use them in support of disaster assessment and relief activities. Utilities install, maintain, and inspect power lines with helicopter operations. In the health sector, helicopters are used to transport trauma patients to hospitals and life-saving organs to transplant recipients within critical timelines, landing at and taking off from helipads at hospitals such as UCLA Medical Center.

Helicopters are used to conduct air tours for tourists to see the sights of Southern California, including iconic landmarks and landscapes. The news industry relies heavily on helicopters to provide coverage of breaking news events and traffic reports; in fact, local television station KTLA launched the first news-gathering helicopter, christened the “Telecopter,” in 1958. Many local news media helicopters are based out of Van Nuys and Whiteman Airports. Other industries supported by helicopter operations include real estate (surveys and aerial photography), agriculture (pesticide spraying), and entertainment (television and movie filming). Within the aviation sector, helicopters are used by flight schools for pilot training and Robinson Helicopters, headquartered at Zamperini Field, conducts required test flights of aircraft manufactured or overhauled there.”

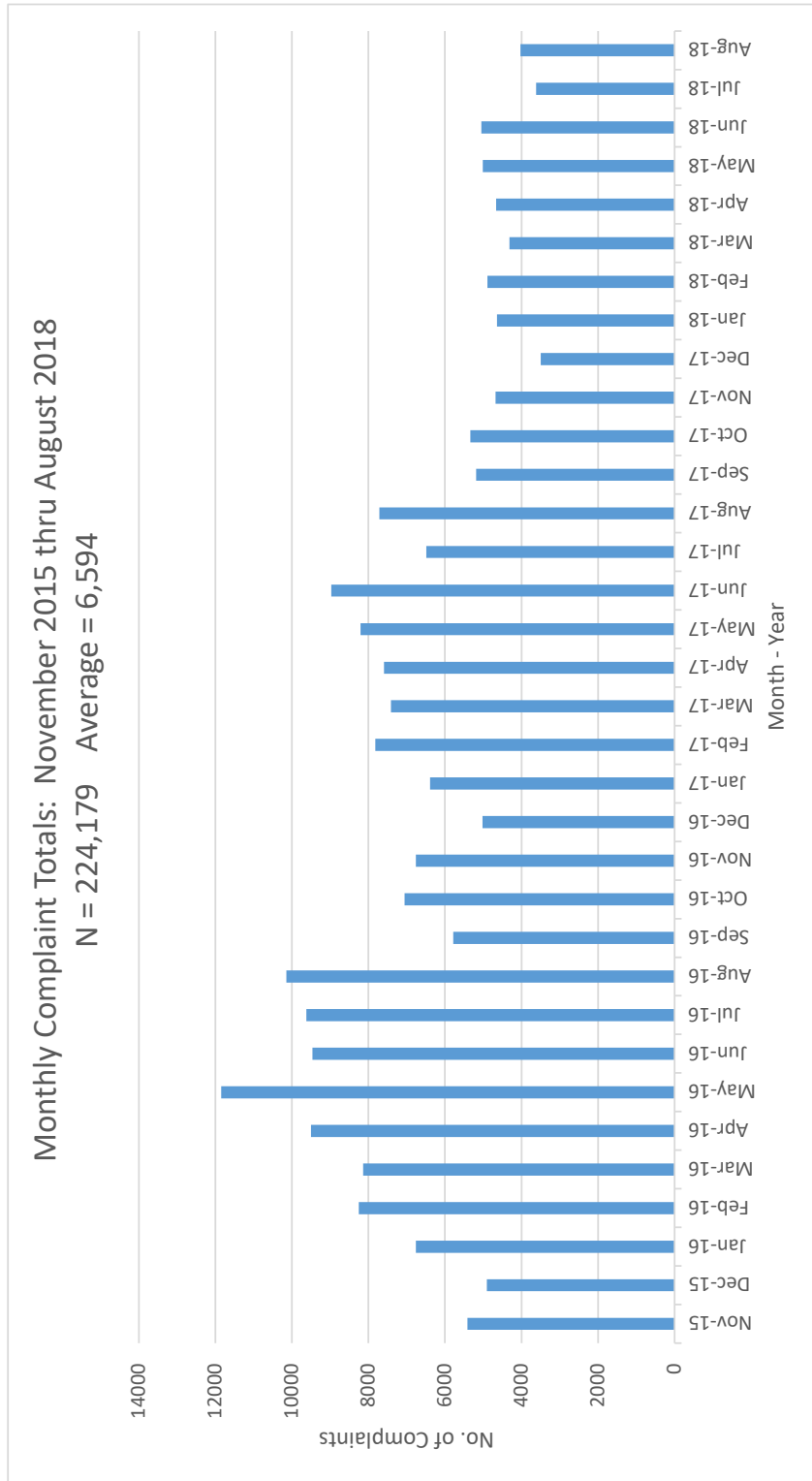
Certain operating characteristics of helicopter operations elicit noise complaints. Chief among them is low flying aircraft. This type of event may be associated with an air tour at a landmark attraction for example. Other operating characteristics could include orbiting or hovering. These types of events could be police/sheriff helicopters trying to assess a situation or news helicopters providing coverage on breaking stories. Either of these aforementioned events could also involve the use of multiple aircraft in the same geographic vicinity, another source of complaints

Data Analysis Summary

On the following pages, tables and graphs provide summary information compiled from the historic complaint data. Appendix A provides more detailed complaint data for each of the top 20 zip code areas.

Historic Monthly Complaints						
Month	2015	2016	2017	2018	Totals	
January	--	6,762	6,389	4,641	17,792	
February	--	8,254	7,822	4,887	20,963	
March	--	8,139	7,410	4,312	19,861	
April *	--	9,502	7,594	4,666	21,762	
May	--	11,845	8,208	5,009	25,062	
June	--	9,459	8,967	5,051	23,477	
July	--	9,618	6,487	3,616	19,721	
August	--	10,145	7,712	4,028	21,885	
September	--	5,787	5,188	--	10,975	
October	--	7,058	5,339	--	12,397	
November	5,414	6,763	4,682	--	16,859	
December	4,906	5,022	3,497	--	13,425	
Total	10,320	98,354	79,295	36,210	224,179	
* - ACS system stood up in April 2015, however data set changed in November 2015 so that is used as starting point for consistent analysis.						

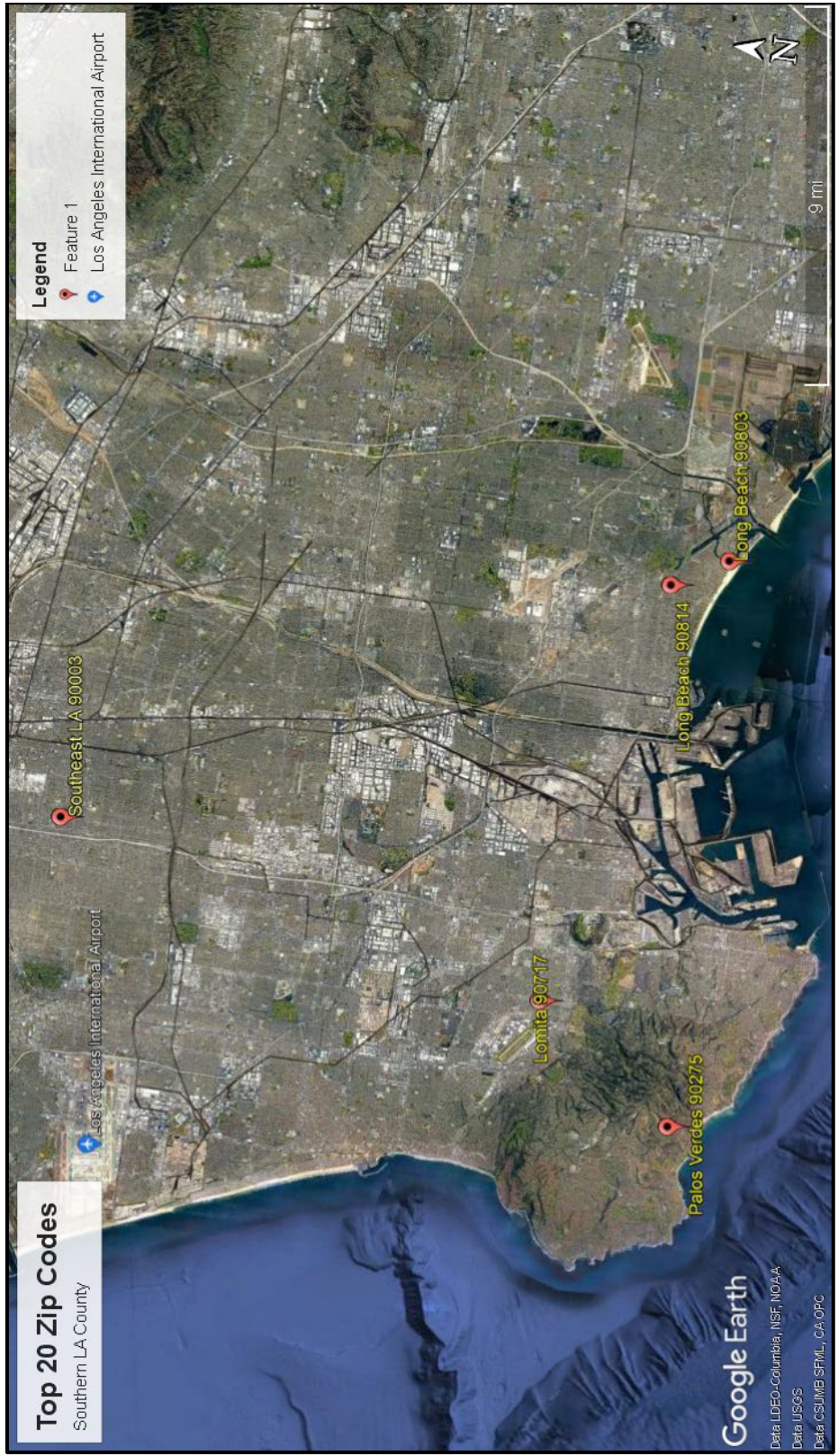
OVERVIEW



Top 20 Communities for Complaints

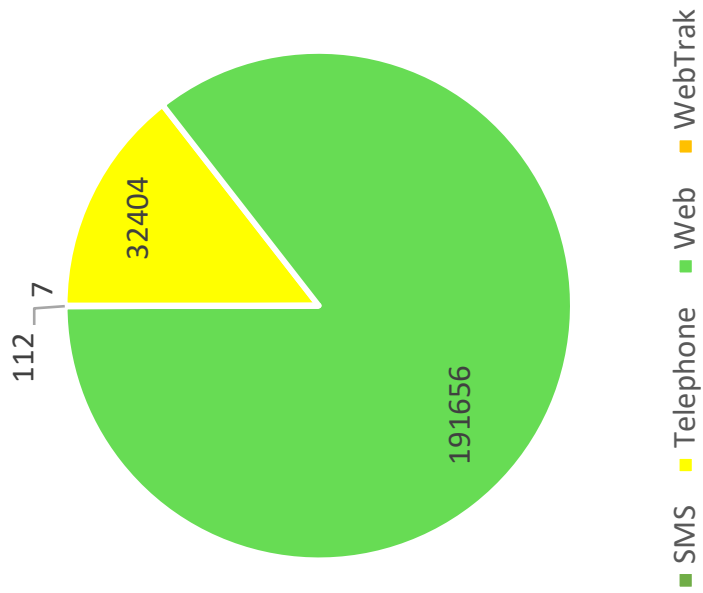
ZIP CODE	COMMUNITY	COMPLAINTS	% OF TOTAL
90068	Griffith Park	58,136	25.9%
90005	Koreatown	16,820	7.5%
91423	Sherman Oaks	12,873	5.7%
90003	Southeast L.A.	10,274	4.6%
90046	Hollywood	9,947	4.4%
90803	Long Beach	9,811	4.4%
90814	Long Beach	9,479	4.2%
90024	Westwood	6,973	3.1%
91403	Sherman Oaks	6,643	3.0%
91605	North Hollywood	6,563	2.9%
90717	Lomita	4,972	2.2%
90275	Rancho Palos Verdes	4,541	2.0%
91607	Valley Village	3,556	1.6%
90049	Brentwood	3,446	1.5%
90026	Echo Park	3,437	1.5%
91604	Studio City	3,226	1.4%
91401	Van Nuys	2,520	1.1%
91105	Pasadena	2,162	1.0%
90036	Mid Wilshire	1,974	0.9%
90027	Griffith Park	1,897	0.8%
Total Top 20 Communities		179,250	80.0%
Total Noise Complaints		224,179	100.0%



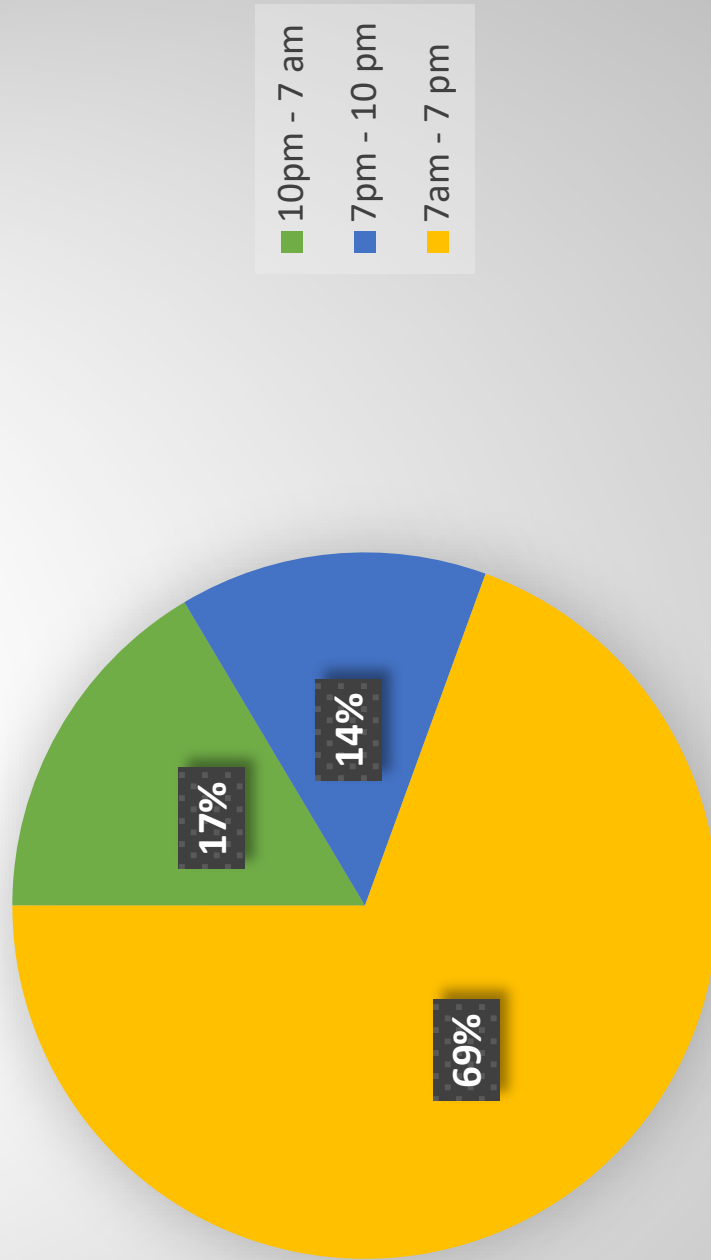


Via Telephone	14%
Via Web	86%
Other	<1%

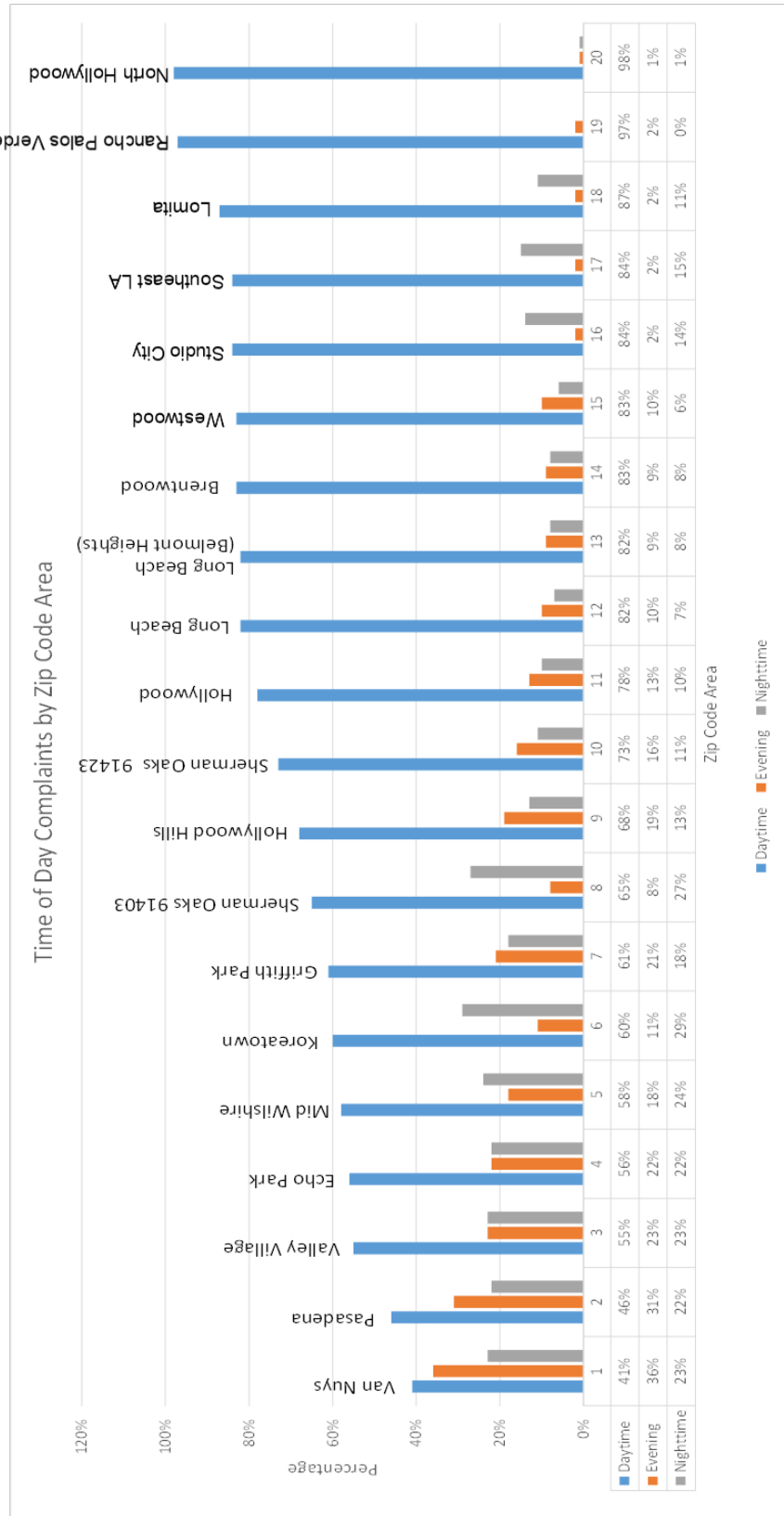
How Complaints Were Submitted

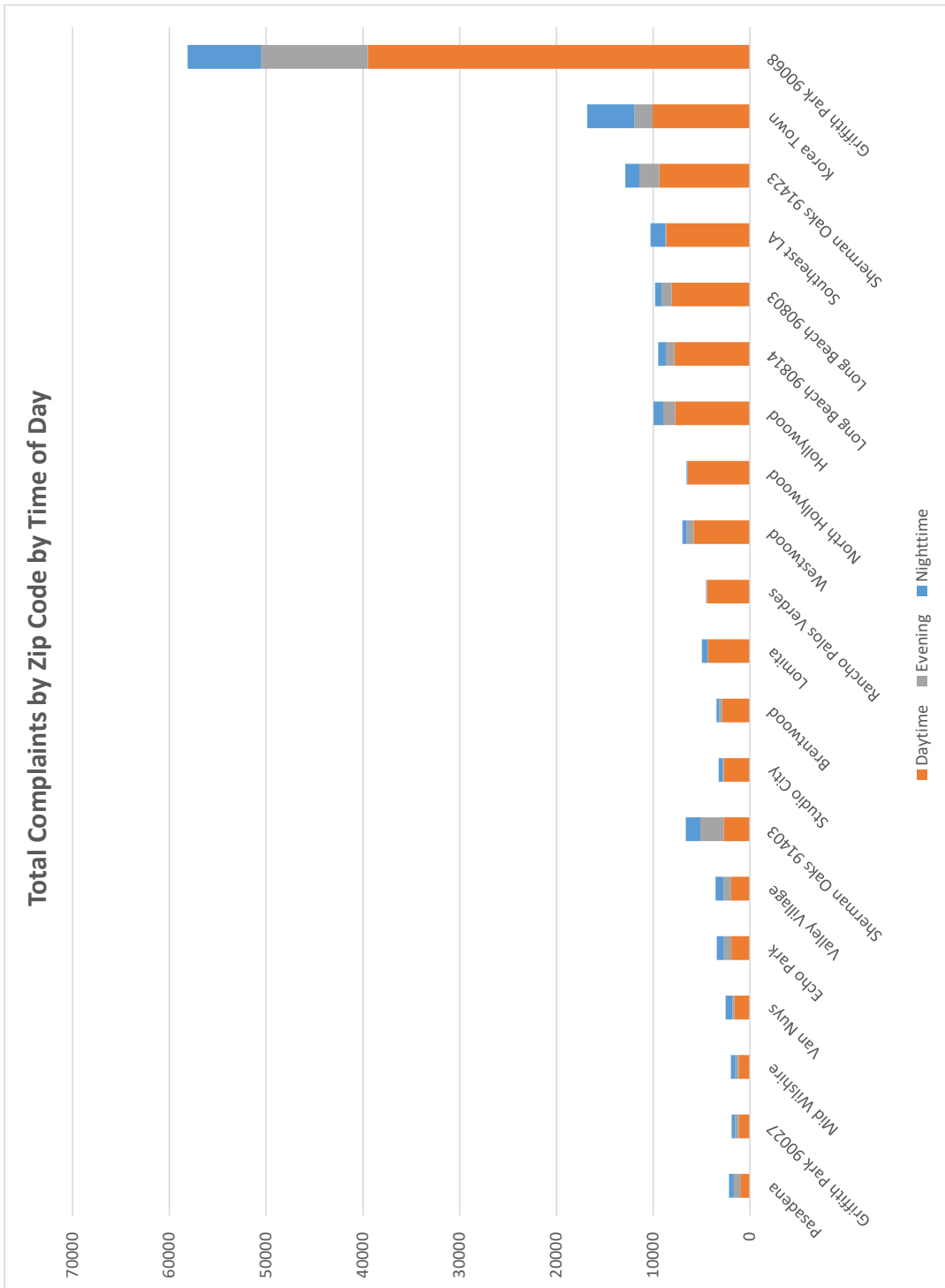


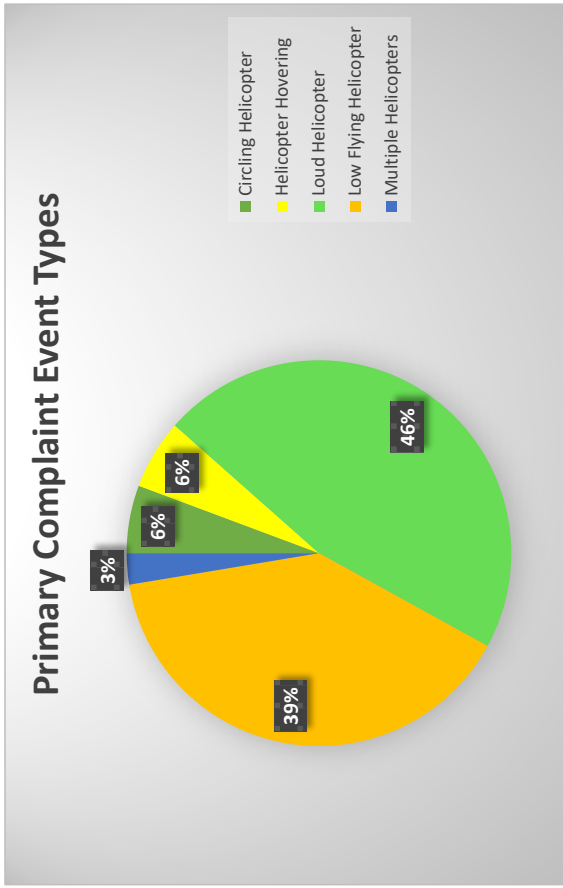
Time of Day N = 224,179



Percentage Time of Day Distribution by Top 20 Zip Code Areas



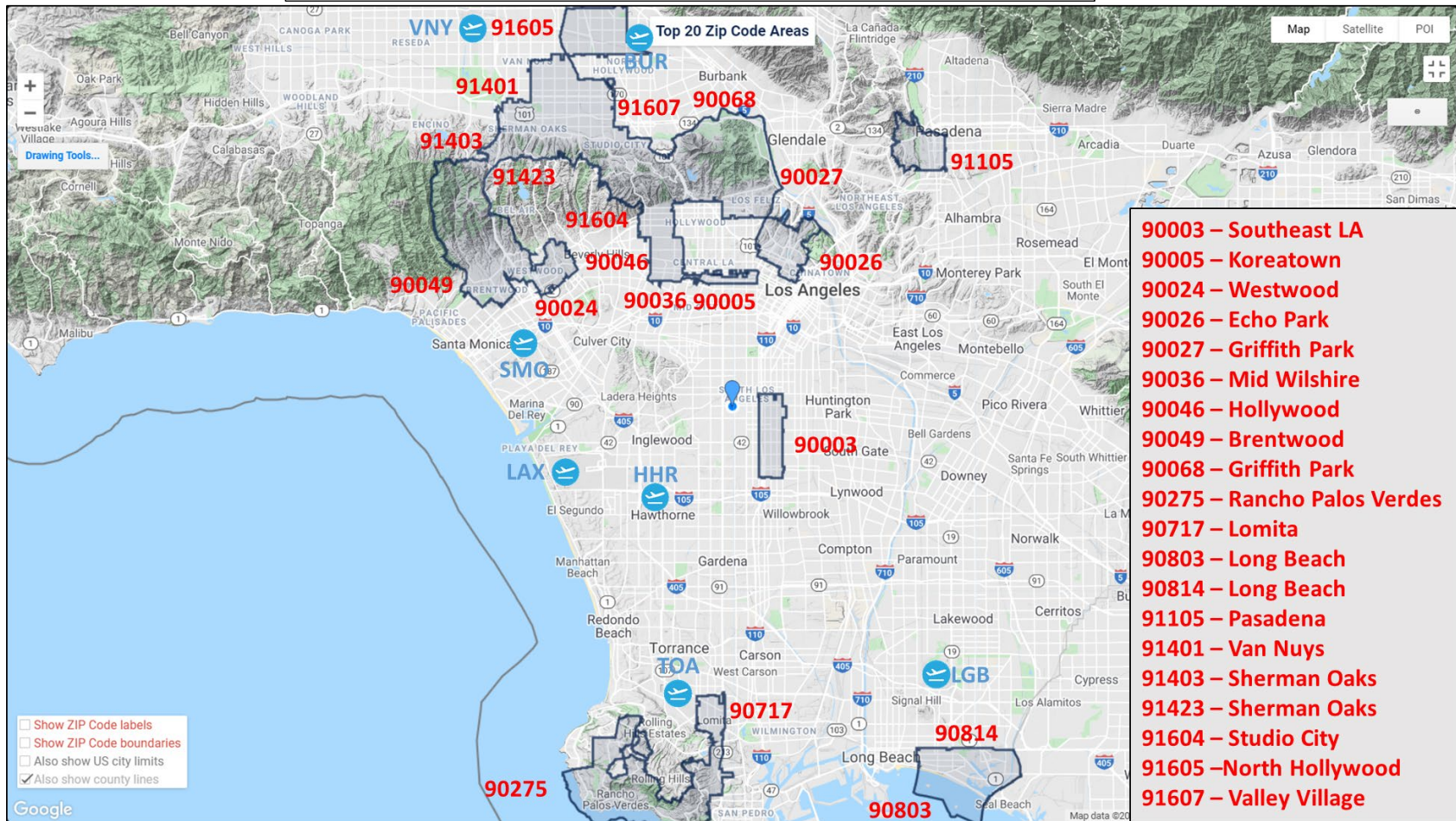




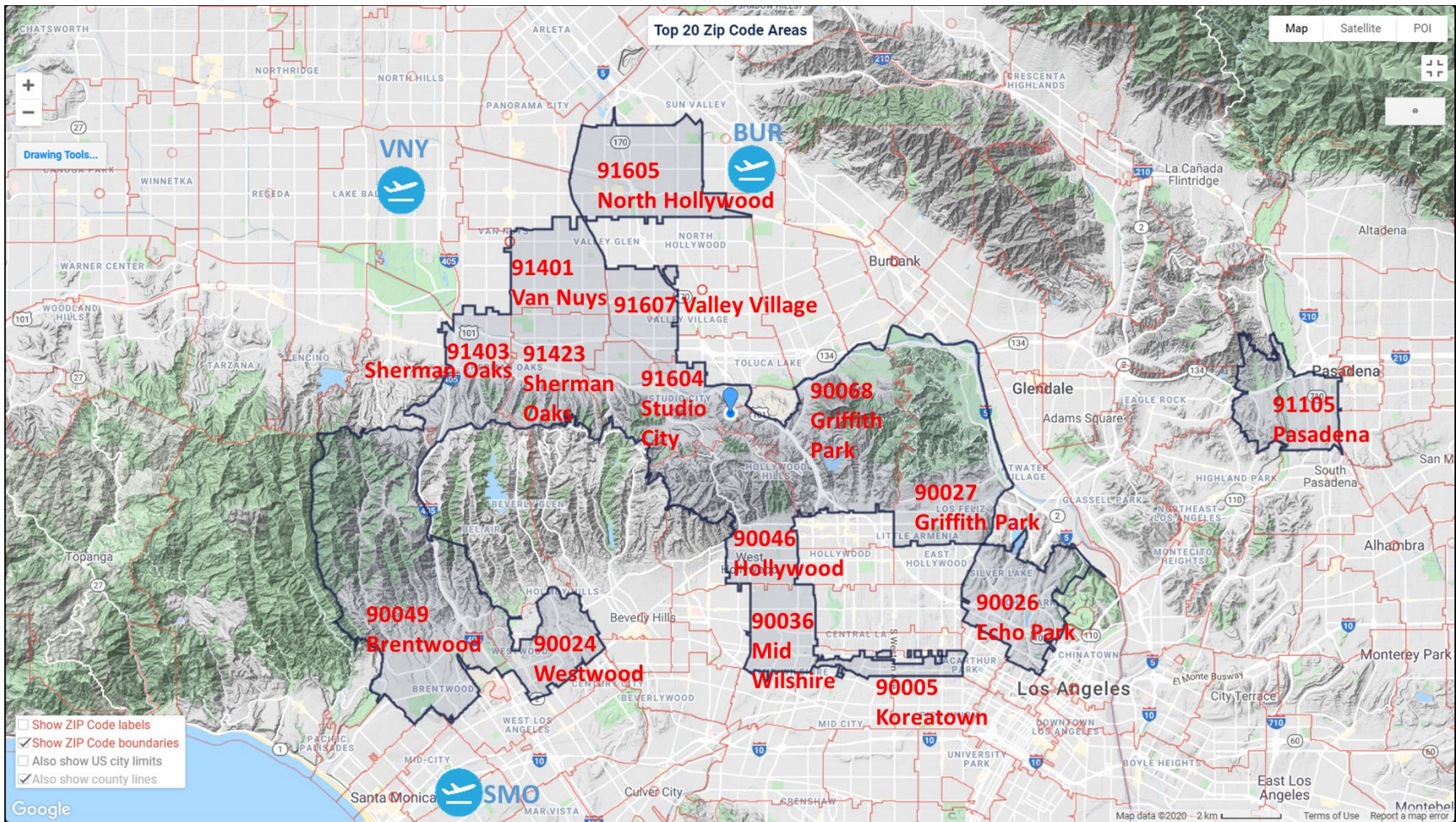
EVENT TYPE	NUMBER OF COMPLAINTS	% OF TOTAL
Circling Helicopter	12,539	5.6%
Early turn	3	0.0%
Engine run-up	1	0.0%
Go-around	2	0.0%
Helicopter Hovering	12,890	5.7%
Helicopter operations	53	0.0%
Loud	494	0.2%
Loud helicopter	102,520	45.7%
Loud noise	194	0.1%
Low	597	0.3%
Low & amp; Loud	30	0.0%
Low flying	129	0.1%
Low Flying Helicopter	87,053	38.8%
Multiple helicopters	5,786	2.6%
Other	6	0.0%
Other Helicopter activities	1,777	0.8%
Overflight	27	0.0%
Too frequent	57	0.0%
Undefined	18	0.0%
Unusual Flight Path	3	0.0%
Grand Total	224,179	100.0%

Appendix A - Detailed Noise Complaint Data for 20 Top Zip Code Areas

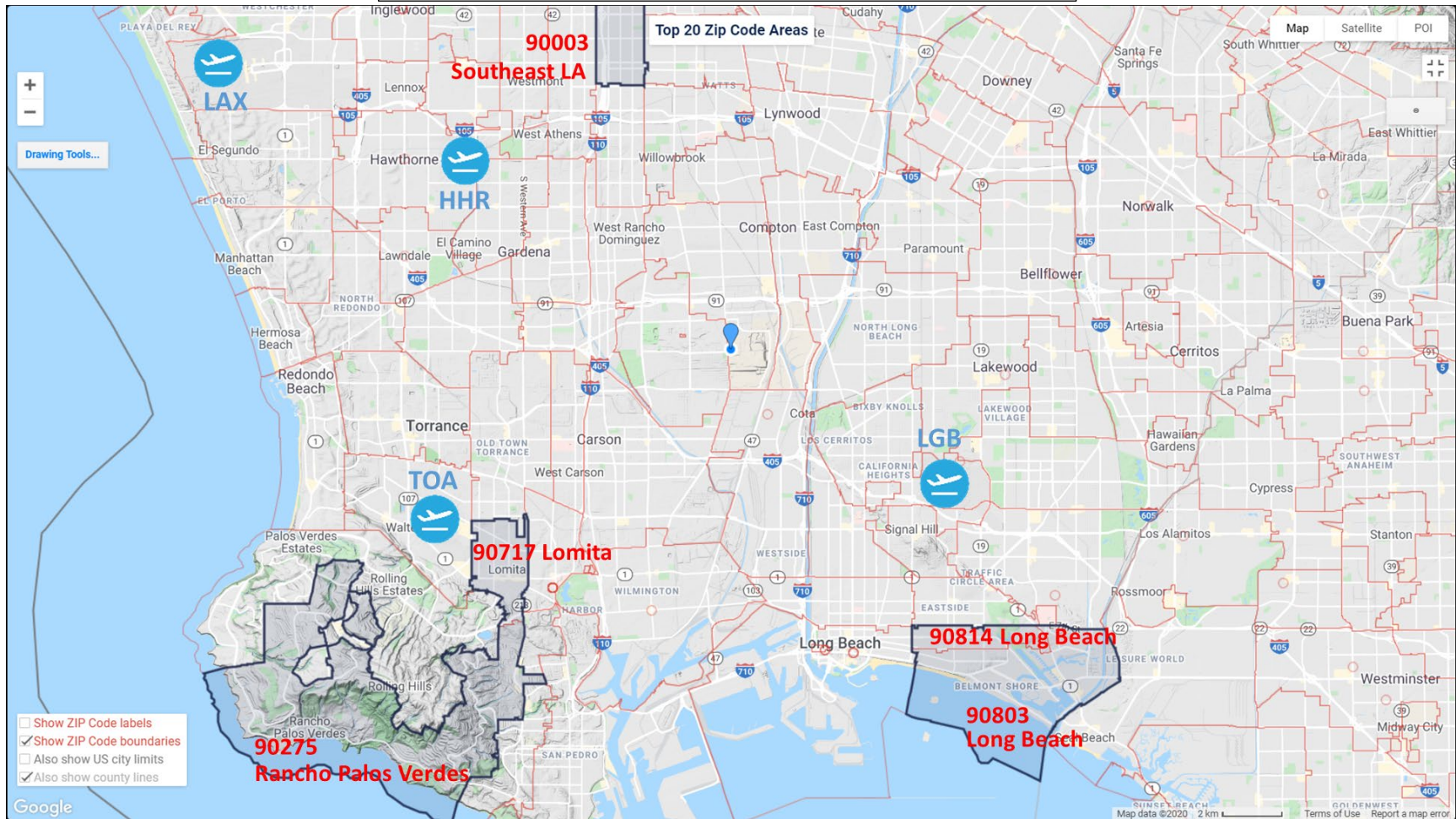
MAP OF TOP 20 ZIP CODE AREAS IN L.A. COUNTY



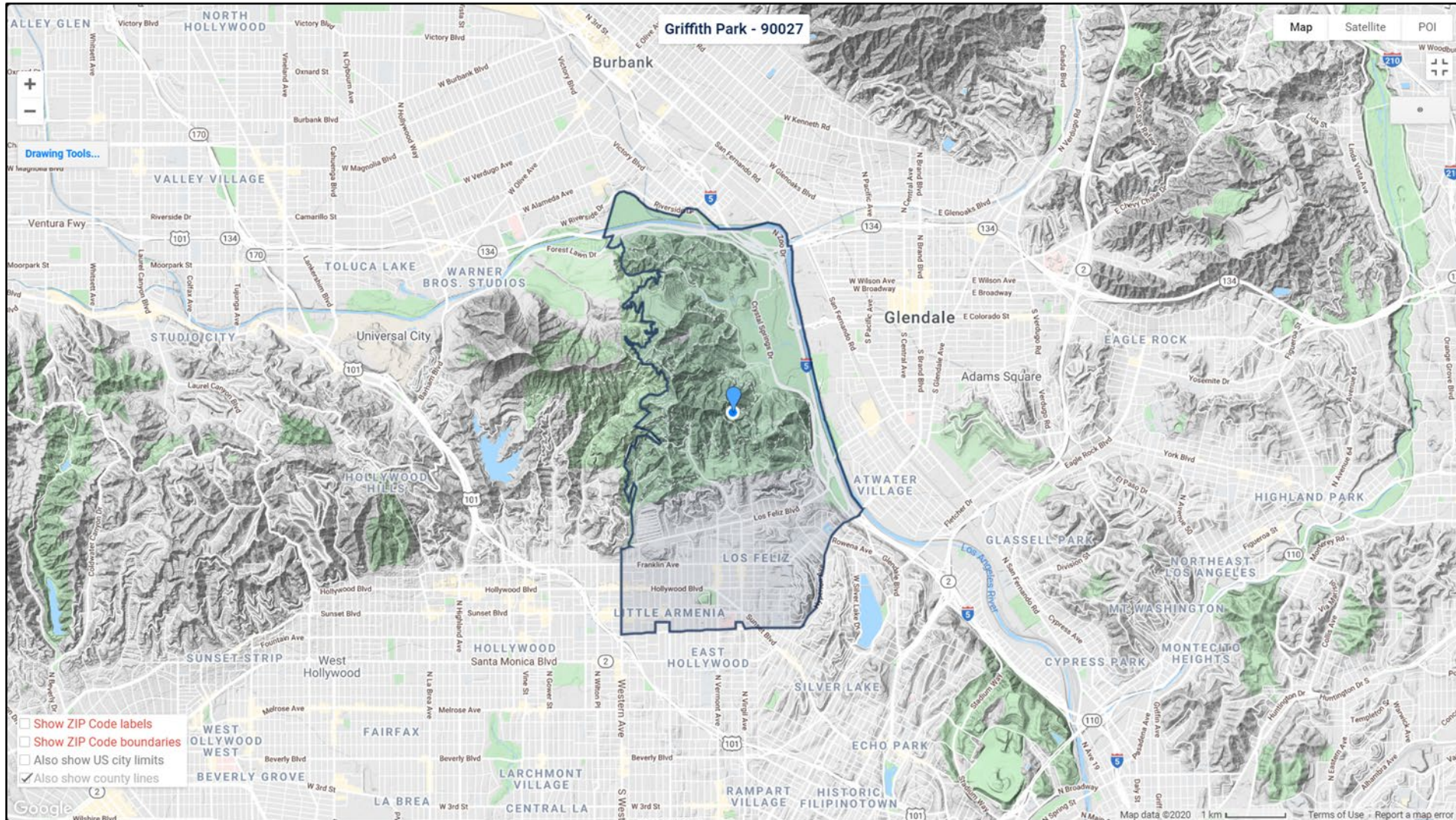
MAP OF TOP 20 ZIP CODE AREAS NORTHERN L.A. COUNTY



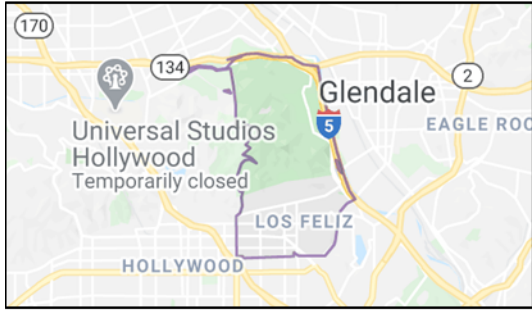
MAP OF TOP 20 ZIP CODE AREAS SOUTHERN L.A. COUNTY



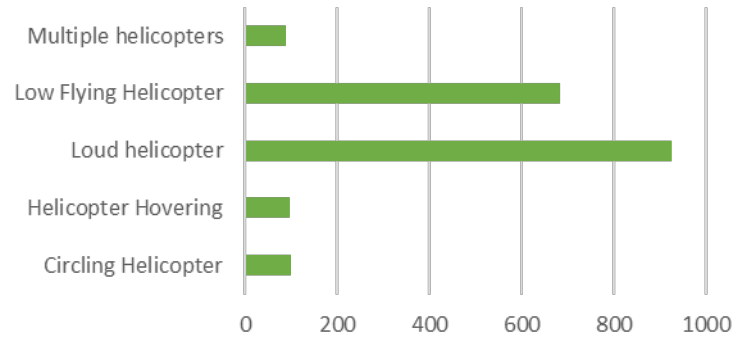
#20 Griffith Park – 90027 Total Complaints: 1,897



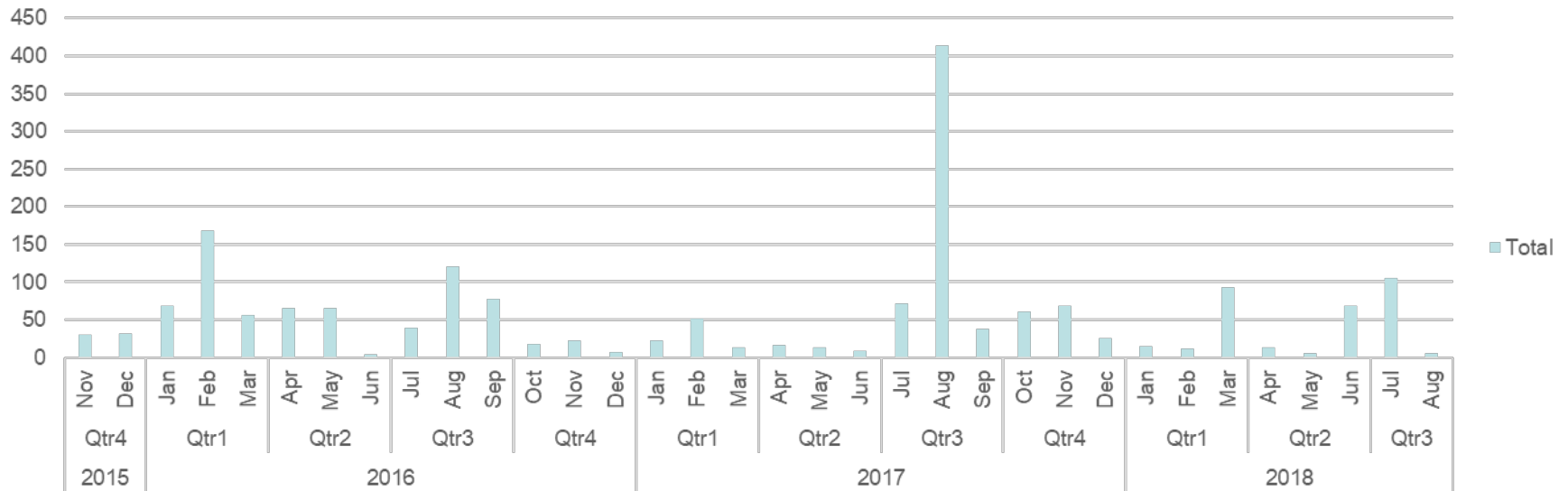
#20 Griffith Park – 90027 Total Complaints: 1,897 (Continued)



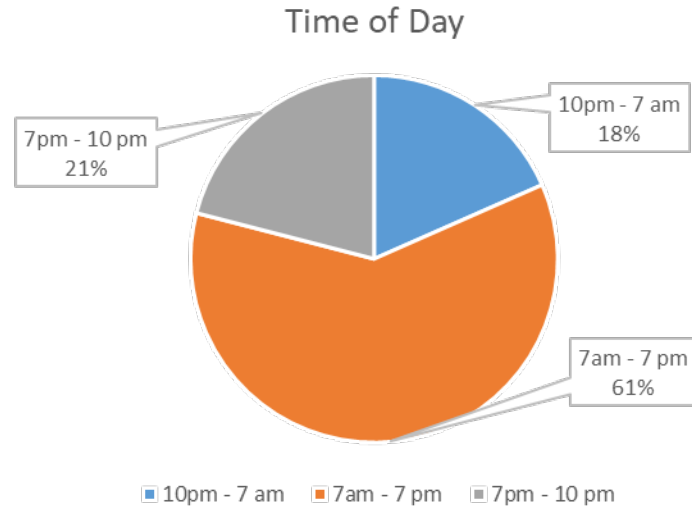
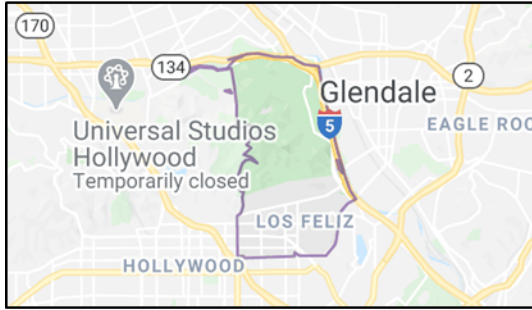
Event Type - Griffith Park 90027



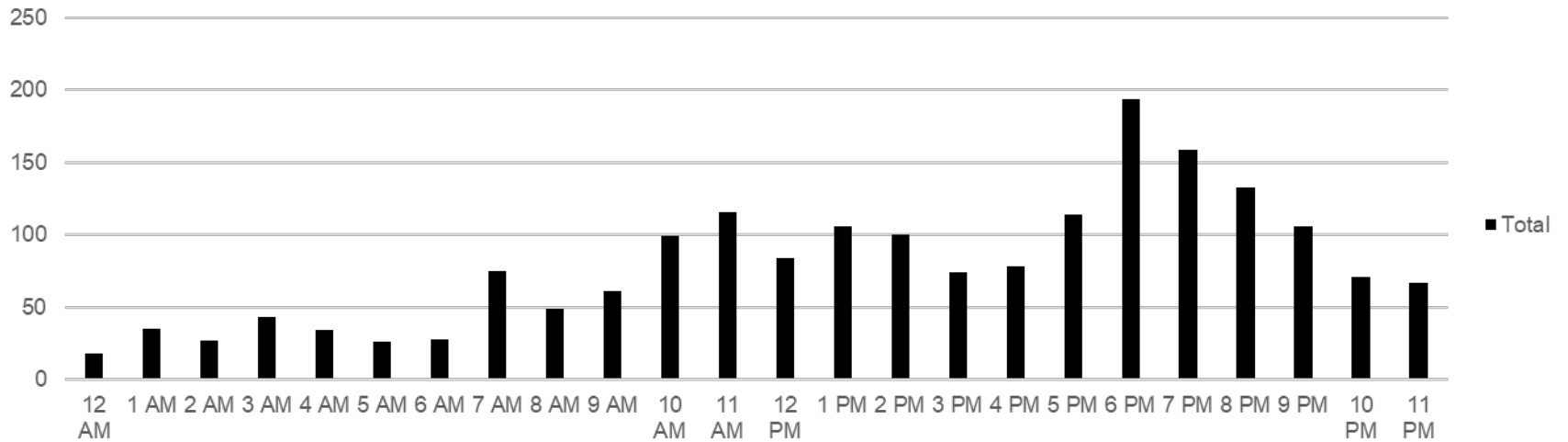
Monthly Complaints - Griffith Park 90027



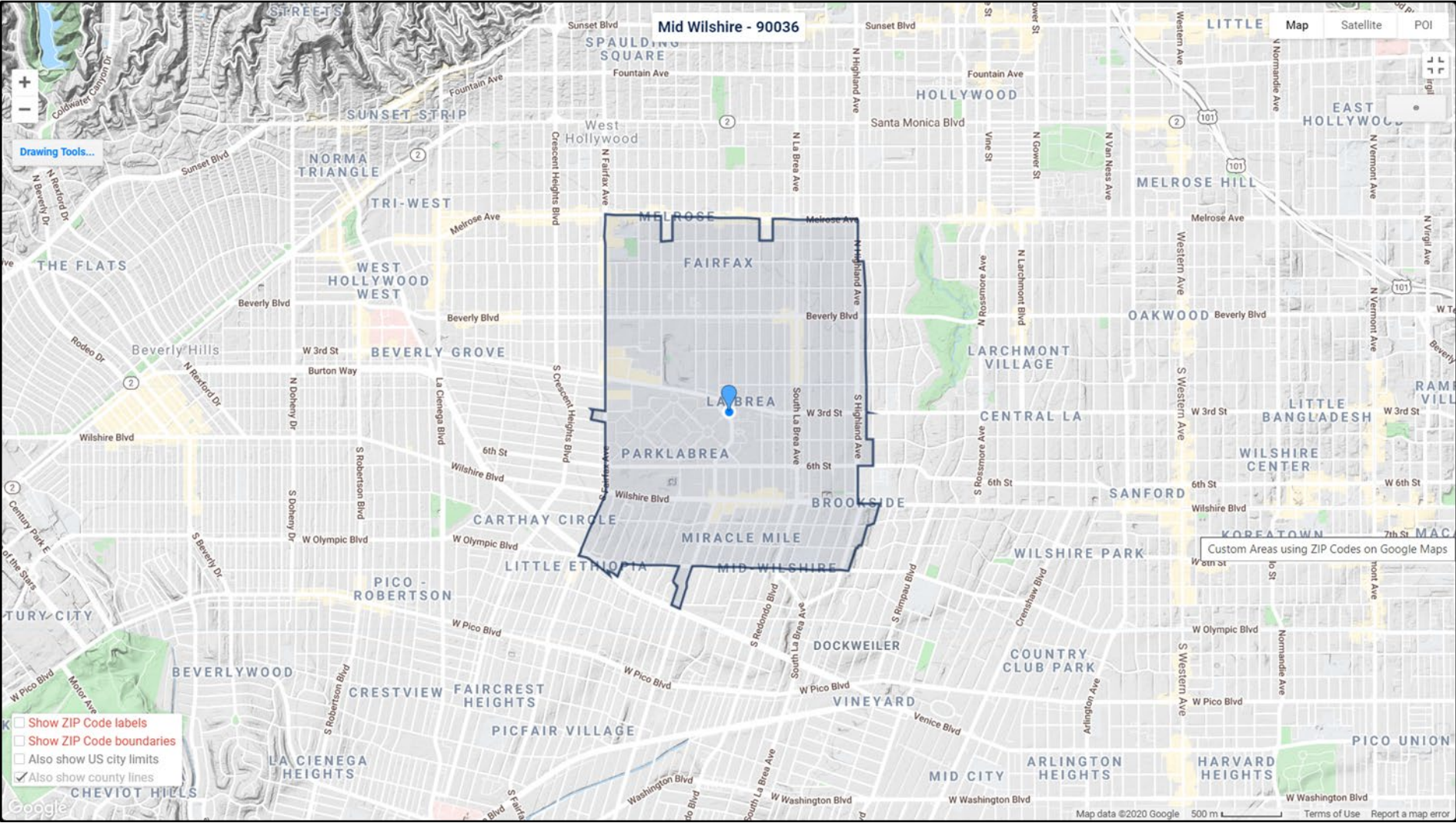
#20 Griffith Park – 90027 Total Complaints: 1,897 (Continued)



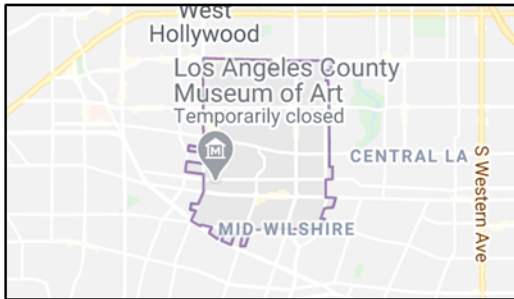
Time of Day - Griffith Park 90027



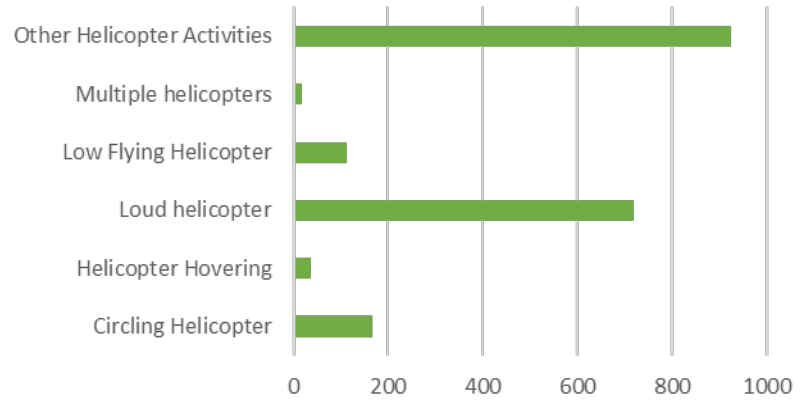
#19 Mid Wilshire – 90036 Total Complaints: 1,974



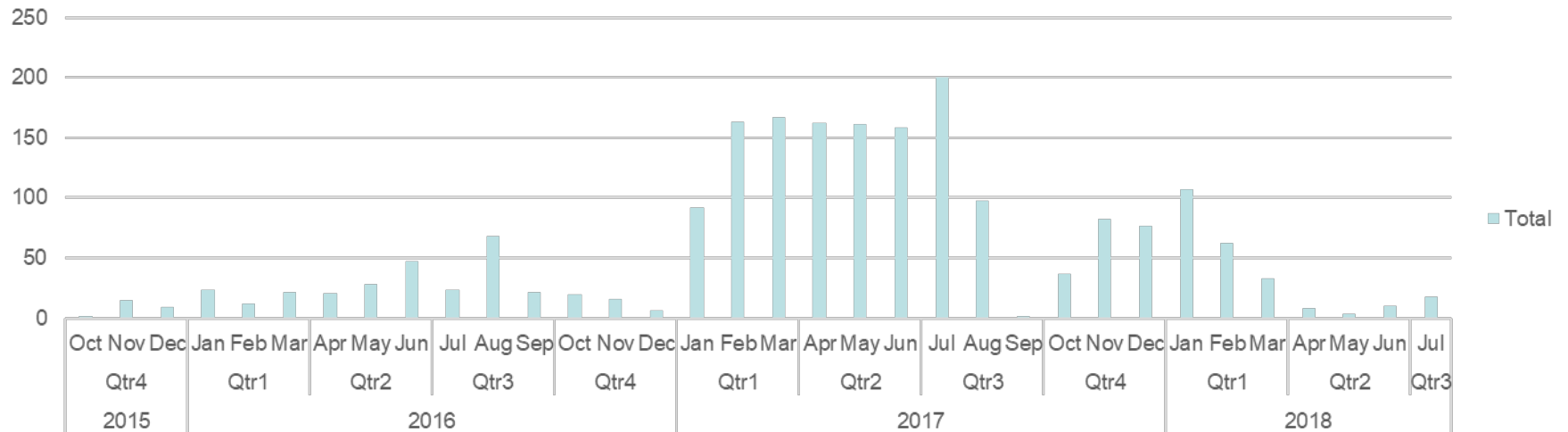
#19 Mid Wilshire – 90036 Total Complaints: 1,974 (Continued)



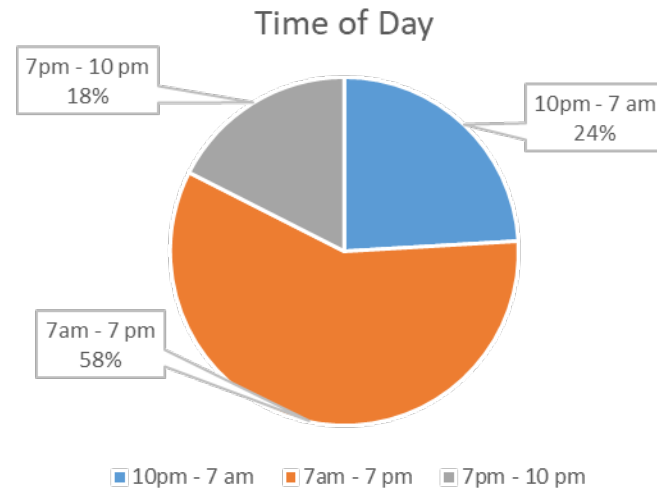
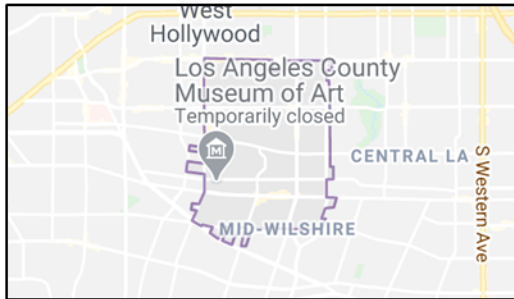
Event Type - Mid Wilshire 90036



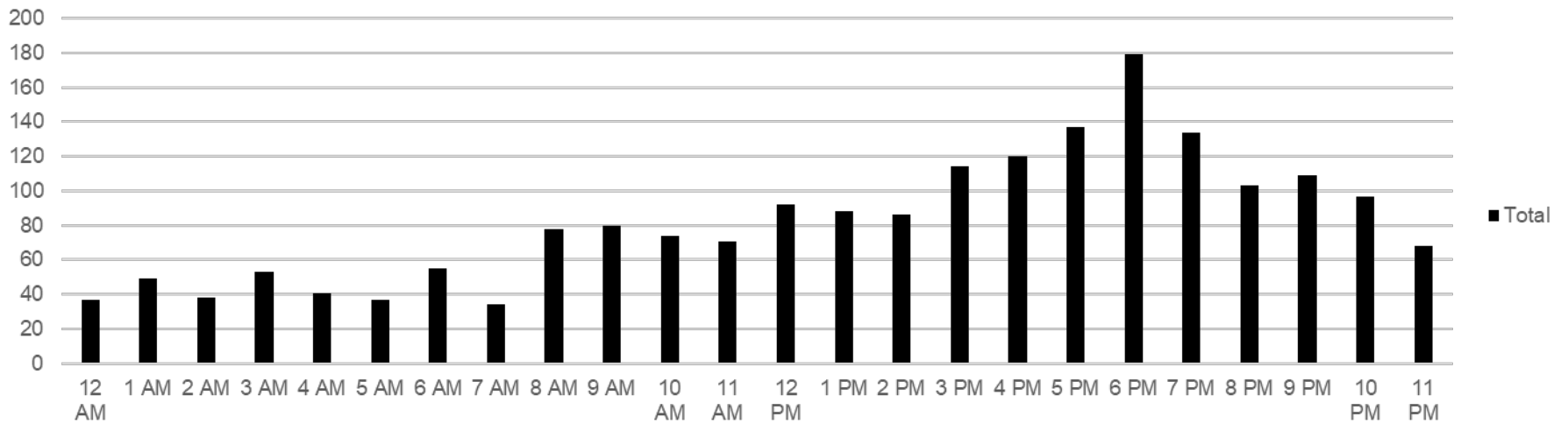
Monthly Complaints - Mid Wilshire 90036



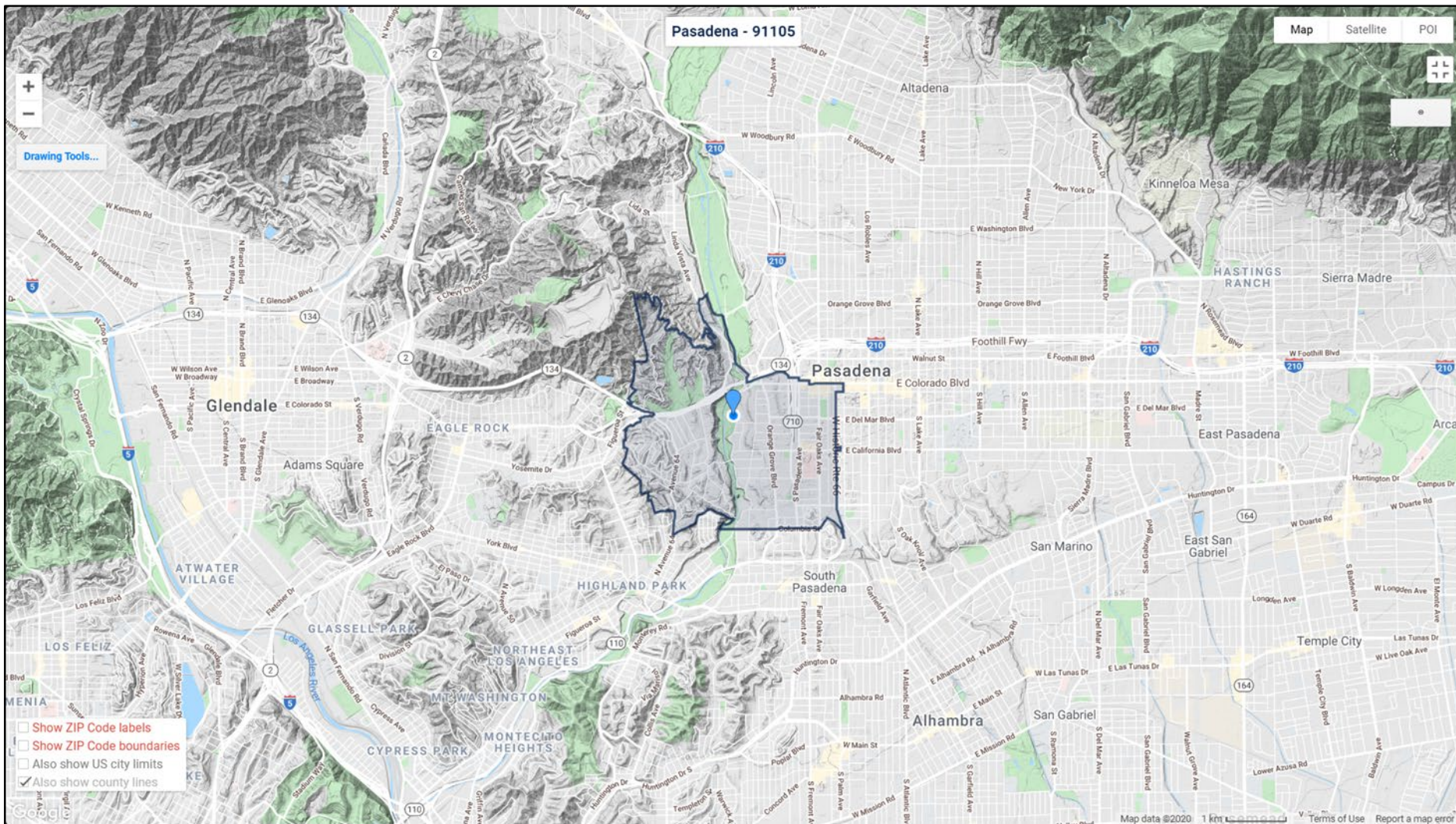
#19 Mid Wilshire – 90036 Total Complaints: 1,974 (Continued)



Time of Day - Mid Wilshire 90036



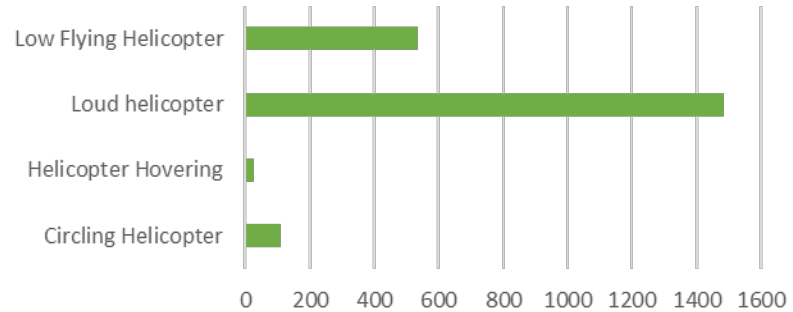
#18 Pasadena – 91105 Total Complaints: 2,162



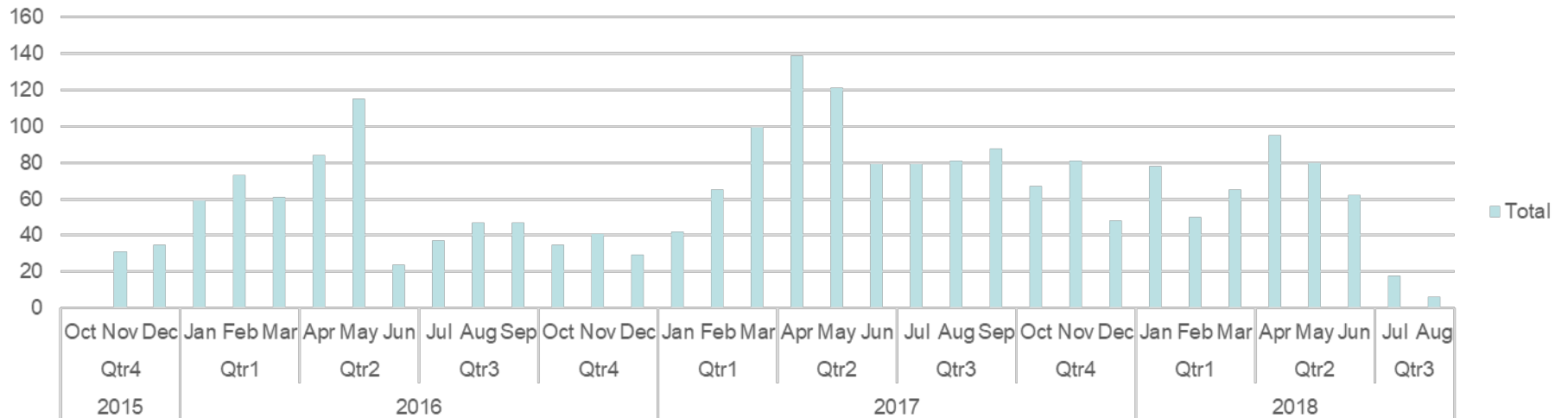
#18 Pasadena – 91105 Total Complaints: 2,162 (Continued)



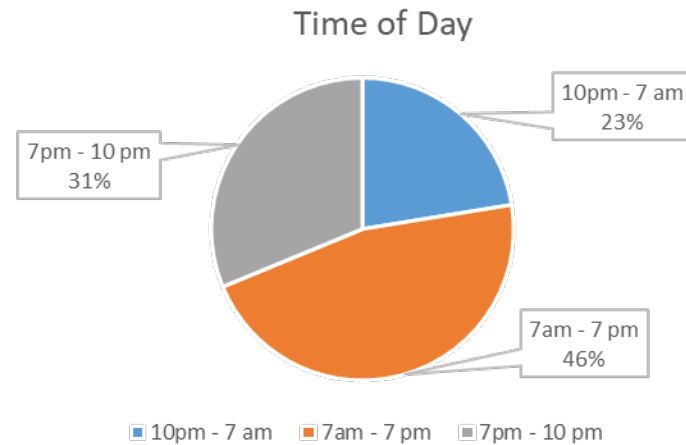
Event Type - Pasadena 91105



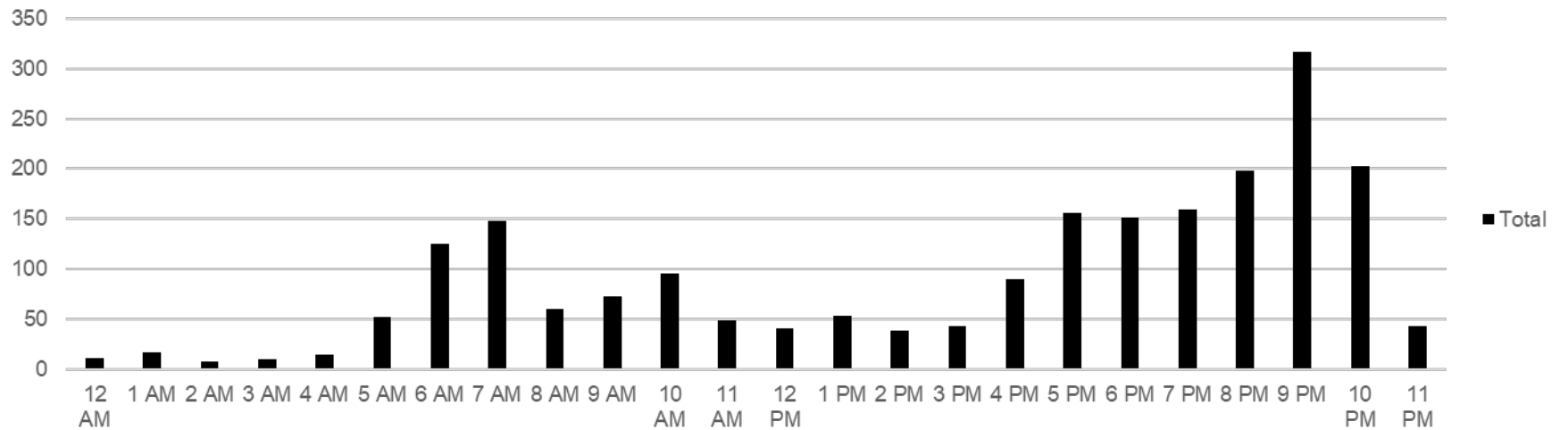
Monthly Complaints - Pasadena 91105



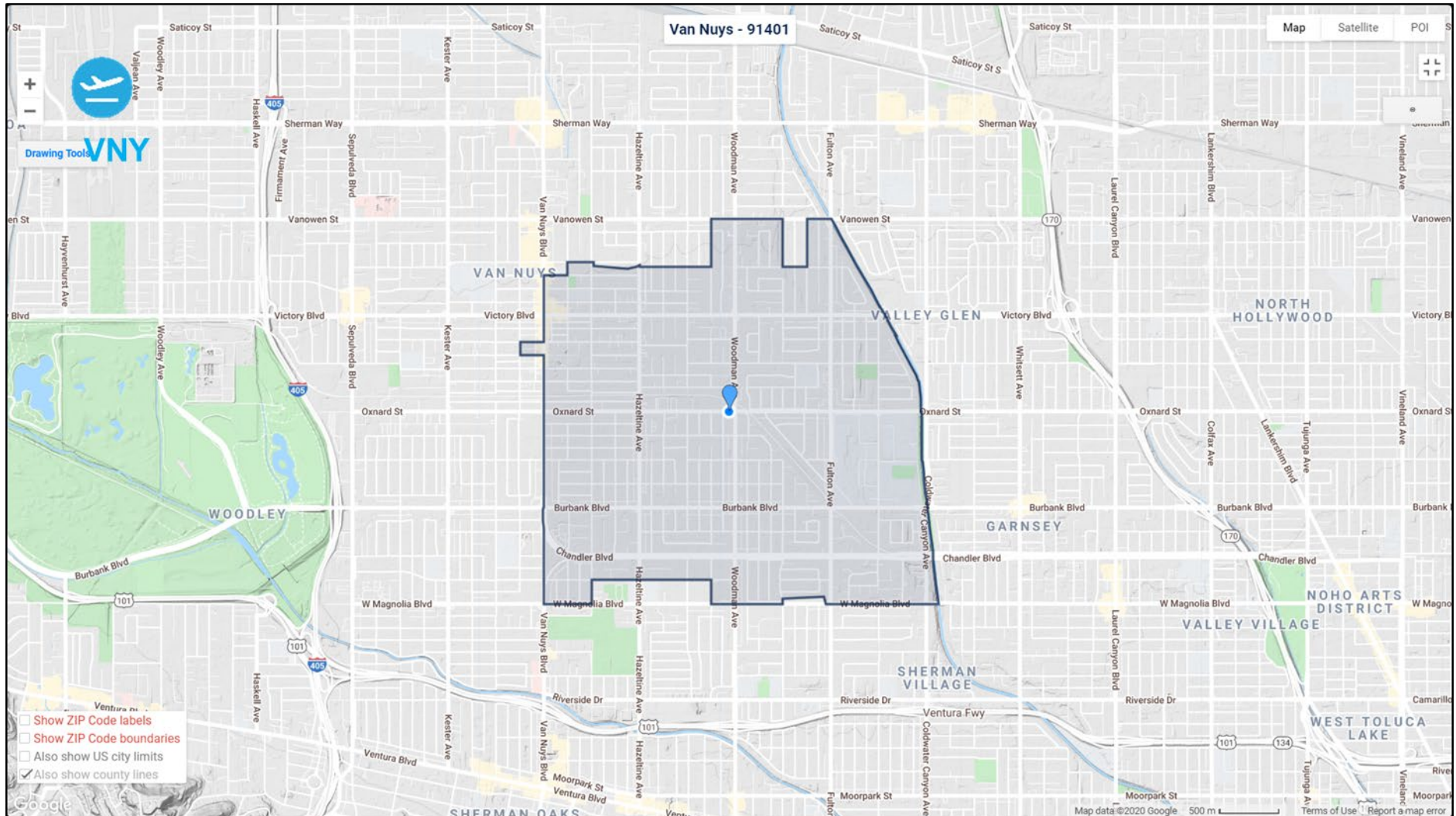
#18 Pasadena – 91105 Total Complaints: 2,162 (Continued)



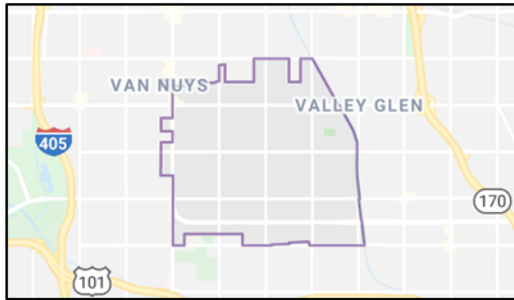
Time of Day - Pasadena 91105



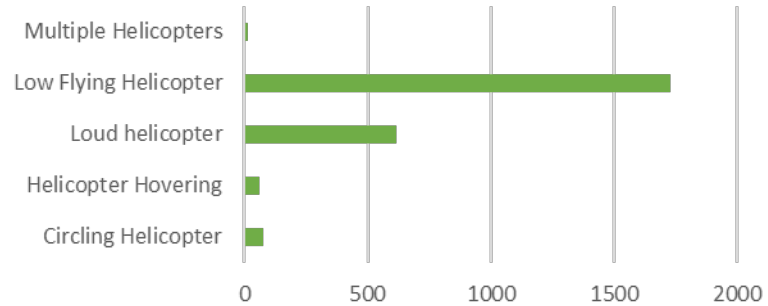
#17 Van Nuys – 91401 Total Complaints: 2,120



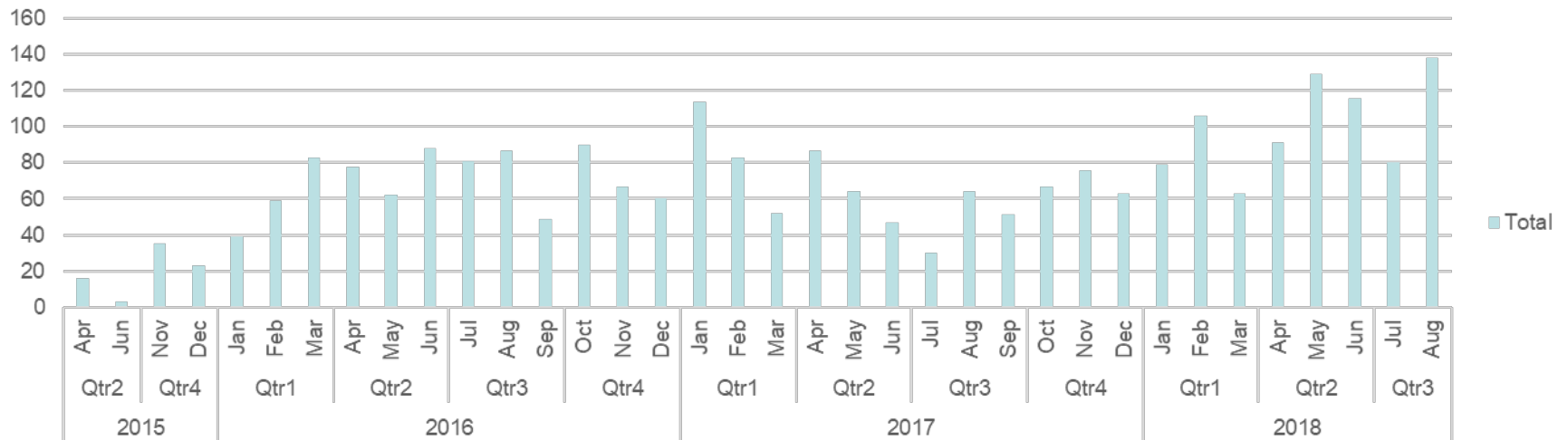
#17 Van Nuys – 91401 Total Complaints: 2,120 (Continued)



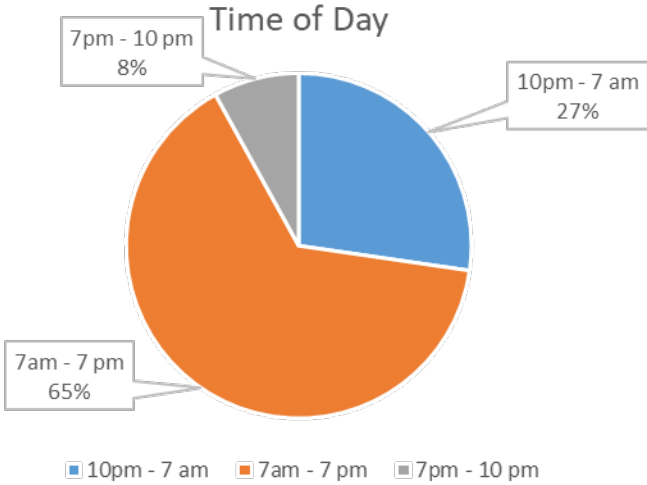
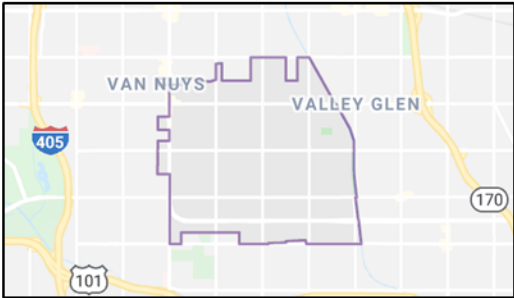
Event Type - Van Nuys 91401



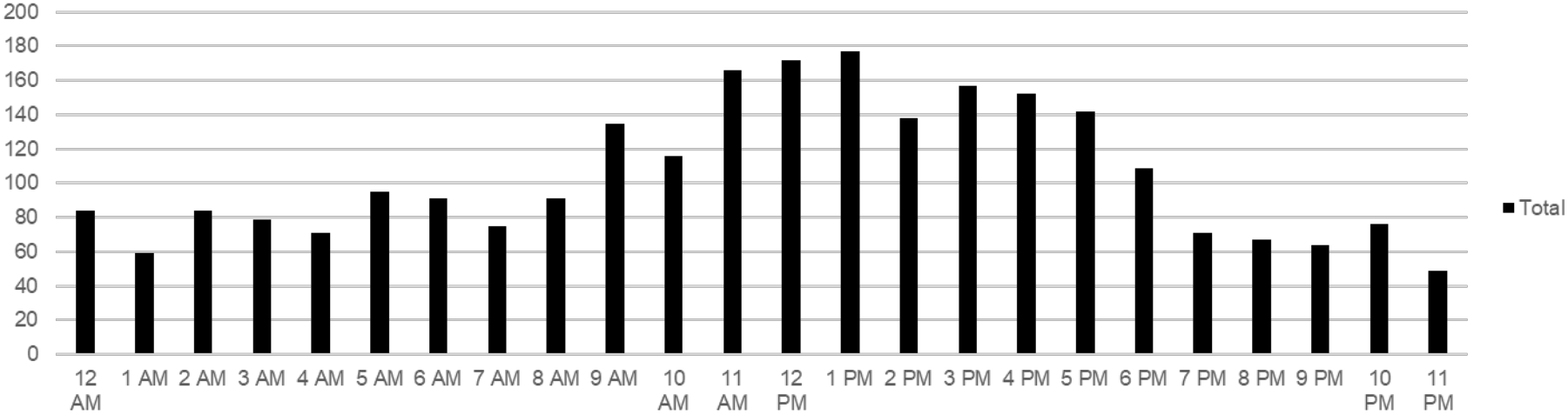
Monthly Complaints - Van Nuys 91401



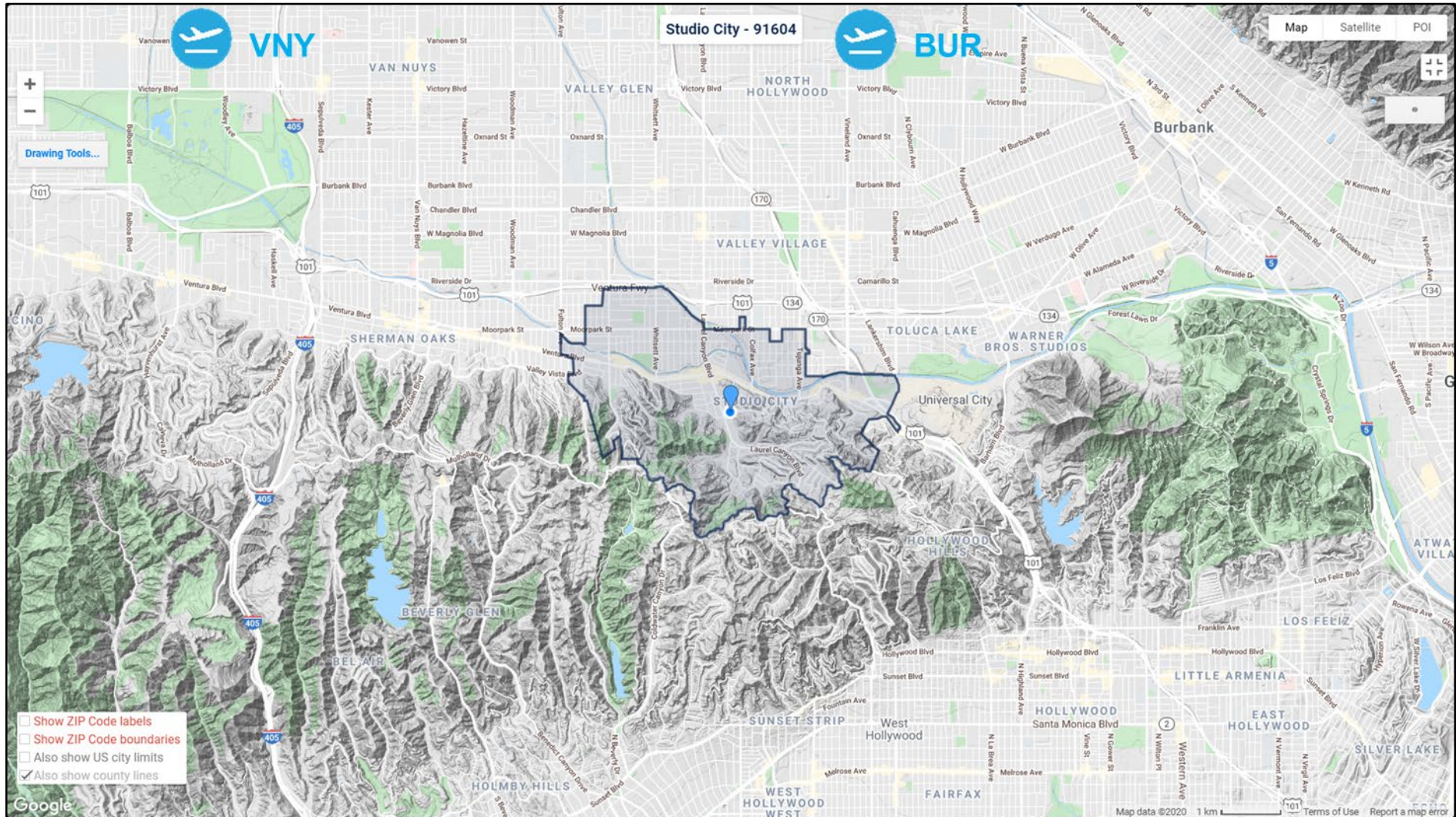
#17 Van Nuys – 91401 Total Complaints: 2,120 (Continued)



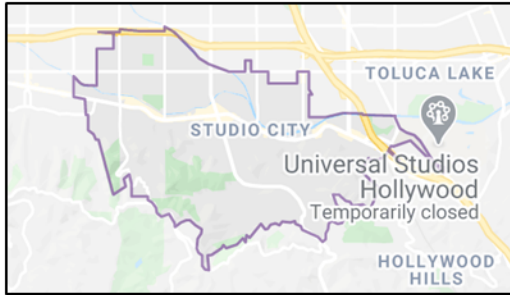
Time of Day - Van Nuys 91401



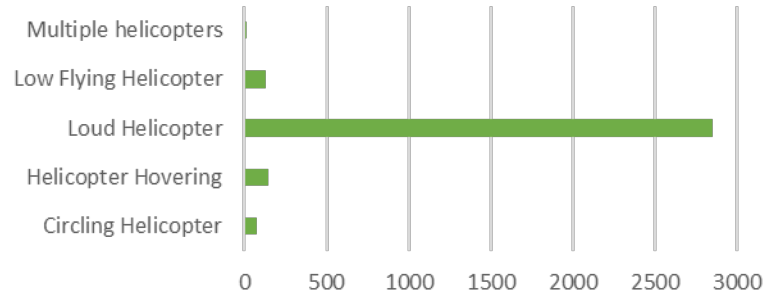
#16 Studio City - 91604 Total Complaints: 3,226



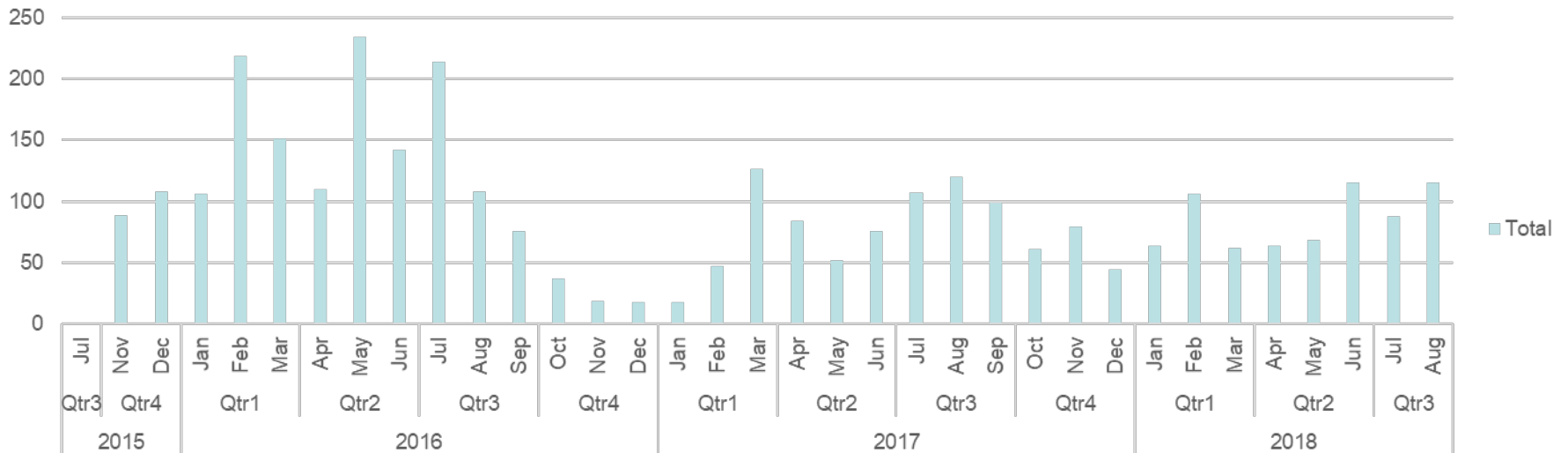
#16 Studio City – 91604 Total Complaints: 3,226 (Continued)



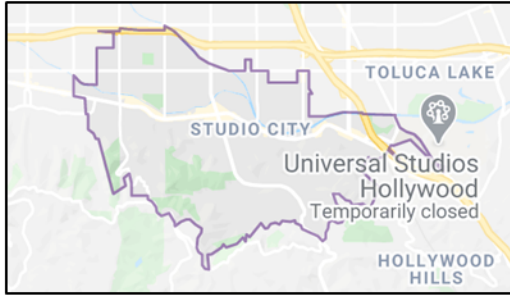
Event Type - Studio City 91604



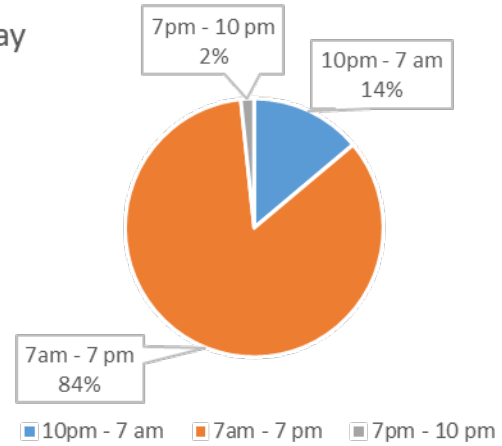
Monthly Complaints - Studio City 91604



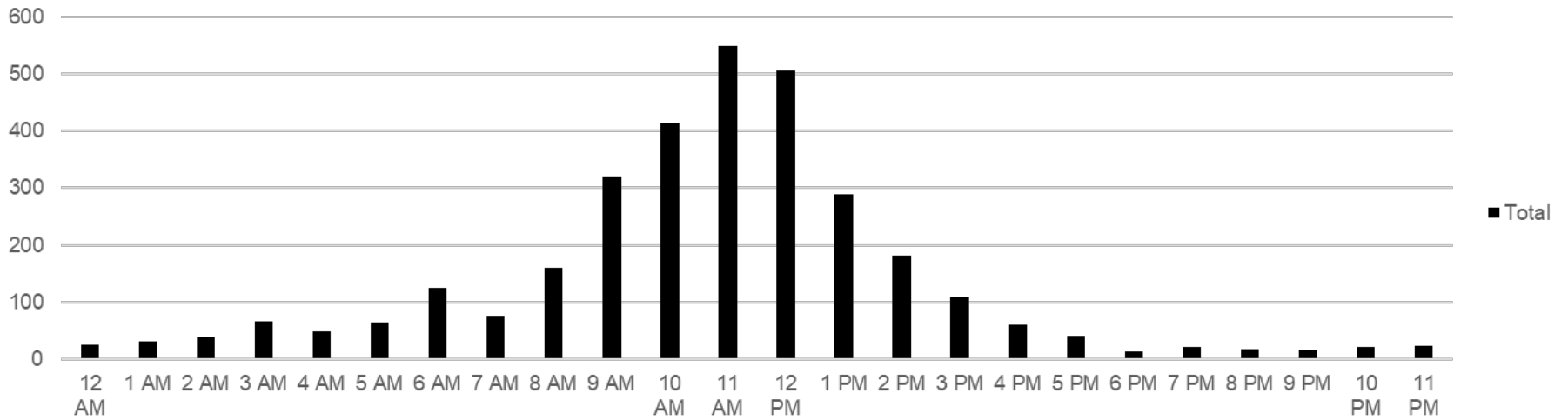
#16 Studio City – 91604 Total Complaints: 3,226 (Continued)



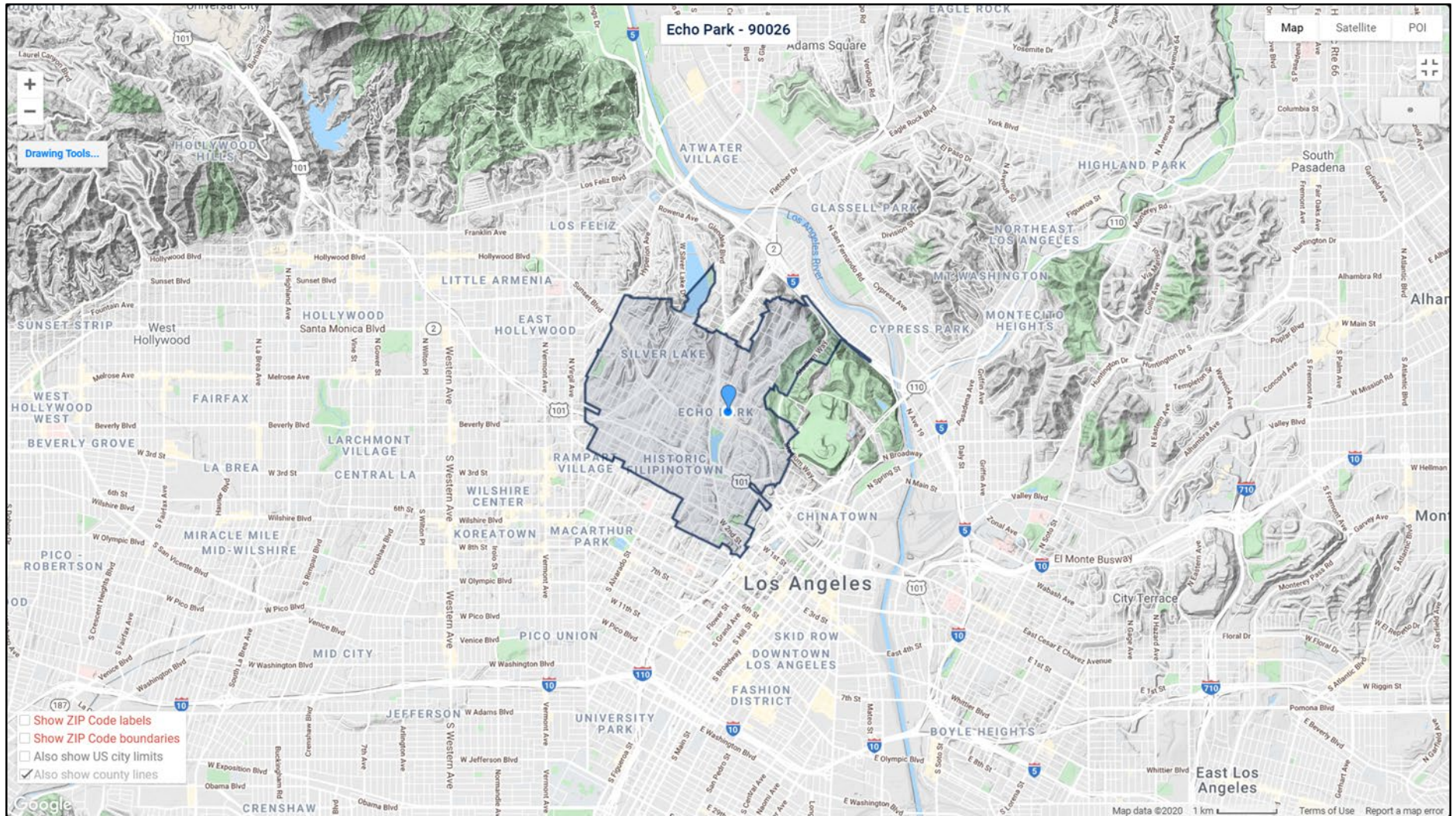
Time of Day



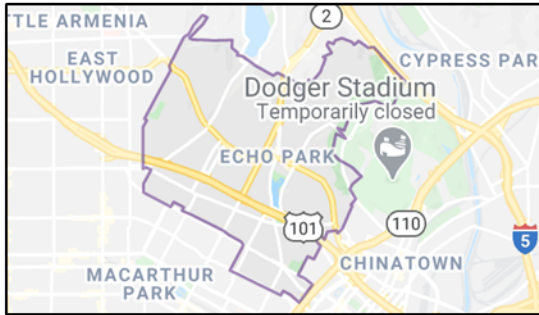
Time of Day - Studio City 91604



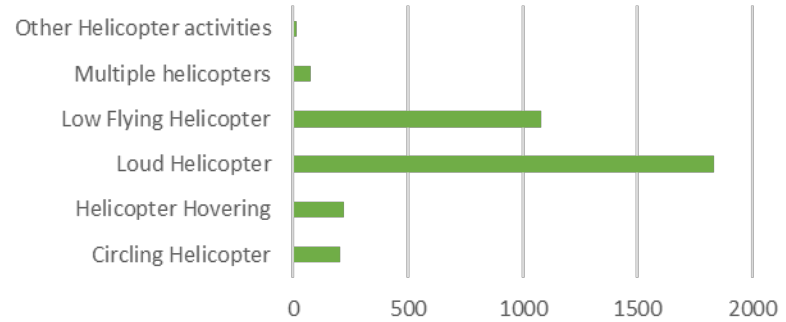
#15 Echo Park – 90026 Total Complaints: 3,437



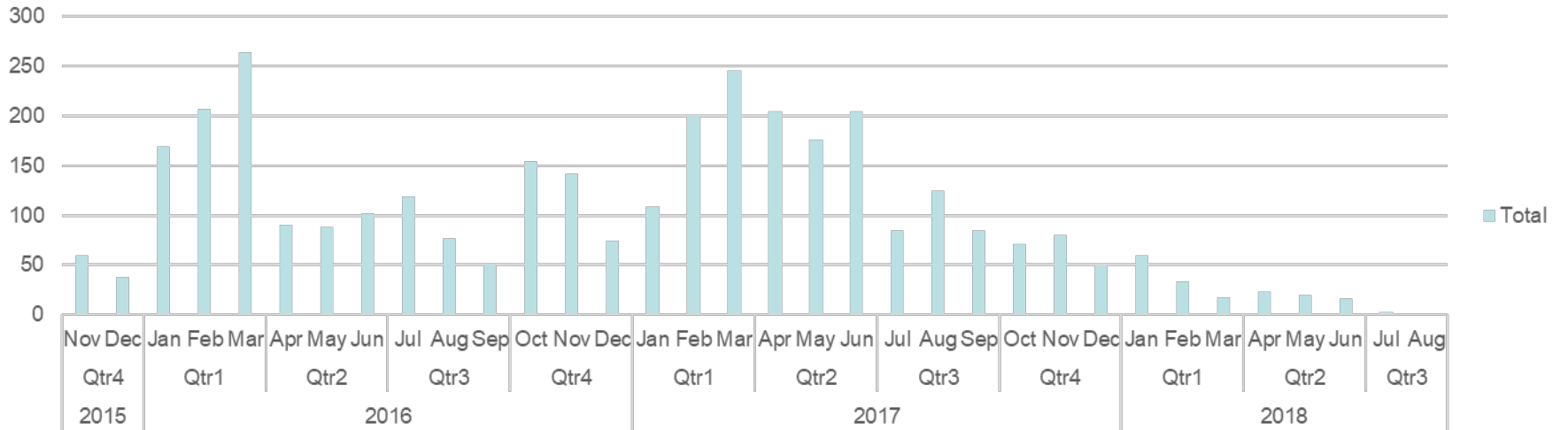
#15 Echo Park – 90026 Total Complaints: 3,437 (Continued)



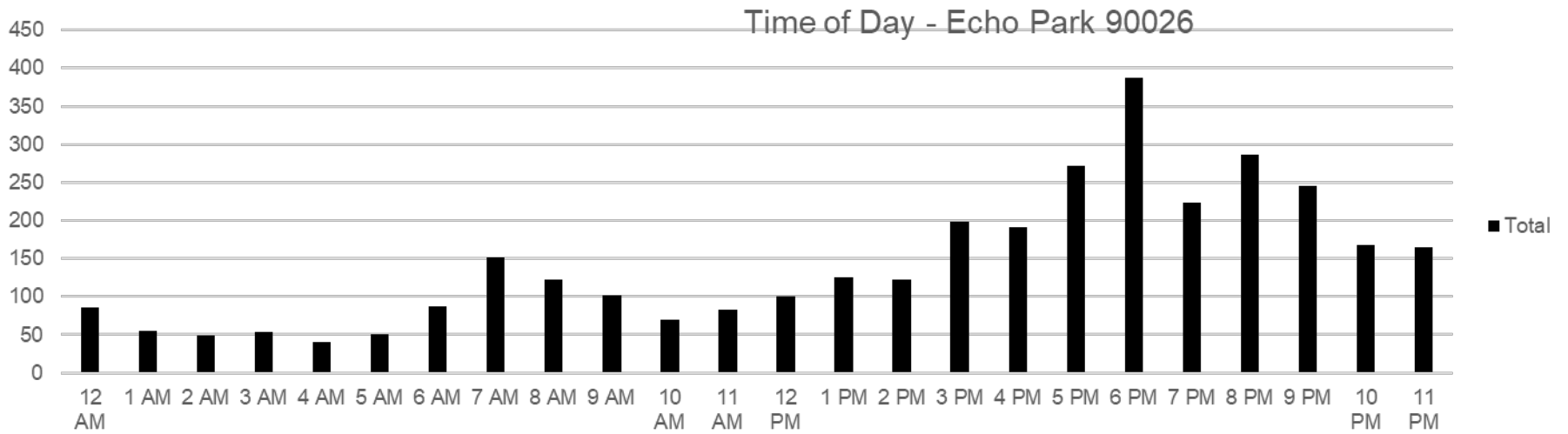
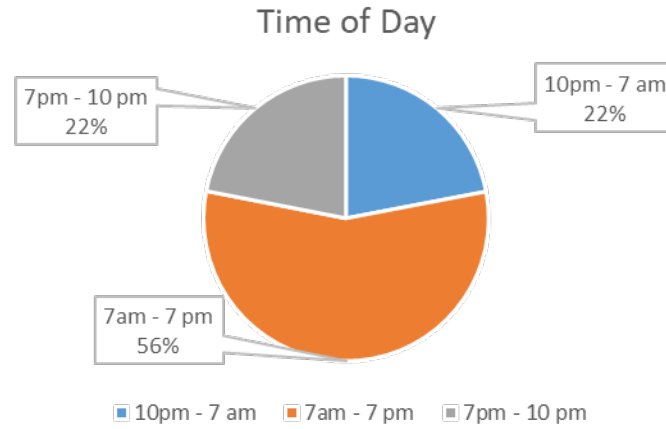
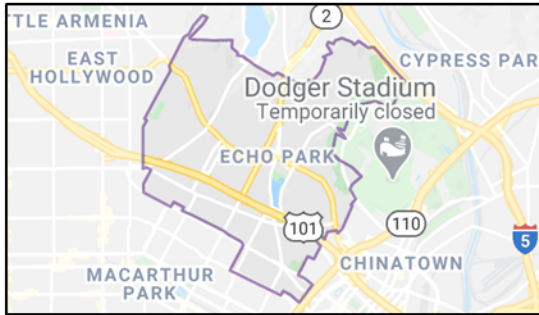
Event Type - Echo Park 90026



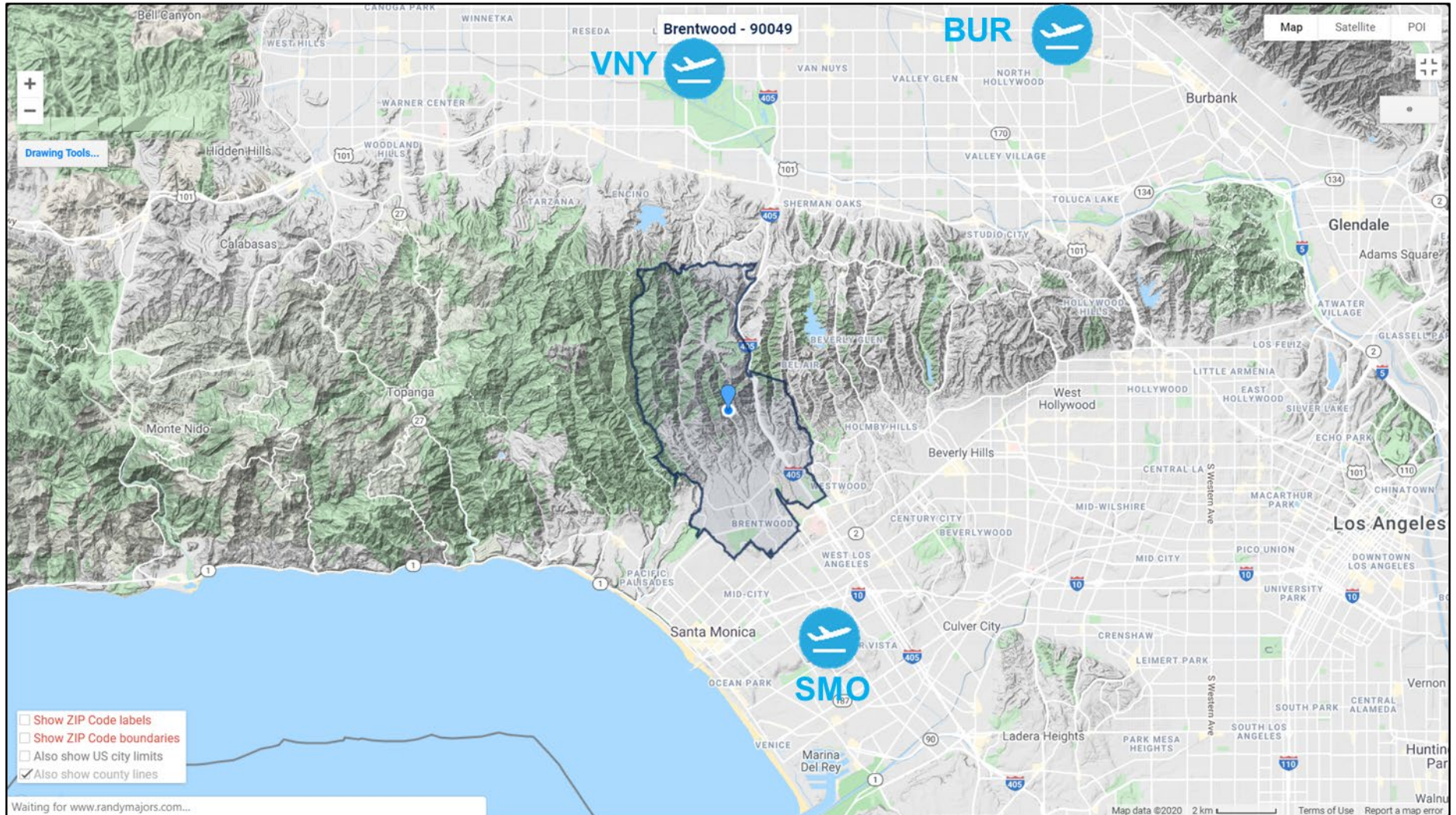
Monthly Complaints - Echo Park 90026



#15 Echo Park – 90026 Total Complaints: 3,437 (Continued)



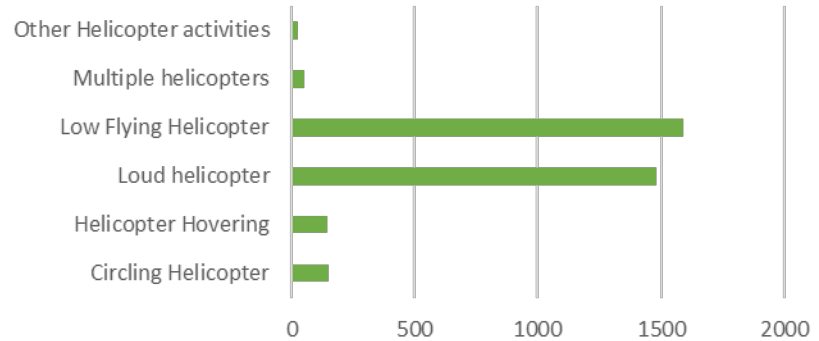
#14 Brentwood – 90049 Total Complaints: 3,446



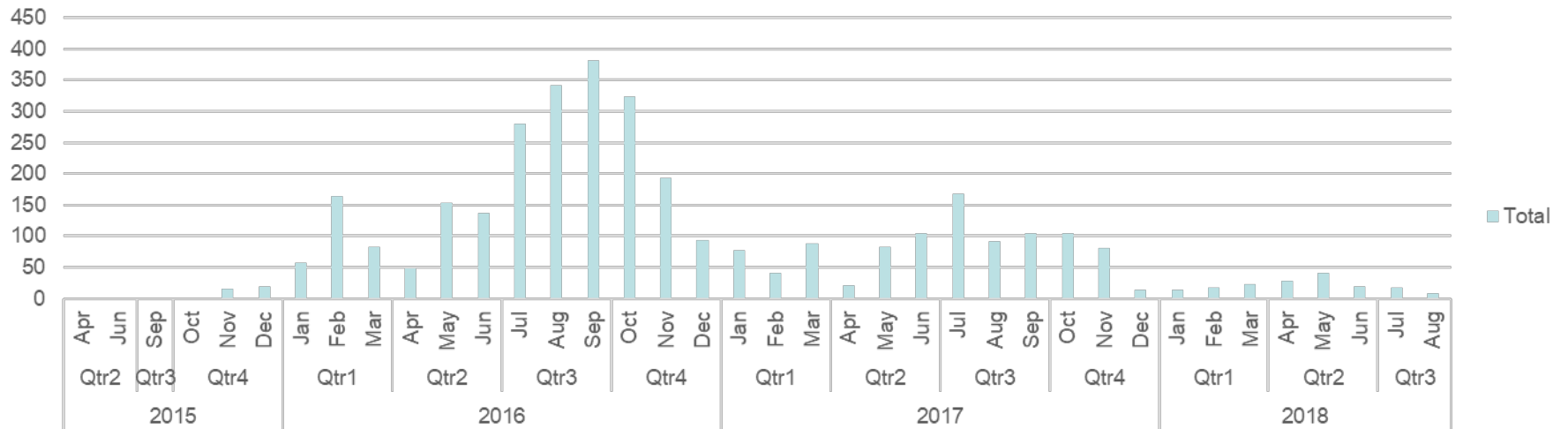
#14 Brentwood – 90049 Total Complaints: 3,446 (Continued)



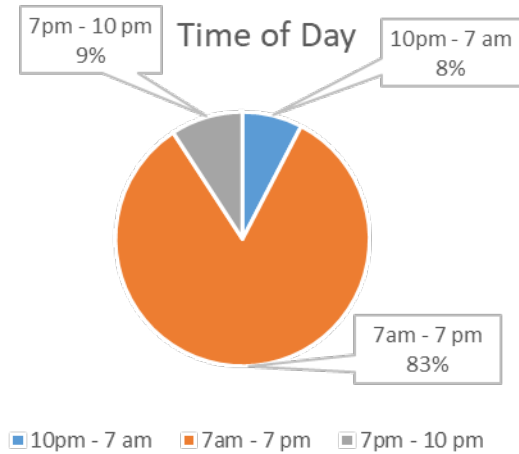
Event Type - Brentwood 90049



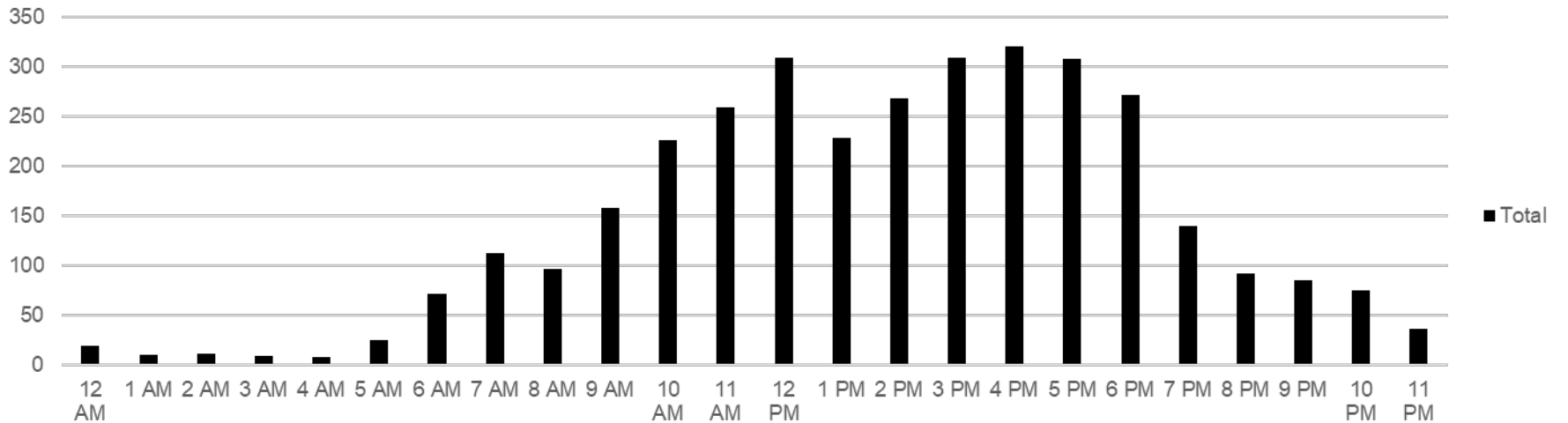
Monthly Complaints - Brentwood 90049



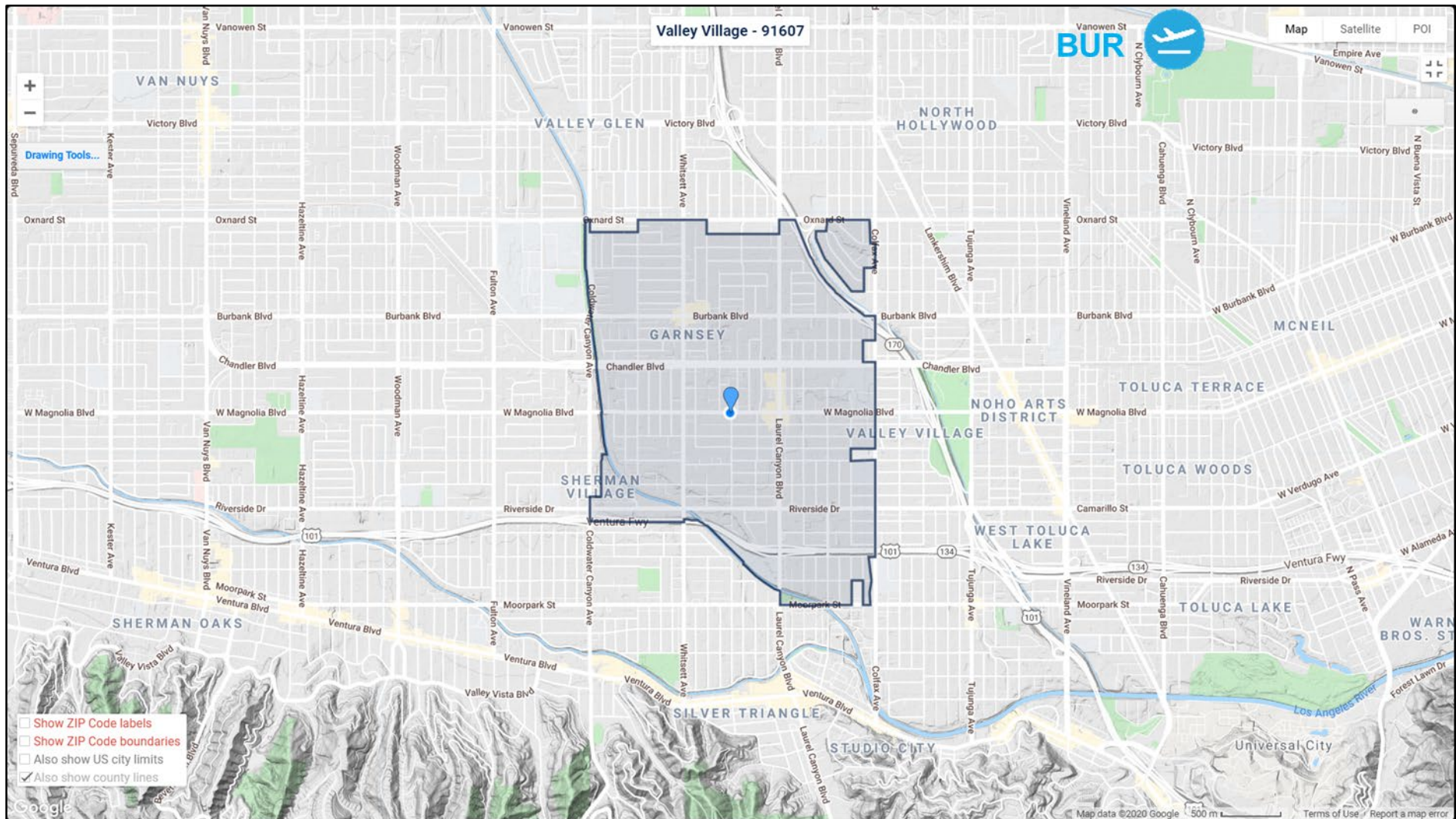
#14 Brentwood – 90049 Total Complaints: 3,446 (Continued)



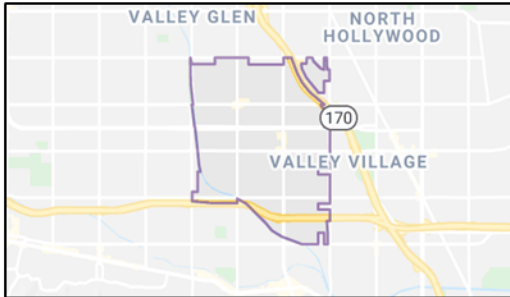
Time of Day - Brentwood 90049



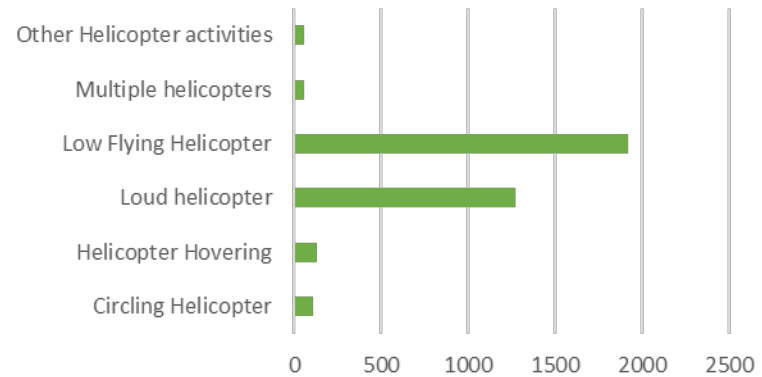
#13 Valley Village – 91607 Total Complaints: 3,556



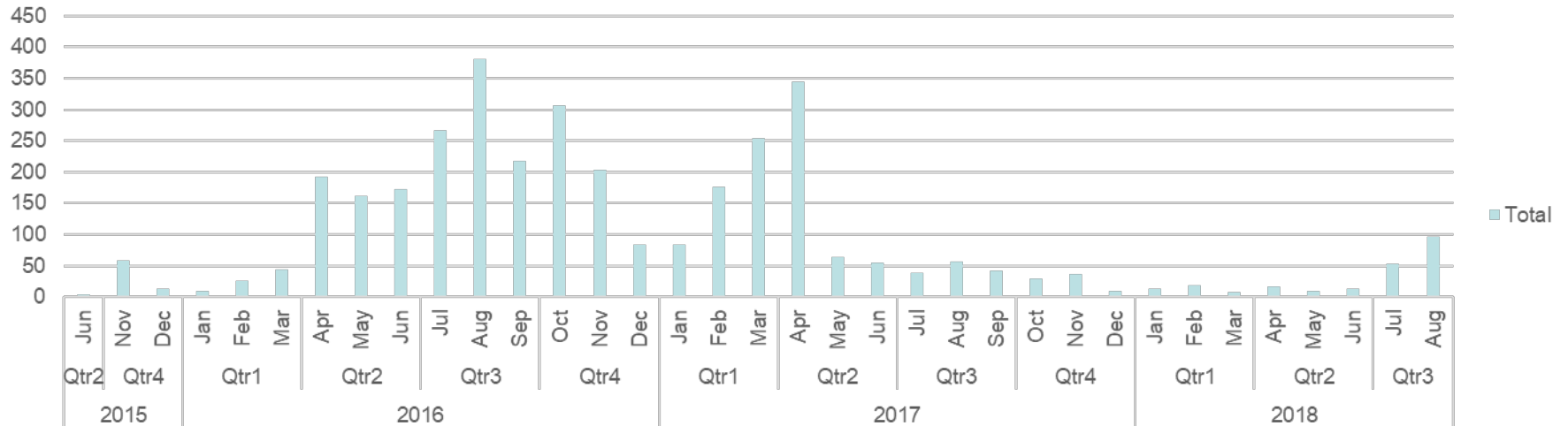
#13 Valley Village – 91607 Total Complaints: 3,556 (Continued)



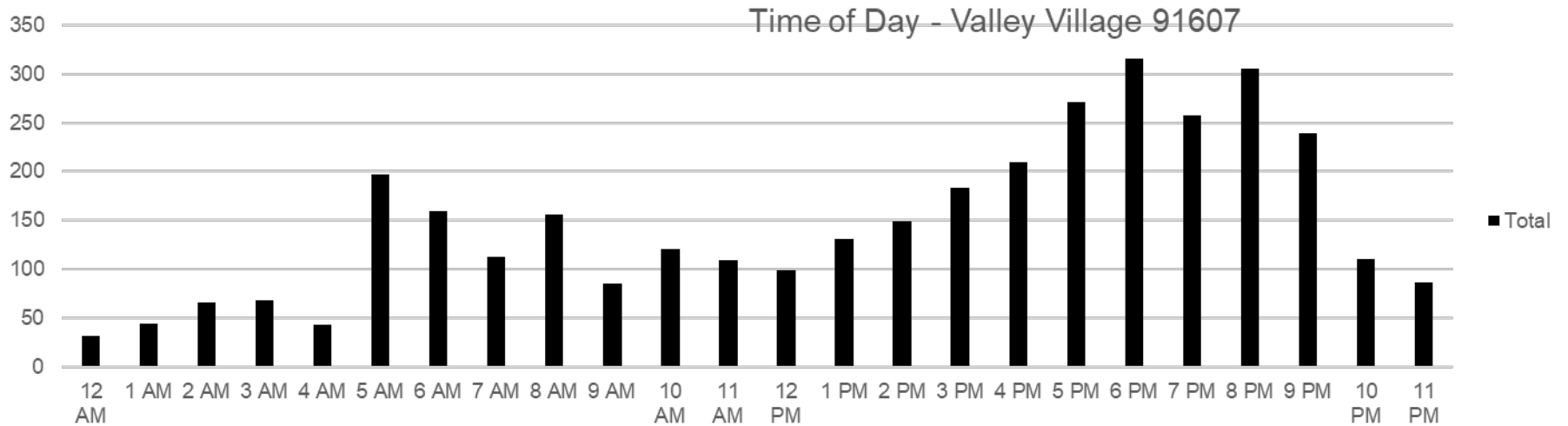
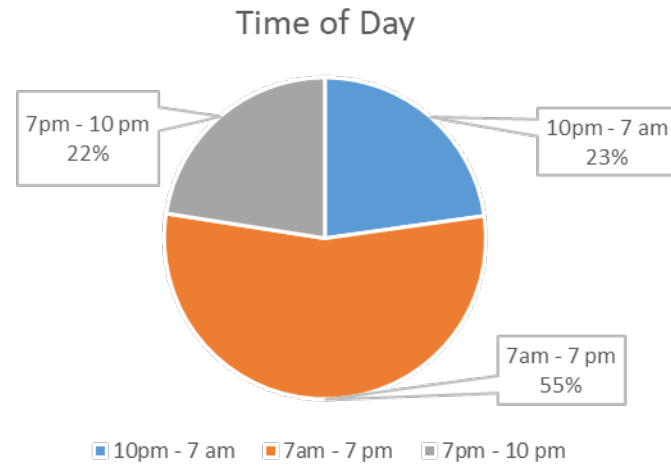
Event Type - Valley Village 91607



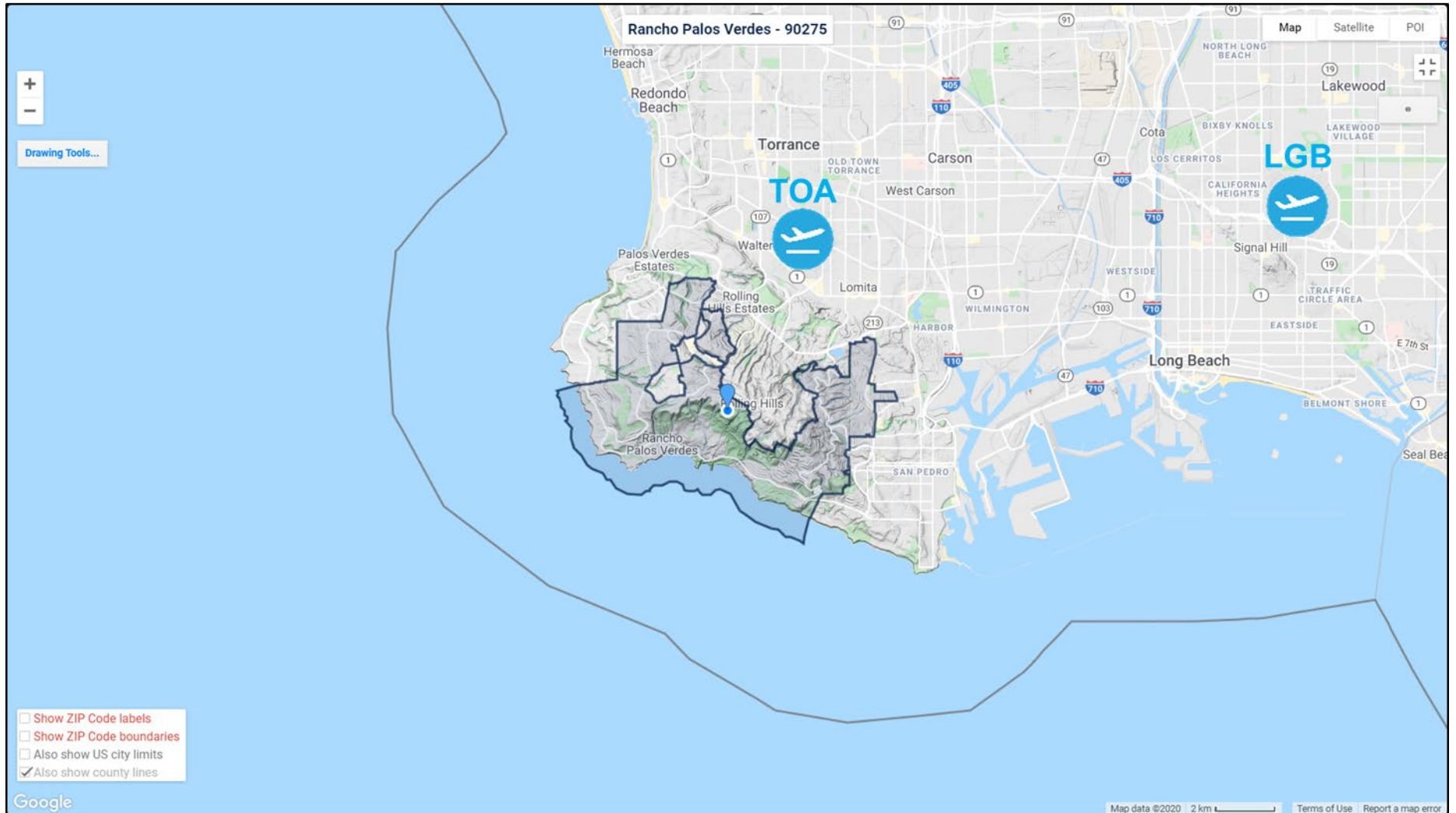
Monthly Complaints - Valley Village 91607



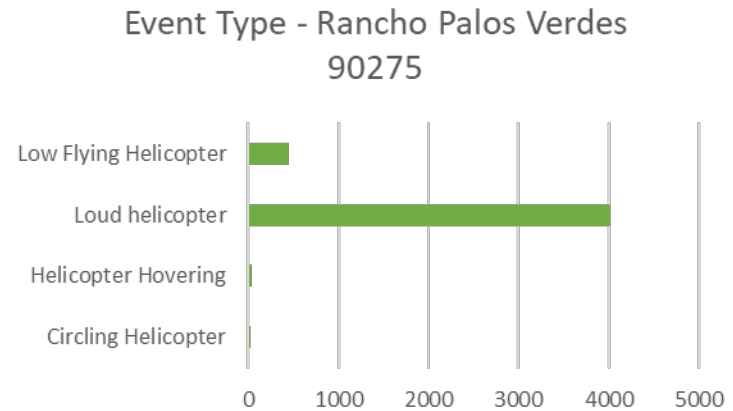
#13 Valley Village – 91607 Total Complaints: 3,556 (Continued)



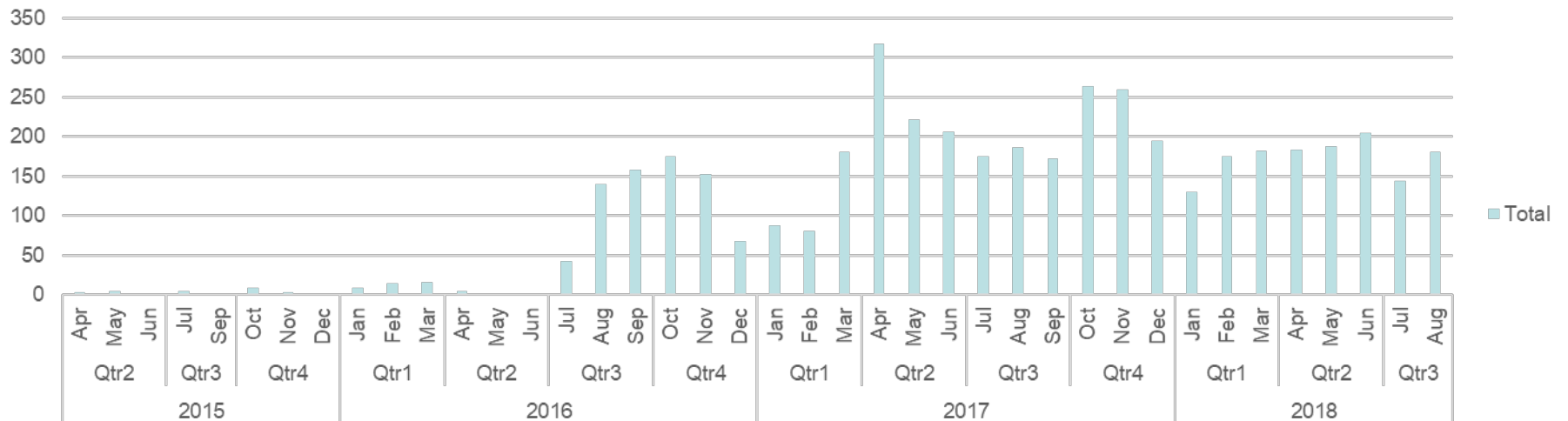
#12 Rancho Palos Verdes – 90275 Total Complaints: 4,541



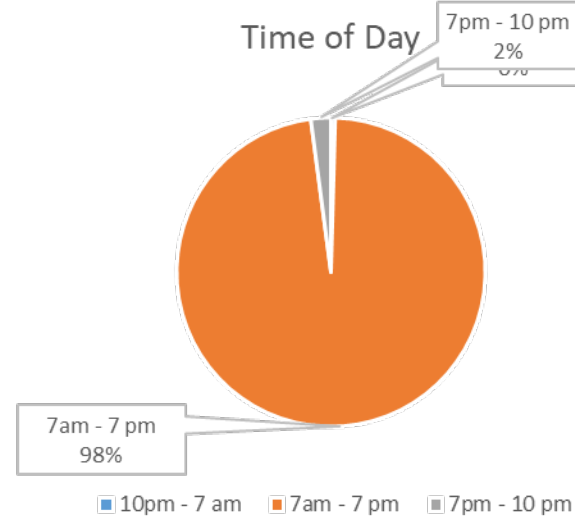
#12 Rancho Palos Verdes – 90275 Total Complaints: 4,541 (Continued)



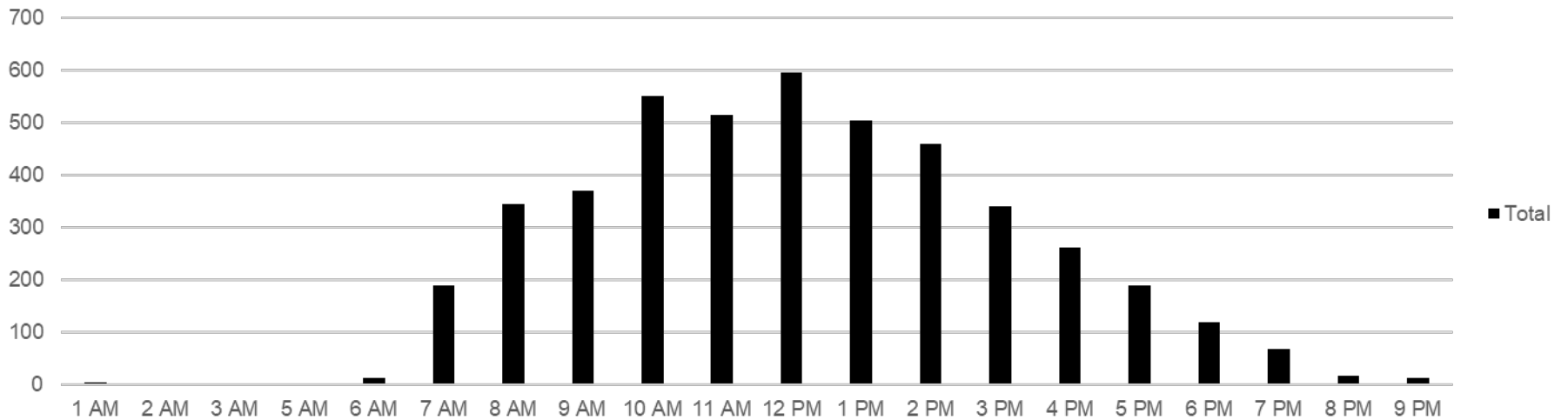
Monthly Complaints - Rancho Palos Verdes 90275



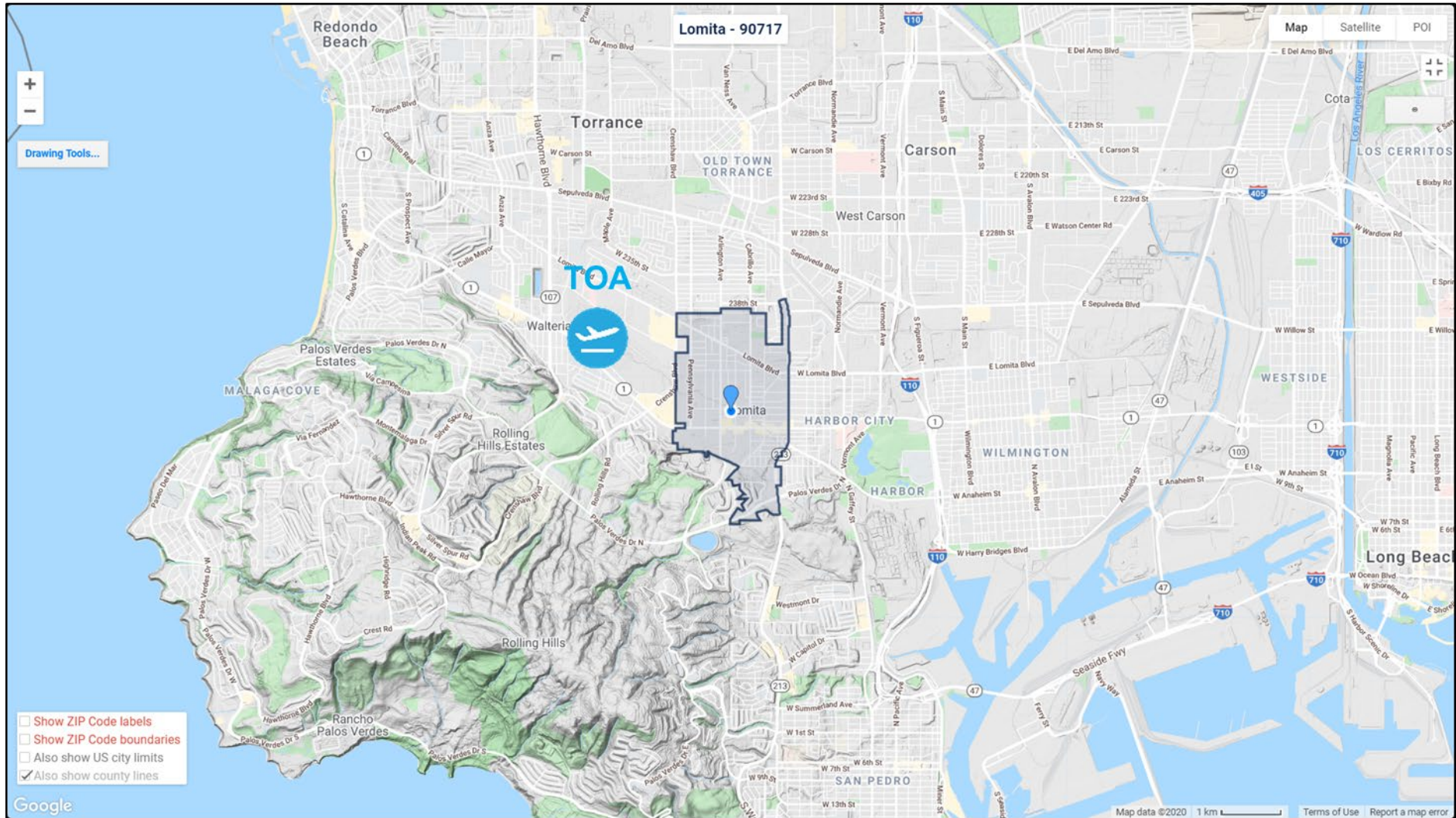
#12 Rancho Palos Verdes – 90275 Total Complaints: 4,541 (Continued)



Time of Day - Rancho Palos Verdes 90275



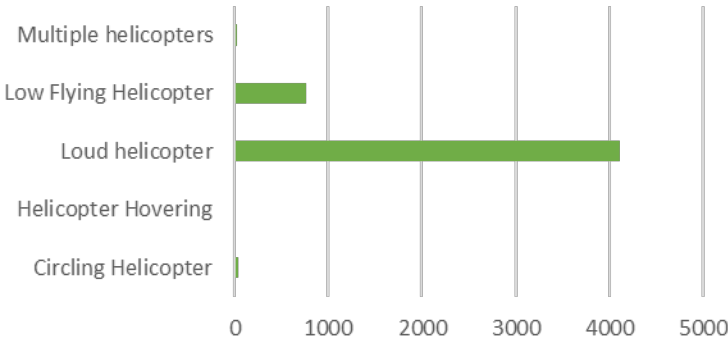
#11 Lomita – 90717 Total Complaints: 4,972



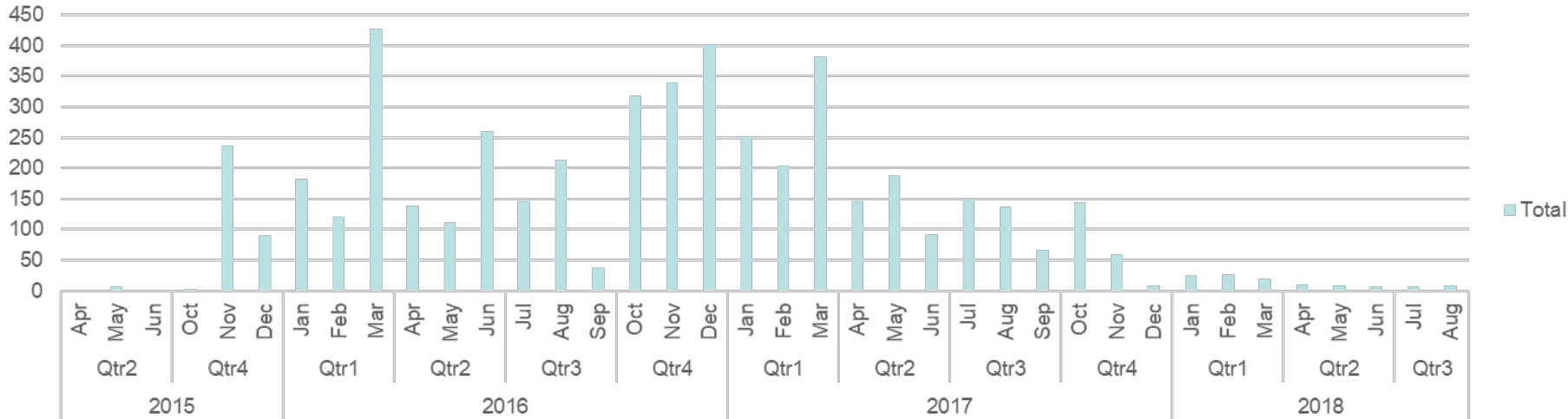
#11 Lomita – 90717 Total Complaints: 4,972 (Continued)



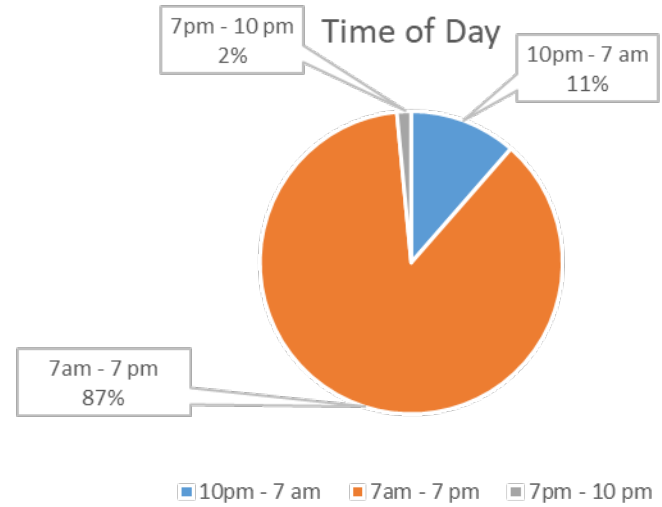
Event Type - Lomita 90717



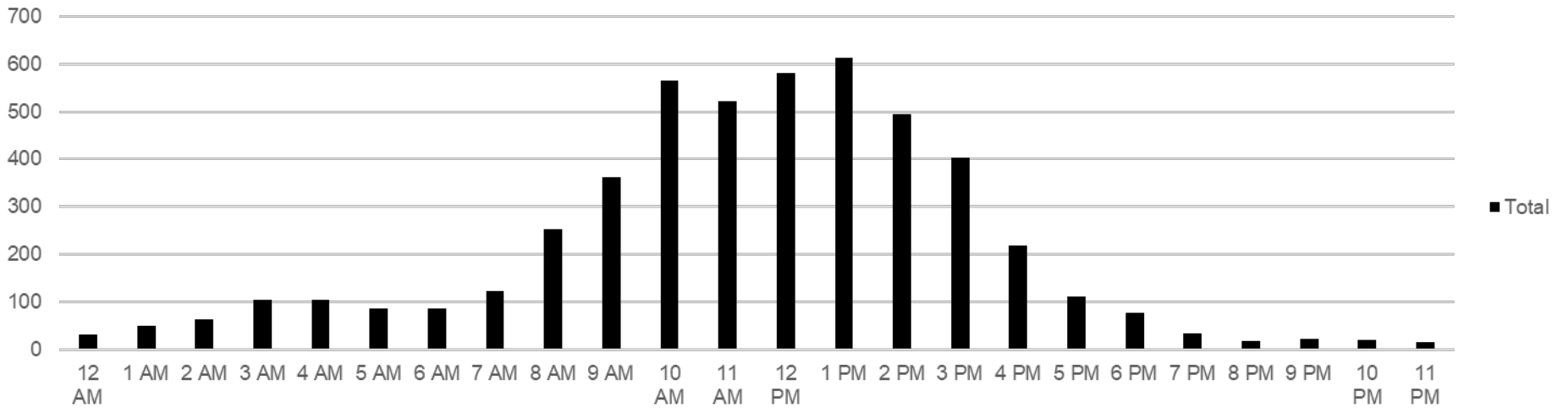
Monthly Complaints - Lomita 90717



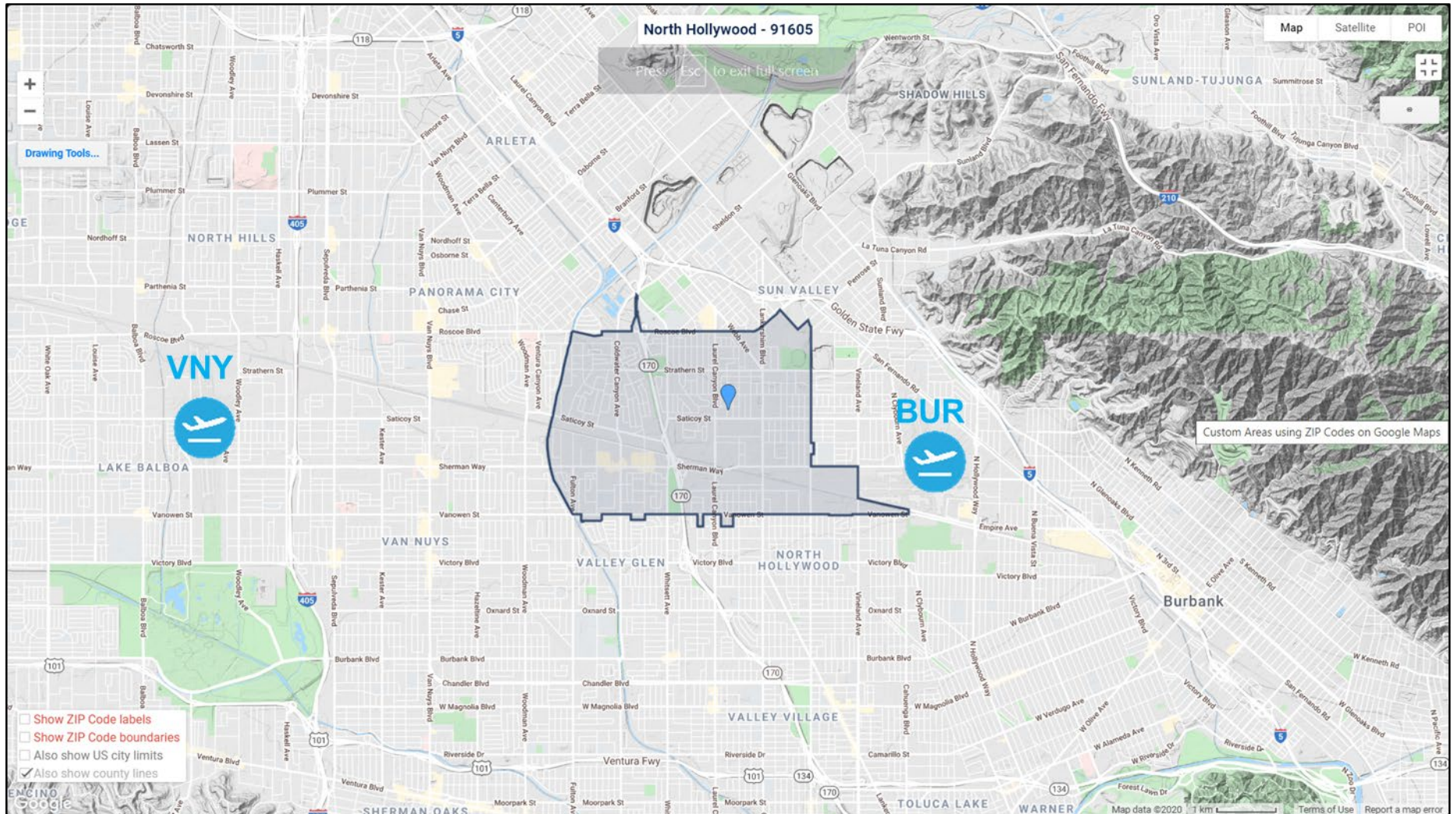
#11 Lomita – 90717 Total Complaints: 4,972 (Continued)



Time of Day - Lomita 90717

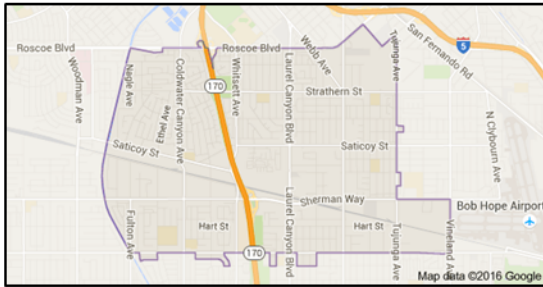


#10 North Hollywood – 91605 Total Complaints: 6,563

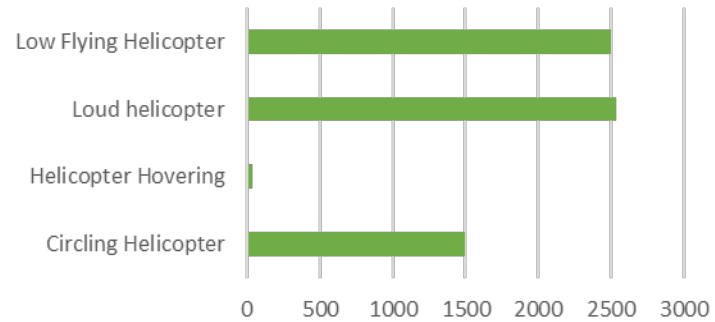


#10 North Hollywood – 91605

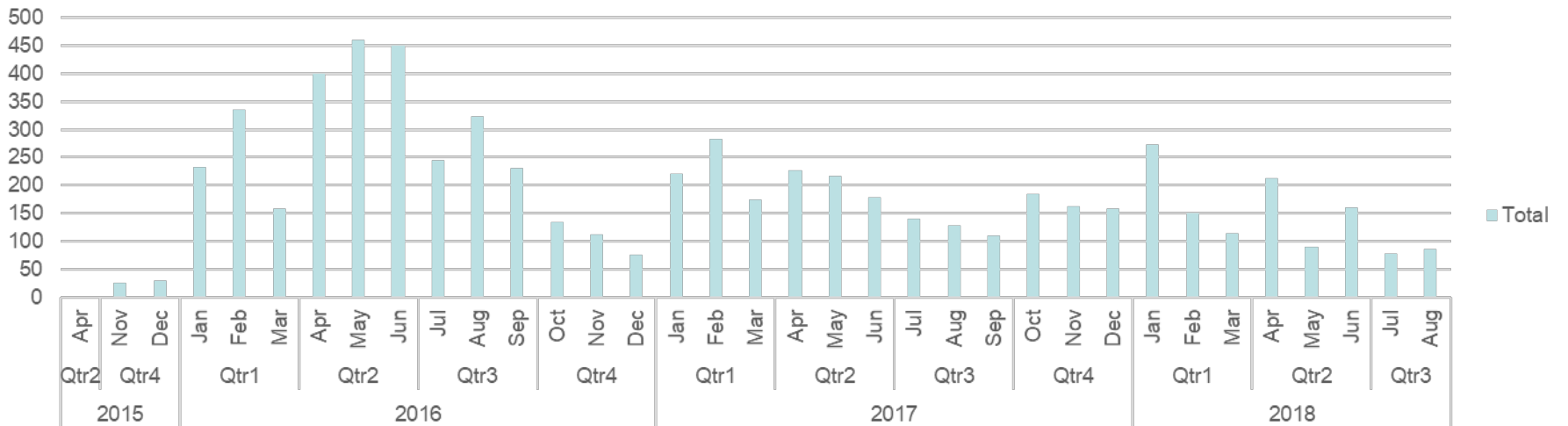
Total Complaints: 6,563 (Continued)



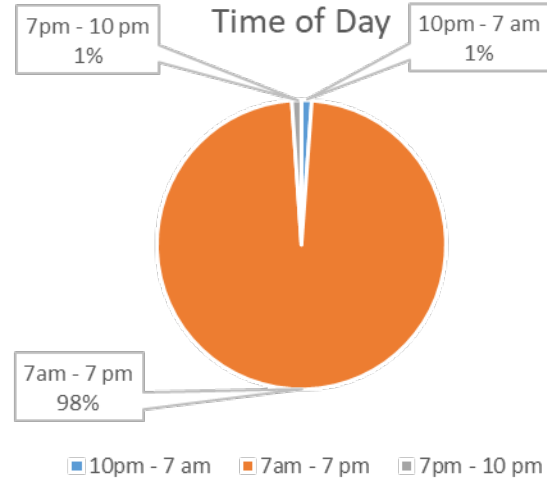
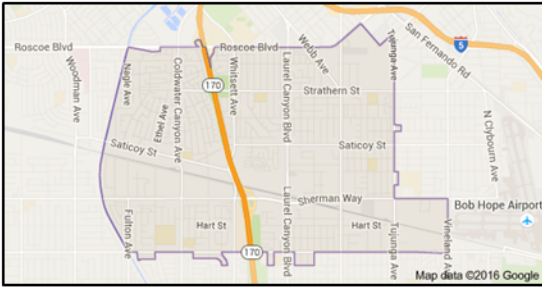
Event Type - North Hollywood 91605



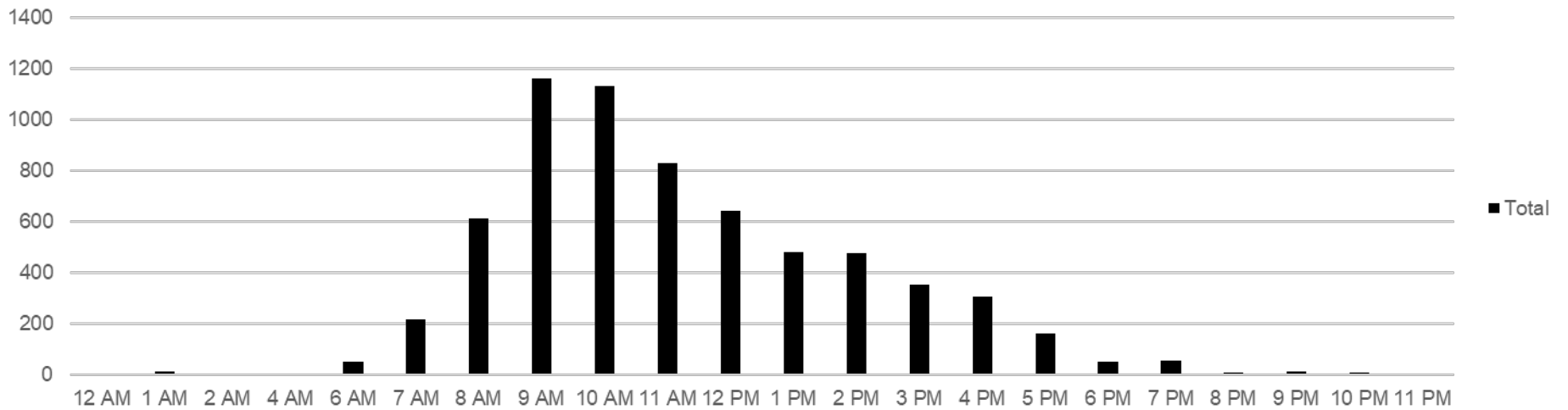
Monthly Complaints - North Hollywood 91605



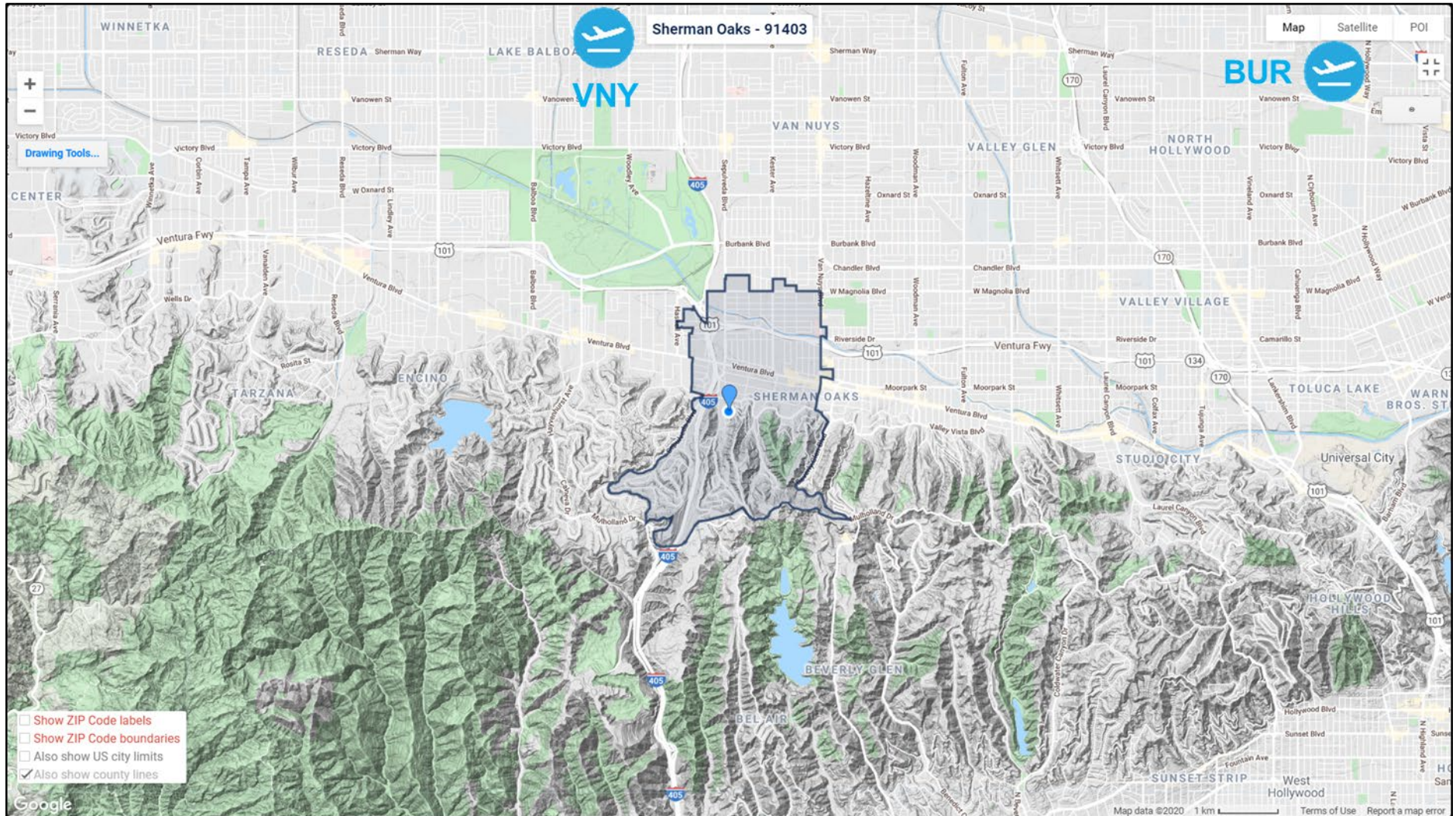
#10 North Hollywood – 91605 Total Complaints: 6,563 (Continued)



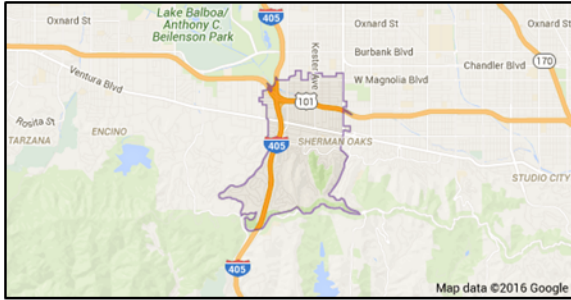
Time of Day - North Hollywood 91605



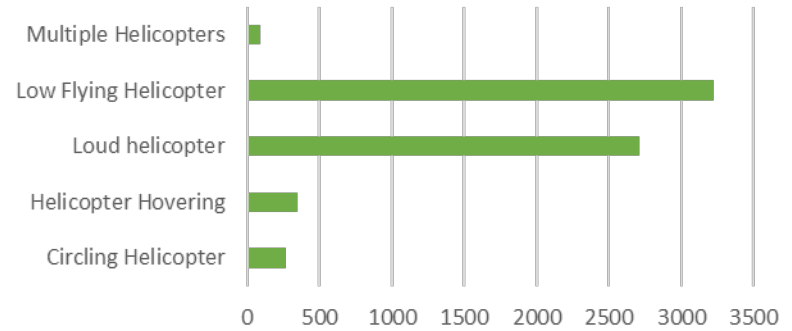
#9 Sherman Oaks – 91403 Total Complaints: 6,643



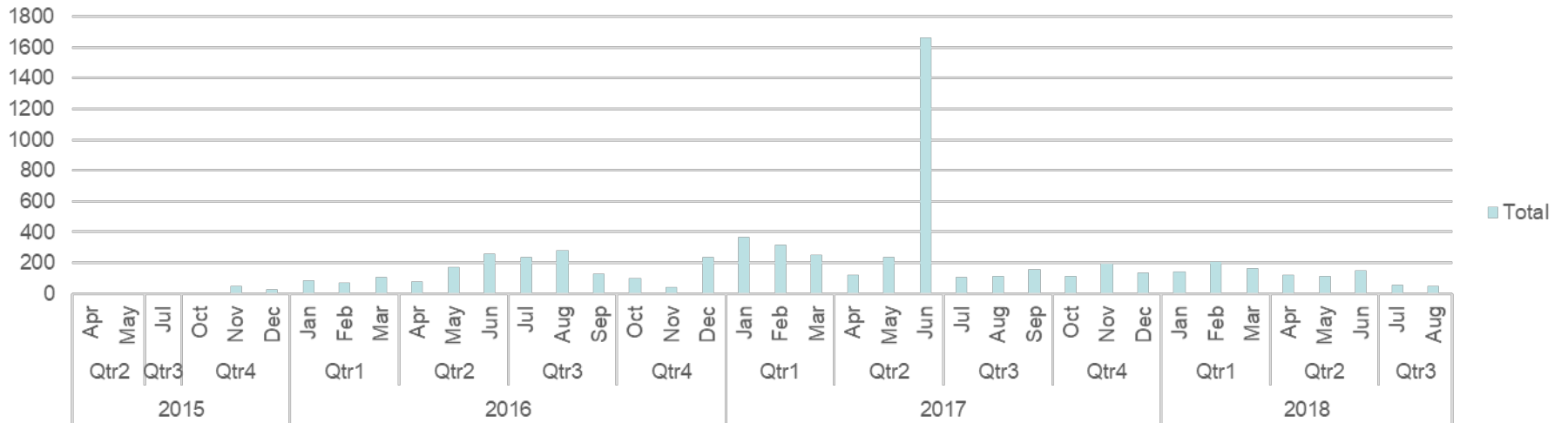
#9 Sherman Oaks – 91403 Total Complaints: 6,643 (Continued)



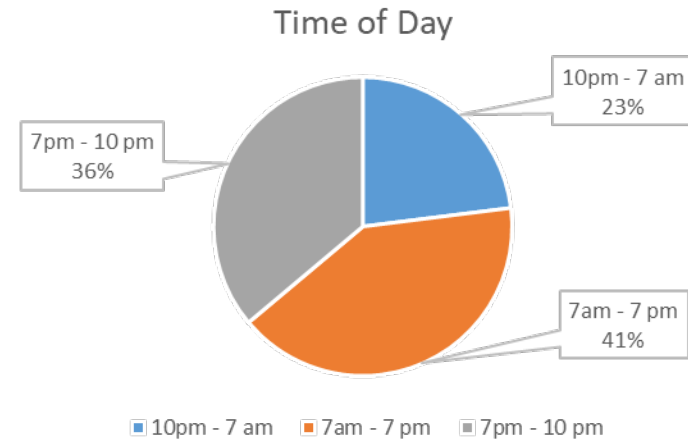
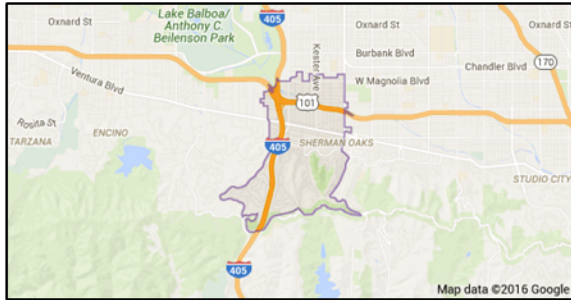
Event Type - Sherman Oaks 91403



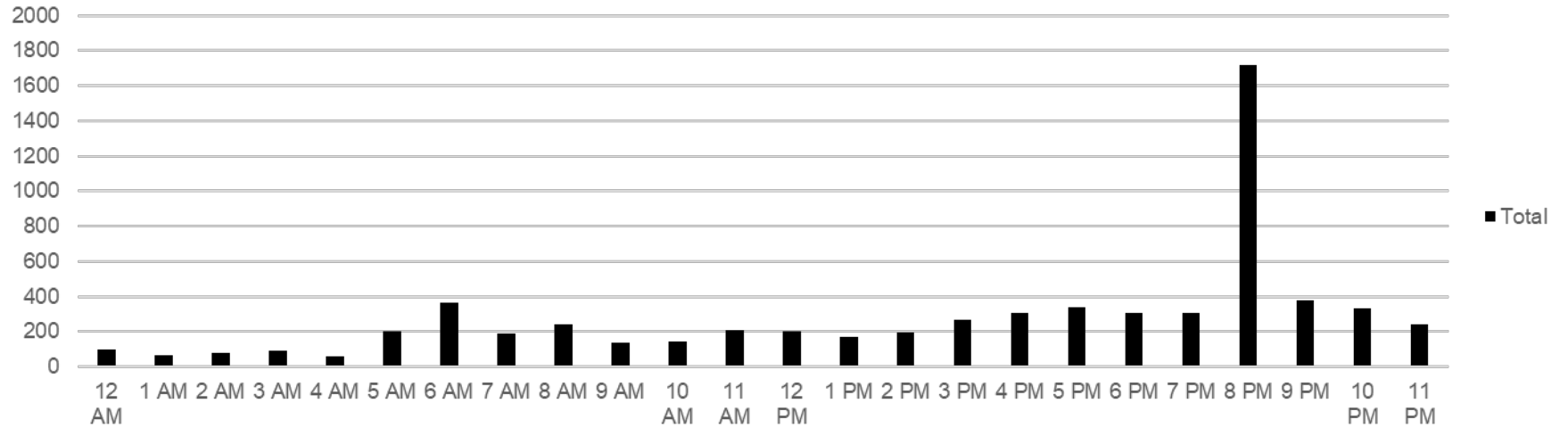
Monthly Complaints - Sherman Oaks 91403



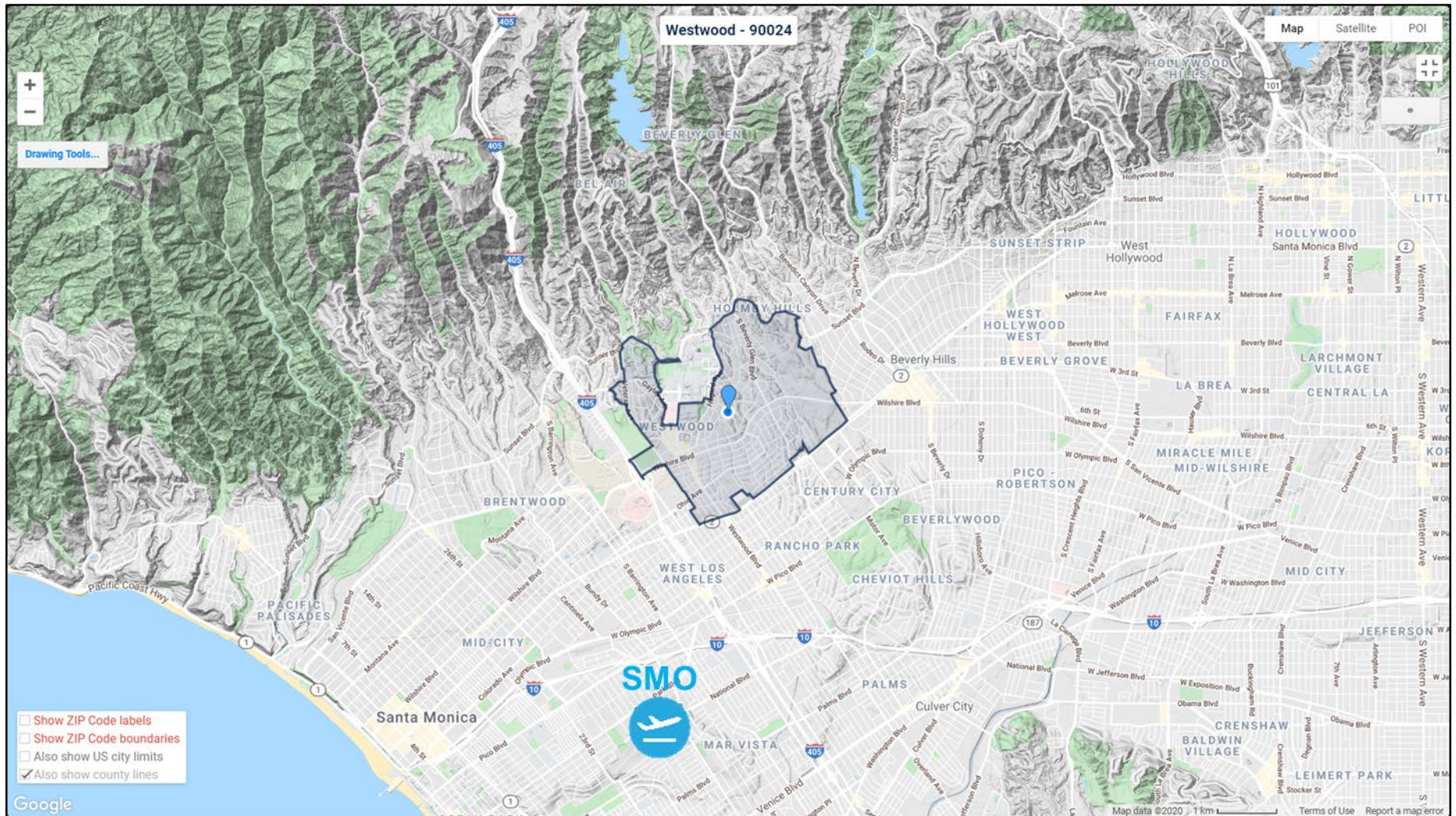
#9 Sherman Oaks – 91403 Total Complaints: 6,643 (Continued)



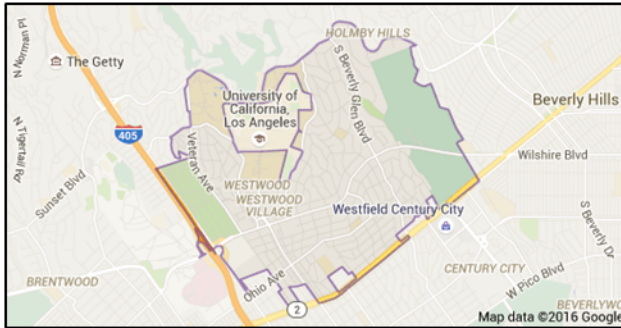
Time of Day - Sherman Oaks 91403



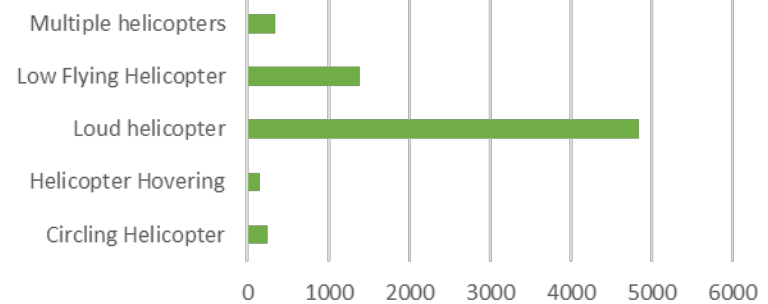
#8 Westwood – 90024 Total Complaints: 6,973



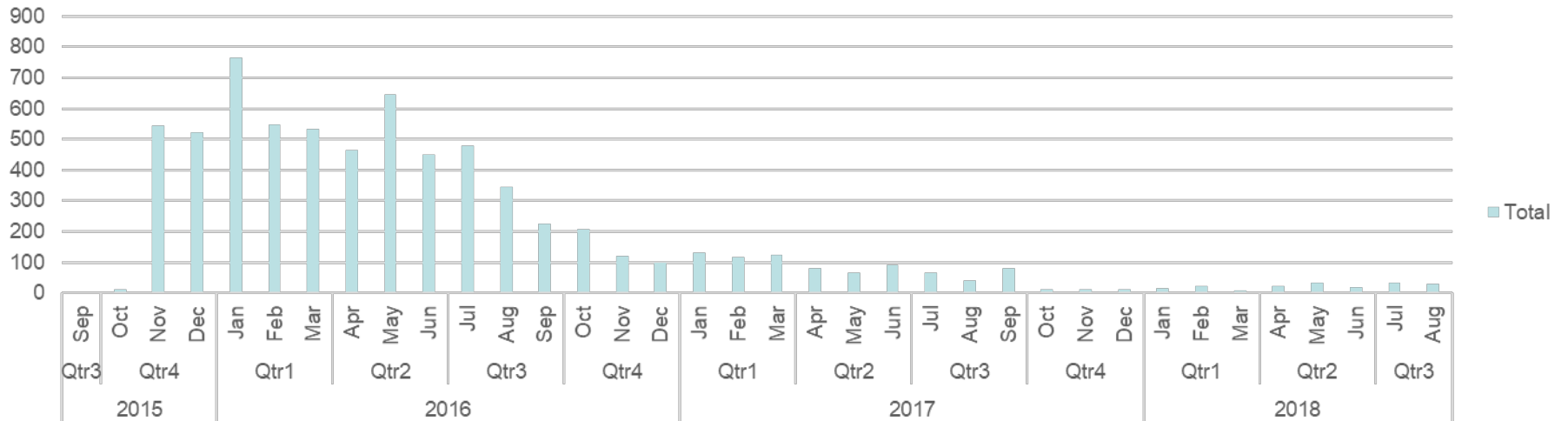
#8 Westwood – 90024 Total Complaints: 6,973 (Continued)



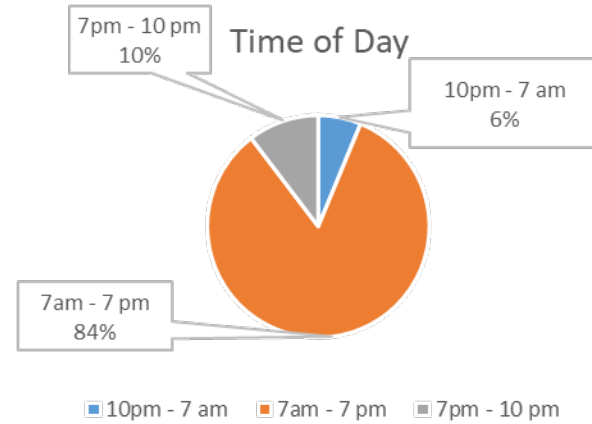
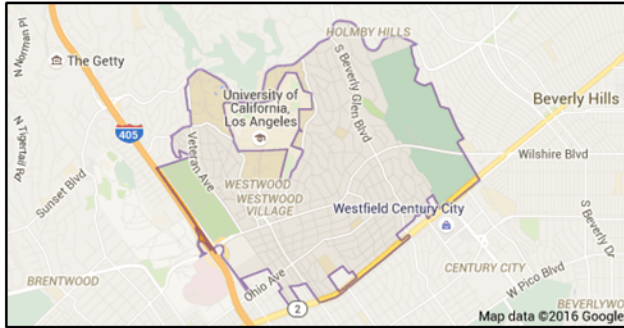
Event Type - Westwood 90024



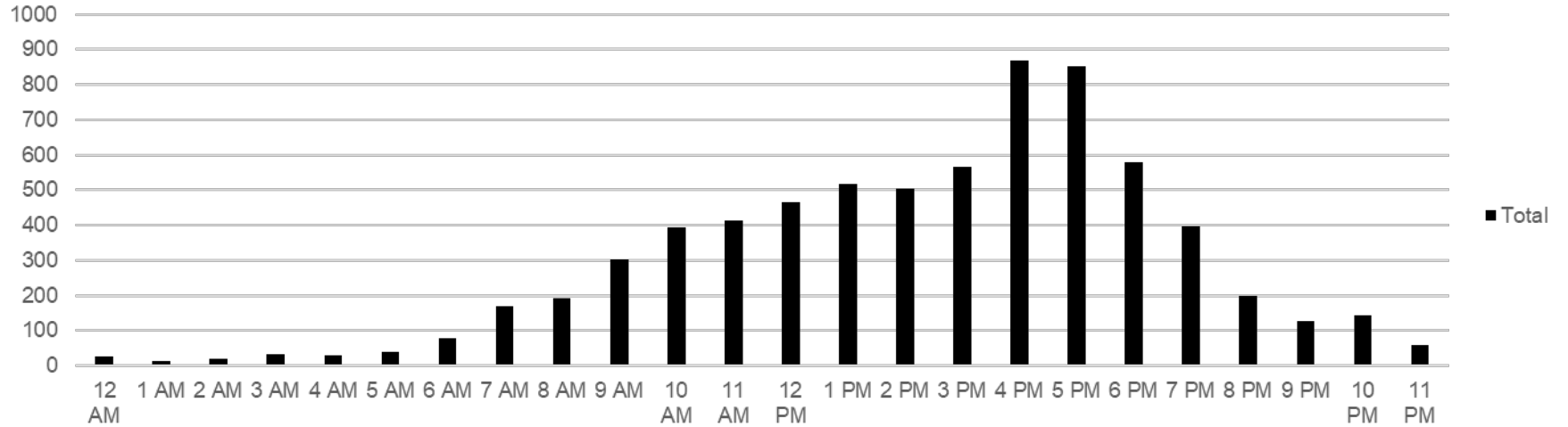
Monthly Complaints - Westwood 90024



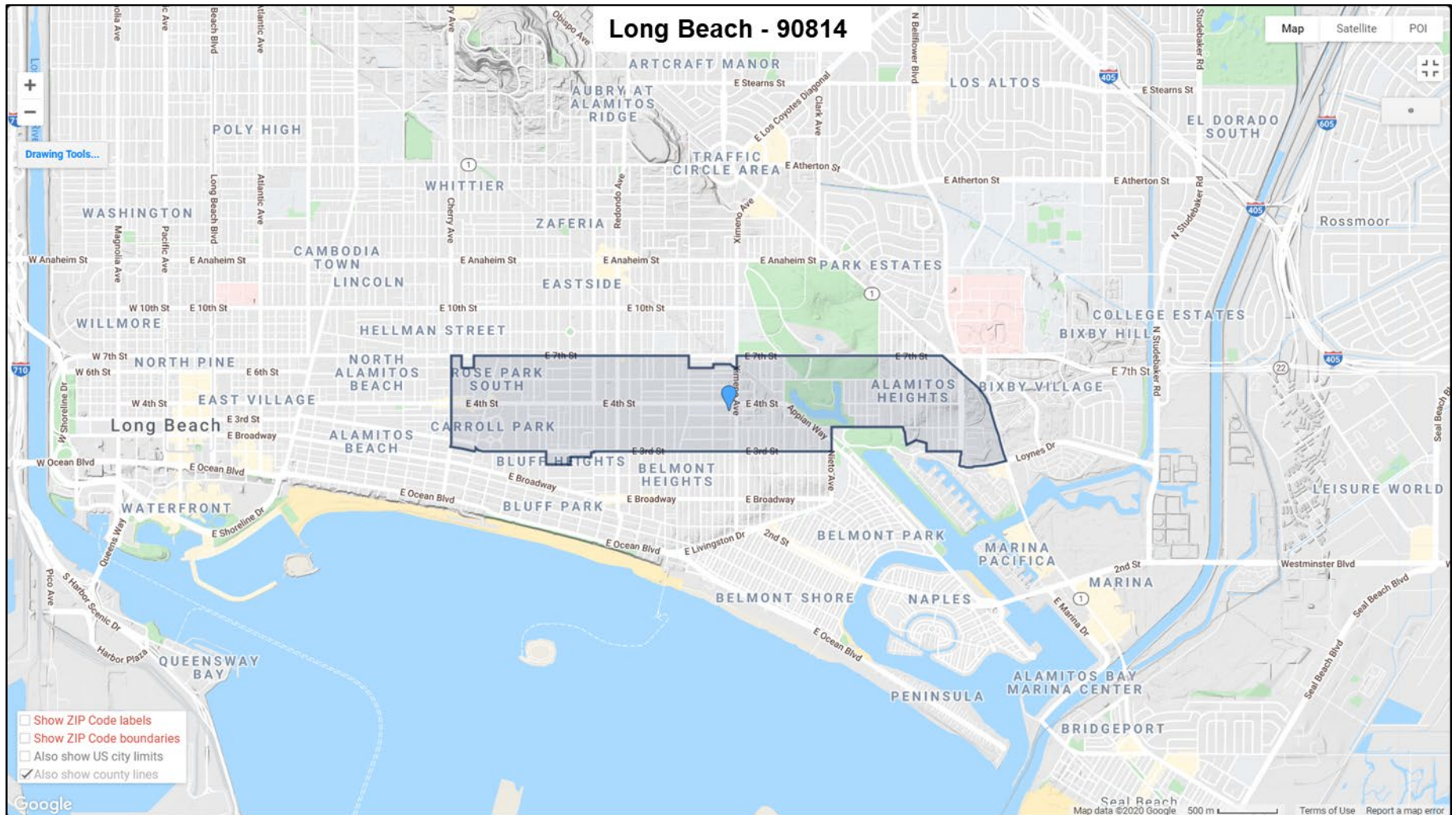
#8 Westwood – 90024 Total Complaints: 6,973 (Continued)



Time of Day - Westwood 90024



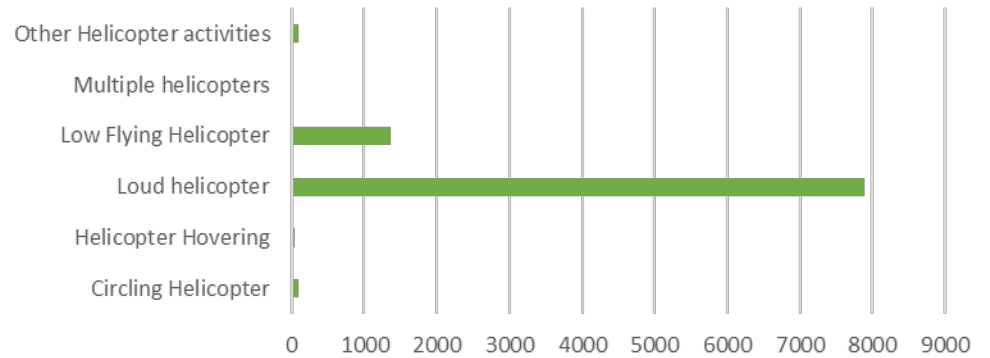
#7 Long Beach – 90814 Total Complaints: 9,479



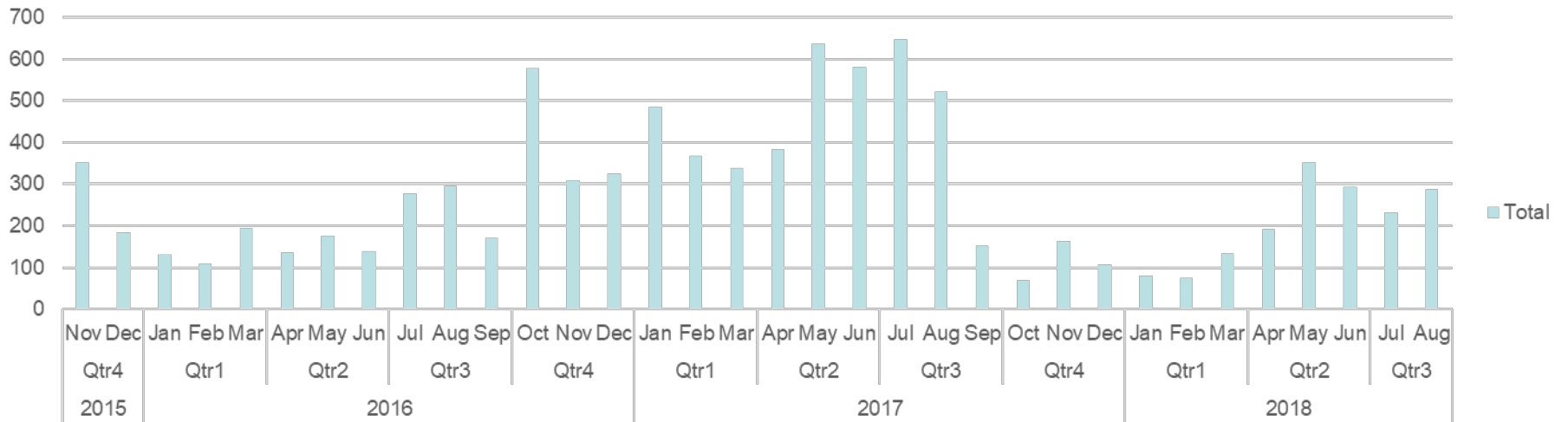
#7 Long Beach – 90814 Total Complaints: 9,479 (Continued)



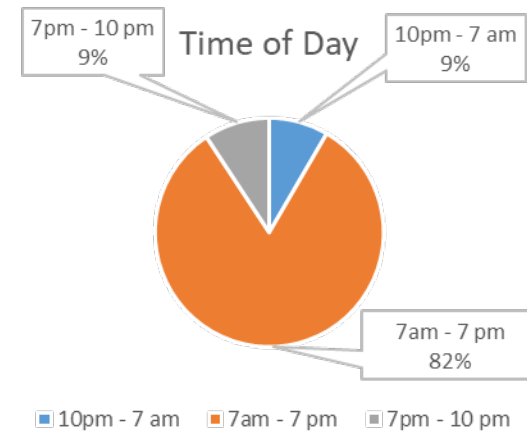
Event Type - Long Beach 90814



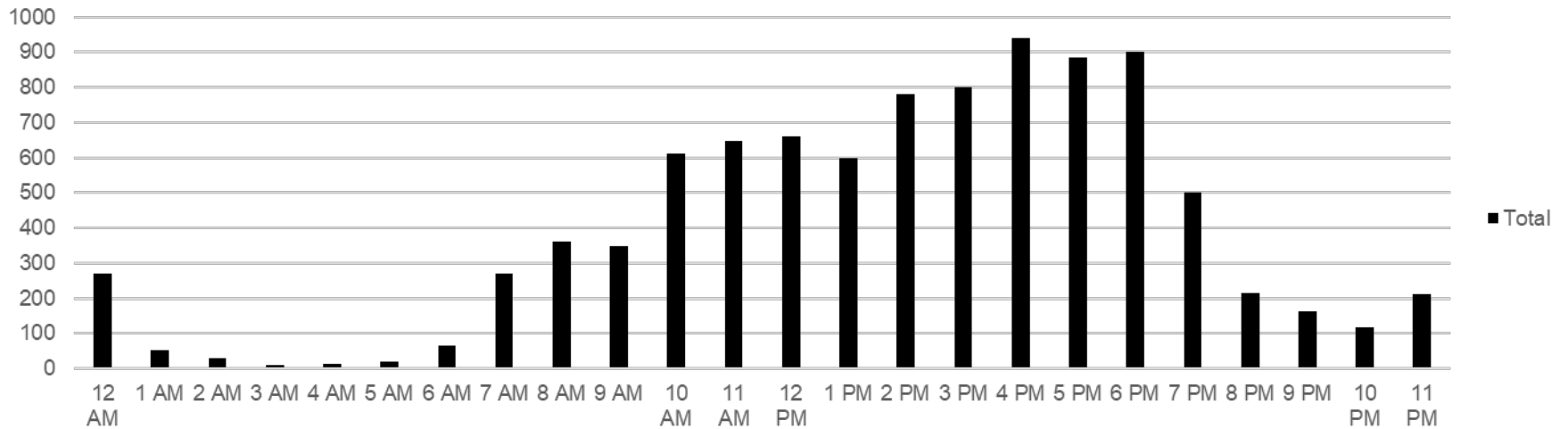
Monthly Complaints - Long Beach 90814



#7 Long Beach – 90814 Total Complaints: 9,479 (Continued)



Time of Day - Long Beach 90814



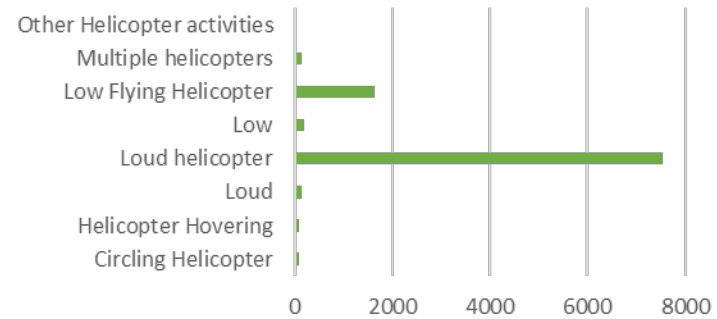
#6 Long Beach – 90803 Total Complaints: 9,811



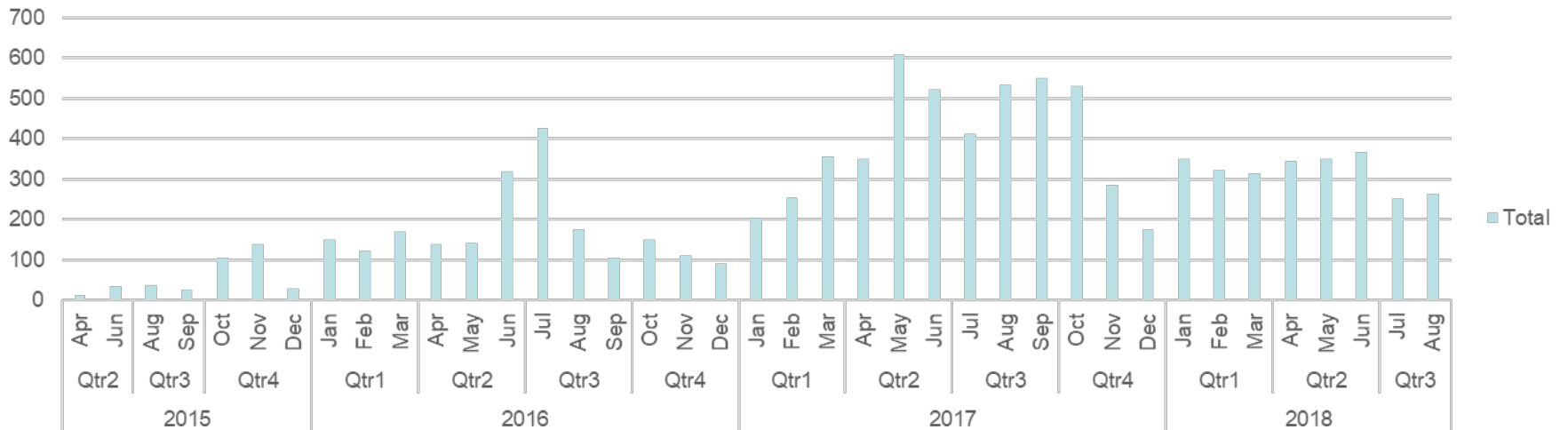
#6 Long Beach – 90803 Total Complaints: 9,811 (Continued)



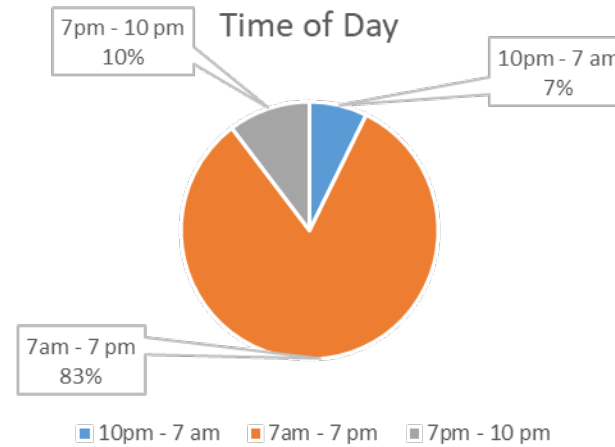
Event Type - Long Beach 90803



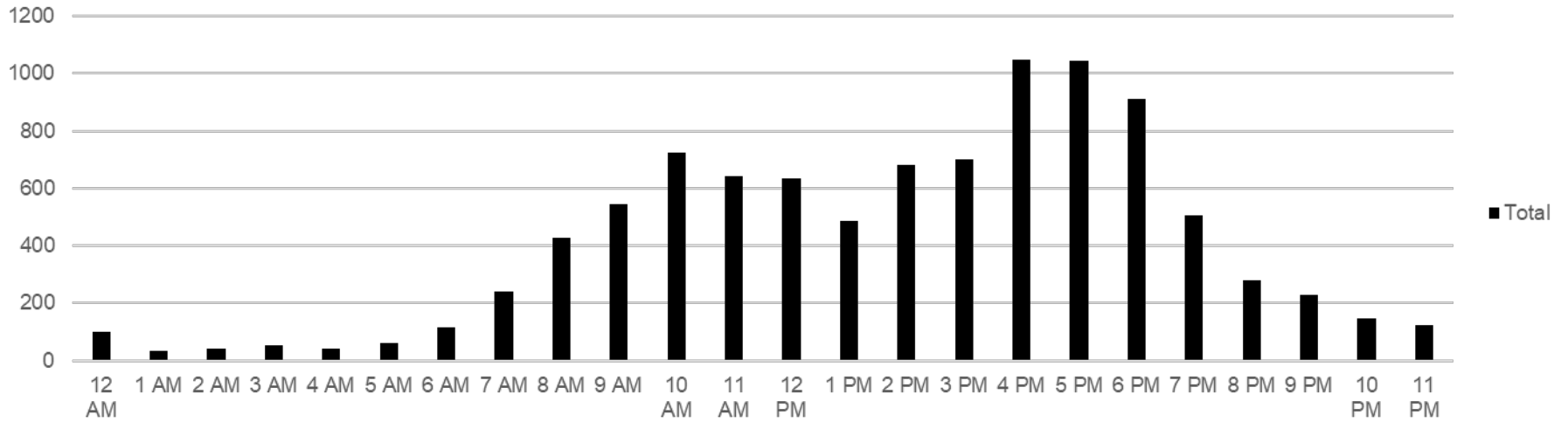
Monthly Complaints - Long Beach 90803



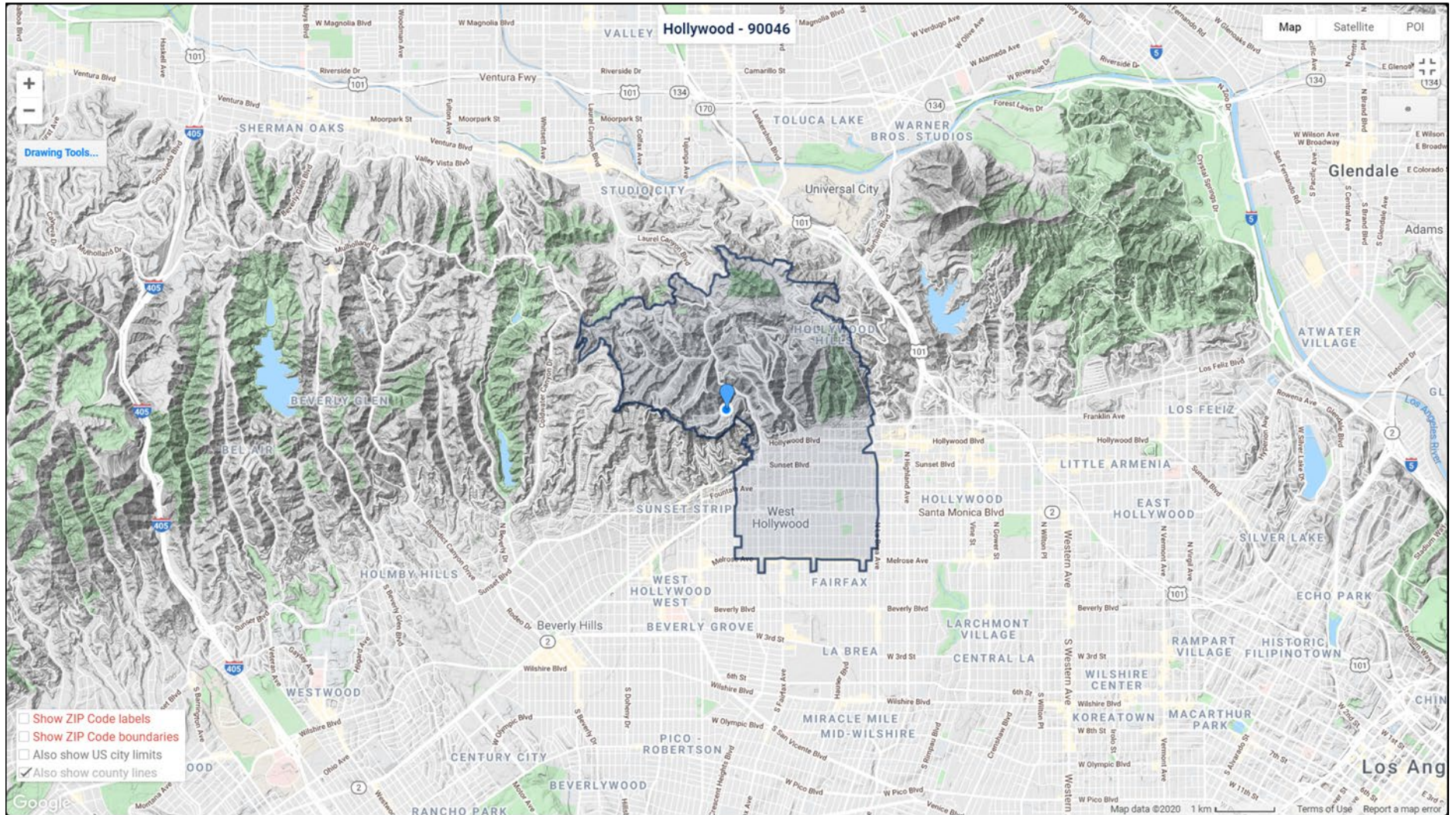
#6 Long Beach – 90803 Total Complaints: 9,811 (Continued)



Time of Day - Long Beach 90803



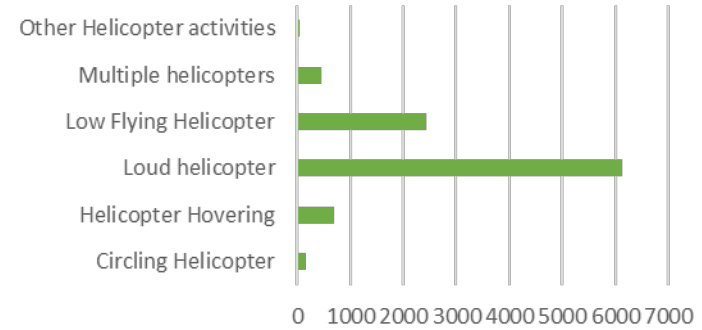
#5 Hollywood – 90046 Total Complaints: 9,947



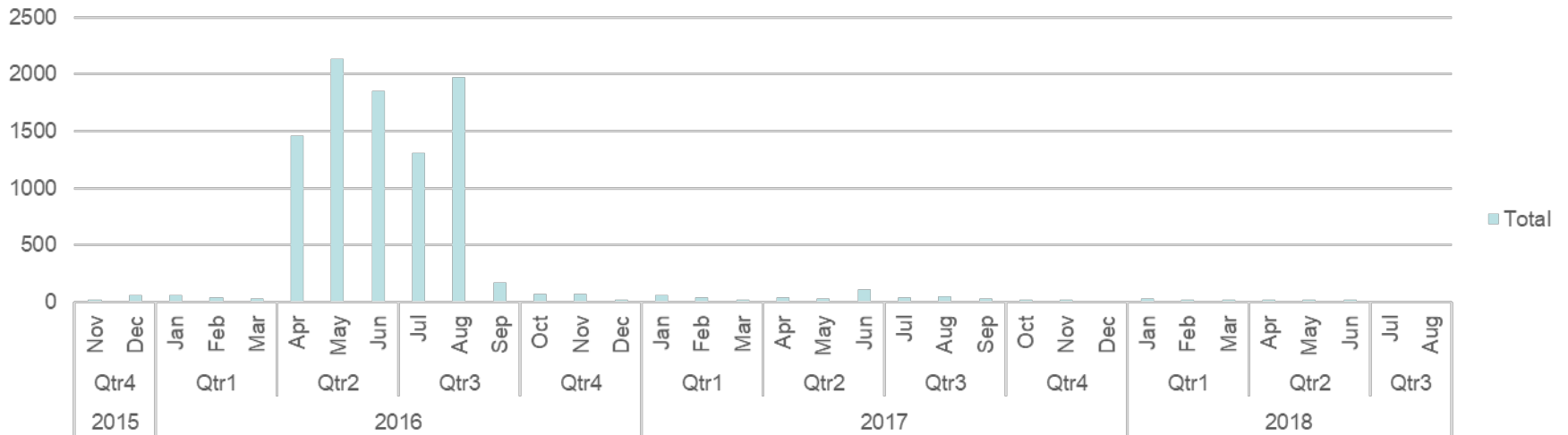
#5 Hollywood – 90046 Total Complaints: 9,947 (Continued)



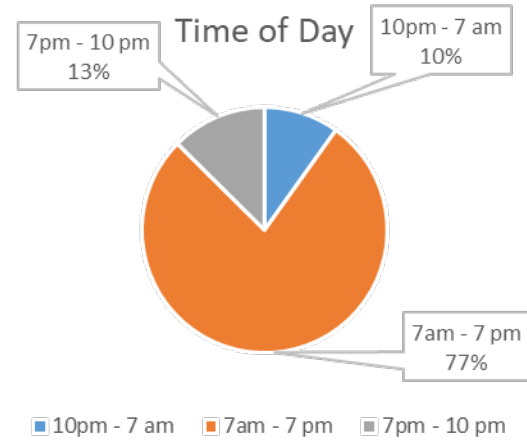
Event Type - Hollywood 90046



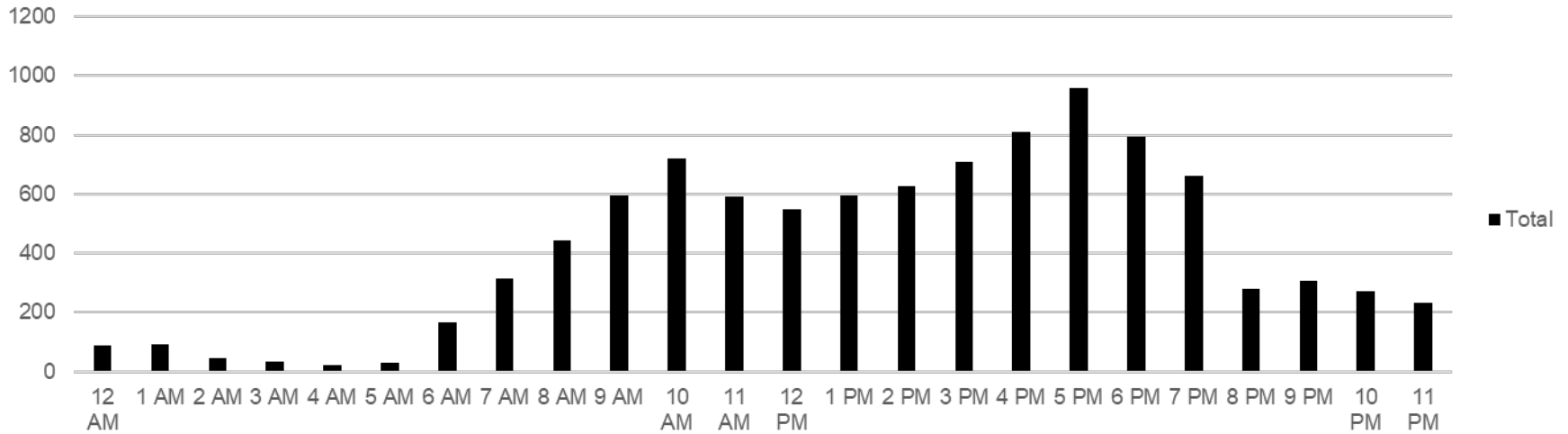
Monthly Complaints - Hollywood 90046



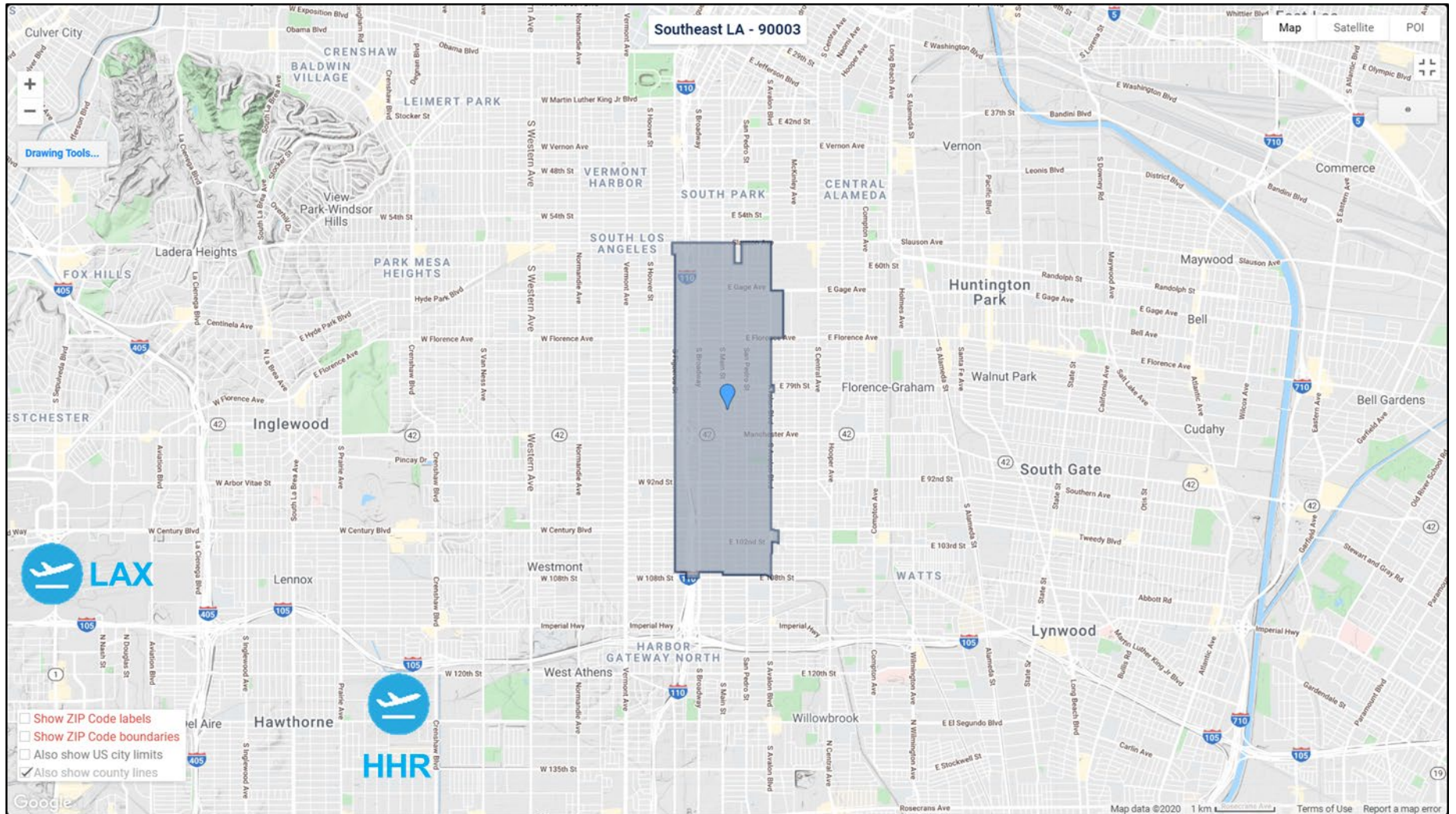
#5 Hollywood – 90046 Total Complaints: 9,947 (Continued)



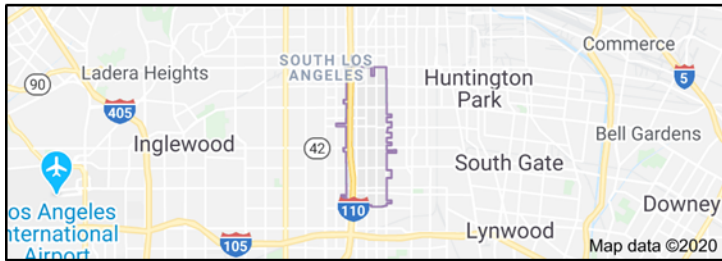
Time of Day - Hollywood 90046



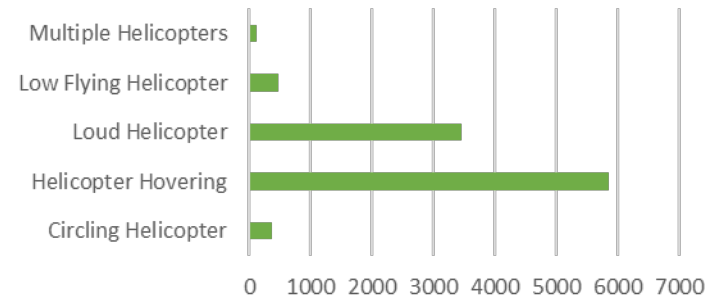
#4 Southeast Los Angeles – 90003 Total Complaints: 10,274



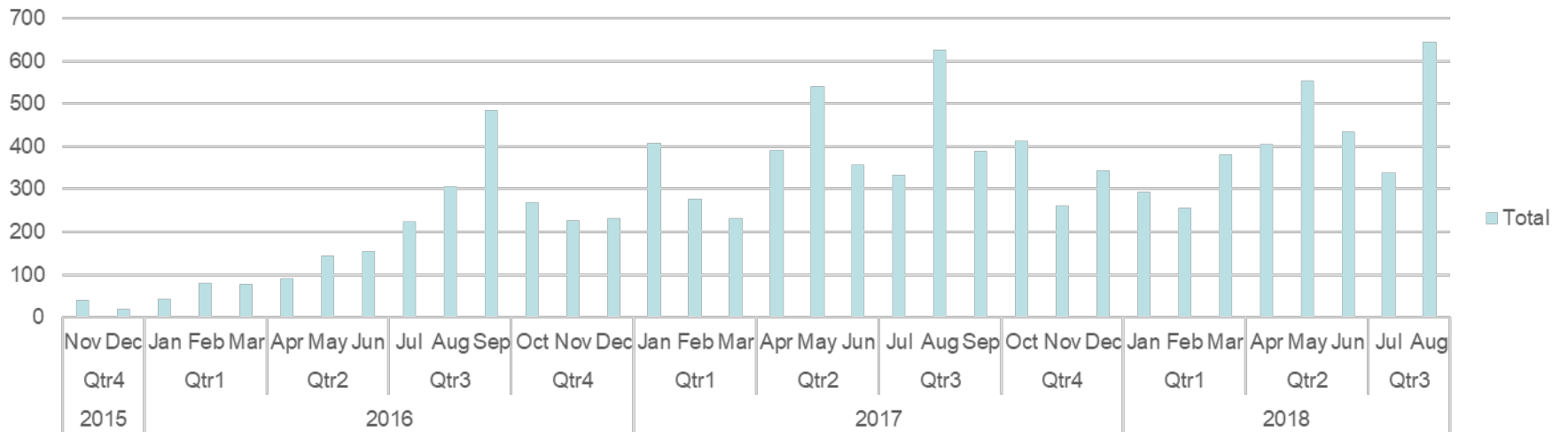
#4 Southeast Los Angeles – 90003 Total Complaints: 10,274 (Continued)



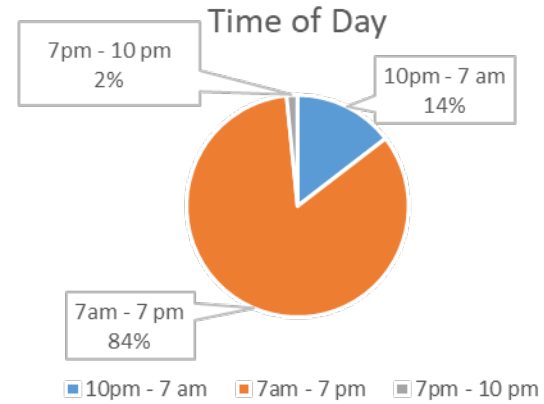
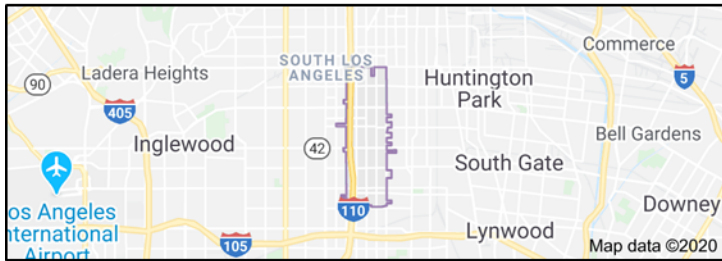
Event Type - Southeast LA 90003



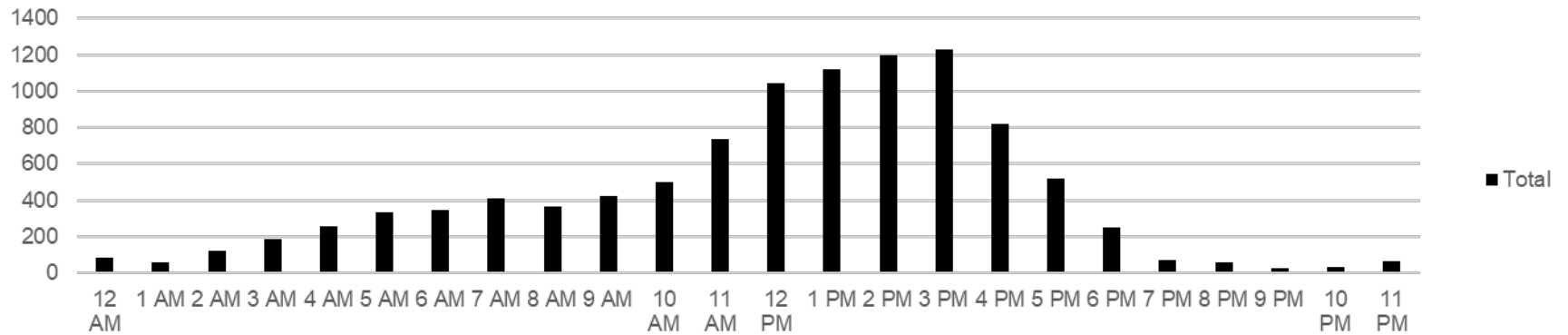
Monthly Complaints - Southeast Los Angeles 90003



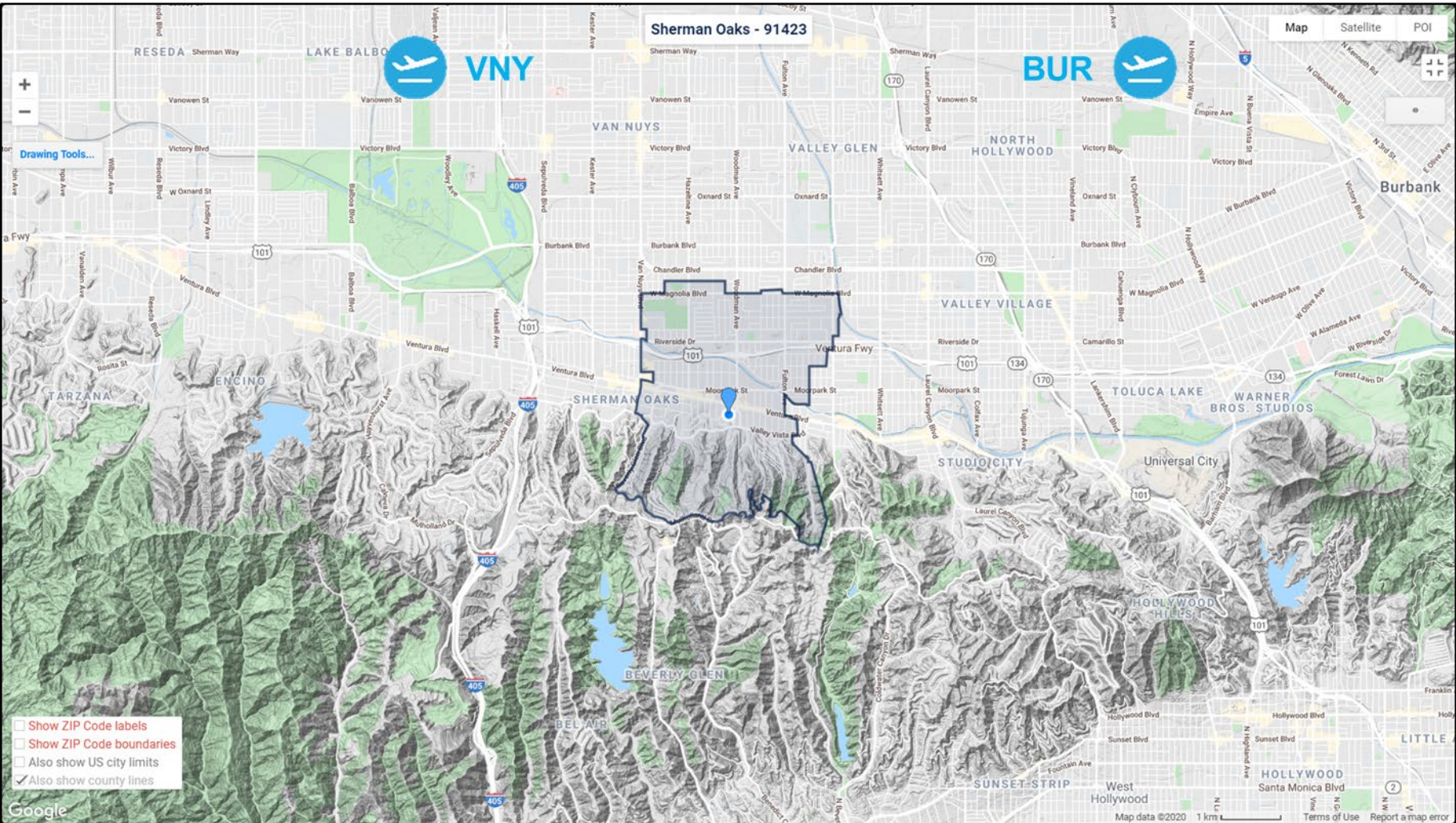
#4 Southeast Los Angeles – 90003 Total Complaints: 10,274 (Continued)



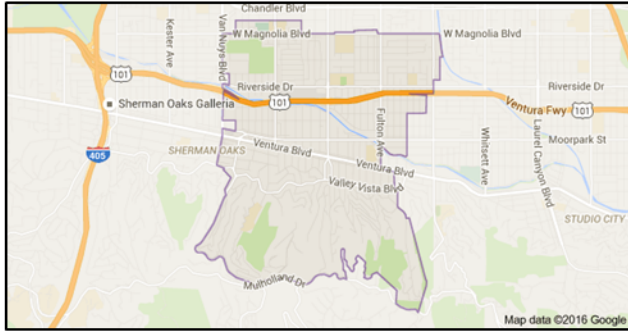
Time of Day - Southeast LA 90003



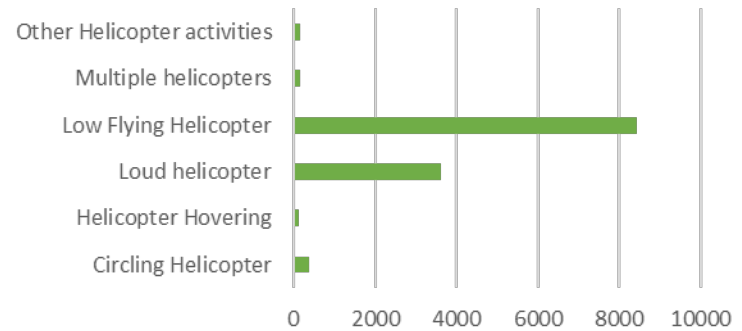
#3 Sherman Oaks – 91423 Total Complaints: 12,873



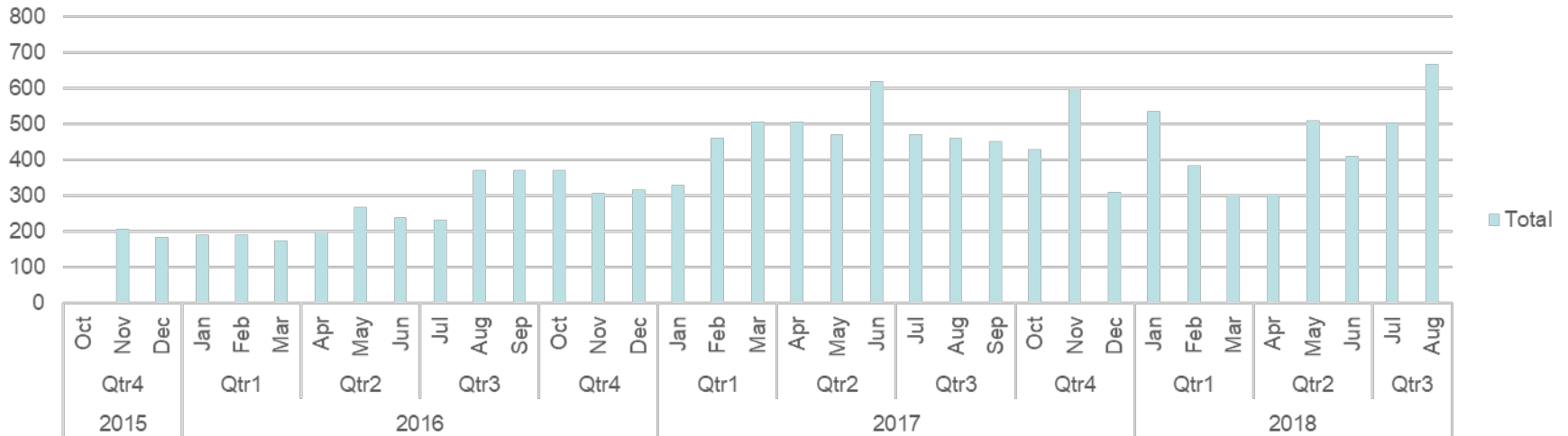
#3 Sherman Oaks – 91423 Total Complaints: 12,873 (Continued)



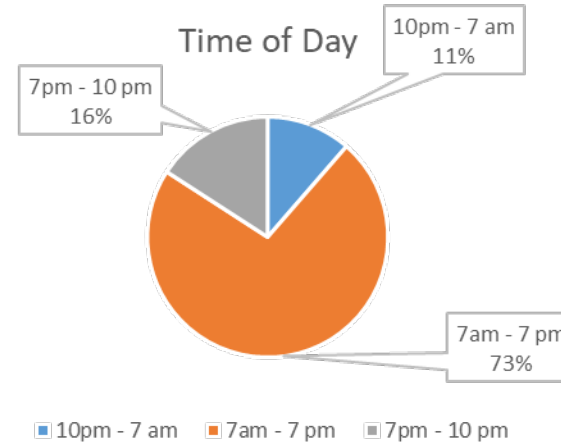
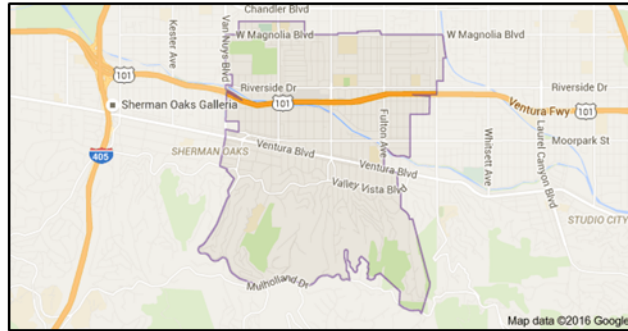
Event Type - Sherman Oaks 91423



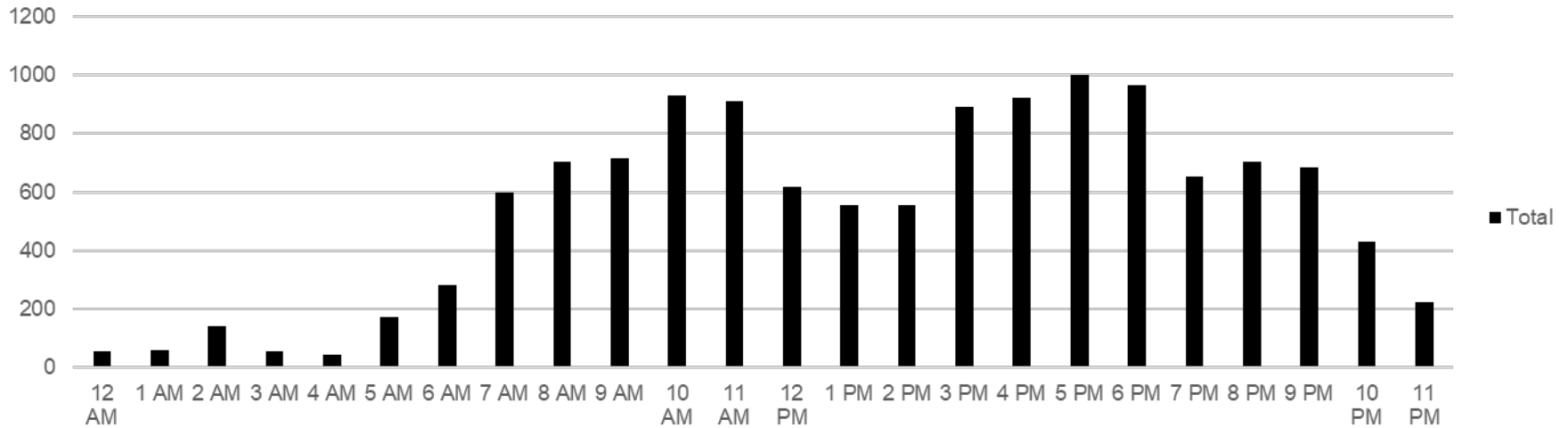
Monthly Complaints - Sherman Oaks 91423



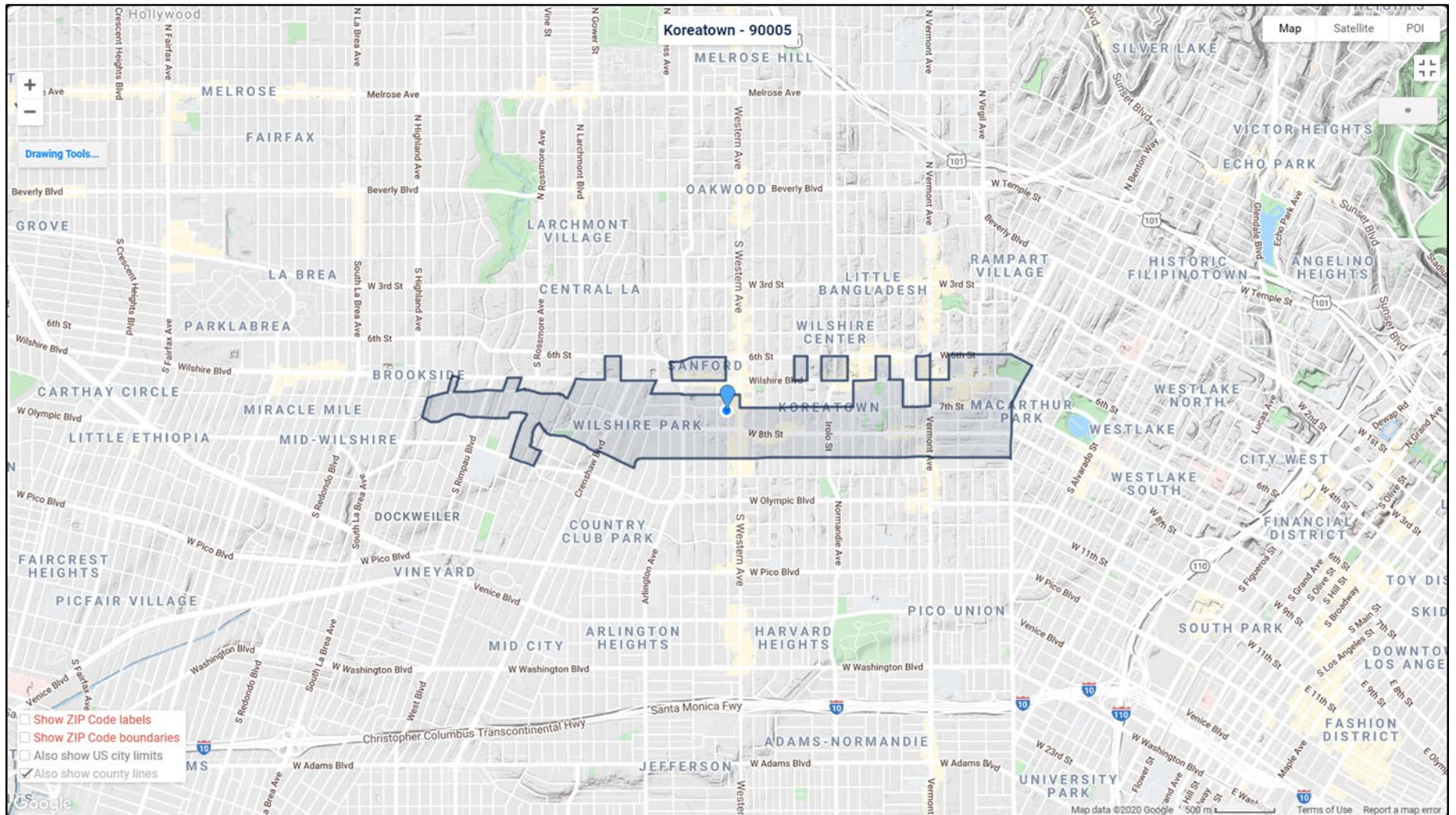
#3 Sherman Oaks – 91423 Total Complaints: 12,873 (Continued)



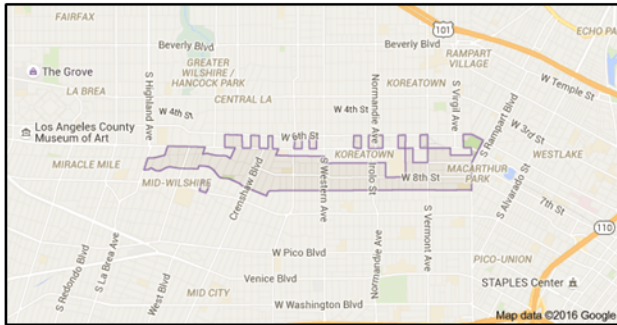
Time of Day - Sherman Oaks 91423



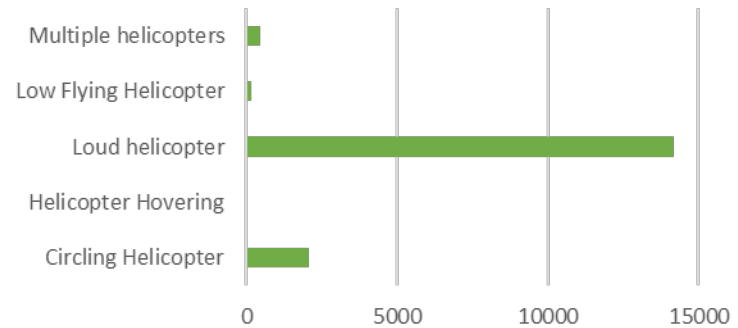
#2 Koreatown – 90005 Total Complaints: 16,820



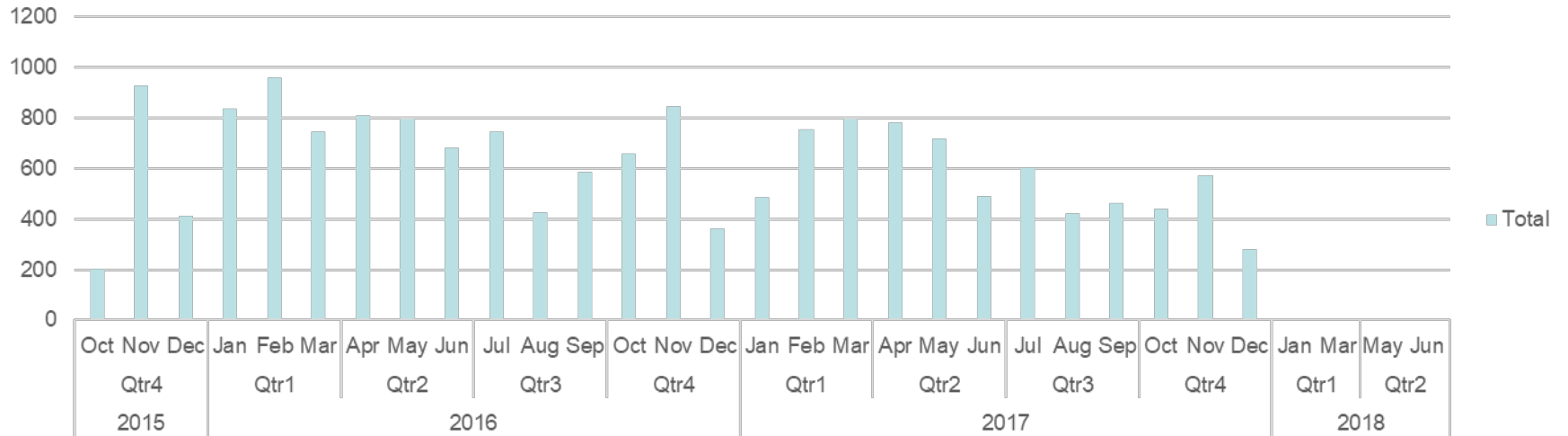
#2 Koreatown – 90005 Total Complaints: 16,820 (Continued)



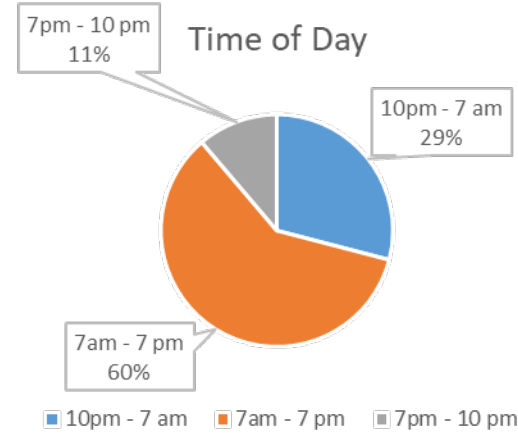
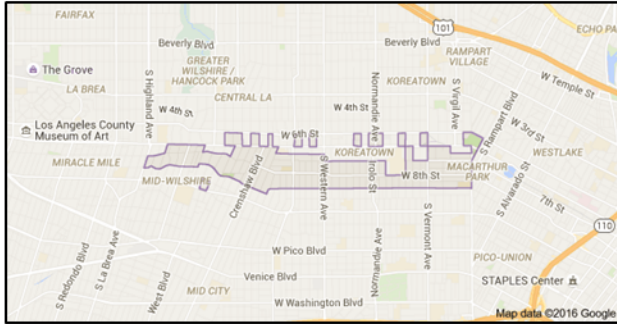
Event Type - Koreatown 90005



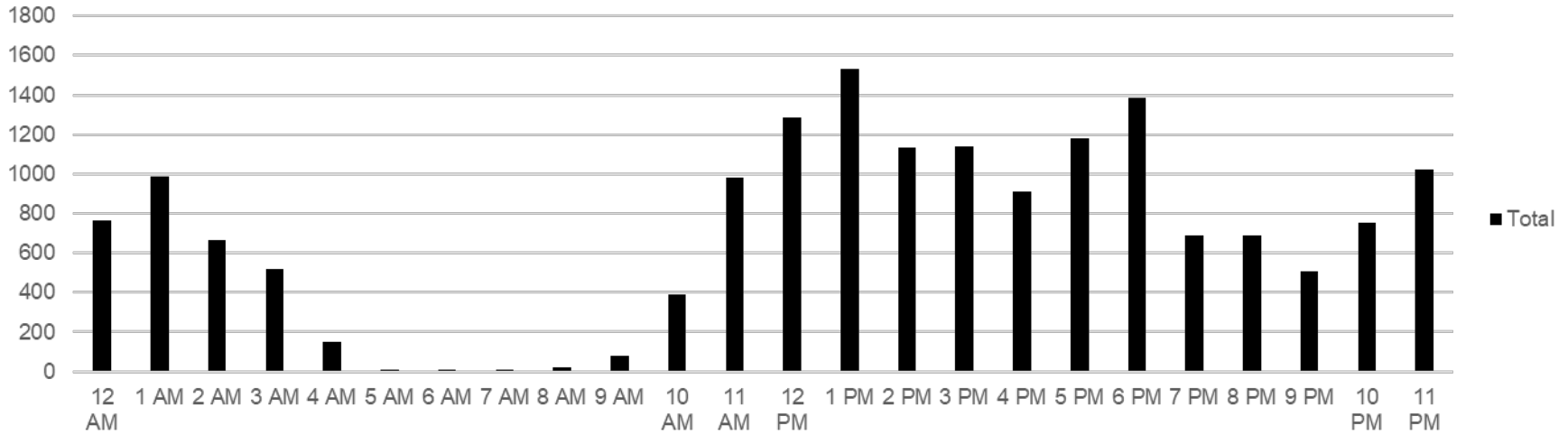
Monthly Complaints - Koreatown 90005



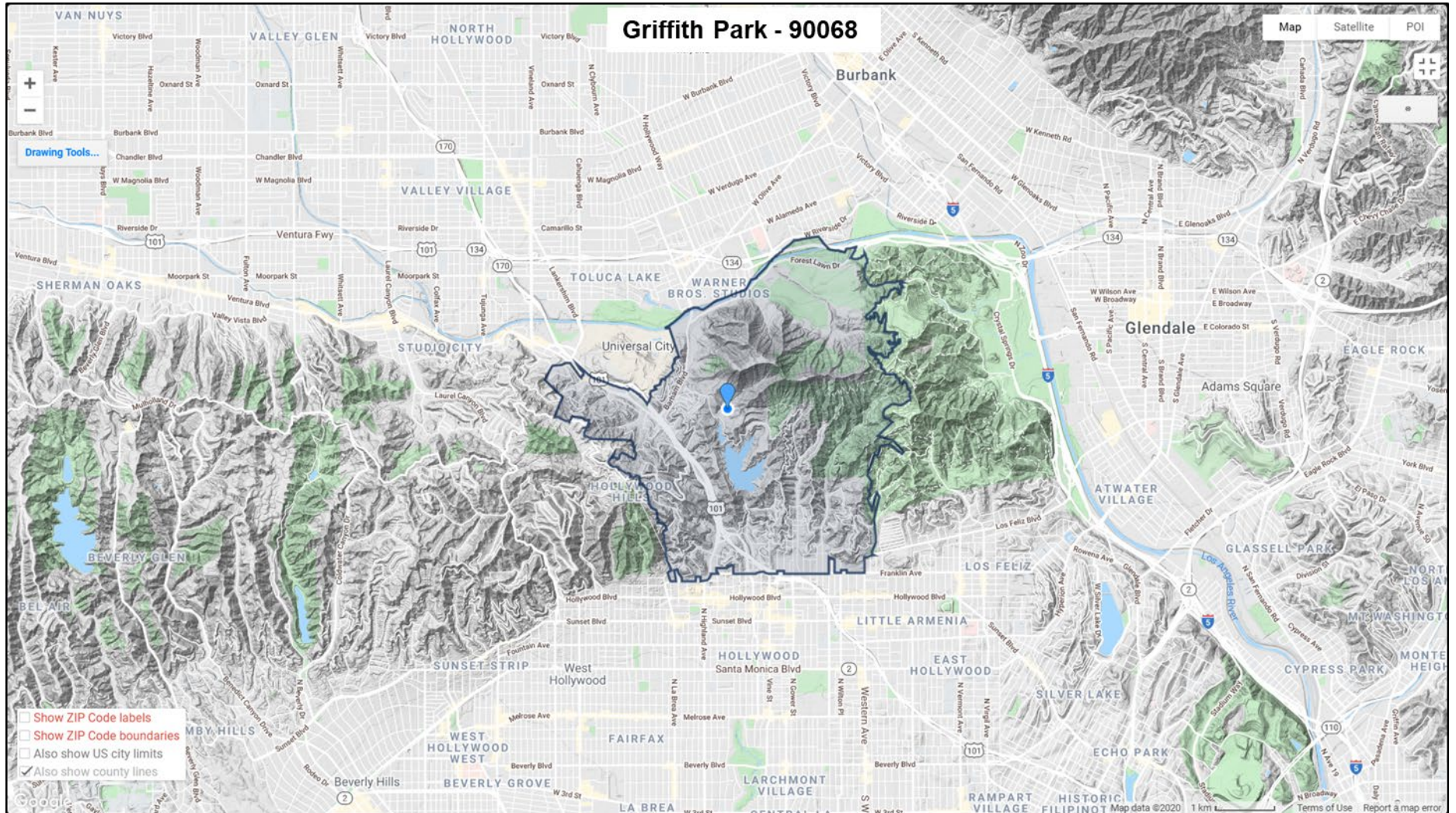
#2 Koreatown – 90005 Total Complaints: 16,820 (Continued)



Time of Day - Koreatown 90005



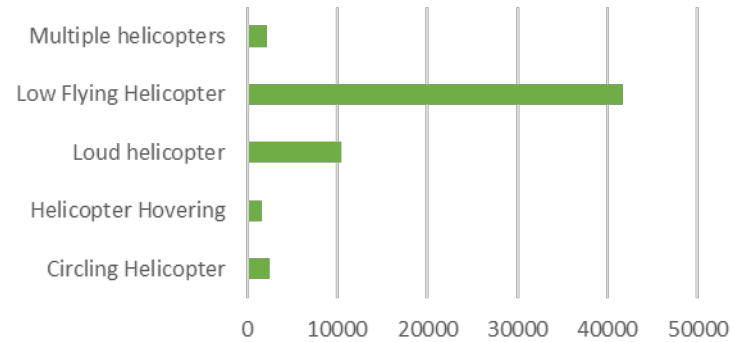
#1 Griffith Park – 90068 Total Complaints: 58,136



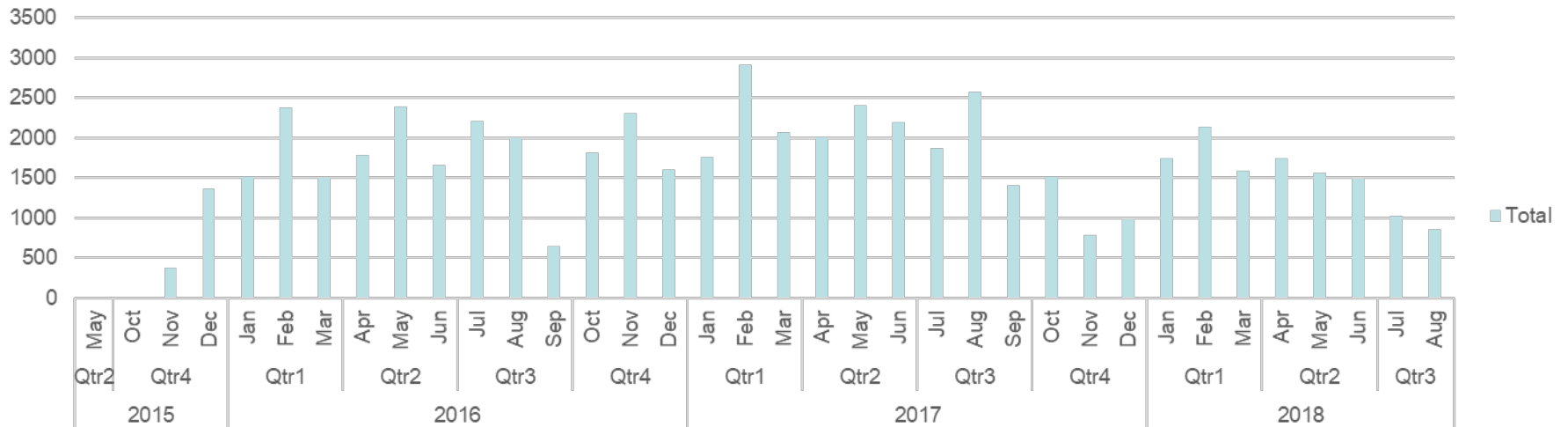
#1 Griffith Park – 90068 Total Complaints: 58,136 (Continued)



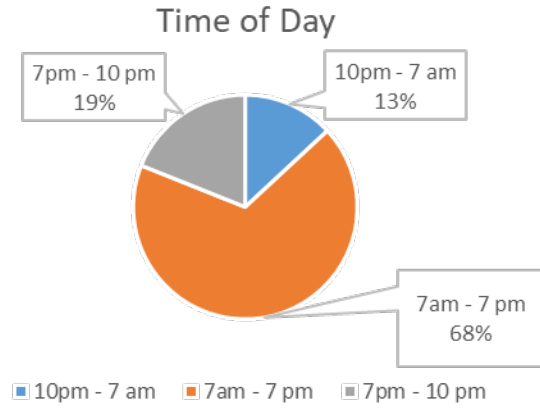
Event Type – Griffith Park 90068



Monthly Complaints – Griffith Park 90068



#1 Griffith Park – 90068 Total Complaints: 58,136 (Continued)



Time of Day – Griffith Park 90068

