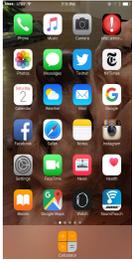


# COMPLAIN! Report Aircraft Noise Disturbance Using Your Mobile Device

Provide our elected representatives with the support they need to advocate on our behalf



**Stop.jetnoise.net** (also called [complaints.serfr1.org](http://complaints.serfr1.org)) is a website that works like an app on your mobile device. **Use it whenever you are bothered by aircraft noise and your complaint will get logged at the SFO Noise Abatement Office.** ALL COMPLAINTS ARE GREAT, BUT ONE COMPLAINT FROM 10 PEOPLE EVERY DAY IS BETTER THAN 10 COMPLAINTS FROM THE SAME PERSON EVERY DAY. SHARE THIS INFORMATION WITH NEIGHBORS AND FRIENDS. <http://www.skypossepaloalto.org/complain/>

## How it works

- You login via Google or Facebook and you set up a profile (name, address, your SFO caller-code if you have one)
- Then when you are disturbed, pull up **stop.jetnoise.net** on your phone/desktop and click '**complain**'.
- We'll identify the flight that's overhead, and deep link it to [flightradar24.com](http://flightradar24.com)
- Once a day, we'll automatically send an email summarizing all your complaints - and if you want, we'll also submit the complaints to [flysfo.com](http://flysfo.com)

**To make the stop.jetnoise.net website work on your phone** open it up on a Safari Browser, choosing

the send icon  and then scroll across to the Add to Home Screen tool. For other browsers check out this handy instruction page from Howto Geek.com <http://goo.gl/DoHW78>



## Frequently Asked Questions

- **How do I contact you ?** Send email to [feedback@serfr1.org](mailto:feedback@serfr1.org)
- **Is this site affiliated with SFO Airport, the FAA, or any other organization ?** No, this website was set up by a resident who lives under SERFR ONE.
- **What happens to my complaint emails ?** We address each email to you, and (if you tell us to) also to the official address at SFO.
- **What is a 'Caller Code' ?** It is a short identifier (e.g. **SUR002**) handed out by the SFO noise complaints team. To get one, you should make your first complaint direct at [www.flysfo.com](http://www.flysfo.com), and request a response from them. They will assign you a Caller Code in their response.
- **Do I need a 'Caller Code' to use this site ?** No ! You can leave it blank. But you must make sure that you fill in a full name and full postal address, to make sure your complaint emails aren't discarded.
- **How do you work out which flight is overhead ?** When you click 'complain', we get a list of flights near your home from [flightradar24.com](http://flightradar24.com). We strip out the 5-minute-radar-delay flights, flights without regular flight numbers, and flights above 28,000 feet. Then we calculate how far they are from your home, and if there is one (and only one) within ~10km, then we pick it.
- **When I mash the 'COMPLAIN' button a bunch of times, why do I end up with just one complaint in the list ?** This is a feature ! If reports look like they're supposed to be for the same event (within 45 seconds of each other, same flight (or only the last has a flight), we consider it to be just one complaint. If you really want to make sure they're considered as separate, enter different things into the 'Notes' field and they won't be combined.
- **When do you generate the emails ?** At 04:00 AM Pacific Time, we gather up all the complaints registered from 00:00 to 23:59 the previous day.
- **What's with the gmail/google/facebook account ?** It saves you having another password to remember, and makes it safe to use the email address.
- **What do you do with my gmail/google/facebook account, anyway ?** Two things: You're forwarded to their servers to login. This website never sees your password. Once you've confirmed, then we use your email address to send email to. This website has no access to your inbox or vacation photos; all it has access to is your email address.



# SKY POSSE PALO ALTO RECENT AVIATION IMPACTS BY THE NUMBERS

**COMPLAIN! GO TO [STOP.JETNOISE.NET](http://STOP.JETNOISE.NET)**



**88%**

Percent of San Francisco Airport (SFO) northern, southern & western arrival traffic that now flies over our community every day at low altitudes

**4,984**

Number of jets flying over Palo Alto August 2015  
On average over 160/day



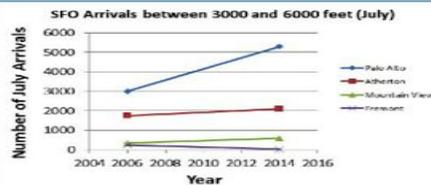
**2**

Number of minutes between low & loud jets during morning & evening "rush hours"



**0**

FAA's predicted impact of the new low loud NextGen flight paths on our communities in their official report prior to implementation



**131%**

During the period July 2006 > July 2014, the total number of SFO approaches over Palo Alto increased by 66%. The number of Palo Alto overflights in the noisy 4000 > 5000 foot altitudes increased by 90% during the same period. Noisier 3000 > 4000 P.A. overflights increased by 131%

During the same period, the total number of SFO arrivals increased by 28%.



**3,000%**

Percent increase in noise complaints to SFO due to the new NextGen flight paths since March 2015

**TELL OUR POLITICAL LEADERS  
TO TAKE ACTION TO RESTORE  
QUIETER SKIES & CLEANER AIR**

[SKYPOSSEPALOALTO.ORG](http://SKYPOSSEPALOALTO.ORG)