

Supporting Statement A
Federal Aviation Administration
[FAA Aircraft Noise Complaint and Inquiry System (Noise Portal)]
OMB CONTROL NUMBER: 2120-0773

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection.

The FAA receives tens of thousands of aircraft noise complaints and inquiries each year. Prior to implementation of the Aviation Noise Complaint and Inquiry Response (ANCIR) portal, there was no centralized, FAA-wide process for managing these submissions. Complaints were frequently misrouted, resulting in delays, inconsistent responses, and unnecessary burden on staff who were not responsible for addressing them.

The ANCIR portal improved this process by centralizing intake and response coordination. This information collection remains essential to support timely, accurate, and location-specific responses. By capturing structured data—such as location, date, time, and description—the system supports consistent intake, routing, tracking, and response. The collection also promotes transparency by enabling the FAA to better understand and communicate general information about reported noise concerns.

The collection supports the FAA's statutory responsibilities under 49 U.S.C. §§ 106(q), 40103, and 44701 by providing a structured mechanism for receiving and responding to aircraft noise-related submissions. It enables efficient case management, geographically relevant responses, and consistent national processes. The FAA will take public comments received under advisement as it begins to scope potential future updates to the collection.

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

The FAA's National Engagement Strategy and Policy Division (ARA-200) uses information voluntarily submitted through the Aviation Noise Complaint and Inquiry Response (ANCIR) Portal to respond to aircraft noise complaints and inquiries. The information collected represents the minimum necessary to provide a meaningful and geographically relevant response. Required fields include:

- Name and email address – Used to provide a direct response and manage submissions, including identifying repeat inquiries from the same individual.
- Event location – Enables the FAA to assess potential aircraft activity based on proximity to known flight paths, procedures, or airport operations.
- Description of the concern – Provides context necessary to understand and address the specific issue raised.

Structured data submitted by the public enables the FAA to classify concerns, identify patterns, and generate timely, location-specific responses.

The system supports intake, categorization, and response preparation. It does not make enforcement determinations, regulatory decisions, or adjudicative findings. Responses are grounded in established FAA procedures and may be reviewed, modified, or overridden by FAA personnel as appropriate.

ARA-200 retains control of all collected data and safeguards it in accordance with FAA privacy, confidentiality, and cybersecurity standards. Personally identifiable information (PII) is not publicly disclosed unless required by law.

Aggregate data, with personal contact information excluded, may be used to inform internal analysis or support responses to elected officials and stakeholders.

The FAA also uses common concerns presented in ANCIR to develop and maintain a public-facing library of frequently asked questions. Publishing consistent, accurate information reduces duplicate submissions and improves public access to noise-related guidance.

Overall, ANCIR supports efficiency, transparency, and consistency in public engagement and reflects the FAA's commitment to responsive, citizen-centered service within its existing statutory authority.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology.

The FAA's Noise Complaint and Inquiry Response (ANCIR) system is an automated, electronic platform with both public-facing and internal components. It streamlines how noise complaints and inquiries are received, triaged, and answered, improving efficiency for both the public and FAA personnel. Using a standardized form, users are guided through required web-based fields to ensure sufficient information is provided for a meaningful response. Members of the public may also continue to submit complaints via phone or mail through regional offices.

The system supports the delivery of consistent and comprehensive responses to the public by facilitating the review of submissions, use of authoritative information sources, and preparation of tailored replies. These capabilities reduce staff workload, improve response times, and support service quality, particularly in regions with high complaint volumes. The FAA does not intend to publicly share individual submissions collected through the ANCIR system online.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

There is no existing agency-wide system that consolidates noise complaints and inquiries submitted to the FAA or tracks how the agency responds. The FAA's ANCIR portal is powered by

a customized instance of ServiceNow software—addresses this gap by centralizing submissions and enabling consistent, coordinated responses across regions.

While some airports maintain their own noise complaint systems, these are limited to local operations and cannot address inquiries that fall under the FAA’s jurisdiction—such as national airspace procedures, flight paths, regulatory policy, or air traffic control decisions. The FAA Noise Portal complements, rather than duplicates, these airport-level systems. Regional FAA noise websites will continue to link to local airport complaint systems to avoid overlap.

Importantly, the FAA possesses unique information not available to airport operators, including access to radar data, environmental analyses, national policy interpretations, and procedural information. This centralized approach helps the public receive accurate, authoritative responses from the appropriate source.

5. If the collection of information involves small businesses or other small entities, describe the methods used to minimize burden.

This collection is not expected to impose a burden on small businesses or other small entities. While the FAA Reauthorization Act of 2024 directed the FAA to establish a mechanism for operators—specifically, helicopter operators—to voluntarily submit noise concerns they have received from the public, there is no requirement for operators to do so. The system is designed to be optional and minimally burdensome, allowing operators to submit relevant concerns electronically if they choose to participate. No mandatory reporting or data entry obligations are placed on small entities under this information collection.

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

Use of the FAA Noise Portal is voluntary; however, it serves an important role in enabling the FAA to efficiently receive, organize, and respond to aircraft noise concerns. Without this centralized collection—or if it were conducted less consistently—the FAA would face fragmented intake processes, reduced visibility across regions, difficulty in identifying and understanding trends, and more inconsistent or delayed responses.

Structured data from the portal supports broader agency functions, including community engagement, environmental planning, and awareness of recurring reported concerns. De-identified and aggregated data may be shared internally, including with Aviation Safety (AVS) and Air Traffic Organization (ATO) stakeholders, to support coordination and awareness of potential operational trends. Consistent data collection strengthens the agency’s ability to assess patterns and support informed decision-making.

There are no technical or legal barriers to this collection. The current system supports efficiency and consistency while maintaining minimal burden on the public and operating within existing statutory authority.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

Submission of a complaint or inquiry through the FAA's Noise Complaint and Inquiry Response (ANCIR) system is entirely voluntary and does not involve any of the special circumstances identified under 5 CFR § 1320.5(d)(2). The system is designed to minimize public burden while improving the efficiency and consistency of FAA responses.

Specifically:

- Submissions are made at the discretion of the individual, typically in response to a specific noise event.
- There is no requirement to submit responses within a shortened timeframe or to provide multiple copies of documents.
- Respondents are not required to retain records or maintain documentation.
- The collection does not establish statistical classifications for regulatory, enforcement, or adjudicative purposes.
- The FAA does not require any pledge of confidentiality beyond what is authorized by law. Personally identifiable information (PII) is handled in accordance with applicable federal privacy and data protection requirements.
- Respondents are not required to submit proprietary, confidential, or trade secret information. Any sensitive information voluntarily provided is protected consistent with federal law and agency policy.

The current system supports processing efficiency and response timeliness without increasing reporting burden. It does not expand the scope of information collected. Importantly, this renewal does not introduce new categories of personal information, new routine uses, or new disclosure authorities beyond those described in the applicable System of Records Notices (SORNs).

8. Provide information on the PRA Federal Register Notice that solicited public comments on the information collection prior to this submission. Summarize the public comments received in response to that notice and describe the actions taken by the agency in response to those comments. Describe the efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping,

disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

A Federal Register Notice published on January 20, 2026 (91 FR 2416) solicited public comment. The FAA reviewed the comments received in response to that notice and considered them in connection with this renewal request. To the extent comments addressed the necessity, burden, clarity, utility, accessibility, or presentation of the information collection, the FAA took those comments under advisement and will consider them as it begins to scope potential future updates to the collection. Comments directed to broader aviation noise policy, operational decision-making, mitigation, environmental review, or other matters outside the scope of the information collection were noted but were not determinative for purposes of this renewal.

The only communication with stakeholders during the open comment period was with one individual that did not see their submission in Regulations.gov. Public Comments can be viewed in the Public Comments section in ROCIS.

9. Explain any decisions to provide payments or gifts to respondents, other than remuneration of contractors or grantees.

Not applicable.

The FAA will not provide any payments, incentives, or gifts to individuals submitting noise complaints or inquiries. Participation in the FAA Noise Portal is entirely voluntary and not associated with any form of remuneration.

10. Describe any assurance of confidentiality provided to respondents and the basis for assurance in statute, regulation, or agency policy.

The FAA is committed to protecting the privacy and confidentiality of individuals who submit information through the FAA Noise Portal. The system collects only the information necessary to respond to the inquiry, and appropriate administrative, technical, and security safeguards are in place to protect voluntarily submitted data.

This renewal does not change the categories of information collected, the purpose of the collection, or the routine uses described in the applicable System of Records Notices (SORNs). All system operations remain subject to FAA privacy compliance review, including updates to Privacy Impact Assessments (PIAs) as required under federal law and OMB guidance.

Technical and Administrative Safeguards:

- System-level encryption is used to prevent unauthorized access by external actors attempting to directly access stored files or transmitted data.
- Role-based access controls ensure that only FAA personnel with a documented, job-related need can access submitted information. Each user is granted access based on their official role and responsibilities related to aircraft noise complaint response.
- Unique user credentials and secure login protocols are enforced to restrict internal access.
- SSL/TLS encryption is used for all data transmissions between end users and the system, providing additional protection during electronic submission and review.

Compliance with Federal Privacy Standards:

All data handling practices conform to the Privacy Act of 1974, OMB Circular A-130, and FAA Order 1370.121, which governs FAA information security and privacy. FAA systems are also subject to regular security and privacy impact assessments in accordance with DHS and DOT cybersecurity frameworks.

Notice to the Public:

To ensure transparency, a privacy notification statement is displayed on the Noise Portal website prior to submission. Users must acknowledge this statement before submitting a noise complaint or inquiry. The notice informs users about:

- The voluntary nature of the submission;
- How the data will be used by the FAA;
- The limited sharing of data with other government entities when necessary and lawful;
- The FAA's commitment not to disclose personally identifiable information without legal authority.

This approach helps ensure that individuals are informed and that the FAA maintains compliance with applicable privacy laws and internal policy directives.

Privacy Act Statement ([5 U.S.C. § 552a](#), as amended):

Purpose: This information will be used to track, investigate, resolve and respond to aircraft noise complaints and inquiries. In some cases, these complaints and inquiries may involve aviation safety violations.

Routine Uses: In accordance with the [Privacy Act System of Records Notice](#) (SORN) DOT/FAA 845 Complaint Intake System 87 FR 61655 - October 10, 2022, and SORN DOT/FAA 852 - Complaint Investigations System - 87 FR 61649 - October 12, 2022, this information is routinely shared with the appropriate action office both internal and external to the Department for preparation of a response. This may include other federal, state, or local agencies and/or airports, pursuant to the routine uses identified in the aforementioned SORNs. In addition, if the FAA determines that your concern may be safety-related as opposed to noise-

related, your information may be forwarded to the FAA's Safety Hotline for further review. Safety Hotline information is likewise maintained and disclosed in accordance with DOT/FAA SORNs 845 and 852.

Disclosure: Submission of this data is voluntary; however, failure to furnish the requested information may result in an inability to thoroughly consider your complaint or inquiry and may, therefore, limit the FAA's ability to respond to your complaint or inquiry in a timely manner.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

The FAA Noise Portal does not include any questions of a sensitive nature, such as those related to sexual behavior or attitudes, religious beliefs, or other topics commonly considered private. The information requested is limited to what is necessary to understand, categorize, and respond to noise-related complaints or inquiries. Respondents may voluntarily provide identifying details, such as their name or contact information, to facilitate follow-up, but no sensitive personal information is required or solicited.

12. Provide estimates of the hour burden of the collection of information. The statement should:

The FAA estimates a total annual burden of approximately 11,250 hours for this voluntary information collection. This estimate is based on the assumption that approximately 45,000 individuals may use the FAA ANCIR Portal each year and that each submission takes an average of 15 minutes (0.25 hours) to complete:

$$45,000 \text{ submissions} \times 0.25 \text{ hours} = 11,250 \text{ total burden hours}$$

To estimate the labor cost associated with this burden, we apply an updated median hourly wage based on the U.S. Bureau of Labor Statistics (BLS) 2026 data, which reports a national median wage of approximately \$25.70 per hour:

$$11,250 \text{ hours} \times \$25.70 = \$289,125 \text{ in estimated annual labor cost}$$

Summary (Annual numbers)	Reporting	Recordkeeping	Disclosure
# of Respondents	45,000		
# of Responses per respondent	1		

Time per Response	0.25 hours		
Total # of responses	45,000		
Total burden (hours)	11,250		

Although 14,000 individuals have used the portal to date, usage has steadily increased. Based on current trends, the FAA anticipates approximately 36,000 submissions in FY25, with a conservative estimate of 45,000 used to account for continued growth and to avoid underreporting the public burden.

Additionally, this cost is a conservative estimate, as not all individuals submitting complaints are part of the labor force—such as retirees, students, or unemployed individuals—whose time may not be valued at the national median wage. As a result, the actual economic burden may be lower than projected, since a portion of users are unlikely to incur direct labor-related opportunity costs when submitting a complaint.

The Noise Portal offers a more efficient and accessible method for submission versus traditional mail or phone calls, likely reducing the time and effort needed to register a complaint.

This significant reduction in response time not only benefits the public but also reduces the workload for FAA staff, enabling faster issue resolution and improved public trust and transparency in the FAA’s noise engagement efforts.

13. Provide an estimate for the total annual cost burden to respondents or record keepers resulting from the collection of information.

None. There are no direct capital or start-up costs associated with this collection, nor are there any fees for using the FAA Noise Portal. Respondents are not required to purchase any equipment, software, or services to participate.

Any minimal recordkeeping burden—such as retaining a copy of a submission confirmation for personal reference—is incidental and not expected to result in measurable cost to the respondent. Additionally, records retention on the FAA’s end is handled within the agency’s existing data infrastructure and systems operations. These costs are absorbed as part of the broader programmatic and IT operating budget and are not delineated line by line for this specific collection.

As such, the total annual cost burden to respondents or record keepers is effectively zero.

14. Provide estimates of annualized costs to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead,

printing, and support staff), and any other expense that would not have been incurred without this collection of information.

The FAA estimates Federal labor costs using a mixed-grade staffing model that reflects the personnel who support ANCIR intake, review, routing, response coordination, reporting, and program oversight. The estimate includes one GS-14 program lead, ten GS-13 analysts or subject matter experts, and ten GS-12 analysts or support staff. For estimation purposes, all FAA labor costs were calculated using Step 5 rates as a mid-range salary assumption for each grade level. FAA does not assume that each employee works full-time on ANCIR. Rather, the estimate reflects the approximate annual level of effort attributable to this collection.

For purposes of this estimate, FAA assumes approximately 520 annual hours for the GS-14 program lead, 1,040 combined annual hours for ten GS-13 staff, and 1,040 combined annual hours for ten GS-12 staff, for a total of 2,600 annual Federal labor hours. Using the 2026 OPM Washington-Baltimore-Arlington locality pay table, FAA used annual salary rates of \$163,104 for GS-14, Step 5; \$138,024 for GS-13, Step 5; and \$116,071 for GS-12, Step 5.

The resulting base Federal labor cost is approximately \$167,269 annually. FAA then applied the OMB Circular A-76 civilian fringe benefit factor of 36.25 percent, resulting in estimated fringe benefit costs of \$60,635. FAA also applied the OMB Circular A-76 overhead factor of 12 percent to labor plus fringe, resulting in estimated overhead costs of \$27,348.

Accordingly, FAA estimates the fully loaded annual Federal labor cost associated with ANCIR at approximately \$255,252.

In addition to Federal labor, FAA incurs annual operational costs associated with hosting, platform maintenance, technical support, system administration, and contractor support for ANCIR. ANCIR is hosted within FAA's ServiceNow environment and is supported as part of FAA's broader information technology and platform administration structure. Because these hosting and platform costs are shared across the FAA's ServiceNow environment and administered through AIT, FAA does not attribute the full cost of the enterprise platform to this information collection. Instead, FAA estimates the ANCIR-attributable share of annual operational support, including hosting allocation, platform maintenance, technical support, system administration, and contractor assistance, at approximately \$500,000 annually. This estimate reflects ANCIR's use of an existing FAA ServiceNow environment, rather than a separately hosted standalone system.

When combined with the Federal labor estimate of \$255,252, FAA estimates the total annual cost to the Federal Government for ANCIR is approximately \$755,000.

15. Explain the reasons for any program changes or adjustments.

This submission is a renewal of an existing information collection. The FAA is not requesting approval for new categories of information, new routine uses, or changes in the scope of the collection. The current system continues to support centralized intake, routing, tracking, and response to aviation noise complaints and inquiries. The FAA will take comments received under advisement as it begins to scope potential future updates to the collection.

16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

The FAA does not publish individual noise complaints or any personally identifiable information submitted through the ANCIR system.

Aggregated and de-identified data may be used to monitor general trends, track complaint volumes, and inform public engagement and policy discussions. Any published summaries are informational and descriptive only. The FAA does not use this collection to produce statistically representative analyses, regulatory performance metrics, or enforcement determinations.

Aggregated complaint data is published on the FAA's official website and may include summaries of total complaints received by region, complaint-to-aircraft operation ratios where available, descriptions of FAA responsibilities versus those of airport sponsors, and explanations of how complaint data is used to inform public communication strategies and regional noise outreach.

The FAA uses submitted data to identify clusters of recurring complaint types, detect geographic or temporal trends, improve frequently asked questions (FAQs) and regional messaging, and inform interagency coordination on aviation environmental concerns. De-identified and aggregated insights may also be shared internally with Aviation Safety (AVS) and Air Traffic Organization (ATO) stakeholders to support situational awareness and coordination.

The FAA collects noise complaints and inquiries continuously, year-round, through the ANCIR system. The data is reviewed on an ongoing basis to support internal trend awareness, including complaint volume, geographic patterns, recurring topics, aircraft-operation categories when available, repeat-submission patterns, emerging community

concerns, workload levels, and issues that may require coordination or escalation within the FAA.

Internally, ANCIR data is reviewed through dashboards and management reporting on at least a monthly basis. Externally, aggregated complaint data is reported quarterly, with an annual roll-up posted to the FAA's public website. Additional summaries or analyses may be prepared as needed to support congressional inquiries, community engagement, or other FAA reporting needs.

The FAA does not plan to publish raw data files or complaint transcripts, and all publicly released information is anonymized and compliant with federal privacy standards.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons why display would be inappropriate.

The FAA is not seeking such approval.

18. Explain each exception to the topics of the certification statement identified in "Certification for Paperwork Reduction Act Submissions."

There are no exceptions to the certification statement.