

## Environmental Management Procedure (EMP) 4.4.6.3

### Subject: Noise Inquiries and Complaints

1. Purpose and Policy:
  - A. Purpose: This EMP establishes the procedures to implement policy for the receipt, tracking, investigation, and response to inquiries and complaints regarding noise from training and operations on the installation.
  - B. Policy: The Installation will comply with applicable Federal, State, and local noise regulations through execution of an Army Compatible Use Survey and Installation Operational Noise program. The Installation will continuously examine methods to improve noise monitoring and noise control of operations and training.
2. Document Control: This is a controlled document. Controlled documents are updated as required, reviewed at least annually, and re-dated if changed. Any documents to include blank forms appearing in paper form are not controlled and should be checked against the file version prior to use on the:

JBLE – Eustis Environmental website: <http://www.jble.af.mil/Units/Army/Eustis-Enviromental/>
3. References:
  - A. JBLE-I 32-101, Environmental Management
  - B. EMP Dictionary
4. Scope: This EMP applies to all Activities and personnel, including military, civilians, vendors, suppliers, and contractor personnel who enter JBLE-Eustis. The definition of an Activity can be found in JBLE I 32-101.
5. Roles and Responsibilities:
  - A. The MSG Commander will provide overall guidance and direction for the Operational Noise Program.
  - B. Public Affairs Officer will execute programs to receive, track, coordinate, and respond to noise inquiries and complaints
  - C. Chief, Environmental Element will provide support to PAO to investigate and coordinate noise inquiries and complaints.
  - D. ASA and installation Activities will provide support to PAO to determine specific training or operations involved in the noise inquiry or complaint.
6. Procedures:
  - A. All written, telephonic, or in person noise inquiries or complaints received by the Installation Operations Center, Command Office, Public Affairs Office, or installation Activity will be forwarded to the Public Affairs Office for resolution
  - B. The Public Affairs Office will track all inquiries and complaints, coordinate the noise issue, and prepare the official Fort Eustis response for the MSG Commander as required.
  - C. The Public Affairs Office will annually report Noise Program status to the ESOHC.

- D. The Public Affairs Office will maintain noise inquiry and complaint records for a minimum of 3 years.