



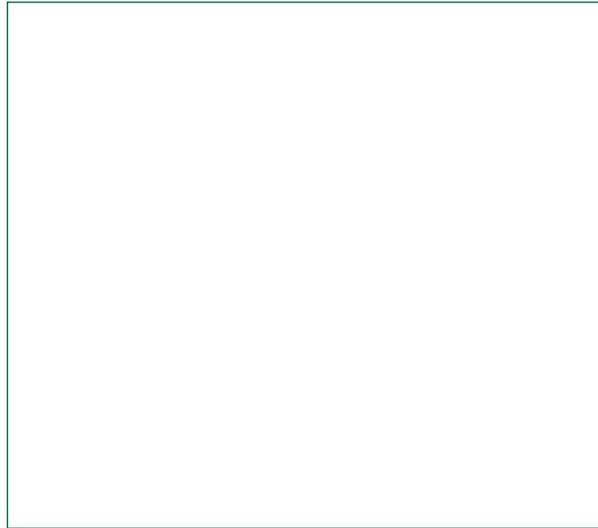
About This Pamphlet

This pamphlet is provided by a local helicopter operator or an association of helicopter operators. It tells what we are doing if and *when you hear us*. It also explains *what we do to keep you from hearing us*. Additionally, if you want to contact us about a particular helicopter flight or to express a concern, this pamphlet explains how you go about doing that — and *what we do when you contact us*.

This pamphlet is produced by the Helicopter Association International (HAI) and its Fly Neighborly Committee. HAI represents the largest group of helicopter operators worldwide.

How to Contact Us

After reading the inside of this pamphlet, you may want to inquire about helicopters that you have seen or heard — and you have a concern about. There are several ways to contact us. They are listed in the box below.



**For more information, please contact
Helicopter Association International**

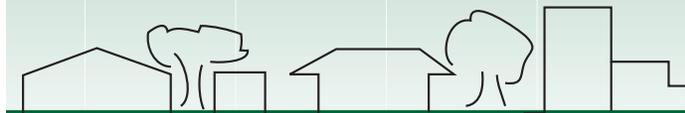
1635 Prince Street
Alexandria, VA 22314 USA

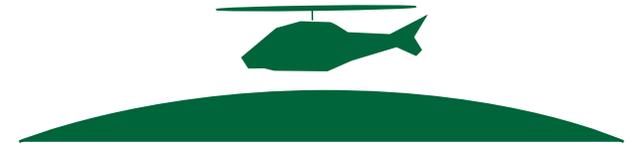
Phone: (703) 683-4646
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When You Hear Us

I Fly Neighborly





When You Hear Us

We, as operators of helicopters, are doing a number of things that directly benefit you and our local community.

- ★ *We fly people to hospitals who are badly injured or in need of immediate medical attention;*
- ★ *We help fight fires;*
- ★ *We police neighborhoods; and*
- ★ *We fly for many other reasons also — such as ground vehicle traffic monitoring, newsgathering, corporate flights, and air tours.*

By necessity, some of these flights are at low altitudes, for example when police helicopters patrol neighborhoods. And sometimes, we must take different routes to do the many things that we do. This may take us near where you live or work. You are likely to hear us (and you may see us) — we do make a distinct sound, quite different from that of small airplanes and jet airliners.

What We Do to Keep You From Hearing Us

We as operators are sensitive to how you perceive us — in the air and on the ground. We want to be good neighbors. We want the same quality of life you do.

We strive to follow the noise abatement recommendations of the HAI Fly Neighborly Program to lessen the impacts on communities. The aim of this program is to reduce helicopter noise by operational means. It encourages pilot and operator awareness, pilot training, operations planning and noise abatement flight procedures — all in an effort to lessen noise impacts in local neighborhoods and surrounding areas.

When we fly, we must take into account many things: the weather, visibility, air traffic control, and above all, safety. When possible, we:

- ★ *Plan our routes to fly over the least sensitive areas,*
- ★ *Takeoff, fly and land using noise abatement procedures established by the helicopter manufacturers; and*
- ★ *Fly at the altitudes and airspeeds recommended for different size helicopters.*

You will hear us sometimes. This is unavoidable. But we try our best to minimize the impact on the community as a whole.

What We Do When You Contact Us

You may want to contact us to inquire about a particular helicopter that seemed too low or its presence is sudden and intruding.

The majority of helicopter operators have in place means to handle your inquiry and/or complaint. We follow guidelines when responding to community concerns about our operations. These guidelines include:

- ★ *Establishing standard procedures for responding to an inquiry/complaint;*
- ★ *Maintaining and publicizing a point of contact to call or e-mail;*
- ★ *Gathering and documenting information about the incident;*
- ★ *Making a commitment to investigate the cause of concern; and*
- ★ *Responding back in a timely manner.*

We will communicate and work with you to quickly resolve any concern.

