



UNITED STATES MARINE CORPS

MARINE CORPS AIR STATION YUMA
BOX 99100
YUMA, ARIZONA 85369-9100

StaO 3700.3I
CP&L

23 JUL 1975

STATION ORDER 3700.3I

From: Commanding Officer
To: Distribution List

Subj: HANDLING OF AIRCRAFT DISTURBANCE COMPLAINTS

Encl: (1) Aircraft Noise/Damage Complaint Form

1. Situation. Marine Corps Air Station (MCAS) Yuma receives numerous telephone inquiries regarding aircraft disturbances. These calls originate from many sources and are addressed to various departments, sections or individuals.

2. Cancellation. StaO 3700.3H.

3. Mission. To publish instructions relative to the handling and control of complaints from civilian sources regarding aircraft disturbances.

4. Execution

a. Commander's Intent. All aircraft disturbance complaints and inquiries alleged to pertain to this station and to deployed/transient aircraft shall be politely acknowledged and promptly investigated.

b. Concept of Operations

(1) During normal working hours, the Community Planning and Liaison (CP&L) Office is designated the recipient for all aircraft disturbance complaints. Any person, section, unit or department attached or deployed to MCAS Yuma shall, upon receipt of a disturbance complaint, (e.g. sonic booms, low level flying, etc.) redirect the communication expeditiously to the CP&L Office, MCAS Yuma, (928) 269-2325. After working hours, a message can be left to be addressed the following work day or the caller may speak with the Station Duty Officer at (928) 269-2252, who will complete the enclosure and submit to CP&L the following workday.

(2) When the incoming complaint is initially received by Airfield Operations Officer/Chief, they shall proceed as set forth in this order.

(3) Upon receipt of the complaint, the Airfield Operations Officer shall investigate the circumstances, noting the findings/action taken and forward a response to the CP&L Office.

(4) When applicable, the CP&L Office shall notify the Claims Officer at the Law Center as soon as possible if there is a complaint concerning damage to private property. If necessary, CP&L will coordinate visit to the damage complaint site with the Claims Officer and Duty Photographer.

(5) The Claims Officer at the Law Center or the CP&L Office shall provide appropriate claims forms and instructions to persons with property

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damage. The Claims Officer at the Law Center will ensure that any investigation for claims purposes is handled as expeditiously as possible. Upon completion of any such investigation, the Claims Officer shall notify the CP&L Office of the outcome of the investigation.

(6) The Communications Officer shall indoctrinate all station telephone operators to transfer all incoming aircraft disturbance complaint calls to the CP&L Office, (928) 269-2325.

(7) The CP&L Office shall call, as required, the complainant of any action taken regarding their complaint, prepare written responses, as necessary, and maintain statistical data for command use.

(8) If noise complaints result in media attention or have the potential of creating media attention, please contact the Station Joint Public Affairs Office at (928) 269-2275 with details of the complaint.

5. Administration and Logistics. When the CP&L Office receives the incoming complaint, all information received from the caller will be annotated on enclosure (1). Information will be passed either by phone call or email to the Airfield Operations Officer/Chief. The Airfield Operations Officer will take the appropriate action to identify and/or cease the disturbance. If the complaint involves aircraft assigned to MAG-13, the Airfield Operations Officer/Chief will notify the MAG-13 Operations Officer, (928) 269-3688. After 1630, the Mag-13 Duty Officer shall be notified at (928) 269-2124.

6. Command and Signal

a. Command. This order is applicable to MCAS Yuma and all tenant commands.

b. Signal. This order is effective as of the date signed.


ROBERT C. KUCKUK

DISTRIBUTION: A

AIRCRAFT NOISE/DAMAGE COMPLAINT FORM

MCASY 3700/3 (REV 07-12)

Date:	Time:	Received on answering machine	Type of Complaint <input type="checkbox"/> Sonic Boom <input type="checkbox"/> Low Flight <input type="checkbox"/> Noise <input type="checkbox"/> Other(below)
Incident Date:	Incident Time:	Call Received by:	
		E-Mail Info:	

CALLER INFORMATION	Name:	Phone Number	Alternate Phone Number
	Address:	City:	State:
	Landmarks/Directions:	Caller Disposition:	
	Caller Comments:		

# of Aircraft	Type of Aircraft	Type of Dwelling	Misc. Information
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FINDINGS / COMMENTS	Operations Comments

Date:	Signature / Rank
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COMMUNITY PLANNING AND LIAISON OFFICE ACTION		Date:	CP&L Initials:
<input type="checkbox"/> Phone call / letter to originator of complaint	CP&L Comments		
<input type="checkbox"/> Initiated Damage claim			
<input type="checkbox"/> Briefed CO (As required)			
<input type="checkbox"/> No Call back required (frequent caller / upon request)			
<input type="checkbox"/> Other (See Comments)			