LAX Noise Comment Management System Update

November 14, 2018

LAX/Community Noise Roundtable
Introducing Viewpoint

• Integrated noise comment system: More Efficient Management

• Collects noise comments: Enhancement of Existing Methods
  • Smart Web Form
    – Stand alone
    – WebTrak
  • Mobile Web App
  • Phone Line

• Additional, flexible reporting and map options

• Tentative implementation: December 3, 2018
EMS Brüel & Kjær Viewpoint

- **Smart Web Form:**
  Webpage supports address verification for convenient comment lodging. User profile set up, user information (e.g. address, name, etc.) inputted once.

- **Mobile Web App:**
  Provides a quicker method for submitting comments. Works so that third party noise comments (e.g. Aimoise) may be submitted into Viewpoint.

- **ANOMS Integration:**
  Viewpoint connects directly to ANOMS and feeds data into ANOMS more effectively.

- **Phone Line:**
  Interactive telephone voice response system that captures comments information and transcribes into the database.
Features and Benefits

• Identity Management:
  • Address validation upon submittal
  • Consolidates multiple comments for same individual

• New user log-in profile: Entered once and skips repeat filling out contact information on different devices

• Supports current timely response via email

• Additional tools
  • Identify trends and emerging noise issues with maps and other data
  • Foundation for future enhancements – dynamic/interactive information

• No additional Cost to LAWA