



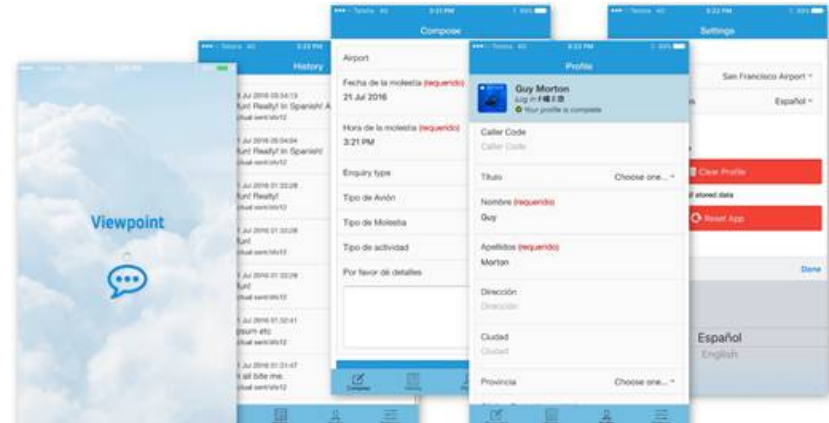
LAX Noise Comment Management System Update

November 14, 2018

LAX/Community Noise Roundtable

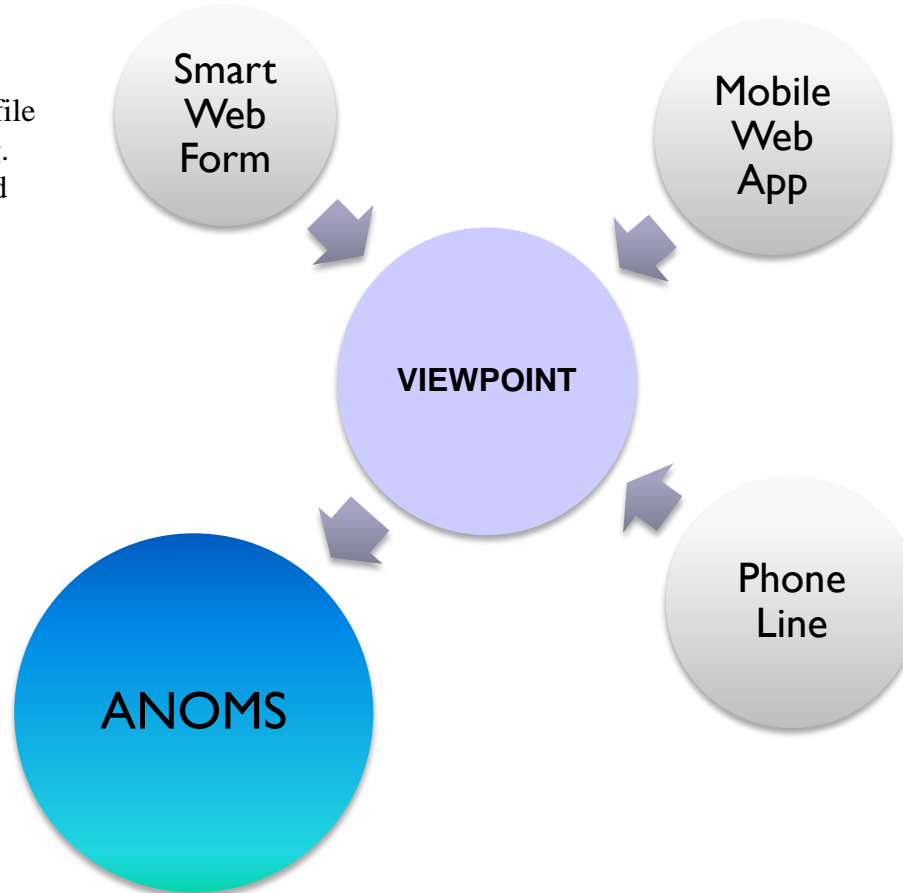
Introducing Viewpoint

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



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

