



**Van Nuys**  
*Los Angeles World Airports*  
**Noise Management**

# New Aircraft Noise Complaint Forms



**Presentation to VNY Citizens Advisory Council**  
September 6, 2016

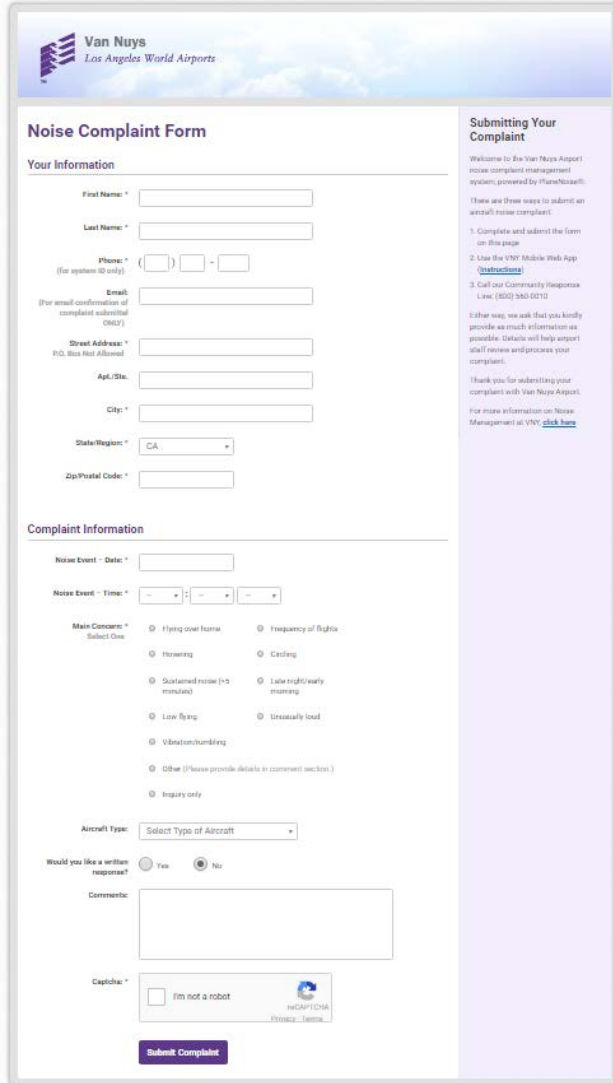
# New System: PlaneNoise

- **Enhanced options to submit noise concerns**
- **New tools for staff to better understand and analyze reported issues**

## ❖ [www.lawa.org/vnyanc/](http://www.lawa.org/vnyanc/)

- Noise Complaint Form:
  - Launch from VNY WebTrak
  - Launch directly from web link or bookmark
- Mobile Web App
- VNY Noise Complaint Hotline (800-560-0010)
  - Voice-to-text transcription

# Noise Complaint Form




The screenshot shows a web form titled "Noise Complaint Form" for Van Nuys Los Angeles World Airports. The form is divided into two main sections: "Your Information" and "Complaint Information".

**Your Information**

- First Name:
- Last Name:
- Phone:  ( )  -
- Email:  (For email confirmation of complaint submitted ONLY)
- Street Address:  (P.O. Box Not Allowed)
- Apt./Ste.:
- City:
- State/Region:
- Zip/Postal Code:

**Complaint Information**

- Noise Event - Date:
- Noise Event - Time:
- Main Concern:  Flying over home  Frequency of flights  
 Howling  Creaking  
 Sustained noise (1-3 minutes)  Late night/early morning  
 Low flying  Unusually loud  
 Vibration/shaking  
 Other (Please provide details in comment section)  
 Inquiry only
- Aircraft Type:
- Would you like a written response?  Yes  No
- Comments:
- Captcha:  I'm not a robot 

At the bottom of the form is a "Submit Complaint" button.

- Complete name, phone number and address required
- New categories for “Main Concern”
- Captcha to safeguard against spam

# Noise Complaint Form



## Noise Complaint Form

### Your Information

First Name: \*

Last Name: \*

Phone: \* (  )  -   
(for system ID only)

Email:   
(For email confirmation of complaint submittal ONLY)

Street Address: \*   
P.O. Box Not Allowed

Apt./Ste.

City: \*

State/Region: \* CA

Zip/Postal Code: \*

### Submitting Your Complaint

Welcome to the Van Nuys Airport noise complaint management system, powered by PlaneNoise®.

There are three ways to submit an aircraft noise complaint:

1. Complete and submit the form on this page
2. Use the VNY Mobile Web App ([Instructions](#))
3. Call our Community Response Line: (800) 560-0010

Either way, we ask that you kindly provide as much information as possible. Details will help airport staff review and process your complaint.

Thank you for submitting your complaint with Van Nuys Airport.

For more information on Noise Management at VNY, [click here](#)

# Noise Complaint Form

## Complaint Information

Noise Event - Date: \*

Noise Event - Time: \*

Main Concern: \*

Select One

- Flying o
- Hoverin
- Sustain minutes
- Low flyi
- Vibratio
- Other (F
- Inquiry


Aircraft Type:

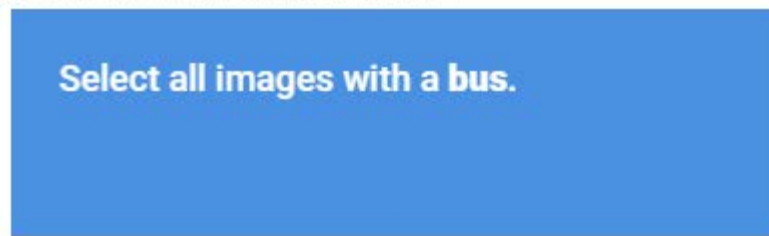
- Select T
- Jet
- Propeller
- Various
- Helicopt
- Military
- Unknown

Would you like a written response?

Comments:

Captcha: \*

I'm not a robot   
reCAPTCHA  
Privacy - Terms



VERIFY

Submit Complaint

# Noise Complaint Form



**Van Nuys**  
Los Angeles World Airports

## We Have Received Your Complaint

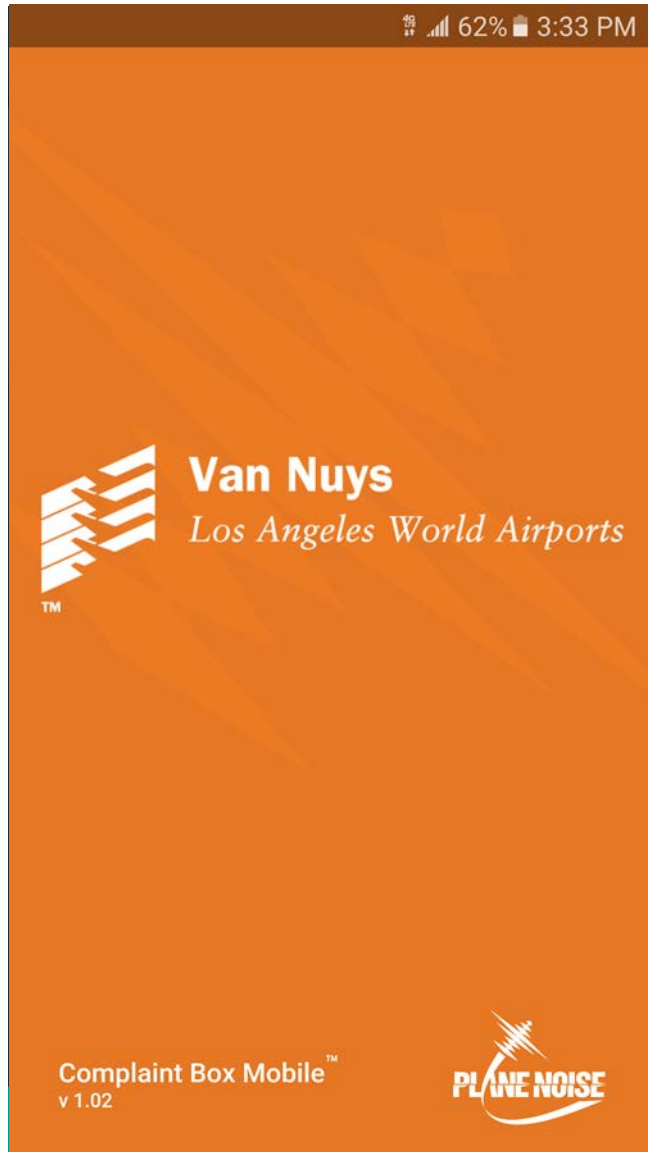
Thank you. If an email address is provided, you will receive an email confirmation.

If you have requested a written response you will receive a letter containing the results of our investigation. We will respond to you as soon as possible, however depending on the volume of requests received, staff resources and the time required to investigate the reported noise disturbance, it could take up to several weeks.

Please be advised that all complaints submitted will be counted and reported but written responses are limited to five per person per month.

For more information on noise management at VNY, [click here](#)

# Mobile Web App



- Apple and Android Compatible
- “Installation” procedures at [www.lawa.org/vnyanc/](http://www.lawa.org/vnyanc/)
- Four-step complaint submittal

# Mobile Web App


62% 3:33 PM

## Noise Comment

STEP 1 OF 4

### Let's get started

Enter your contact information  
\*required fields

 CONTACT INFO

First Name *	:	Last Name *
:		
:		
:		

---

Address *	:	Apt./Ste.
:		
:		

---

City *	:	State *	:	Zip *
:		CA	:	:

---

Phone (for system ID only) \*

---

Email

Next >



# Mobile Web App

61% 3:35 PM

< Noise Comment

STEP 2 OF 4

When did you hear the aircraft?

DATE & TIME

Right Now

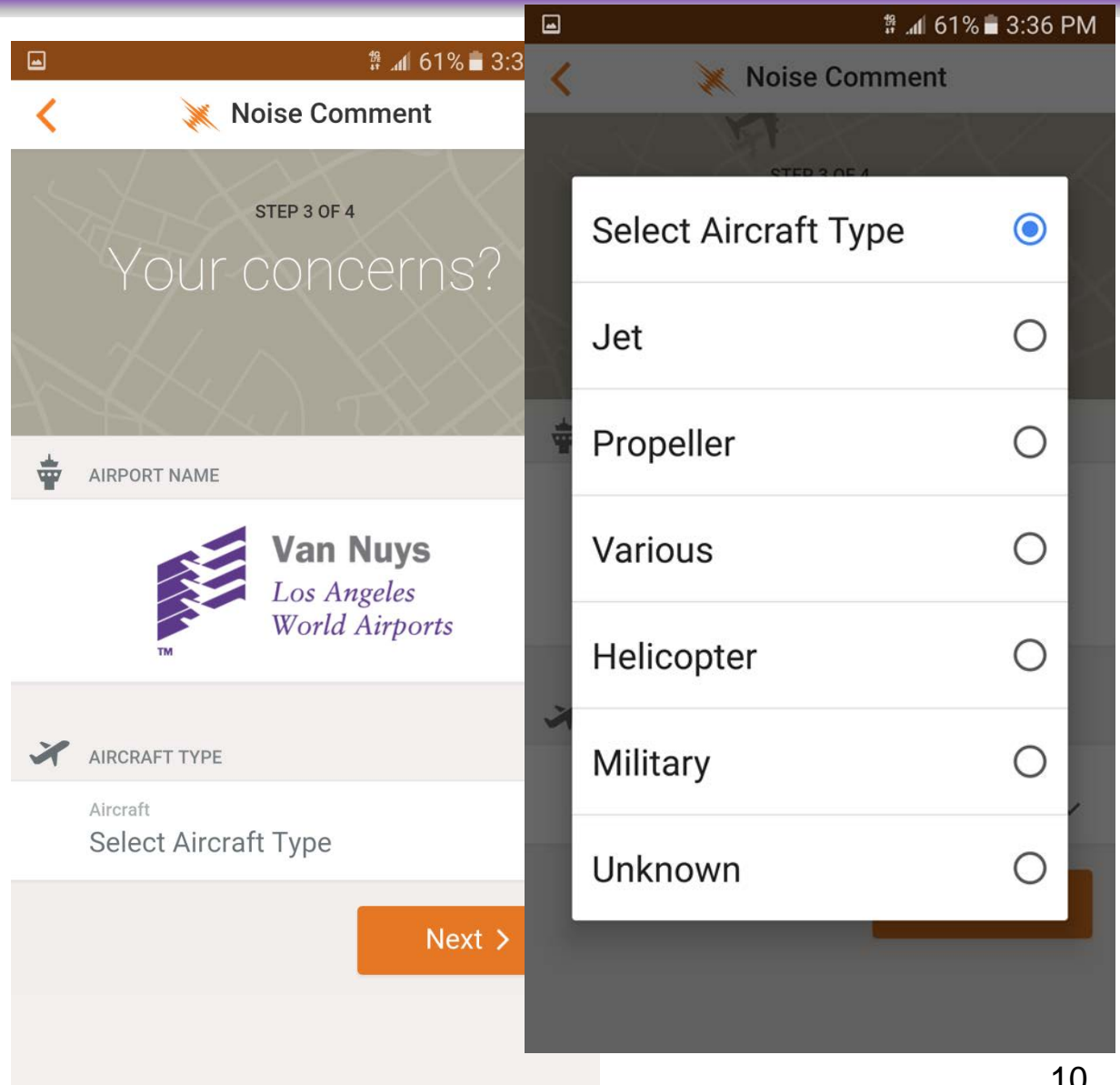
Date	Time
Thu, Sep 01, 2016	3:33 PM

Previously

Other (General Comment)

Next >

# Mobile Web App




The screenshot displays a mobile web application interface for submitting a noise comment. The main screen is titled "Noise Comment" and is at "STEP 3 OF 4". The primary question is "Your concerns?". Below this, there are input fields for "AIRPORT NAME" and "AIRCRAFT TYPE". The "AIRCRAFT TYPE" field is currently selected, and a dropdown menu is open, showing the following options: "Select Aircraft Type" (selected), "Jet", "Propeller", "Various", "Helicopter", "Military", and "Unknown". Each option has a radio button next to it. The "Next >" button is visible at the bottom right of the form.

STEP 3 OF 4

Your concerns?

AIRPORT NAME

 Van Nuys  
Los Angeles  
World Airports

AIRCRAFT TYPE

Aircraft  
Select Aircraft Type

Next >

61% 3:36 PM

Noise Comment

STEP 3 OF 4

Select Aircraft Type

Jet

Propeller

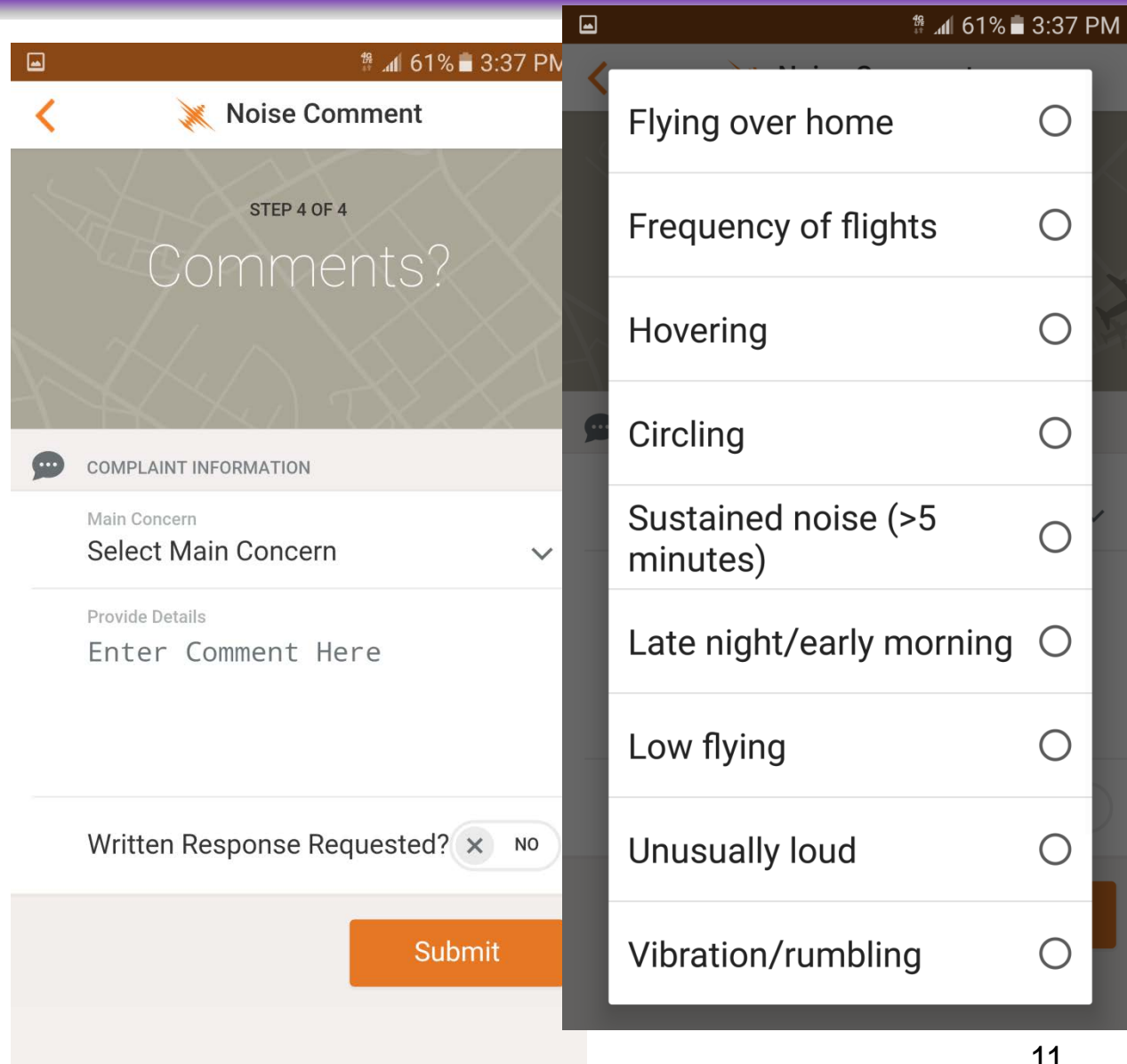
Various

Helicopter

Military

Unknown

# Mobile Web App



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< Noise Comment

STEP 4 OF 4

## Comments?

COMPLAINT INFORMATION

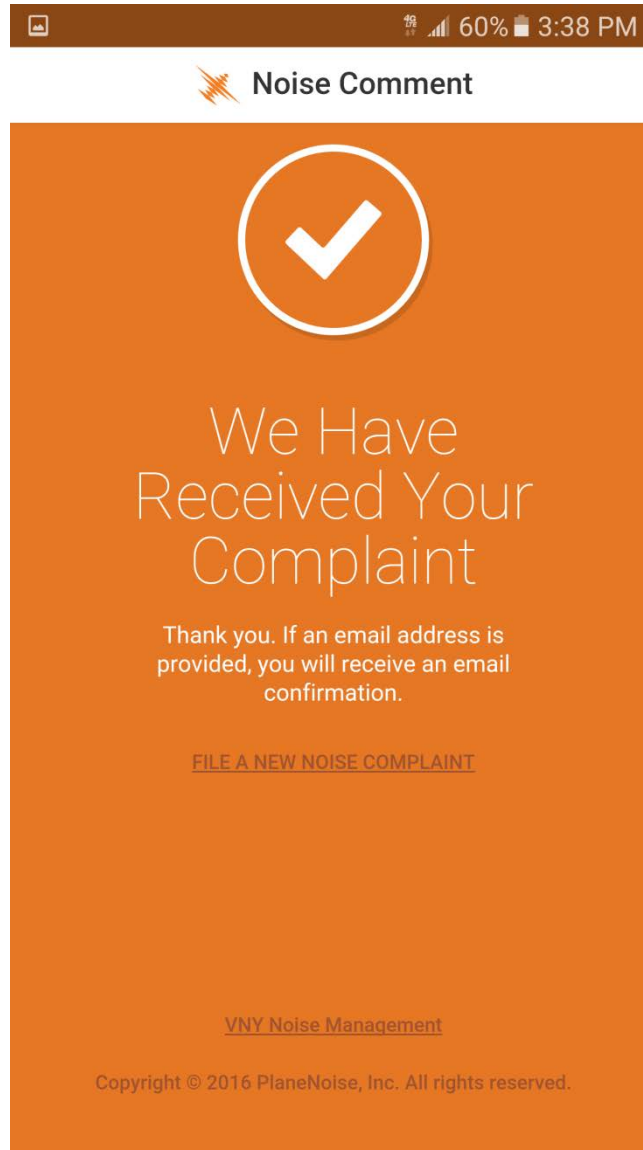
Main Concern  
Select Main Concern

Provide Details  
Enter Comment Here

Written Response Requested?  NO


Submit


- Flying over home
- Frequency of flights
- Hovering
- Circling
- Sustained noise (>5 minutes)
- Late night/early morning
- Low flying
- Unusually loud
- Vibration/rumbling



The screenshot shows a mobile web app interface. At the top, a dark brown status bar contains a home icon, signal strength, 60% battery, and 3:38 PM. Below the status bar is a header with a noise icon and the text "Noise Comment". The main content area has an orange background and features a large white checkmark icon in a circle. The text "We Have Received Your Complaint" is centered in white. Below this, a smaller white text block says "Thank you. If an email address is provided, you will receive an email confirmation." A link "FILE A NEW NOISE COMPLAINT" is centered below. At the bottom, "VNY Noise Management" is centered, and the copyright notice "Copyright © 2016 PlaneNoise, Inc. All rights reserved." is at the very bottom.

☰ 60% 3:38 PM

 Noise Comment



We Have  
Received Your  
Complaint

Thank you. If an email address is  
provided, you will receive an email  
confirmation.

[FILE A NEW NOISE COMPLAINT](#)

[VNY Noise Management](#)

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**Van Nuys**

*Los Angeles World Airports*

Noise Management

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**Questions?**