



Van Nuys
Los Angeles World Airports

VNY Noise Comment Management System Update



VNY CAC Meeting
November 6, 2018

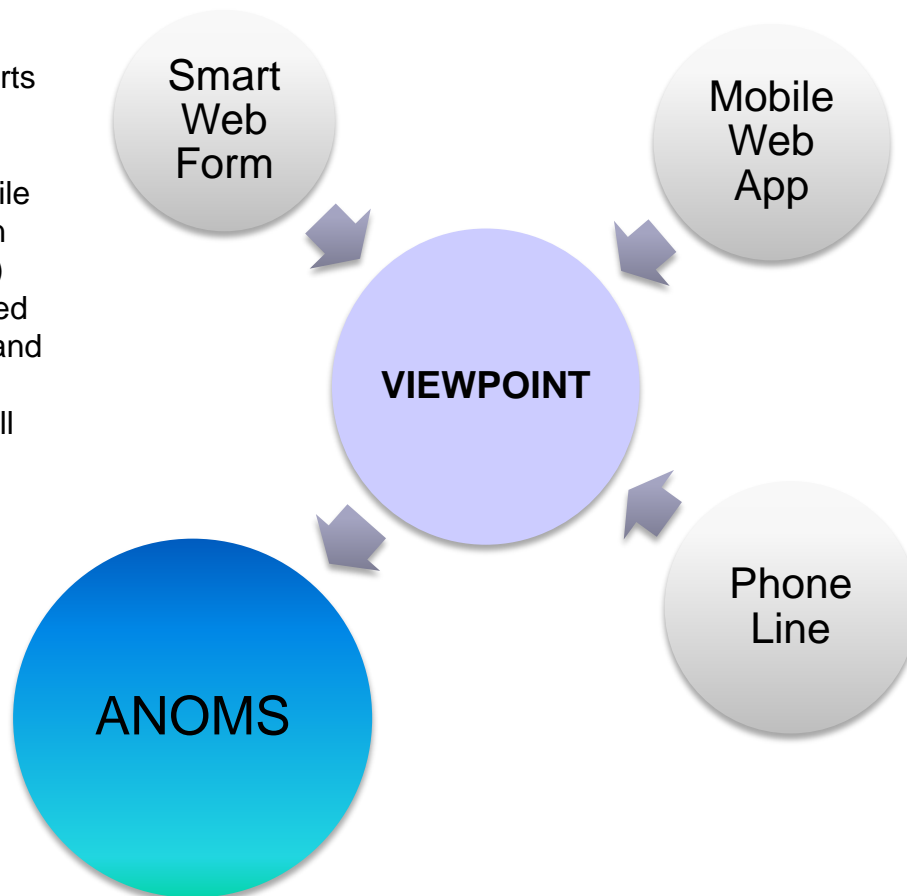
Introducing Viewpoint

- Fully integrated noise comment management system – more efficient
- Collects noise comments (maintains 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:** A webpage form that supports address verification for convenient comment lodging. Once a user profile is set up, user information (e.g. address, name, etc.) will not need to be provided again. Accessible as a stand alone form for easy noise comment submittal as well as from WebTrak.



- **ANOMS Integration:** Viewpoint connects directly to ANOMS and feeds all data into ANOMS seamlessly.

- **Mobile Web App:** Designed to provide a “low friction” method for submitting comments for community members. Works with a standardized Application Programming Interface (API) so that third party noise comments (e.g. Airnoise) may be submitted into Viewpoint.

- **Phone Line:** An interactive telephone voice response system with intelligent menus that capture comment information and transcribe it into the database.

Features and Benefits

- Identity Management:
 - Address validation upon submittal
 - Quickly consolidate multiple comments for same individual
- New user log-in profile to skip filling out contact information on different devices
- New system processes to allow more timely responses via email (email address required for responses)
- Additional tools
 - Identify trends and emerging noise issues using maps and other data
 - Foundation for future enhancements – dynamic/interactive information
- Cost remains essentially the same

