



*Aircraft Noise Complaint  
Management Solutions*

Presentation to  
**Metropolitan Washington  
Council of Governments**

**Helicopter Community Forum**  
Arlington, VA

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# What is PlaneNoise?

- A complete noise complaint management solution simplifying the entire complaint process from collection to GIS mapping to detailed reporting.
- Provides stakeholders with increased intelligence while reducing costs and saving valuable resources.
- Identifies where complaints are being generated, when and by whom.
- Provides critical data needed for planning, improved airport user and stakeholder interactions, and developing comprehensive noise abatement procedures programs and procedures to improve community compatibility.



*Aircraft Noise Complaints - Collected, Analyzed, Resolved*

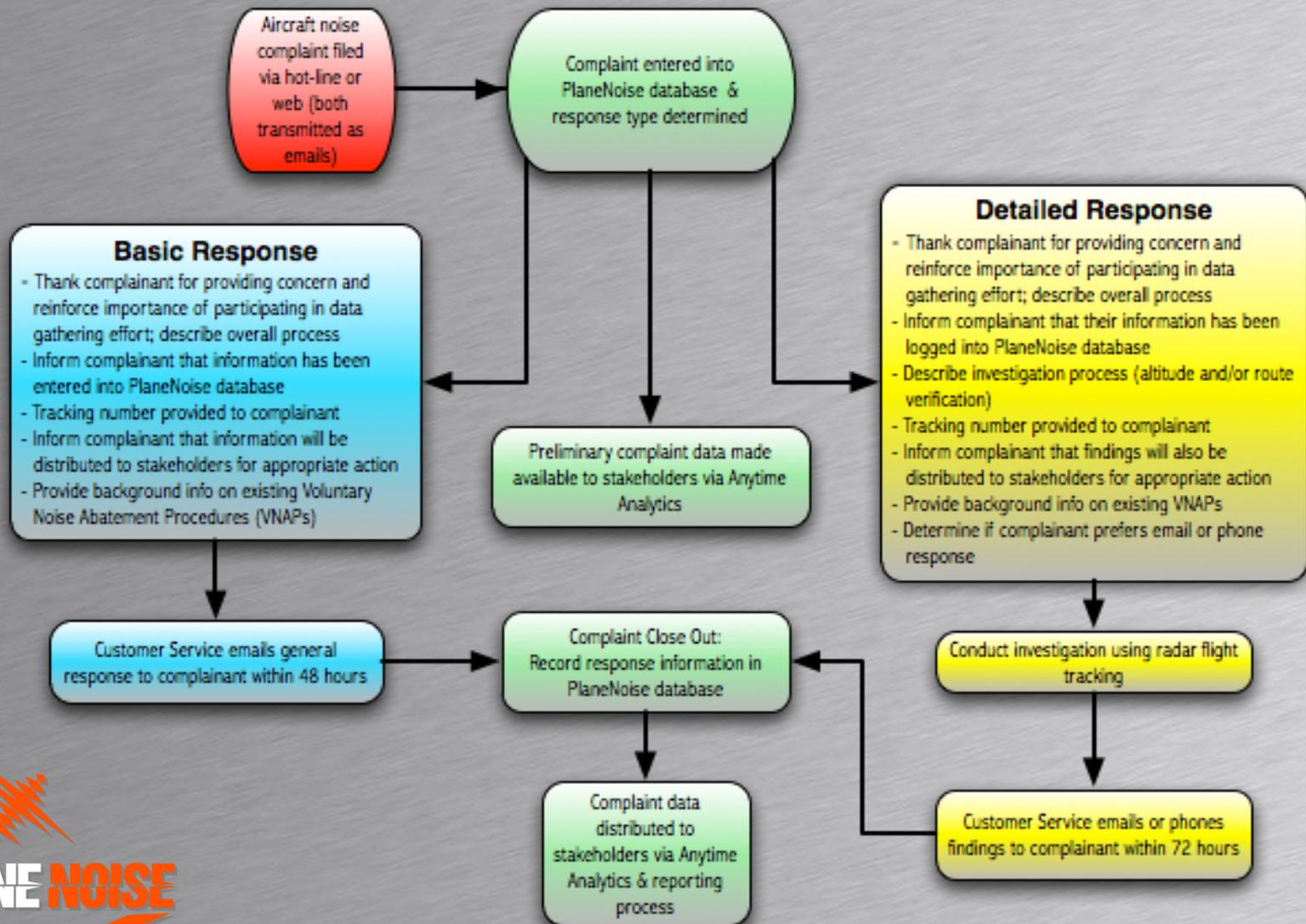
# Key Features

- **Automated Complaint Collection**
  - Toll-free hotline
  - Web form
- **Secure, Online Database**
- **Responsive & Courteous Customer Service**
- **Verification & Investigation**
  - Complainant & stakeholder follow up
  - Radar-based flight tracking
- **Anytime Analytics Dashboard**
- **GIS Mapping**
- **Detailed Reporting**



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# The PlaneNoise Process



# Anytime Analytics



## Anytime Analytics

GO
Welcome Robert English ▾ Grotell Consulting Logout ▾ Help

Home

Settings

Setup

Communications

My Assigned

Tables

Last Opened

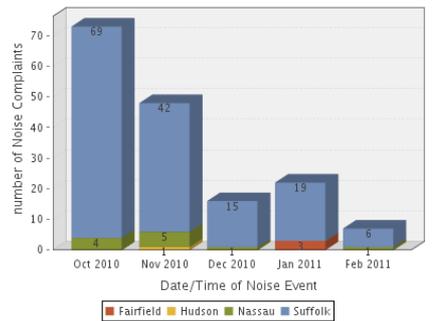
Calendar

Chat Status

Messaging

Settings

### Monthly Totals

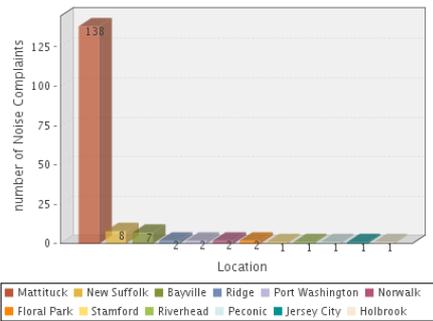


Date/Time of Noise Event

Legend: Fairfield Hudson Nassau Suffolk

Generated: Feb 15 2011 10:47:42 Refresh

### By Location

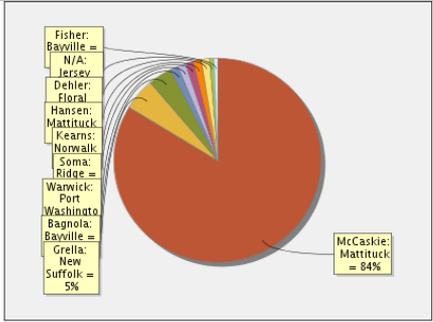


Location

Legend: Mattituck New Suffolk Bayville Ridge Port Washington Norwalk Floral Park Stamford Riverhead Peconic Jersey City Holbrook

Generated: Feb 15 2011 10:47:41 Refresh

### Top-10 Complainers



Generated: Feb 15 2011 10:47:41 Refresh

### Noise Sensitive Areas



ERHC Noise Complaints - JAN 2011

Complaint Clusters

Aircraft Noise Complaints - Collected, Analyzed, Resolved

# PlaneNoise in Action

- The Eastern Region Helicopter Council depends upon PlaneNoise for its entire noise complaint management function in the NYC Metro/Long Island area.
- In 2010, PlaneNoise collected, logged, analyzed, mapped and reported on 1,523 ERHC complaints. Over 4,000 complaints processed since 2007.
- Key 2010 PlaneNoise Statistics: 82 distinct households generated complaints; Top-10 generated 81% of total; One generated 780 complaints, or 51% of total. “North Shore Route” and its two transition points (North Fork and Town of North Hempstead) identified as key sensitive areas requiring additional attention.
- Information disseminated to pilots, FAA, community groups, local elected officials, interested and involved governmental entities.



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# GIS Mapping - Distinct Households



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# GIS Mapping - Sensitivity Clusters



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# PlaneNoise

**Questions or Comments?**

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## Thank You



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