



Aircraft Noise Complaint Management Solutions

Presentation to
**National Organization to
Insure a Sound-Controlled Environment**

N.O.I.S.E Aviation Legislative Forum

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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

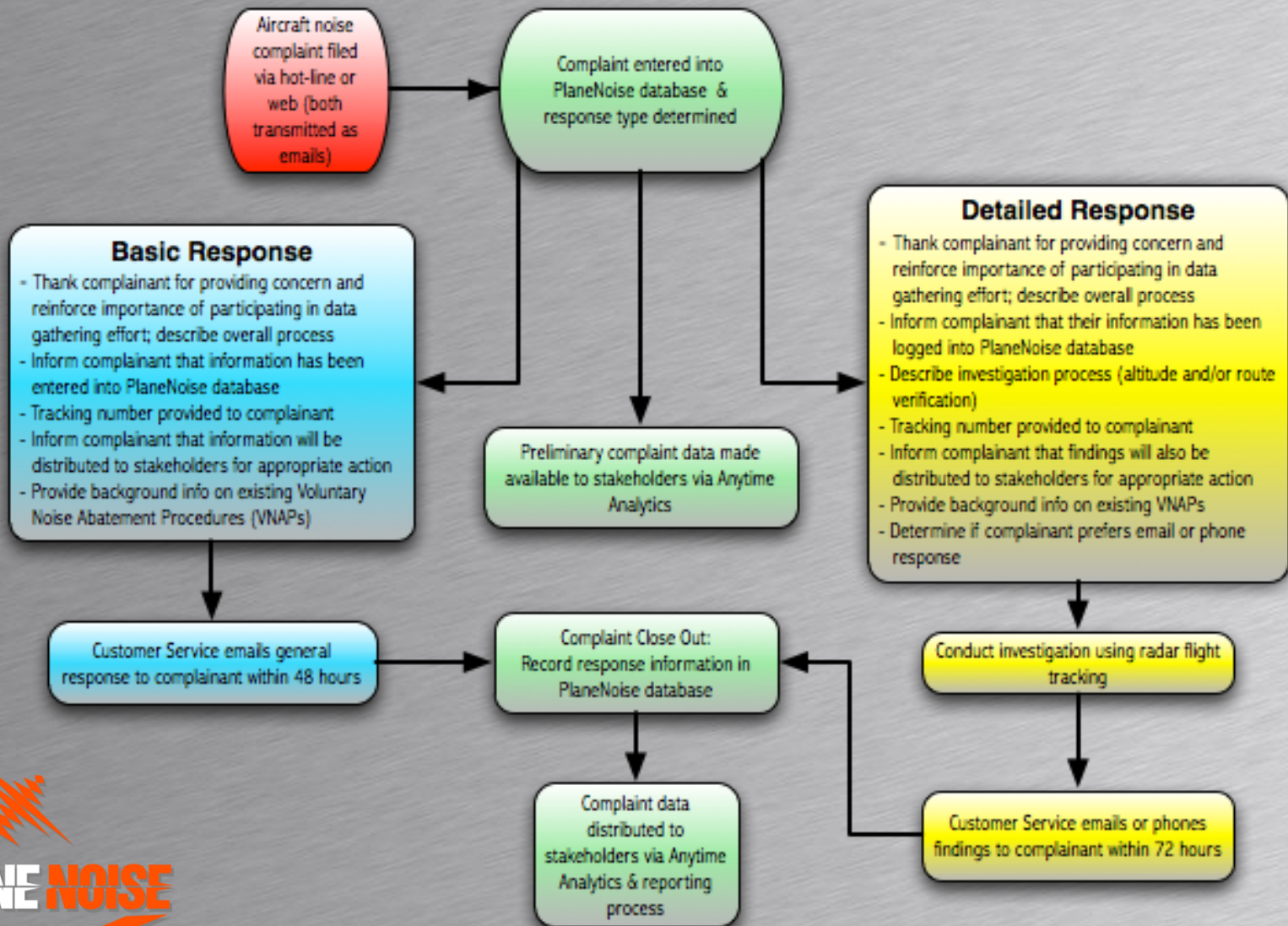
Key Features

- **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**

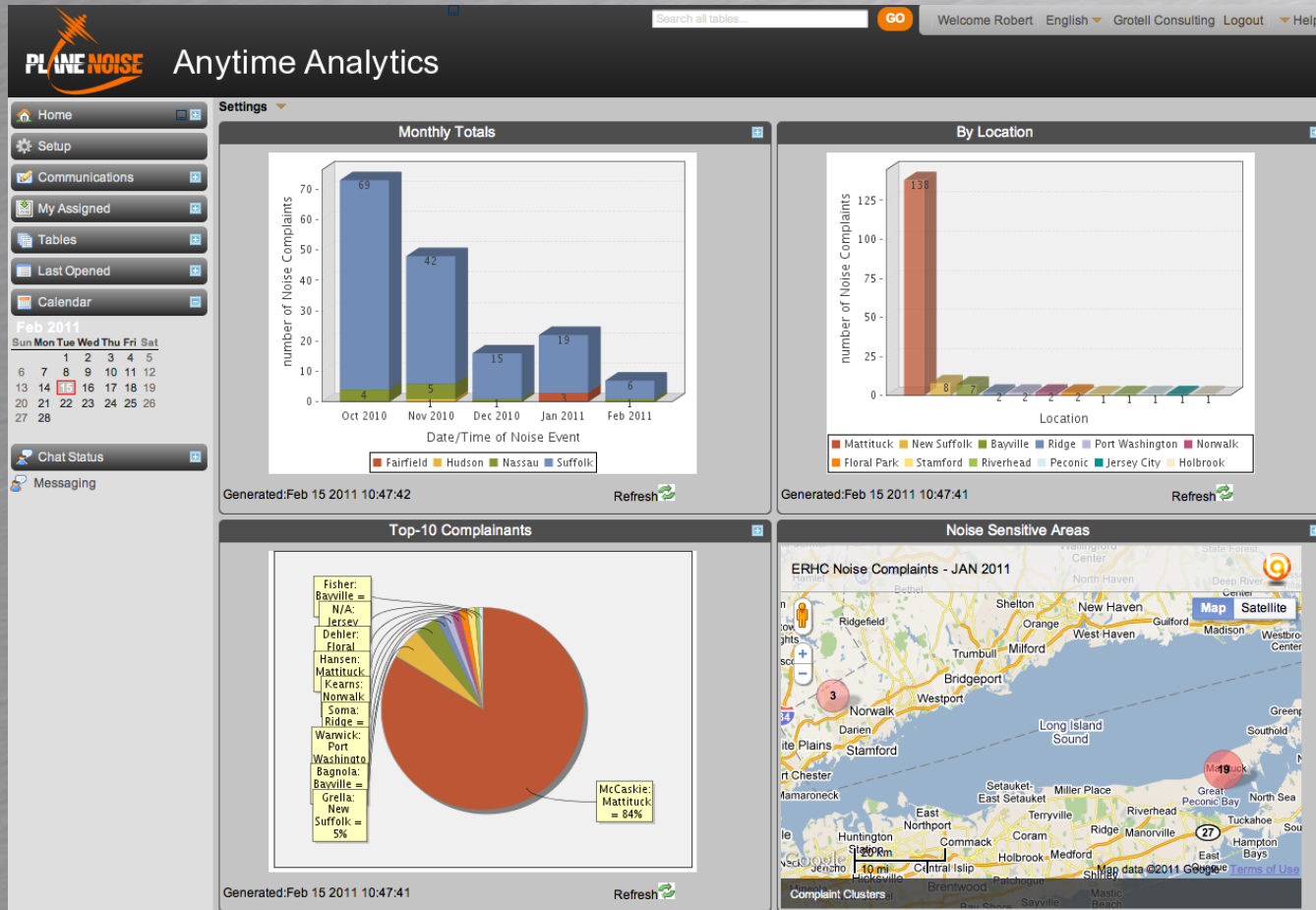


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The PlaneNoise Process



Anytime Analytics



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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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