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/
  - 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

- Complete name, phone number and address required
- New categories for “Main Concern”
- Captcha to safeguard against spam
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) 566-0010

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

Select all images with a bus.

Complaint Information

Noise Event – Date: *

Noise Event – Time: *

Main Concern: *
- Flying object
- Hover
- Sustain minutes
- Low fly
- Vibrato
- Other (F)
- Inquiry

Aircraft Type: *
- Jet
- Propeller
- Various
- Helicopter
- Military
- Unknown

Would you like a written response?

Comments:

Captcha: *
- I'm not a robot

Submit Complaint
Noise Complaint Form

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.

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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

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

When did you hear the aircraft?

DATE & TIME

Right Now

Date
Thu, Sep 01, 2016

Time
3:33 PM

Previously

Other (General Comment)

Next >
Mobile Web App
Mobile Web App
Mobile Web App
Questions?