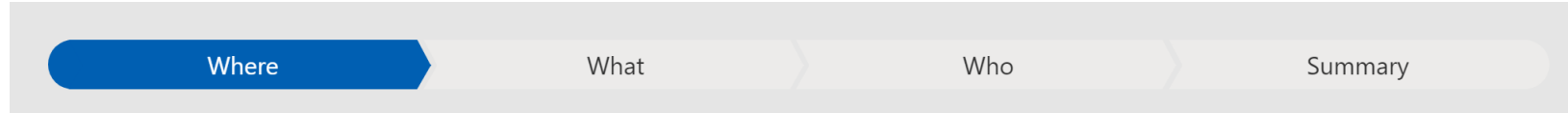


311 Modernization Update

O'Hare Noise Compatibility Commission

April 5, 2019

ISSUES WITH INITIAL ROLLOUT AND SOLUTIONS



• Address Issue

- 3 screens with address entries caused confusion: “Where?”, “What”?, and “Who?”
- “Where?” address entry only accepted Chicago addresses

• Anonymous Issue

- Ability to select “anonymous” option on “Who?” screen that deleted all identifying information including address

• Reporting Issue

- Above issues deterred residents from submitting complaints and confusing address entries caused the complaint data to be unreliable and therefore not reported

• Address Solution

- “Where?” screen eliminated
- “What?” screen new flex question #6
- “Who?” screen address mandatory

• Anonymous Solution

- “Anonymous” option removed and first name, last name, email, and phone number are now optional

• Reporting Solution

- Above resolutions made the data reliable and reportable beginning with March 2019 data

WHAT WE STILL PLAN TO ACCOMPLISH

- Actively working on
 - Managing message in service request # auto response.
 - Adding a full list of Chicago airports and heliports for more precise data analysis.
 - Reworking flex question #6 to make it optional and conditional.
 - Separating address fields for easier and more accurate reporting.
 - Creating new ANMS Noise Complaint Report.
- For consideration
 - Create a new service request for portable noise monitors.
 - Respond to inquiries/complaints.
 - Outreach to residents on topics like nighttime construction impacts, meetings, and special topics.

WHERE TO GO

- Online by visiting the City of Chicago website:
 - www.flychicago.com/ORDnoise
 - 311.Chicago.gov
- Mobile by downloading the CHI 311 mobile app from the App Store or Google Play
- Call the toll-free noise hotline with option to leave a call-back number instead of waiting:
 - 1-800-914-8537 for suburban communities
 - 311 within Chicago
- Links for feedback:
 - bottom of page on web portal
 - under Settings in mobile app





CHICAGO DEPARTMENT OF AVIATION 

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