

311 Modernization Update

ONCC Technical Committee Meeting

August 20, 2019

WHAT WE STILL PLAN TO ACCOMPLISH – AUGUST 20, 2019 UPDATE

- Completed
 - Added a full list of Chicago airports and heliports for more precise data analysis – (April 8, 2019)
 - Reworked flex question #6 (address other than home address) to make it optional and conditional – (April 8, 2019)
 - Created a new ANMS Noise Complaint Report – (May 3, 2019)
 - **Added a service request automatic e-mail response message – (May 15, 2019)**
- Pending requests
 - Separating address fields for easier and more accurate reporting
 - Adding a disclaimer about reporting verifiable addresses only
- 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

NOISE COMPLAINT CONFIRMATION EMAIL



CITY OF CHICAGO

Dear Resident,

Thank you for submitting an **Aircraft Noise Complaint**. Your service request number is **SR19-01510688**.

Aircraft noise complaints are forwarded to the Chicago Department of Aviation (CDA) for tracking purposes only and will be included as data in the Airport Noise Management System (ANMS) reports. To view the ANMS reports, and for more information about aircraft noise, please visit the CDA website at www.flychicago.com/oharenoise if you are located near Chicago O'Hare International Airport (O'Hare), or www.flychicago.com/midwaynoise if you are located near Chicago Midway International Airport (Midway).

The CDA recognizes that neighborhoods surrounding O'Hare and Midway are affected by noise from aircraft operations. The CDA is committed to minimizing these aircraft noise impacts on the neighboring communities, and we thank you for using CHI 311.



JAMIE L. RHEE, COMMISSIONER

www.flychicago.com