

## Using the Mobile App to File Complaints About Aircraft Noise

### Mobile App

The Metropolitan Washington Airport Authority (MWA) has made it a bit easier to file noise complaints through its new app that is available on its webpage. Go to <http://www.flyreagan.com/dca/dca-reagan-national-submit-noise-complaint> and select the instructions for creating the mobile reporting app.

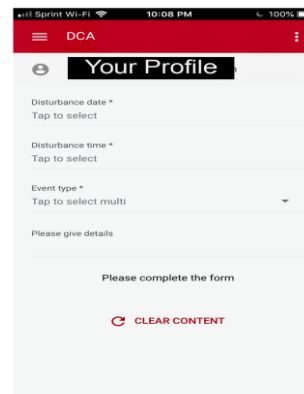
**Mobile App\***      **Complaint Webform\***      **WebTrak\***



**Create an App Tile on Home Screen:**

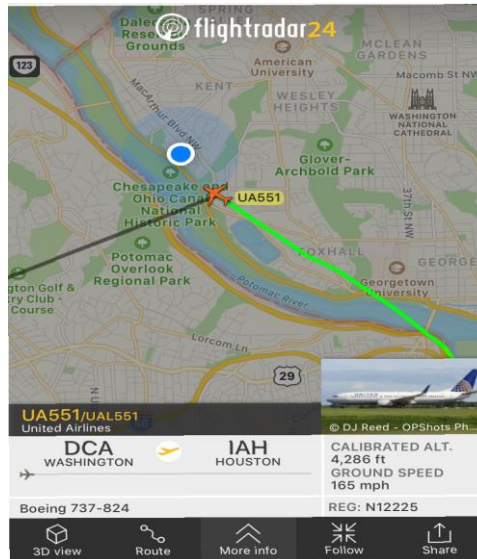
- iPhone
- Android

Follow the video instructions and the following tile will appear on your mobile device



When you launch the application, you will need to create a login ID and **profile** containing your name and address. The profile is only entered once and then it is attached to every complaint that you submit. The application has drop down menus for entering the date, time, and type of disturbance. There is also a box for entering details about the incident. Once the form is completed, it is directly submitted to MWA.

Describing incident details is where Flightradar24 tool is useful. The Flightradar24 App can be downloaded from the App Store (iPhone or Android). Flightradar24 tracks aircraft (including helicopters) near your location. Clicking on an “offending” aircraft icon, displays the name of the airline and flight number identifier to include in your complaint. Flightradar24 also highlights the flight path of the aircraft across the map.



## An “Easy Button” Solution

An article titled “*Click a button, file an instant complaint about plane noise*” in the 12/30 Metro section of the Washington Post described a device call **Airnoise**. Airnoise is a hardware button that will directly submit a complaint to MWWA. Our inquiries to WMAA indicate that Airnoise labels complaints as “too loud.” According to the Post, the button costs \$24 and users can file up to 15 complaints per month. For a monthly fee of \$5, users can file unlimited complaints. I have not tried the device.

## What Happens to the Complaints?

As most know, MWWA does not respond to individual complaints. It does, however, track the number and origin of complaints. The link below is to the “DCA Reagan National - Community Working Group” page. The Community Working Group (CSG) is a technical advisor to the MWWA. The CWG consists of representatives from DC, Maryland, and Virginia. The Ward 3 representative is Marcio Duffles and the alternate is Ken Buckley.

<http://www.flyreagan.com/dca/dca-reagan-national-community-working-group>

On the CWG page, you can click on of noise statistics dashboard as shown below. MWWA and the FAA track the number of complaints as a measure of community concern about aircraft noise. Consequently, it is important that residents continue to submit complaints to demonstrate the seriousness nature of the aircraft noise. The page also describes the numerous activities undertaken by the CWG to reduce the effect of aircraft noise on metropolitan communities.

