



TOWN OF EAST HAMPTON

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Technical Issue Identified with East Hampton Airport's Noise Complaint Hotline

East Hampton, NY – Councilwoman Kathee Burke-Gonzalez has announced that there was a technical issue with the East Hampton Airport Complaint Hotline from the evening of Wednesday, August 27 through September 8th, incorporating the Labor Day weekend, traditionally a time of high aircraft activity at the the Town's Airport. Specifically, a technical issue with the telephone service used by the contractor collecting noise complaints for the Town caused helicopter complaints to be incorrectly recorded as jet complaints. The issue has been resolved due to redundant backup systems with the correct data and the affected complaints have been revised to reflect the correct aircraft type.

Councilwoman Kathee Burke-Gonzalez commented, "I first learned of the magnitude of this issue on Tuesday when I was contacted by a member of the public who received a confirmation email from PlaneNoise for a jet complaint when in fact they registered a helicopter complaint. I was grateful for that alert. While Mr. Grotell took immediate action and recalibrated the data, it was very concerning to learn that noise complaints were incorrectly recorded by PlaneNoise for more than a week."

In an email to the Councilwoman PlaneNoise President Robert Grotell wrote, "Over the Labor Day Weekend and for several days after, a technical issue with our telephone hotline logged helicopter complaints as jets. Upon learning of this issue, the matter was quickly resolved, all complaints were analyzed using phone records, and the aircraft type corrected. I sincerely apologize for this problem. Safeguards have been put in place to ensure this issue is not repeated."

"The PlaneNoise system has collected over 38,000 complaints since 2012 of which nearly 70% have been helicopter-related," the Councilwoman continued. "We needed reassurance from the contractor that the noise complaint collection system was functioning properly and that procedures have been put in place to avoid this issue going forward. We feel confident that Mr. Grotell has remedied the problem."

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