



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC WORKS

File #: 18-410

Board Meeting Date: 5/22/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: James C. Porter, Director of Public Works
Subject: Amendment with PlaneNoise Inc. for the Continued Operation of a Noise Complaint Management System at the County Airports

RECOMMENDATION:

Adopt a resolution authorizing:

- A) An amendment to the agreement with PlaneNoise, Inc., for the continued operation of a Noise Complaint Management System, increasing the amount payable by \$81,303 for a revised not-to-exceed amount of \$180,303 and extending the term of the agreement to October 13, 2020; and
- B) A waiver of the Request for Proposal process.

BACKGROUND:

The Department of Public Works (Department) manages both the San Carlos Airport and Half Moon Bay Airport (Airports). Due to an increase in the number of noise complaints starting in 2015, staff began to evaluate computer-based systems that could automate the collection and reporting of aircraft disturbance data. The Department initially identified PlaneNoise, with ISD's approval, as a software solution for the collection, management, and analysis of noise complaints for the County Airports.

On October 14, 2015, the County and PlaneNoise entered into a two-year contract for such services for the amount of \$43,000. At that time, PlaneNoise provided the only online and phone automated noise complaint system available to general aviation airports for a reasonable cost. The PlaneNoise system provides noise complaint mapping, graphs, and trend data that assist Airport staff in developing its noise management program to help balance the needs of Airport users and noise impacted communities.

After entering into the contract, the County amended it to add radar identification of aircraft as an additional service and to increase the amount payable under the agreement to \$87,850.

On June 27, 2017, your Board adopted Resolution No. 075251, which implemented the San Carlos Airport Noise Management Program (Program) and the purchase of Vector Airport System, which pulls noise data from the PlaneNoise system. PlaneNoise is therefore integral to the ongoing development and success of the Program. The Department further amended the contract with PlaneNoise to include the integration of data with the Vector System and increased the amount payable under the Agreement to \$99,000.

DISCUSSION:

The County Airports have been using PlaneNoise for over two years and are happy with its performance and customer support. There are still no other noise complaint software solutions available that provide real-time noise complaint mapping, graphs, trend data, and integration with the Vector Airport System. The Department is, therefore, requesting your Board's approval to waive the Request for Proposal process.

The use of PlaneNoise, in conjunction with the Vector Airport System, is of great benefit in providing real-time integration of noise complaints with flight track data so the Airports can be more responsive to complaints and proactive in its customer service response. The system also supports the County by tracking compliance with the Airports' voluntary noise abatement procedures and by providing a convenient way to submit aircraft noise comments online or by phone. PlaneNoise also enhances customer service by improving accuracy and providing greater detail about aircraft disturbances, which helps staff efficiently target outreach efforts.

County Counsel has reviewed and approved the resolution as to content and form. The Contract Compliance Committee has approved the term extension to October 13, 2020.

This resolution supports Shared Vision 2025 outcome of a Livable Community by allowing residents and Airport users to help shape airport noise reduction measures in a way that best meets the needs of the community.

FISCAL IMPACT:

Approval of this resolution will increase the amount payable under the Agreement with PlaneNoise by an additional \$81,303, to a revised not-to-exceed amount of \$180,303, and will extend the term of the Agreement to October 13, 2020. Funding for this contract is included in the FY 2017-18 Adopted and FY 2018-19 Recommended Airport Enterprise Fund budgets.

There is no impact to the General Fund.