

LAX & HYPERION

Complaint Hotline

 **310-798-6782** 

Los Angeles World Airport (LAWA) aka LAX

What to Expect

A complaint is logged by an answering service, AAMCOM and forwarded to LAX. LAX investigates and responds to caller via letter with the result of the noise complaint investigation.

Monthly Reports

<http://www.lawa.org/LAXNoiseMR.aspx>

Federal Aviation Administration (FAA)

Who to Contact if You're Impacted by Aircraft Noise

http://bit.ly/FAA_Aircraft_Noise_Contact

FAA Aviation Noise Ombudsman

Email: 9-AWA-NoiseOmbudsman@faa.gov

Phone: (202) 267-3521

Hyperion

What to Expect

A complaint is logged by an answering service, AAMCOM and forwarded to Hyperion. Hyperion investigates and responds to caller via phone call directly from a Hyperion representative with the result of the complaint investigation and how it was addressed.

(The City of El Segundo does not have jurisdiction over LAX, FAA does. The answering service, AAMCOM is funded by Hyperion. Logged complaints are shared with the City.)

HELICOPTER

Complaint Hotline

 **424-348-HELI (4354)** 

Los Angeles Helicopter Noise Initiative

Los Angeles Helicopter Noise Initiative

Website: <http://heli-noise-la.com/>

Federal Aviation Administration (FAA)

Who to Contact if You're Impacted by Aircraft Noise

http://bit.ly/FAA_Aircraft_Noise_Contact

FAA Aviation Noise Ombudsman

Email: 9-AWA-NoiseOmbudsman@faa.gov

Phone: (202) 267-3521

(The City of El Segundo does not have jurisdiction over Helicopter regulation, FAA does. The centralized complaint system and hotline is a product of the Los Angeles Helicopter Noise Initiative. The City of El Segundo does not receive copies of complaints filed. Complaints log available to the public via website, link shared above.)