

SFO's online complaint form

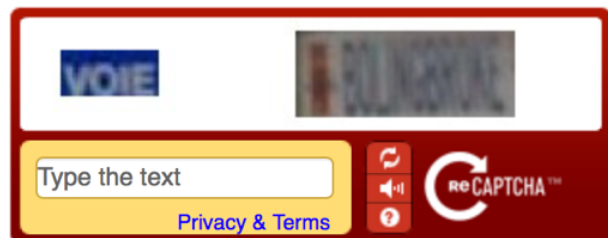
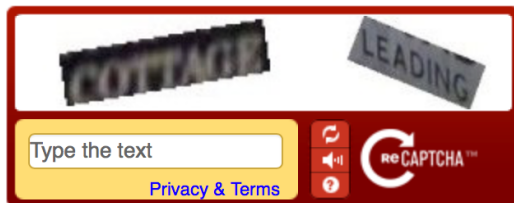
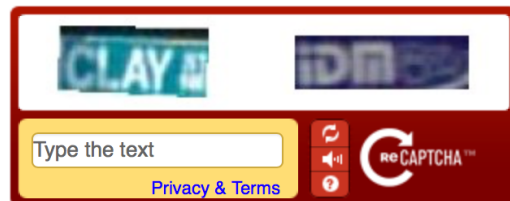
These complaint form issues were presented to SFO officials in October, 2016.

The obsolete, confusing "captcha" step was removed several months later.

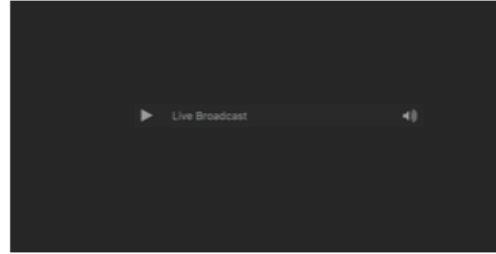
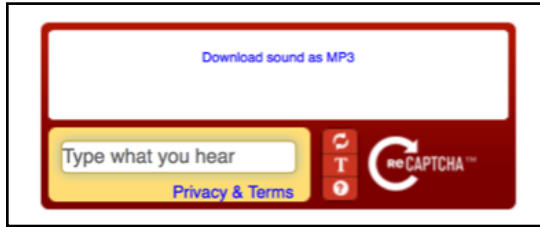
We understand that SFO will be creating an easier-to-use form.

What is really needed is an easy-to-use app that allows us to report runway noise.

Impossible-to-Replicate Captchas



When the User Chooses to “Hear” the Captcha



When faced with a “captcha” we couldn’t make out, we chose to hear it instead. What followed was a recitation of digits amidst deliberately distracting background noise. We had to strain to hear the digits while entering them in the “type what you hear” box, getting caught off guard when the 5th digit was followed by a 6th, then a 7th, then an 8th. When the 10th digit was uttered, we had no way of knowing if it was the last one, so we waited...and waited... until we felt it surely must be over. This process was overly complicated and time-consuming.

* Disturbance Start Date and Time: 11/16/2016 06 00 am

Disturbance End Date and Time: 11/16/2016 12 00 am

Aircraft Type: Jet

Disturbance Type: Loud disturbance

Activity Disturbed: Quality Of Life

Comments

Please note, entering additional disturbance dates or times in the comment section is not recommended. Please use the Disturbance Start Date and Time fields to submit additional noise events.

Do you require a response? No Response Needed

Please check this box if you would like to receive a copy of the noise complaint email that will be sent to the Noise Office

Disturbance Start Date and Time must be earlier than Disturbance End Date and Time

Close

A screenshot of a reCAPTCHA audio interface for "BOULEVARD MEWS". It features a play button on the left, the text "BOULEVARD MEWS" in the center, and a red "reCAPTCHA" logo on the right. Below the text is a link for "Privacy & Terms".

12 AM Is Not Accepted As Midnight

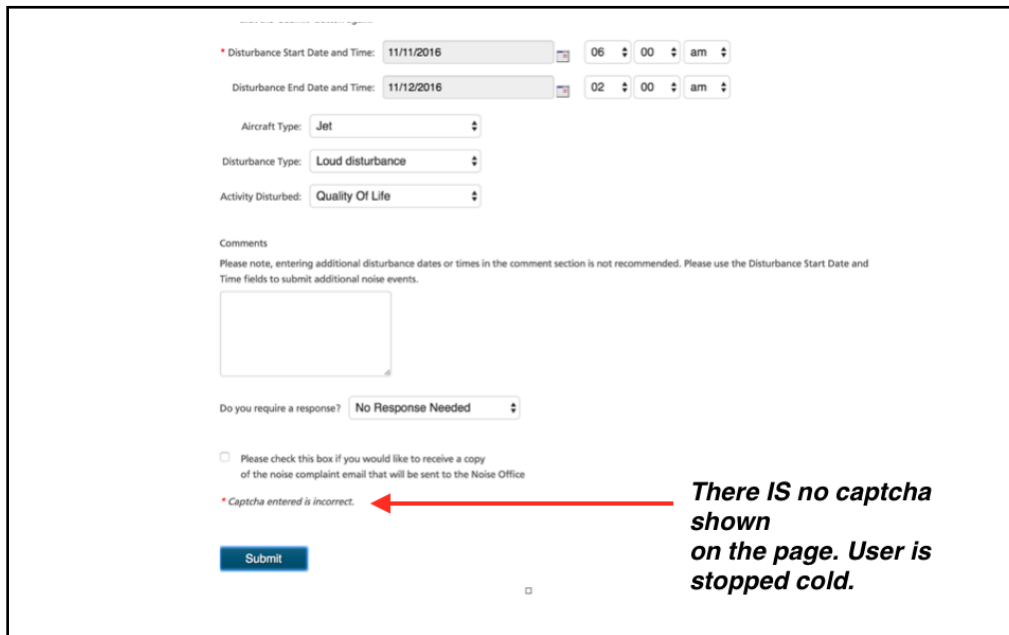
The Form Requires Users to Unnecessarily Face Confusing Choices for “Aircraft Type”, “Disturbance Type”, & “Activity Disturbed”

A screenshot of a web form with a dropdown menu open for the 'Disturbance Type' field. The dropdown menu contains the following options: Select (highlighted), Low, Loud disturbance, Low And Loud, Frequent, Vibration, Pollution, Off Course, Run-Up, Unusual Behavior, Auxiliary Power Unit (APU), Taxiing Aircraft, and Other. The form also includes fields for 'Activity Disturbed', 'Comments', and a text area for 'Please note, enter...'. Below the text area are 'Time fields to sub...'.

For “Activity Disturbed” - The exacerbated user must select ONE of these options when often all 13 apply. Why have this at all?

A screenshot of a web form with a dropdown menu open for the 'Activity Disturbed' field. The dropdown menu contains the following options: Select (highlighted), Conversation, Hearing, Meal Time, Quality Of Life, Outdoors, Reading, Radio, Telephone, Television, Sleep, Study, Work At Home, and Other. The form also includes fields for 'Comments', 'Please note, enter...', and 'Time fields to sub...'. Below the text area is a field for 'Do you require a...'.

But there's more. At the very last step, after providing all of the above time-consuming information, someone using Google Chrome on a Mac may come to a dead end as we did.



The screenshot shows a web form for reporting a noise disturbance. The form includes the following fields and options:

- Disturbance Start Date and Time: 11/11/2016 06:00 am
- Disturbance End Date and Time: 11/12/2016 02:00 am
- Aircraft Type: Jet
- Disturbance Type: Loud disturbance
- Activity Disturbed: Quality Of Life
- Comments: A text area with a placeholder message: "Please note, entering additional disturbance dates or times in the comment section is not recommended. Please use the Disturbance Start Date and Time fields to submit additional noise events."
- Do you require a response?: No Response Needed
- Check box: "Please check this box if you would like to receive a copy of the noise complaint email that will be sent to the Noise Office"
- Submit button

A red arrow points to the error message: **Captcha entered is incorrect.*

There IS no captcha shown on the page. User is stopped cold.

If a resident experiences excessive noise from 6 AM to midnight for 3 days in a row, the complaint form must be filled out three separate times.

Surely we're not the only residents who can no longer face using this obnoxious, ineffective SFO online complaint form.