

From: Ron Reeves Ron.Reeves@longbeach.gov 
Subject: RE: Bruel & Kjaer LGB Webtrak system & LB City Contract Agenda item 16-0992 Re: WebTrak Concerns
Date: December 12, 2016 at 11:51 AM
To: Laurie Smith lauriesmith22@me.com
Cc: Jess Romo Jess.Romo@longbeach.gov

RR

Hi Laurie,

It is always a pleasure to meet with you.

As promised, I immediately forwarded your email to Brüel & Kjær (B&K) for their review. Attached is a screenshot of the same period (Dec 4, 2016 at 11:58:14). This data was retrieved Dec 10, 2016. As shown, the data retrieved at that time appears to be complete. The delay in the data display is the result of our SkyTrak system. As we have discussed, this system provides the City of Long Beach with radar data independent of the FAA and was initially required as the FAA prohibited the use of their data for purposes of punitive noise enforcement measures against aircraft operators.

The SkyTrak data is merged with other data sources to provide our users with the best data available. This system was reliable for many years. Recent changes in the FAA source data used for flight identification requires B&K to conduct additional processing prior to displaying the data. This results in a delay. We have the option of switching our WebTrak data to the same data being used at LAX and Torrance; however, these systems experience a minimum delay of one hour. We display the available data within 10-15 minutes and add more complete data as it becomes available.

In the past, FAA provided us with data via a Secure Radar Gateway (SRG). This data is no longer available to airports. The FAA data currently being provided to us is data from the National Offload Program (NOP). We will soon (January, 2017) be receiving data from the System Wide Information Management (SWIM) system. The SWIM data is reported to be more complete than the NOP data and we are hoping for a significant improvement. Additionally, we are currently seeking to add Automated Dependent Surveillance –Broadcast (ADS-B) data. This data will provide better information than SkyTrak and will also be independent of FAA; however, not all aircraft are currently equipped with this technology. The FAA mandate is that all aircraft must have ADS-B capability by January 1, 2020. We feel that ADS-B capability will significantly improve our coverage, particularly at low altitude. As you are aware, low altitude coverage is particularly important for monitoring helicopter operations.

I hope this information is helpful. Please let me know if you have any questions.

Kind regards,

Ron

Ron Reeves
Noise & Environmental Affairs Officer
Long Beach Airport
4100 E. Donald Douglas Dr.
Long Beach, California 90808
(562) 570-2637 | www.lgb.org



From: Laurie Smith [mailto:lauriesmith22@me.com]

Sent: Friday, December 09, 2016 4:46 PM

To: Ron Reeves <Ron.Reeves@longbeach.gov>

Cc: Jack Cunningham <Jack.Cunningham@longbeach.gov>; Council District 3 <District3@longbeach.gov>; Council District 8 <District8@longbeach.gov>; Council District 1 <District1@longbeach.gov>; Council District 2 <District2@longbeach.gov>; Mayor <Mayor@longbeach.gov>; Suzie Price <Suzie.Price@longbeach.gov>; Auditor <Auditor@longbeach.gov>; Council District 7 <District7@longbeach.gov>; City Manager <CityManager@longbeach.gov>; Jess Romo <Jess.Romo@longbeach.gov>; Council District 4 <District4@longbeach.gov>; Juan Lopez-Rios <Juan.Lopez-Rios@longbeach.gov>; Daryl Supernaw <supernaw@verizon.net>; ddidistrdistrict3@longbeach.gov

Subject: Bruel & Kjaer LGB Webtrak system & LB City Contract Agenda item 16-0992 Re: WebTrak Concerns

Hi Ron

Thank you so much for meeting with me recently.

Again, I appreciate your time and efforts to rectify the matters of concern with regards to the Bruel & Kjaer Webtrak system.

Below is a recent example of the LGB Webtrak Bruel & Kjaer system failing to show information that is provided on the same LAX and Torrance airport Webtrak platform.

Please see the 3 screenshots from December 4, 2016 at 11:58.14 (or within 1 second of).

Please note discrepancies of aircraft shown in the sky over Long Beach:

-Torrance Webtrak shows the most aircraft in the air - 7

-LAX Webtrak shows aircraft in the air - 6

-LGB Webtrak only shows 2 aircraft in the air

I've included City staff and councilmembers in the CC of this email, since they recently voted to approve renewing the Bruel & Kjaer contract.

At the November 1, 2016 City Council meeting, they voted to approve: Agenda item 16-0992 regarding LBA - Contract for Airport Noise & Operations Recommendation to adopt resolution authorizing City Manager, or designee, to execute a contract with Brüel & Kjaer EMS, Inc., a Delaware corporation, including any necessary amendments thereto, for the maintenance, upgrade and support of the Long Beach Airport Noise and Operations Monitoring System (ANOMS), in the amount of \$232,873, for a period of one year, with the option to renew for two additional one-year periods; authorize an annual contingency in the amount of \$50,000 for additional services, plus a 3.5

percent annual CPI increase, for a total amount not to exceed \$873,356 for the proposed three-year term. (Districts 3,4,5,7,8)

In addition, At the November 1, 2016 City Council meeting I spoke about my concerns regarding Agenda item 16-0992/Bruel & Kjaer contract, that the information provided on their website. I asked, and the Mayor concurred that the City Manager look into this my concerns.

did not show all the information about aircraft flying over Long Beach. I further noted that even after speaking to an employee of B&K about the large swathes of missing information over a year ago, the B&K LGB Webtrak system was still failing to show the correct data.

This is again a concern as our city pays them a large contract to provide the correct information.

City Council agenda item, documents and resolution:

<https://longbeach.legistar.com/View.ashx?M=F&ID=4742458&GUID=B6A215D4-C585-441E-AC11-4661AF51E253>

<https://longbeach.legistar.com/View.ashx?M=F&ID=4777544&GUID=DB8B7A12-5C57-4525-BCD3-77793AE01D4C>

I am including Councilperson, City Manager & Mayor in this email, so they can see an example of Bruel & Kjaer's Webtrak system failing to provide services that the city has contracted them for.

This failure to accurately show on the LGB Webtrak what is shown on the LAX & Torrance Webtrak platform

is very disturbing in that, there could be other failures within the Bruel & Kjaer system that the City is unaware of.

Considering that the City Manager noted that no other companies bid on this contract with the City;

1. A competitive procurement process for the maintenance and support of the ANOMS is not feasible, due to the proprietary nature of the equipment and the uniqueness of the installation at the Airport.

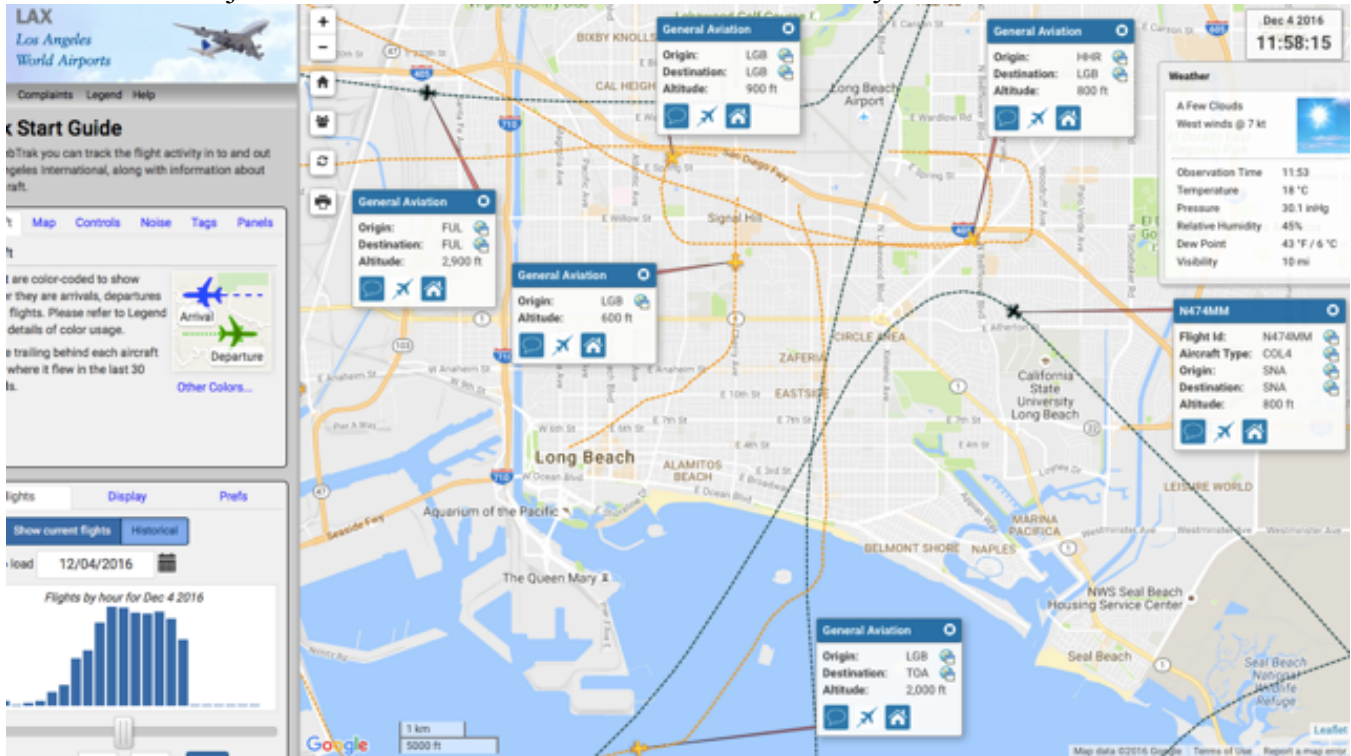
I suggest the City look into other means to audit the Bruel & Kjaer contract. With that in mind, I've included the City Auditor in this email, as well.

I'll look into getting some more examples, as time permits...it's been a busy week.

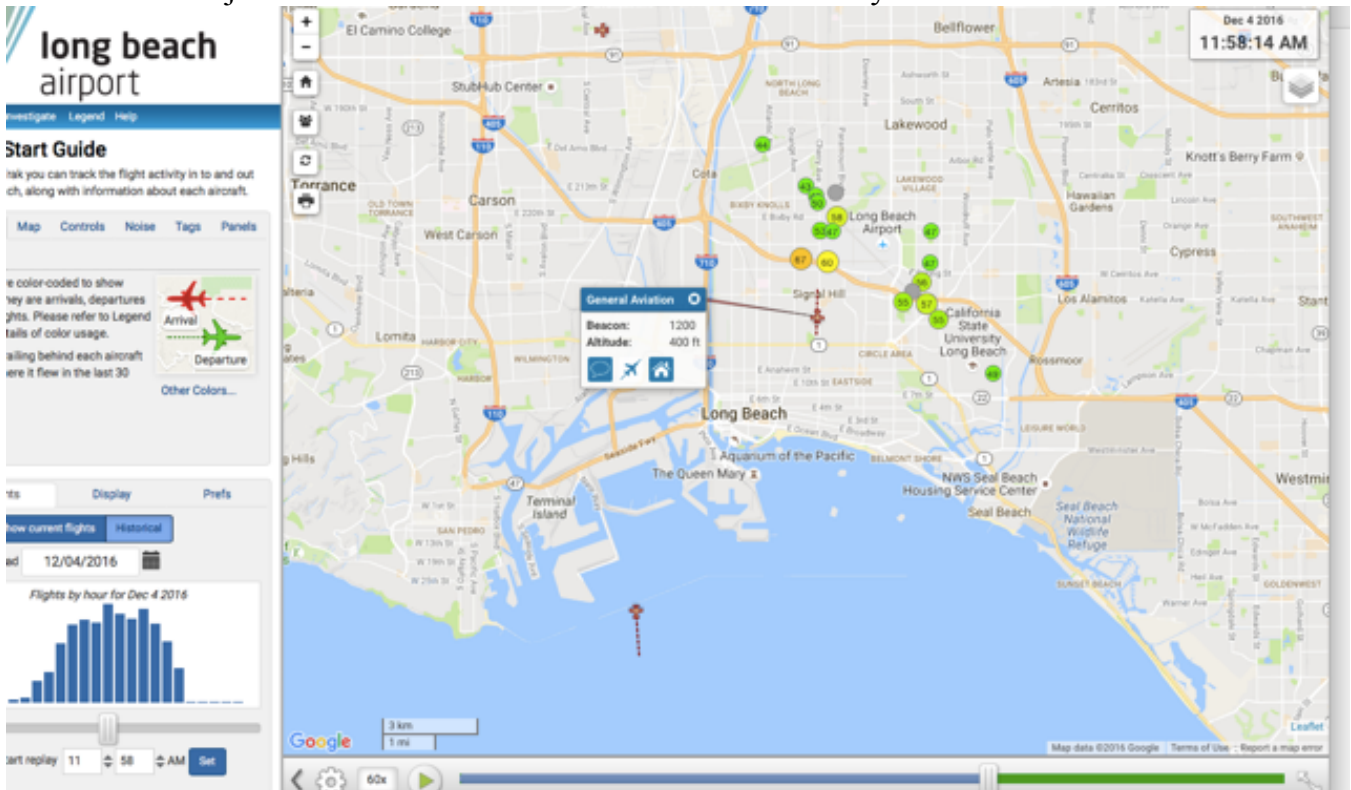
Have a good weekend.

Laurie

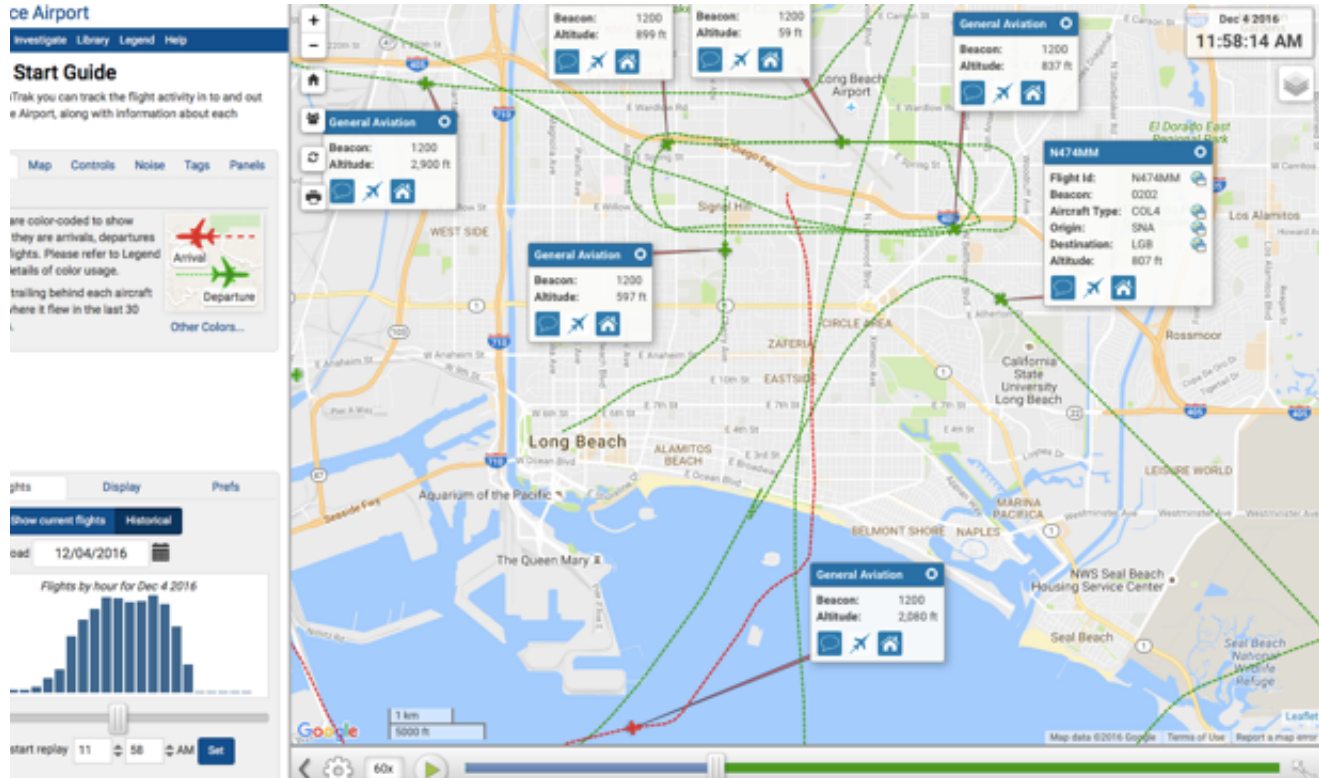
LAX Bruel & Kjaer - Webtrak screenshot 12/04/16 - time of day 11:58:15 - note 6 aircraft shown



LGB Bruel & Kjaer - Webtrak screenshot 12/04/16 - time of day 11:58:14 - note 2 aircraft shown



Torrance Airport Bruel & Kjaer - Webtrak screenshot 12/04/16 - time of day 11:58:14 - note 7 aircraft shown



On Nov 29, 2016, at 10:13 PM, Ron Reeves <Ron.Reeves@longbeach.gov> wrote: