

Charles M. Schulz - Sonoma County Airport

2012 Complaint Summary



Charles M. Schulz - Sonoma County Airport (STS)

The Airport recorded a total of 146 complaints in 2012, of which 120, or 82%, were Airport related. This represents a 3.5% increase in total complaints over 2011, which had recorded 141 complaints. The complaints were generated from all over Sonoma County, at various times of the day and night, involving airline, corporate, military, and general aviation aircraft. In general, the complaints were attributed to noise, low flights and other related issues. A breakdown of Airport related complaints show that noise related complaints accounted for the largest percentage with 48% of the total; low flights accounted for 40% and other related issues such as over flights and maneuvering accounted for 22%; 18% of the complaints received were not Airport related.

One contributing factor to the increase in complaints was related to military aircraft participating in the Wings over Wine Country Air Show. In 2012 there were 14 complaints regarding the Navy F-18's and Marine Corps A-10 Warthogs; the Warthog was a new addition to the Air Show line up in 2012.

Another factor to explain the increase in complaints is related to an increase in complaints from first time callers. The Airport recorded 95 complaints from first and second time callers in 2012, which is an increase from 83, or 15%, over 2011. First and second time callers accounted for 65% of overall complaints in 2012.

The actual number of complaints is partly mitigated by the fact that many complaints came from a small number of households with residents who are highly sensitive to aircraft operations. The four households that called most frequently contributed to 44 complaints, or roughly 30% of all complaints.

The Airport has contacted other bay area airports to see if there is any kind of comparison between total complaints and total operations in 2012. In total, six airports were contacted, each one varying in size and number of operations. The airport, number of operations and complaints are listed below:

Airport	Number of Operations	Number of Complaints	Operations Per Complaint
San Francisco International Airport	394,516	7,436	53
Oakland International Airport	167,891	2,254	74
Livermore Municipal Airport	136,196	472	289
Sonoma County Airport	78,381	120	653
Buchanan Field Airport	78,098	74	1,055
Monterey Peninsula Airport	56,043	49	1,143
Napa County Airport	43,986	10	4,399



2012 Complaint Summary

Complaint Comparison by Year

Year	Total Number of Complaints	Airport Related Complaints	Percent of Total	First Time Calls	Percent of Airport Related	Operations	Operations Per Complaint
2008	272	220	81%	119	54%	102,131	464
2009	147	117	80%	79	67%	90,310	772
2010	192	163	84%	134	82%	72,939	447
2011	141	107	76%	83	77%	79,562	743
2012	146	120	82%	96	80%	78,381	653
Average	222	165	76%	107	67%	94,763	603

2012 Analysis

Summary of Operations			Total Complaint Breakdown			
				<u>Complaints</u>	<u>Percent</u>	
Number of Operations	78,381		Noise Related	48	33%	
Total Complaints	146		Low Flight Related	40	27%	
Airport Related Complaints	120		Maneuver Related	5	3%	
Airport Related Complaints	82%		Other (overflights, track, etc)	27	19%	
			Non-Airport Related	26	18%	
Total Complaints by Caller			Airport Related Complaints by Time			
	<u>Complaints</u>	<u>Percent</u>		<u>Time</u>	<u>Complaints</u>	<u>Percent</u>
First Time Caller (2 or less)	95	65%	Day	(07:00-18:00)	81	68%
Frequent Callers (3 or more calls)	44	30%	Evening	(18:00-22:00)	23	19%
Anonymous	8	5%	Night	(22:00-07:00)	16	13%
Airport Related Complaints by Source			Airport Related Complaints by Day			
	<u>Complaints</u>	<u>Percent</u>		<u>Complaints</u>	<u>Percent</u>	
Hot Air Balloon	0	0%	Sunday	23	19%	
Helicopter	17	14%	Monday	11	9%	
Jet	40	33%	Tuesday	12	10%	
Military	20	17%	Wednesday	13	11%	
Propeller	22	18%	Thursday	27	23%	
Unknown/Other	8	7%	Friday	21	17%	
Firebomber	2	2%	Saturday	13	11%	
Airline	11	9%				

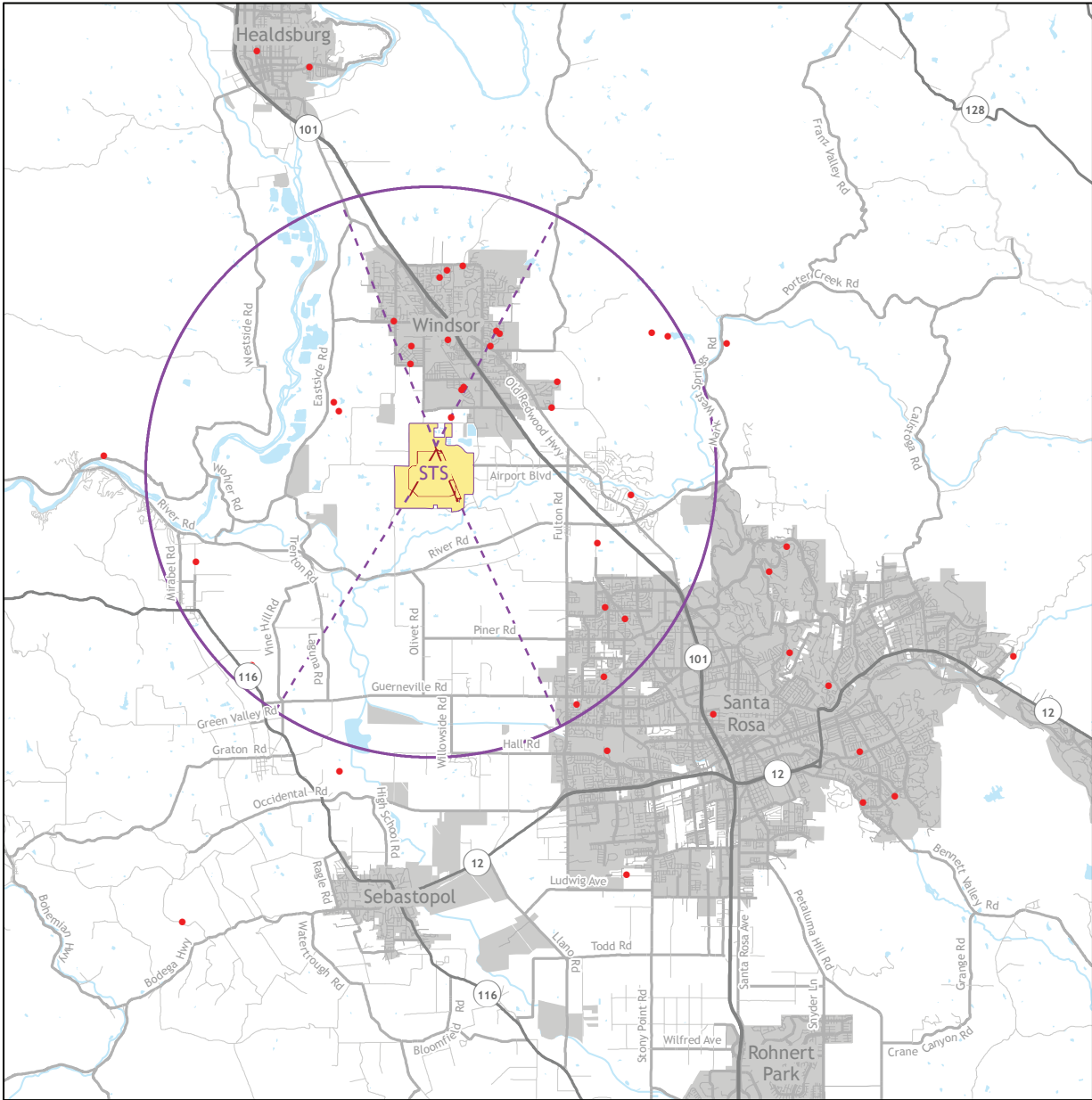
Definition of “Airport Related”

A complaint will be considered “Airport Related” if it meets any of the following criteria:

- A. The operation that triggers the complaint is directly related to takeoff or landing at STS.
- B. The operation that triggers the complaint takes place within a five mile radius of STS.
- C. The operation that triggers the complaint is a direct result of an airport related event.

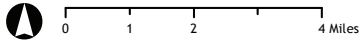


2012 Noise Complaint Map



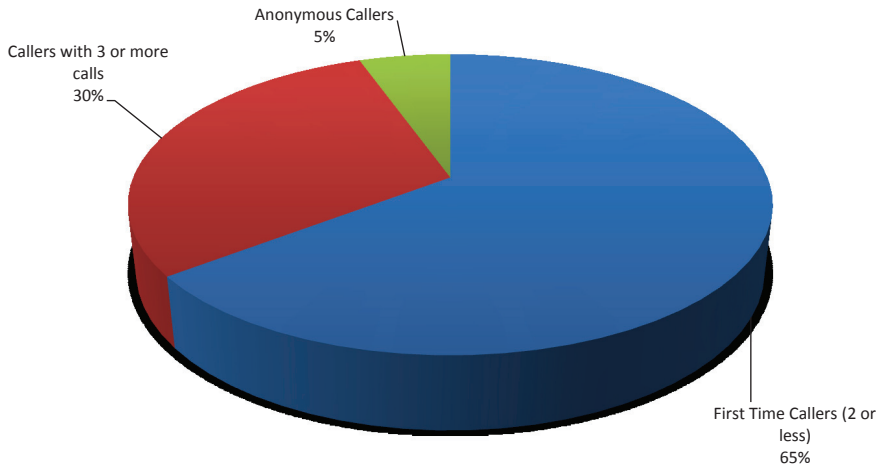
- Complaint Calls (2012)
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property

Year Total:	146
Airport Related Complaints:	120
Anonymous / No address listed:	18
Total addresses outside of mapped area:	5

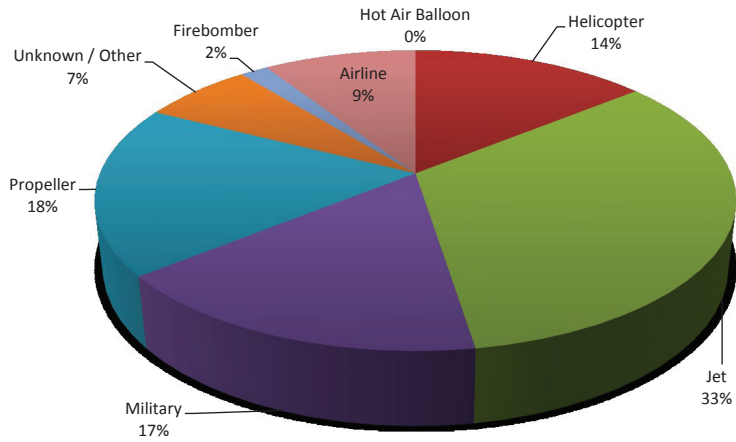


Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

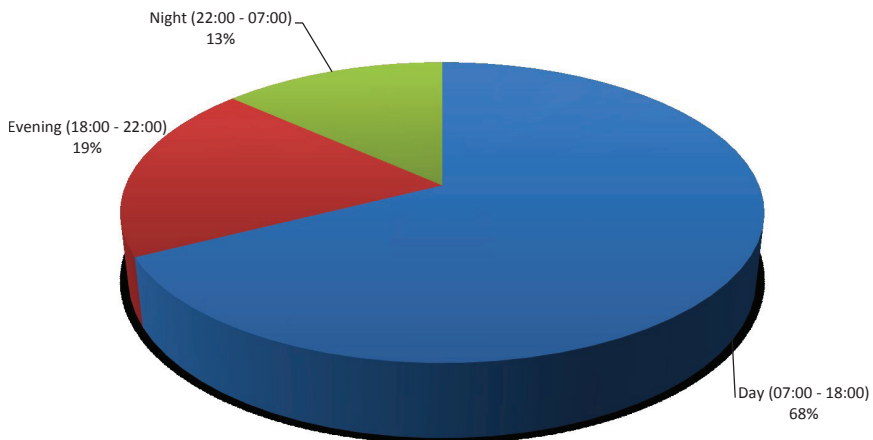
By Caller



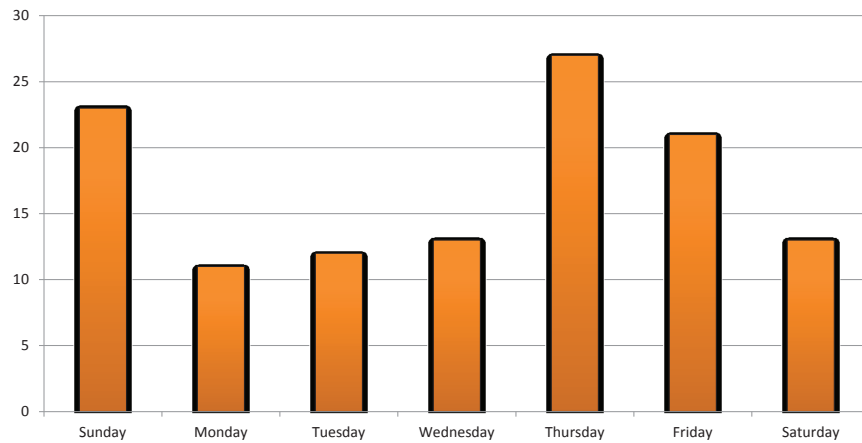
By Aircraft Type



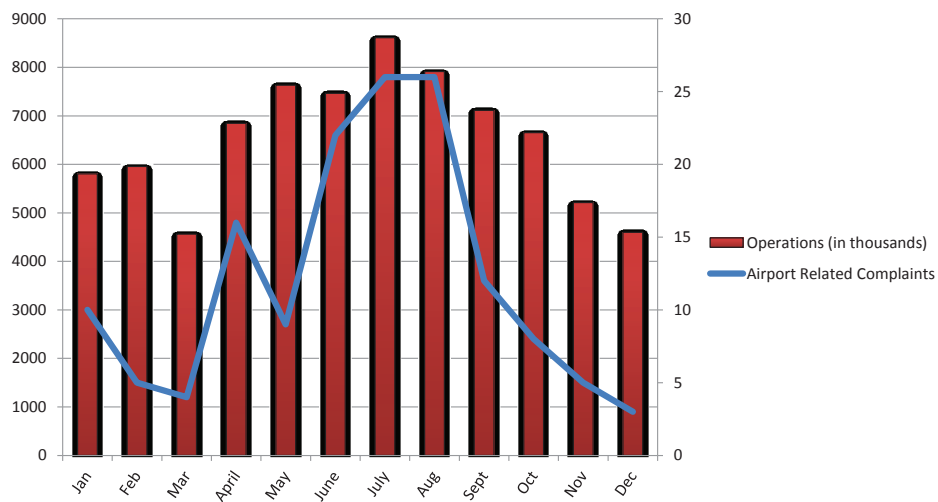
By Time of Day



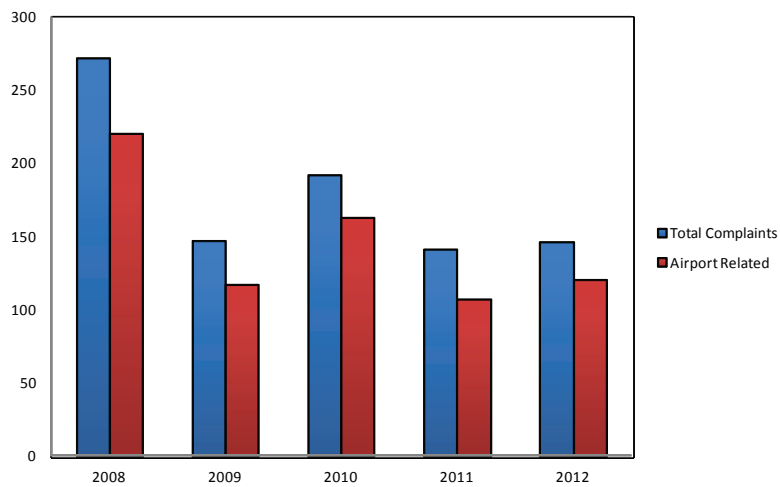
By Day of Week



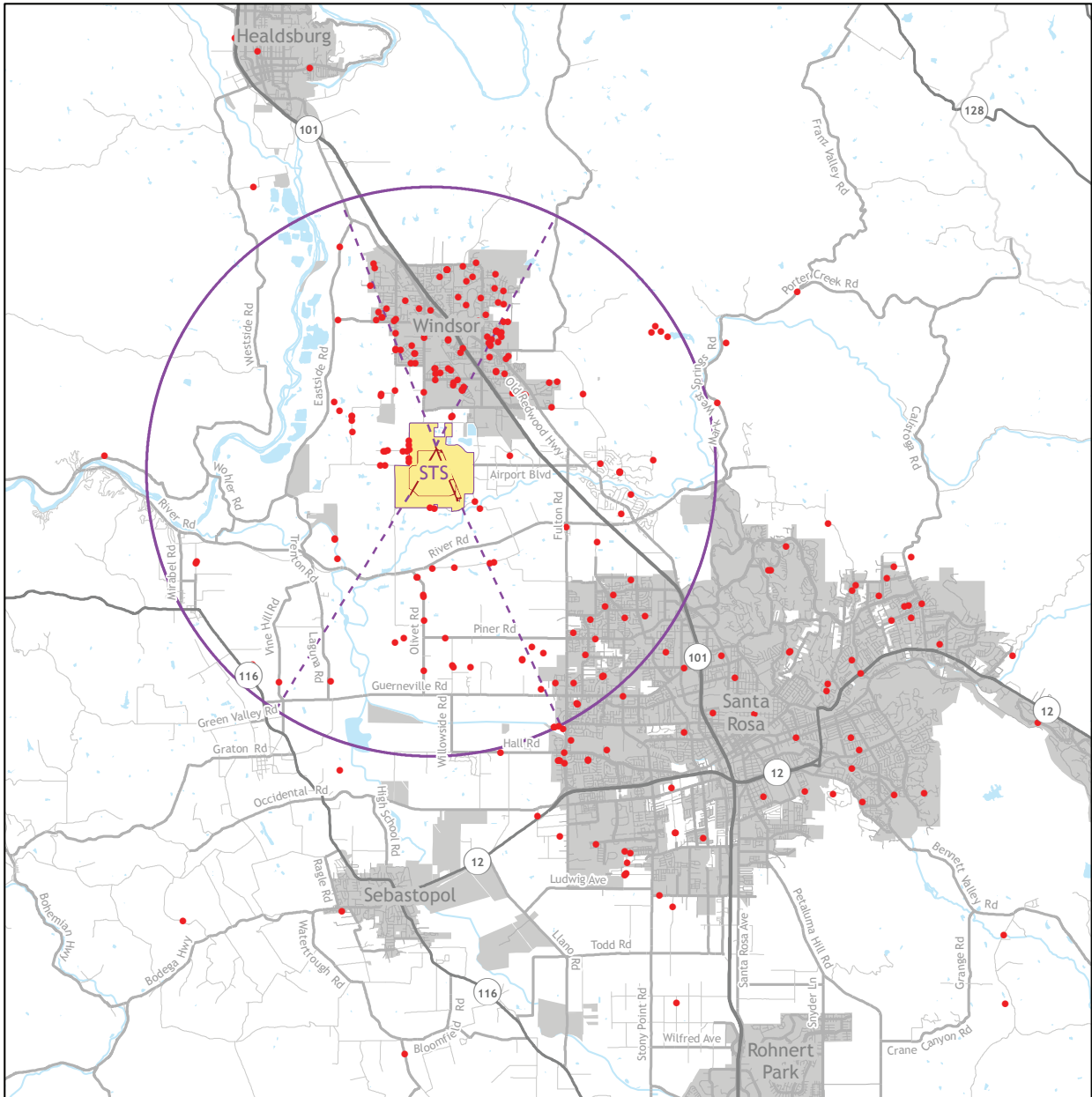
By Month



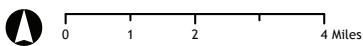
By Year



2008-2012 Noise Complaint Map



- Complaint Calls (2008-2012)
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property



	2008	2009	2010	2011	2012
Year Total:	272	147	192	141	146
Airport Related Complaints:	220	117	163	107	120
Anonymous / No address listed:	35	22	25	26	18
Total addresses outside of mapped area:	10	17	17	10	5

Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

Airport Related Complaints by Source

	2008	2009	2010	2011	2012	Five Year Average
Hot Air Balloon	1	1	7	3	0	2
Helicopter	20	32	19	10	17	20
Jet	52	27	25	22	40	33
Military	32	4	41	12	20	22
Propeller	35	33	59	35	22	37
Unknown*	18	8	6	15	8	11
Firebomber	4	0	0	1	2	1
Airline	58	12	6	9	11	19

* Also includes non-aircraft related complaints

Total Complaint Breakdown

	2008	2009	2010	2011	2012	Five Year Average
Noise Related	106	41	70	24	48	58
Low Flight Related	71	24	53	63	40	50
Maneuver Related	11	16	22	14	5	14
Other (overflights, track, etc)	32	36	18	6	27	24
Non-Airport Related	52	30	29	34	26	34

Airport Related Complaints by Time

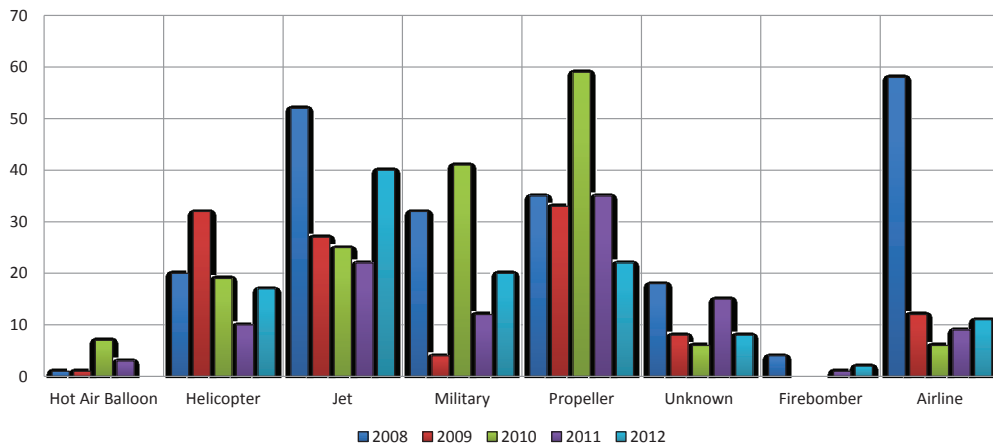
	2008	2009	2010	2011	2012	Five Year Average
Day (07:00 - 18:00)	145	91	135	84	81	107
Evening (18:00 - 22:00)	52	11	21	17	23	25
Night (22:00 - 07:00)	23	15	7	6	16	13

Complaint Comparison by Year

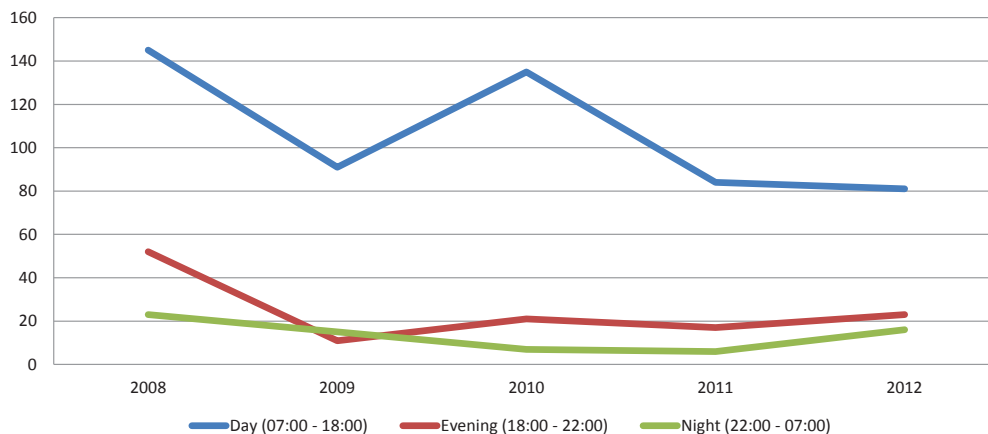
Airport Related Complaints by Day

	2008	2009	2010	2011	2012	Five Year Average
Sunday	41	27	18	14	23	25
Monday	23	5	25	11	11	15
Tuesday	33	12	13	6	12	15
Wednesday	27	22	10	18	13	18
Thursday	31	19	24	17	27	24
Friday	24	18	61	26	21	30
Saturday	41	14	12	15	13	19

Airport Related Complaints by Source

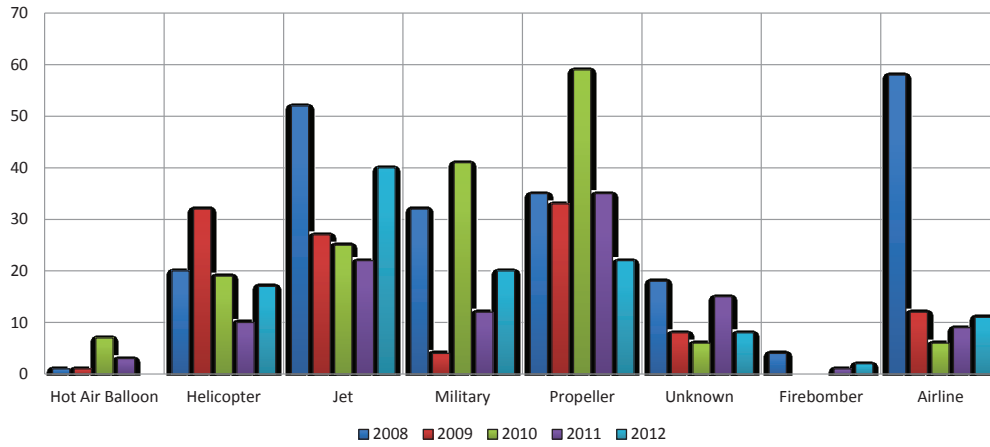


Airport Related Complaints by Time

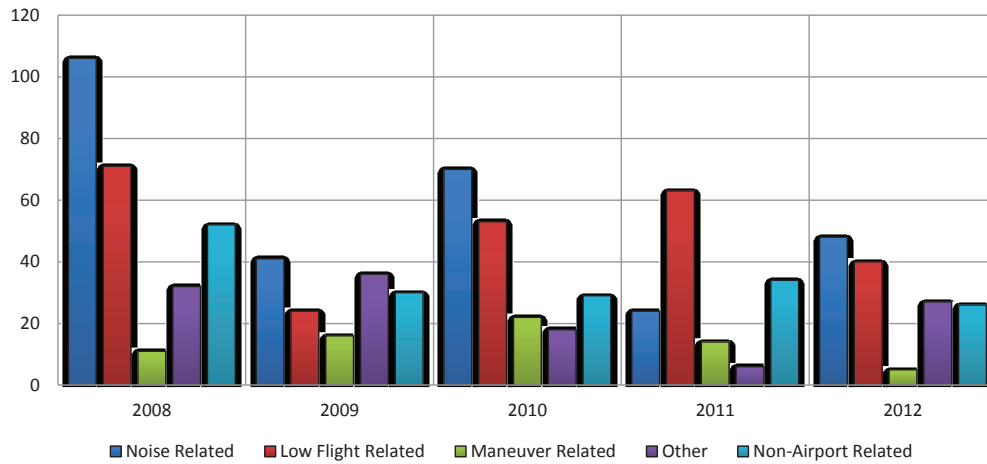


Complaint Comparison by Year

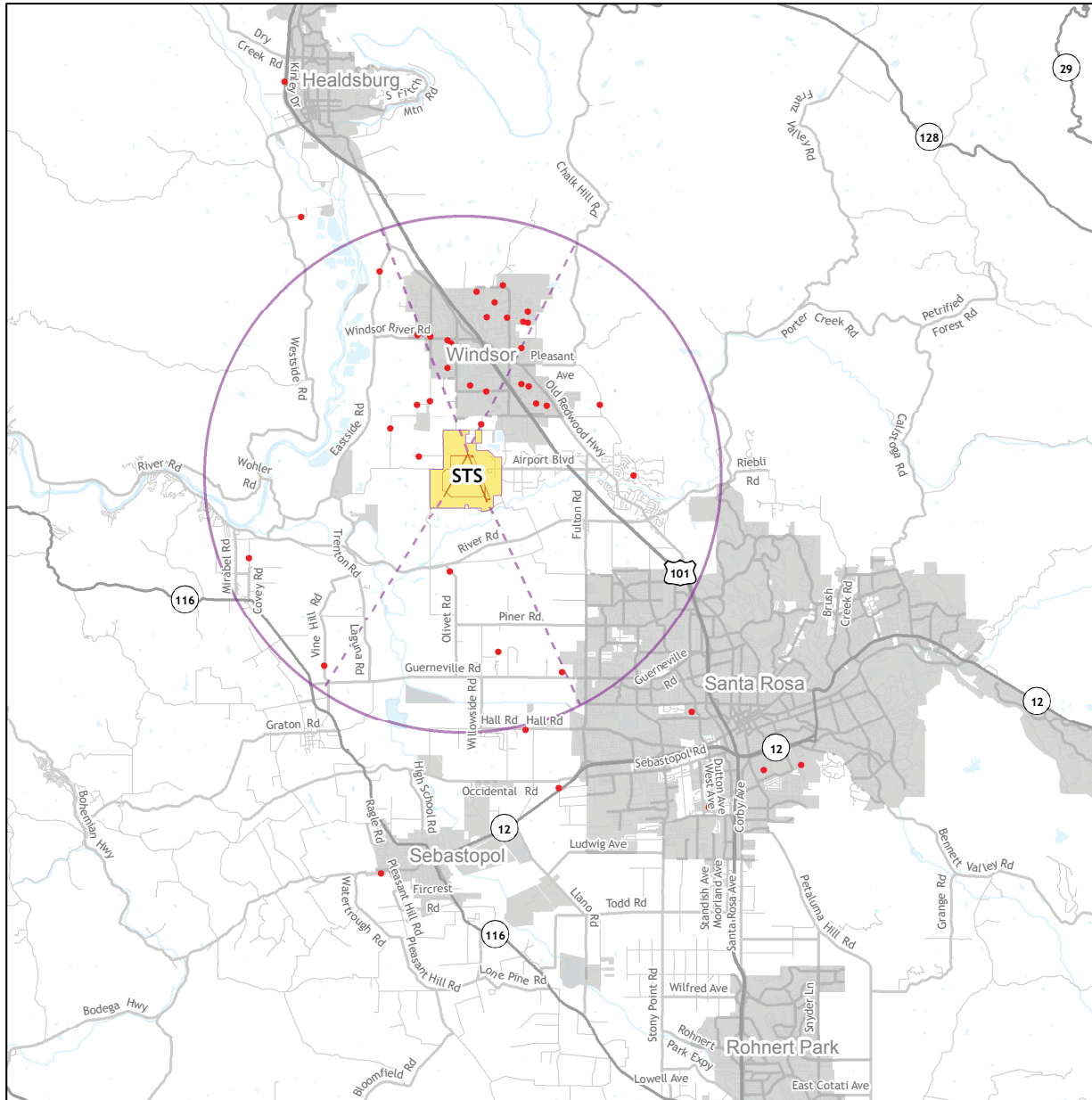
Airport Related Complaints by Day



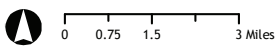
Total Complaint Breakdown 5 year Summary



2011 Noise Complaint Map



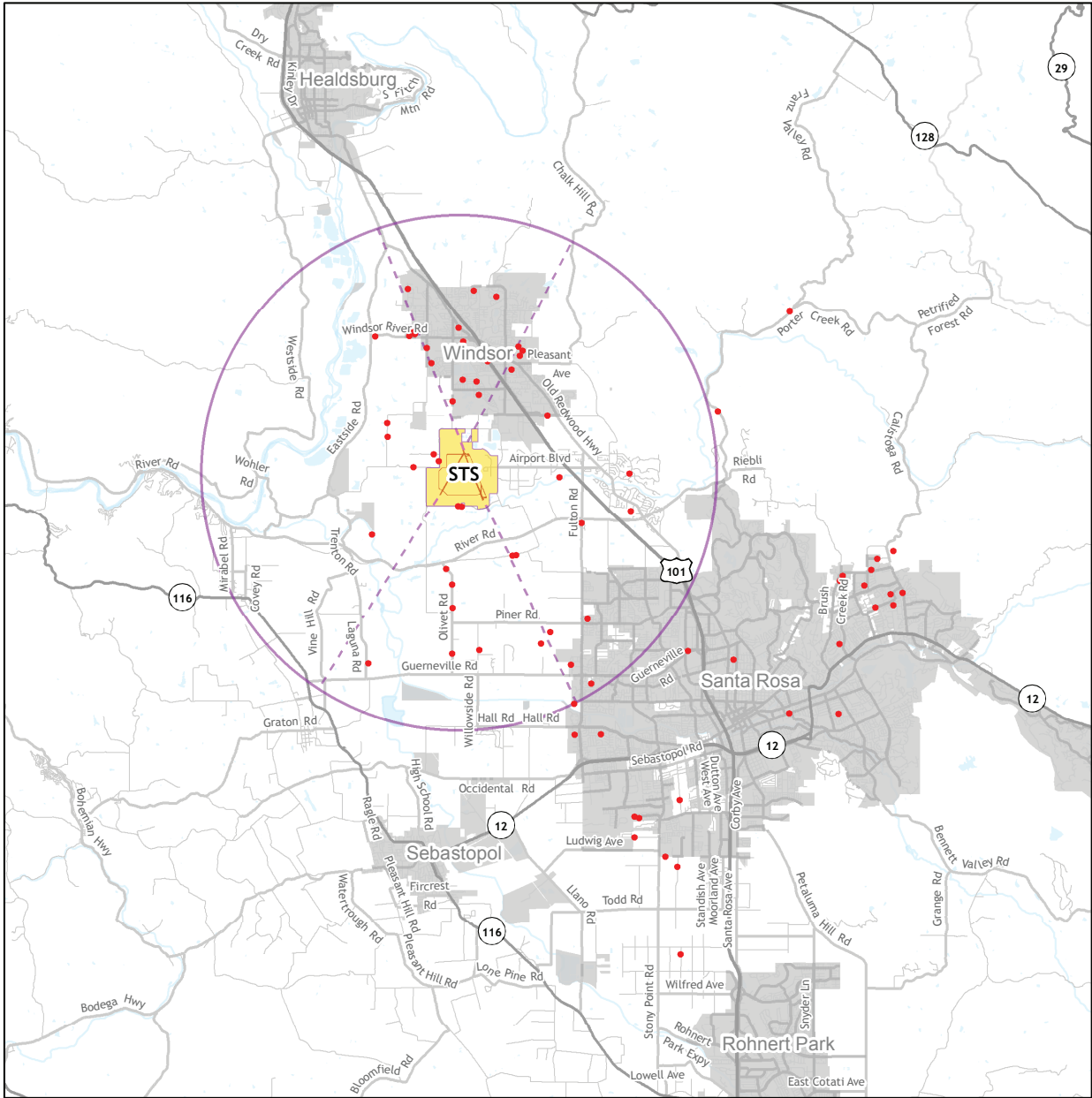
- 2011 Complaint Locations
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property



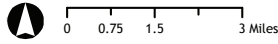
Year total: 141
 Airport-related complaints: 107
 Anonymous / no address listed: 26
 Total addresses outside of mapped area: 10

Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

2010 Noise Complaint Map



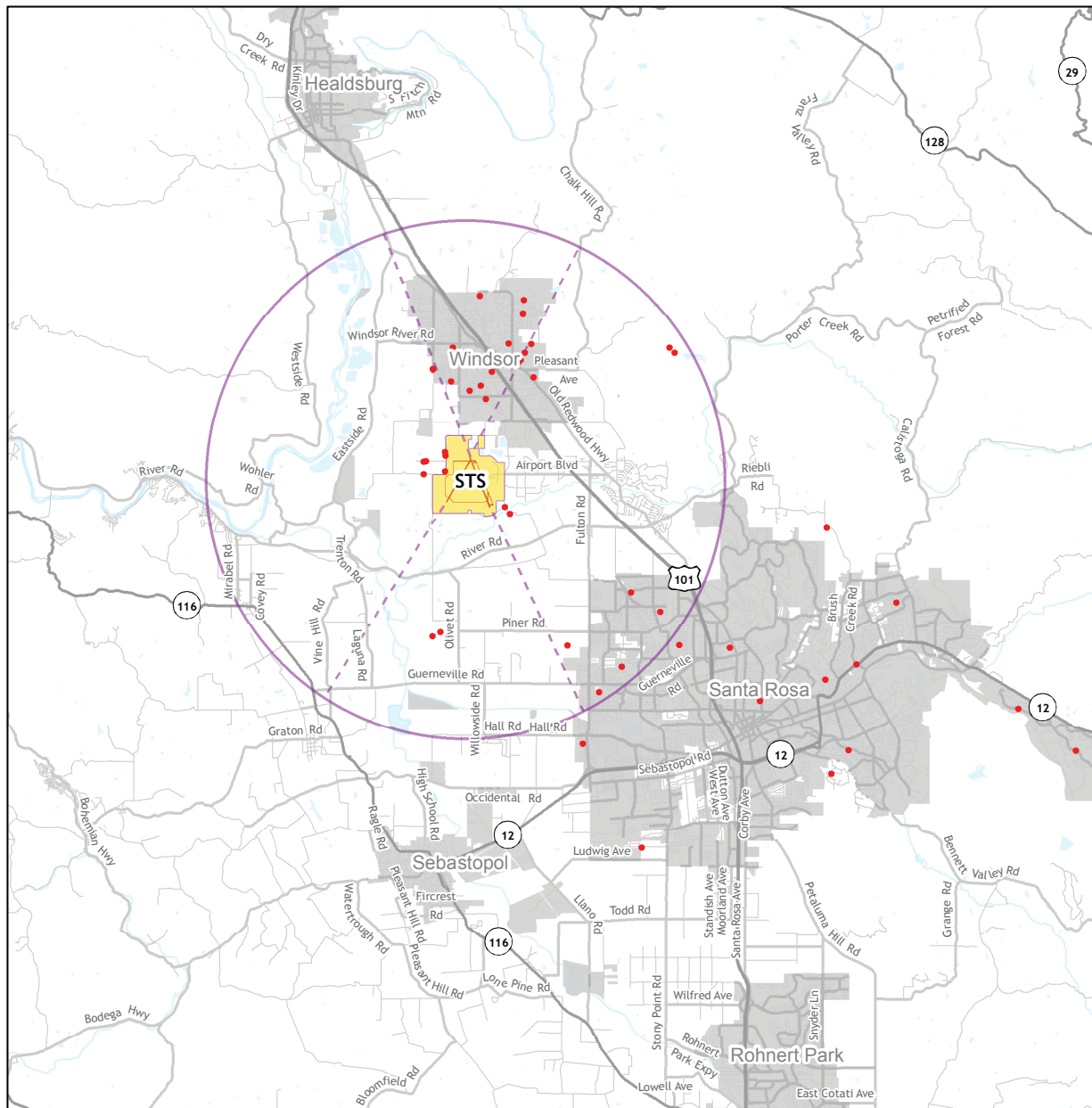
- 2010 Complaint Locations
- - - Runway Extension Lines
- ◻ 5 Mile Airport Radius
- ◻ STS Airport Property



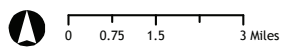
Year total: 192
 Airport-related complaints: 163
 Anonymous / no address listed: 25
 Total addresses outside of mapped area: 17

Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

2009 Noise Complaint Map



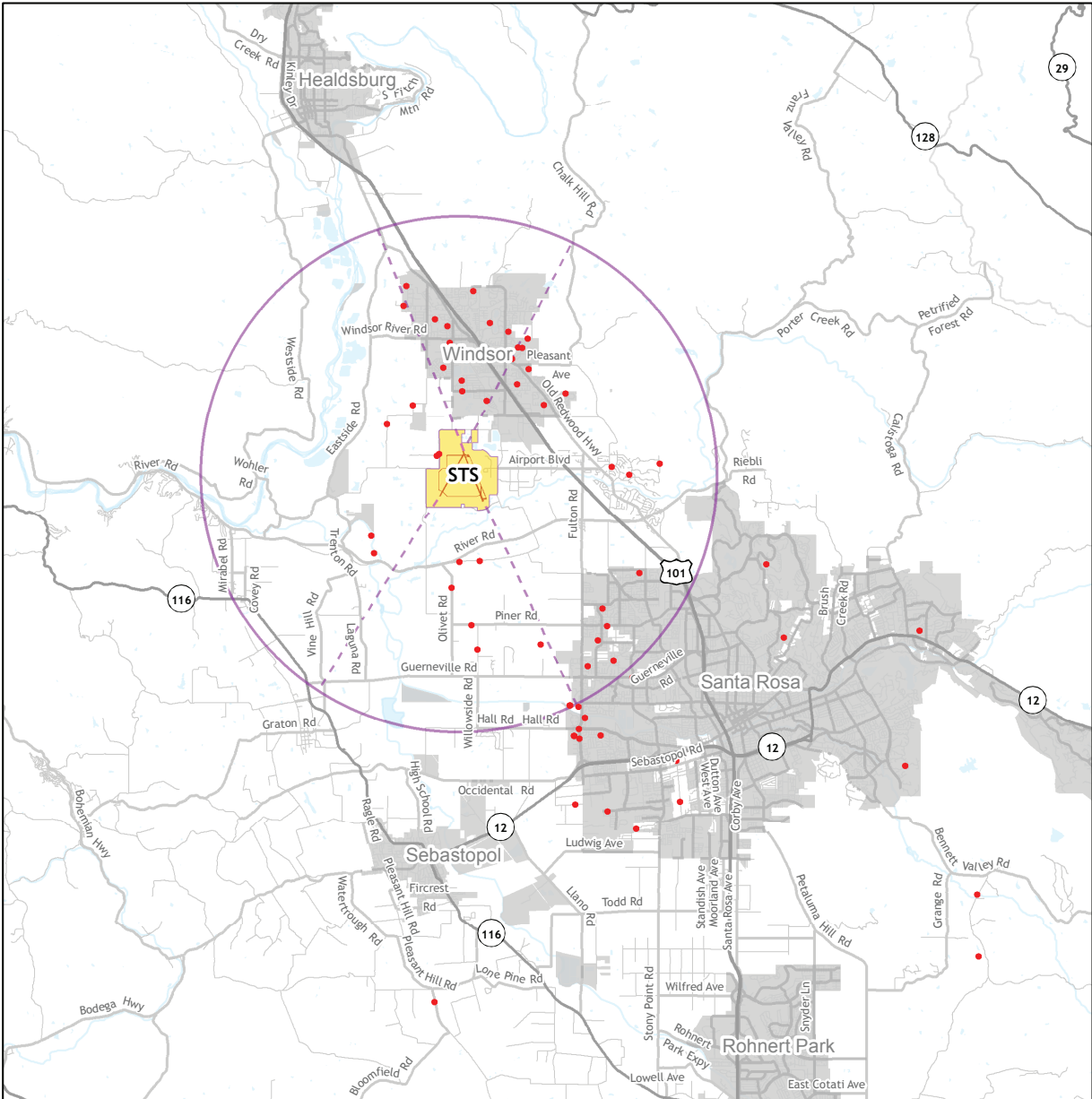
- 2009 Complaint Locations
- - - Runway Extension Lines
- ◻ 5 Mile Airport Radius
- ◻ STS Airport Property



Year total: 147
 Airport-related complaints: 117
 Anonymous / no address listed: 22
 Total addresses outside of mapped area: 17

Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

2008 Noise Complaint Map



- 2008 Complaint Locations
 - - - Runway Extension Lines
 - 5 Mile Airport Radius
 - STS Airport Property
-

Year total: 272
 Airport-related complaints: 220
 Anonymous / no address listed: 35
 Total addresses outside of mapped area: 10

Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.