

Charles M. Schulz - Sonoma County Airport

2017 Complaint Summary



Charles M. Schulz - Sonoma County Airport (STS)

The Airport recorded a total of 531 complaints in 2017, representing a 75% increase from the 304 complaints of 2016. This sharp increase was a result of the escalation of complaints starting in late 2016 regarding our carrier Allegiant Airlines. A sharp decrease in complaints began in August after Allegiant discontinued their services to the Airport. Of the 531 complaints received, 475 or 90% were airport related (as defined at the bottom of page 3 of this summary).

Complaints received from frequent callers in 2017 account for 79% or 417 of all calls received. Compared to the 29% represented in 2016, frequent caller complaints became a more significant contributor to overall call volume for 2017. In particular, a single individual submitted 256 calls or 48% of the complaint total.

The Airport did welcome three additional Airlines in 2017: American, United, and Sun Country Airlines.

The Airport contacted other airports in the larger Bay Area to assess how noise complaints at STS compare geographically. In total, the Airport collected data from seven area airports, which vary in size and number of operations. The airports, number of total operations, and number of complaints are listed below:

Airport	Number of Operations	Number of Complaints	Operations Per Complaint
Buchanan Field Airport (CCR)	120,044	206	242
Livermore Municipal Airport (LVK)	130,656	101	1,189
Monterey Peninsula Airport (MRY)	103,214	183	714
Napa County Airport (APC)	49,842	0	N/A
Oakland International Airport (OAK)	236,628	37,472	6
San Francisco International Airport (SFO)	460,346	2,562,805	0
San Jose Airport (SJC)	178,595	175,707	1
Sonoma County Airport (STS)	84,589	531	159



2017 Complaint Summary

Complaint Comparison by Year

Year	Total Complaints	Airport-Related Complaints	Percent of Airport-Related Complaints	First-time Callers	Percent of Total Complaints	Total Operations	Operations per Airport-Related Complaint
2013	198	147	74%	49	25%	79,999	544
2014	343	279	81%	193	56%	73,576	264
2015	229	200	87%	152	66%	83,463	417
2016	304	273	90%	176	58%	79,231	290
2017	531	476	90%	105	20%	84,589	178
Average	321	275	86%	135	42%	80,172	292

Summary of Operations			Total Complaint Breakdown		
Number of Operations	84,589		Noise Related	402	75.7%
Total Complaints	531		Low Flight Related	44	8.3%
Airport Related Complaints	476		Maneuver Related	3	0.6%
Airport Related Complaints (%)	90%		Other (overflights, track, etc.)	27	5.1%
			Non-aircraft related complaints	55	10.4%
Total Complaints by Caller			Airport-Related Complaints by Time		
	Complaints	Percent		Complaints	Percent
First-time Callers (2 calls or less)	105	19.8%	Day (07:00-18:00)	353	74.2%
Frequent Callers (3 calls or more)	417	78.5%	Evening (18:00-22:00)	59	12.4%
Anonymous	9	1.7%	Night (22:00-07:00)	60	12.6%
Airport-Related Complaints by Source			Airport-Related Complaints by Day		
	Complaints	Percent		Complaints	Percent
Hot Air Balloon	5	1.1%	Sunday	113	23.7%
Helicopter	15	3.2%	Monday	61	12.8%
Jet	77	16.2%	Tuesday	40	8.4%
Military	0	0.0%	Wednesday	44	9.2%
Propeller	32	6.7%	Thursday	68	14.3%
Unknown / Other	260	54.6%	Friday	97	20.4%
Firebomber	0	0.0%	Saturday	53	11.1%
Airline	86	18.1%			
			Airport-Related Complaint Breakdown		
				Complaints	Percent
			Noise Related	402	84.5%
			Low Flight Related	44	9.2%
			Maneuver Related	3	0.6%
			Other (overflights, track, etc.)	27	5.7%

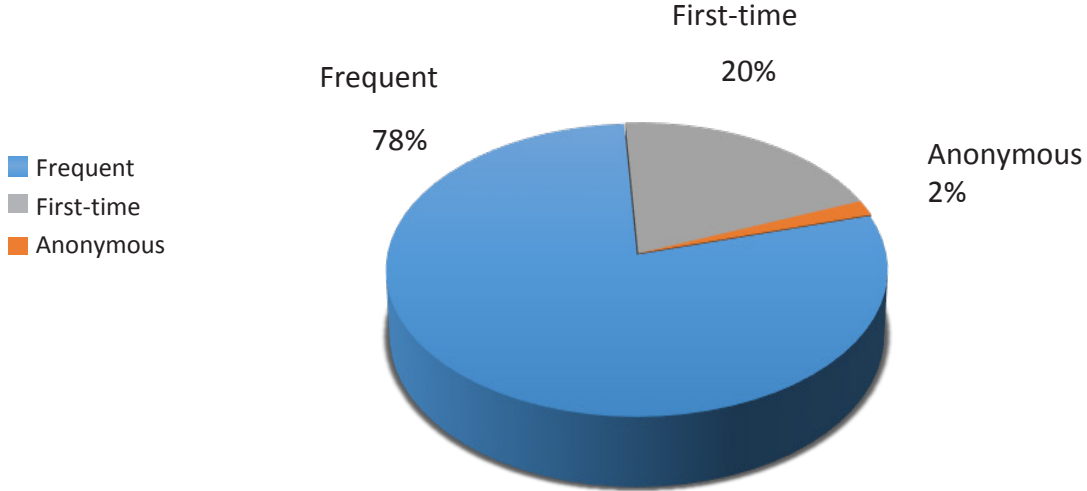
Definition of "Airport Related"

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

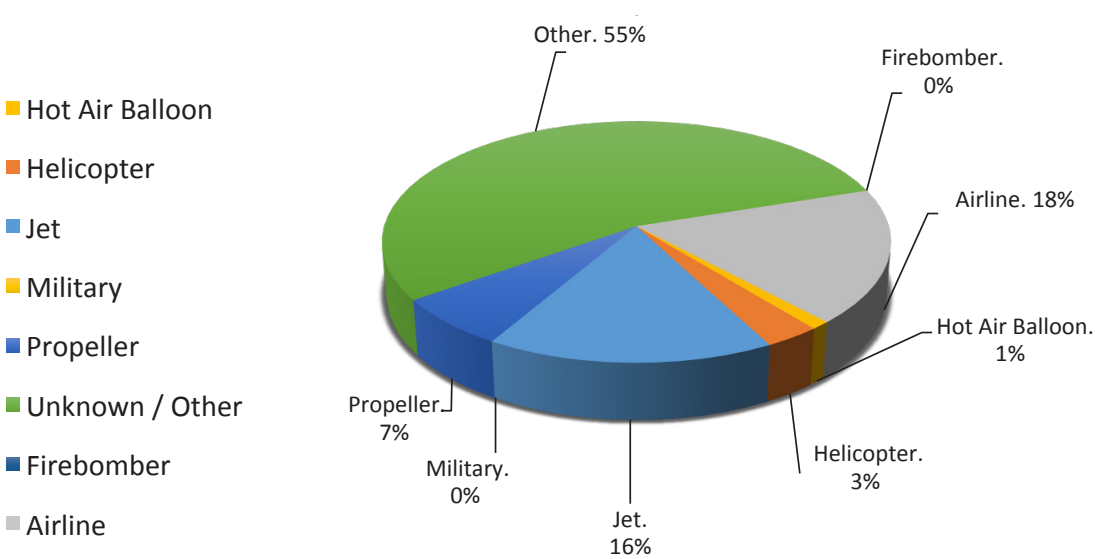
- The operation that triggers the complaint is directly related to takeoff or landing at STS.
- The operation that triggers the complaint takes place within a five mile radius of the Airport
- The operation that triggers the complaint is a direct result of an Airport related event.

2017 Complaint Comparisons

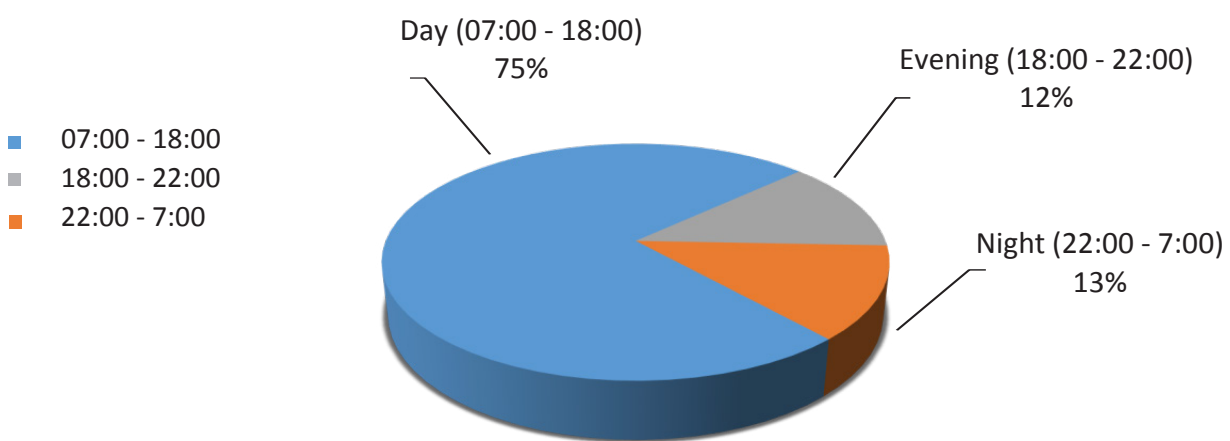
By Caller



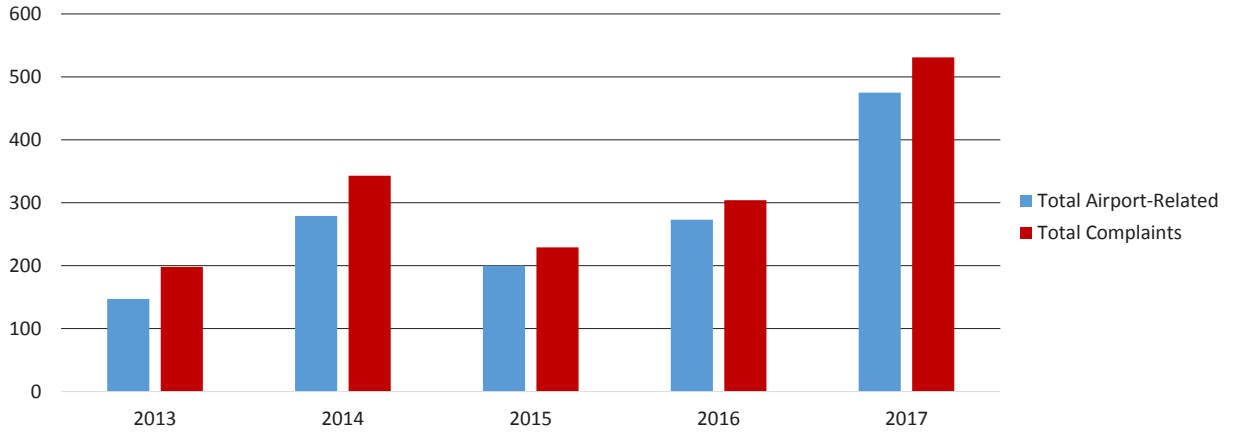
By Aircraft Type



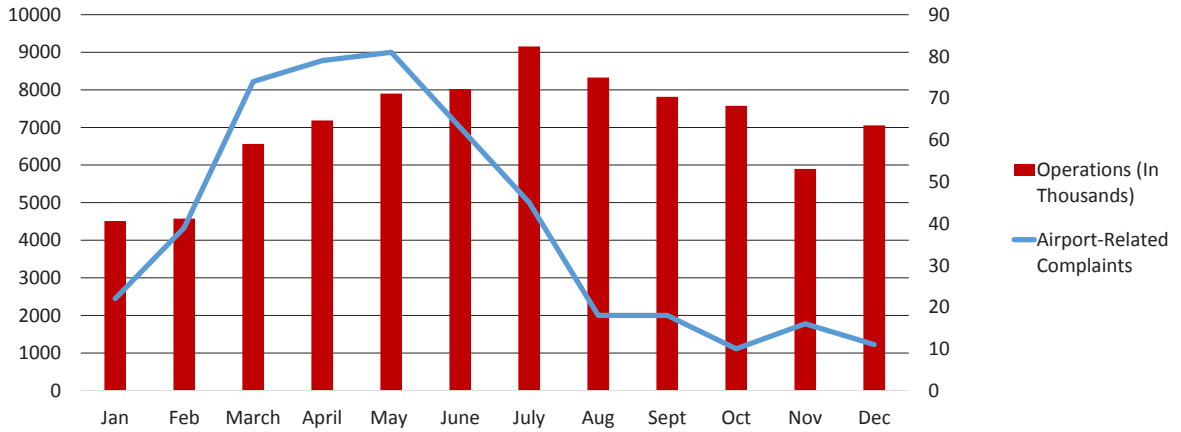
By Time of Day



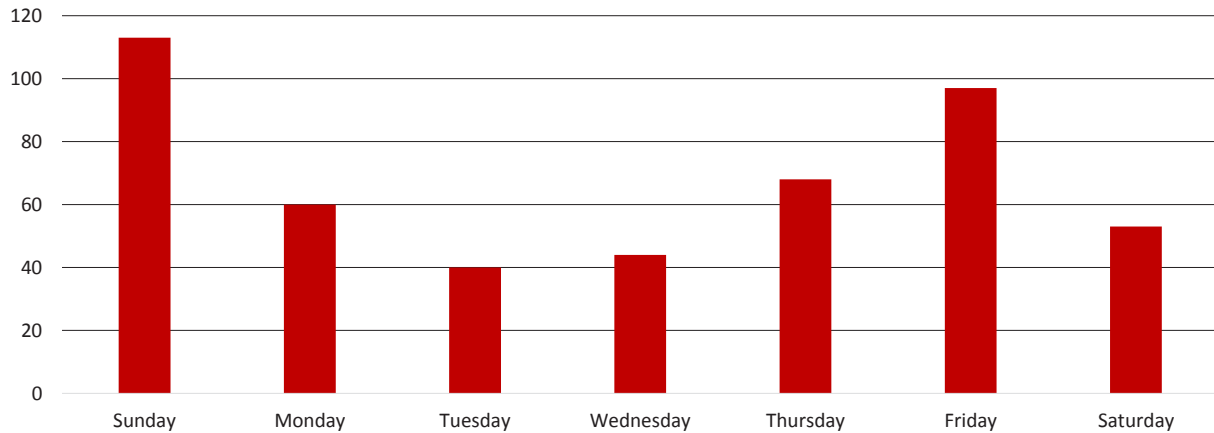
By Year



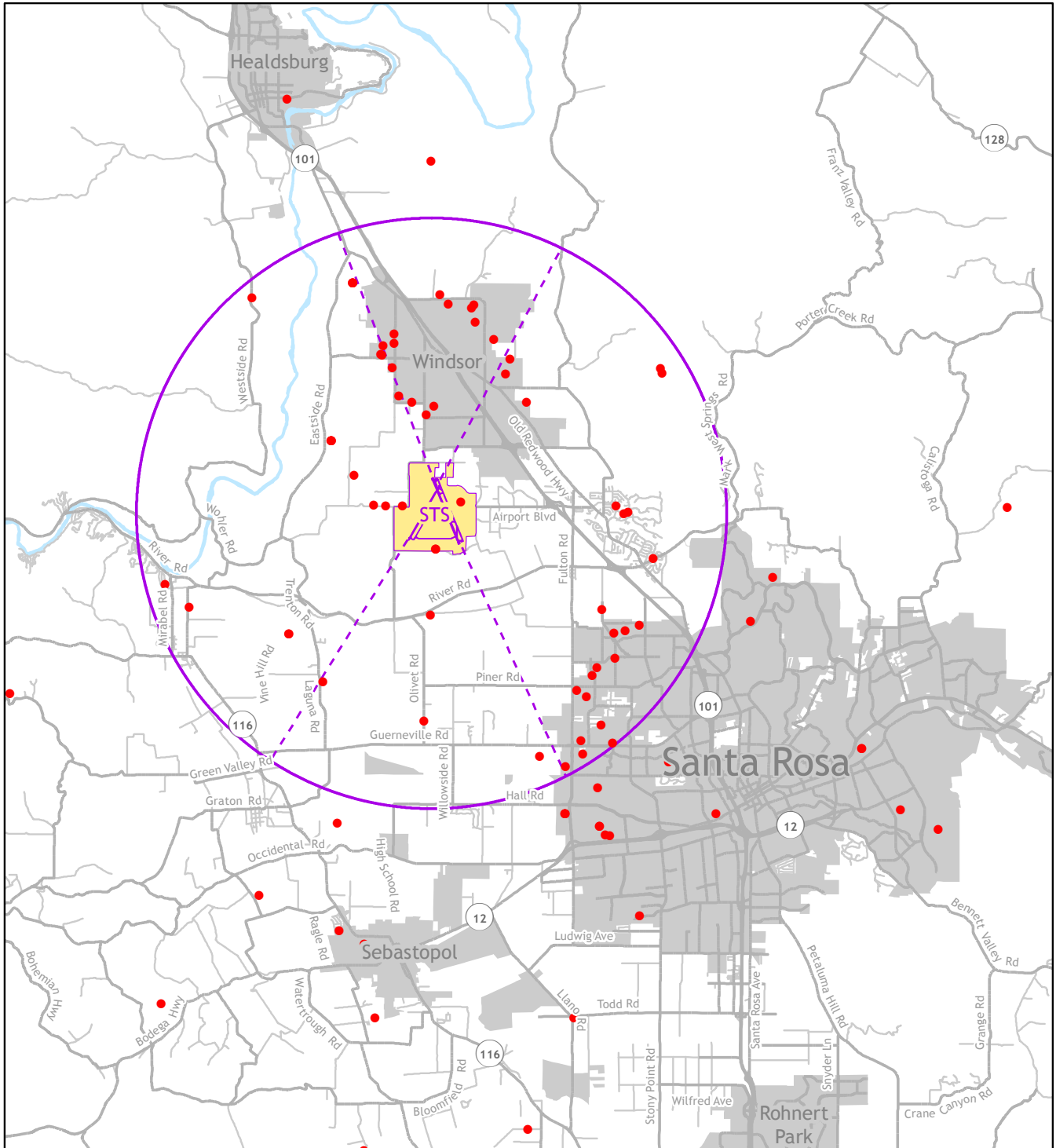
By Month



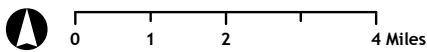
By Day of Week



2017 Noise Complaint Map



● Complaint Call Locations



Total complaints:	531
Airport-related complaints:	476
Anonymous or no address:	20
Total addresses outside of mapped area:	3

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



Total Complaint Breakdown

	2013	2014	2015	2016	2017	Five Year Average
Noise Related	114	107	79	188	402	178
Low Flight Related	28	104	73	42	44	58
Maneuver Related	4	6	0	2	3	3
Other (overflights, track, etc)	1	62	48	41	27	36
Non-Airport Related	51	64	29	31	55	46
Total Complaints	198	343	229	304	531	321

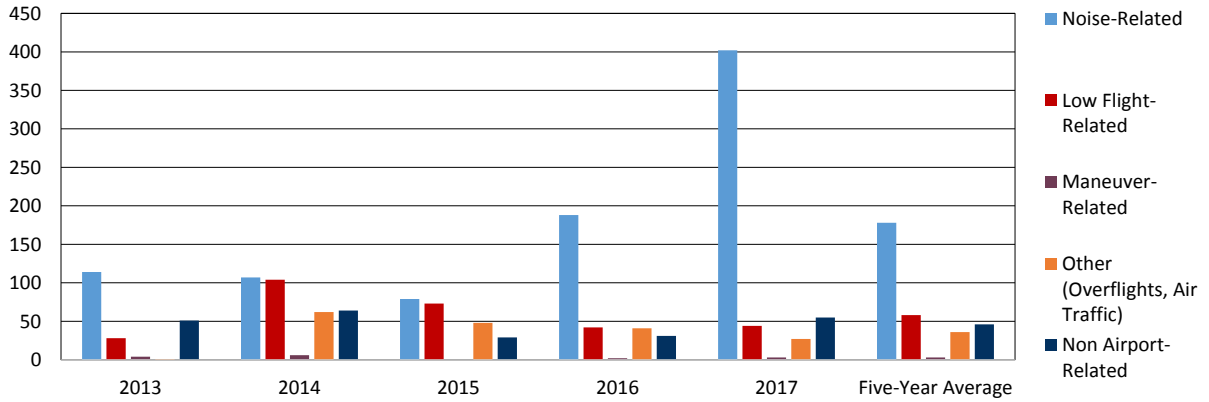
Airport Related Complaints by Source

	2013	2014	2015	2016	2017	Five Year Average
Hot Air Balloon	1	0	2	1	5	2
Helicopter	90	54	18	27	15	41
Jet	21	54	61	108	77	64
Military	0	20	10	33	0	13
Propeller	12	31	27	21	32	25
Unknown	21	113	77	34	260	101
Firebomber	0	0	0	0	0	0
Airline	2	7	5	49	86	30

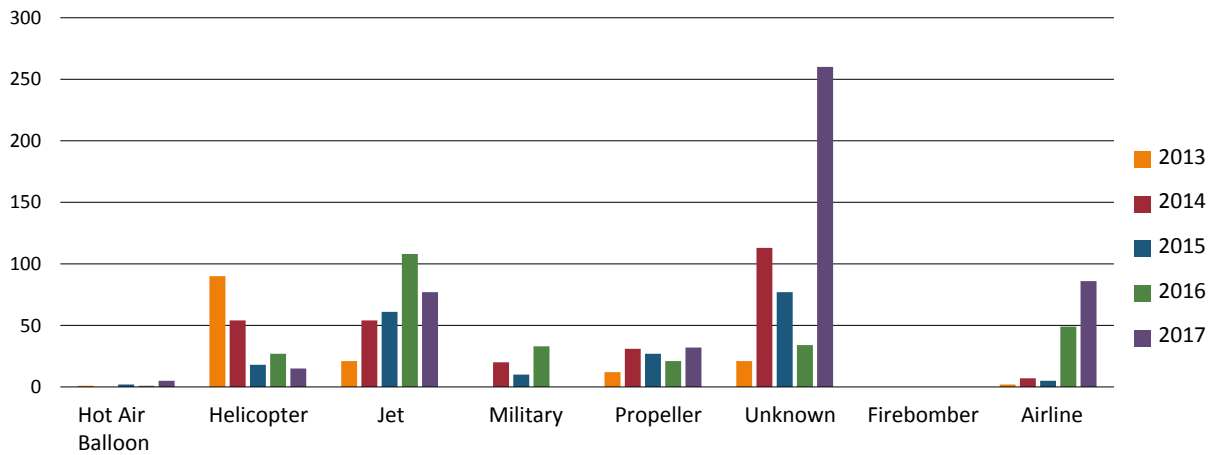
Airport Related Complaints by Day

	2013	2014	2015	2016	2017	Five Year Average
Sunday	15	48	38	56	113	54
Monday	10	36	19	27	61	31
Tuesday	13	28	25	25	40	26
Wednesday	26	23	36	18	44	29
Thursday	23	48	25	73	68	47
Friday	19	32	31	51	97	46
Saturday	41	64	26	23	53	41

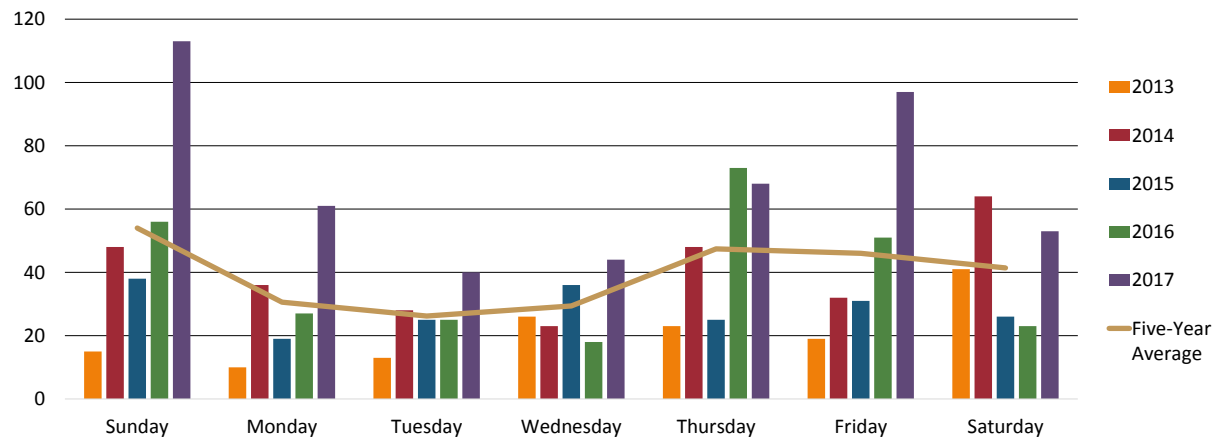
Total Complaint Breakdown



Airport Related Complaints by Source



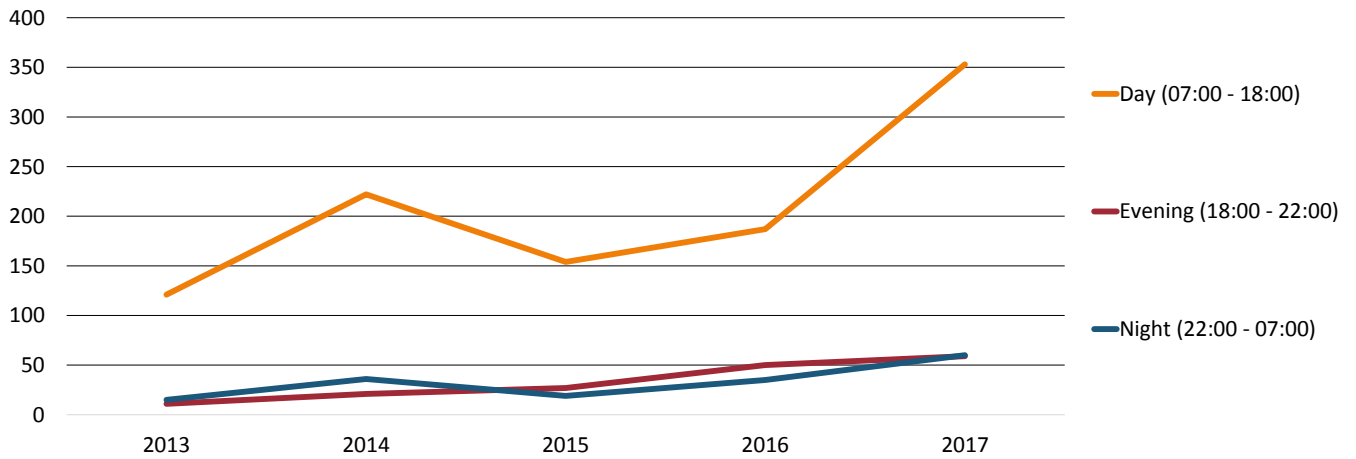
Airport Related Complaints by Day



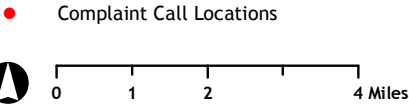
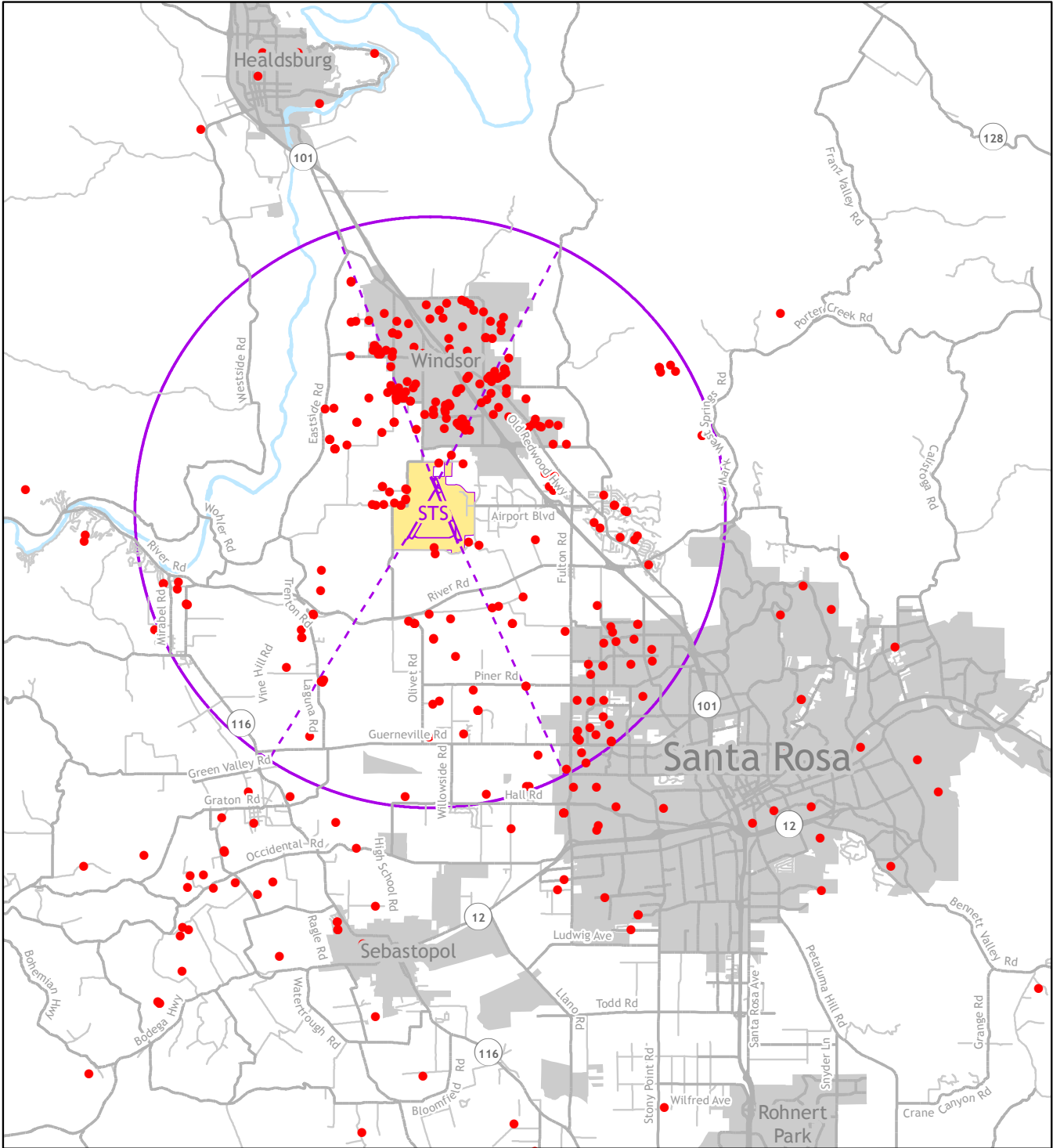
Airport Related Complaints by Time

	2013	2014	2015	2016	2017	Five-Year Average
Day (07:00 - 18:00)	121	222	154	187	353	207
Evening (18:00 - 22:00)	11	21	27	50	59	34
Night (22:00 - 07:00)	15	36	19	35	60	33

Airport Related Complaints by Time



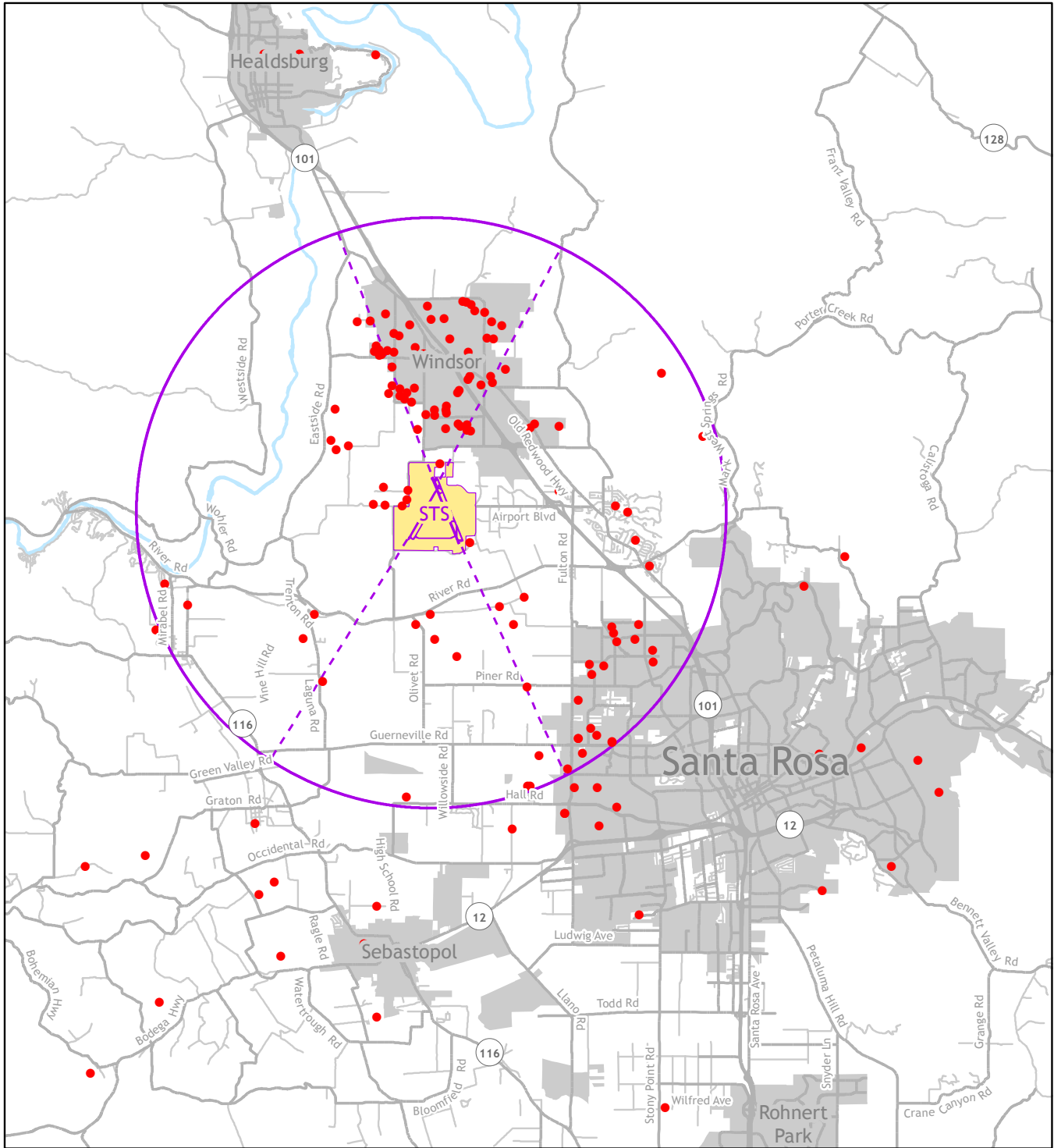
2013-2017 Noise Complaint Map



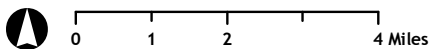
	2013	2014	2015	2016	2017
Total complaints:	198	343	229	304	531
Airport-related complaints:	147	279	200	273	476
Anonymous or no address:	45	63	22	39	20
Total addresses outside of mapped area:	1	1	3	2	3

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

2016 Noise Complaint Map



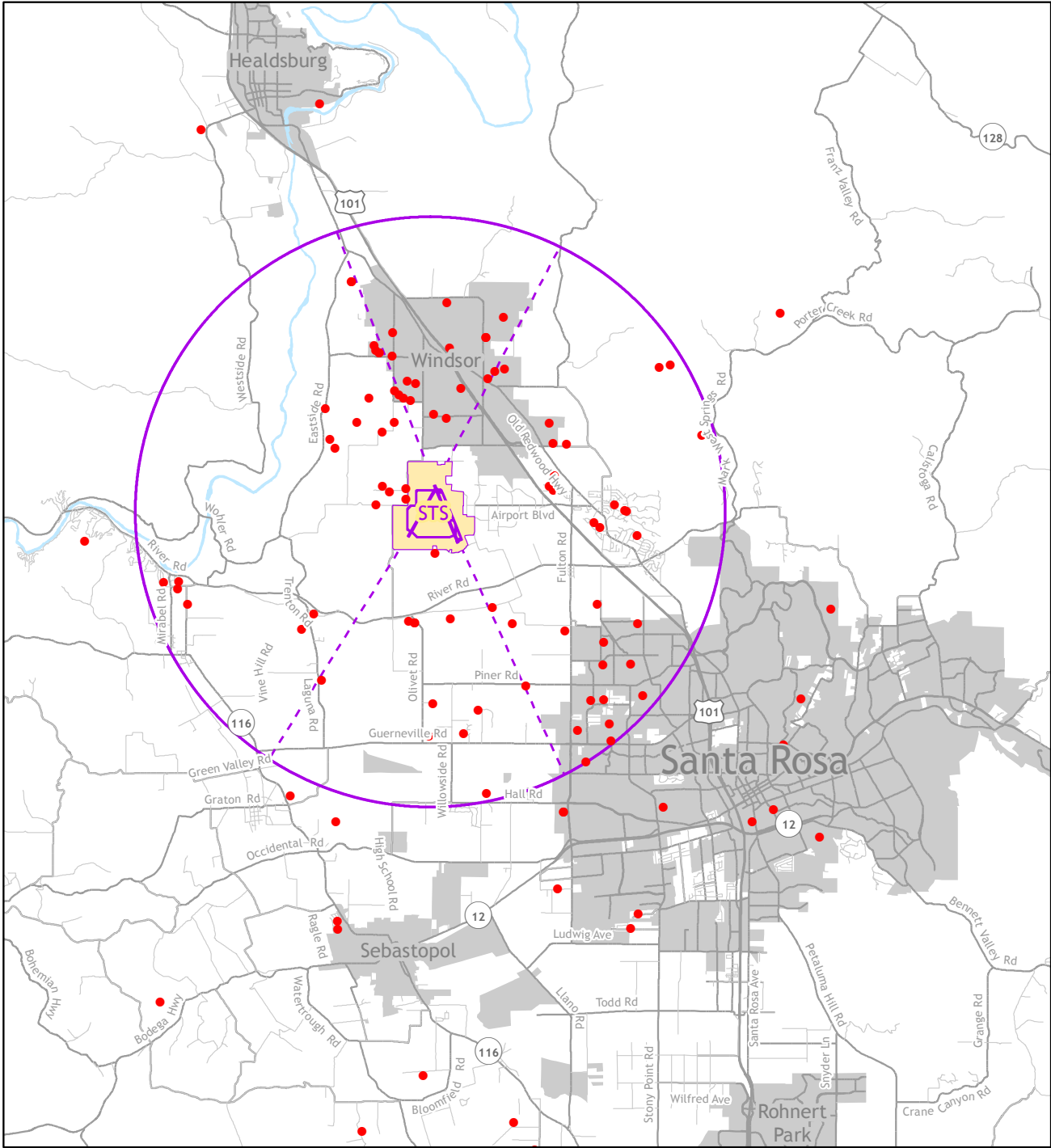
● Complaint Call Locations



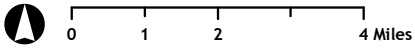
Total complaints: 304
Airport-related complaints: 273
Anonymous or no address: 39
Total addresses outside of mapped area: 2

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

2015 Noise Complaint Map



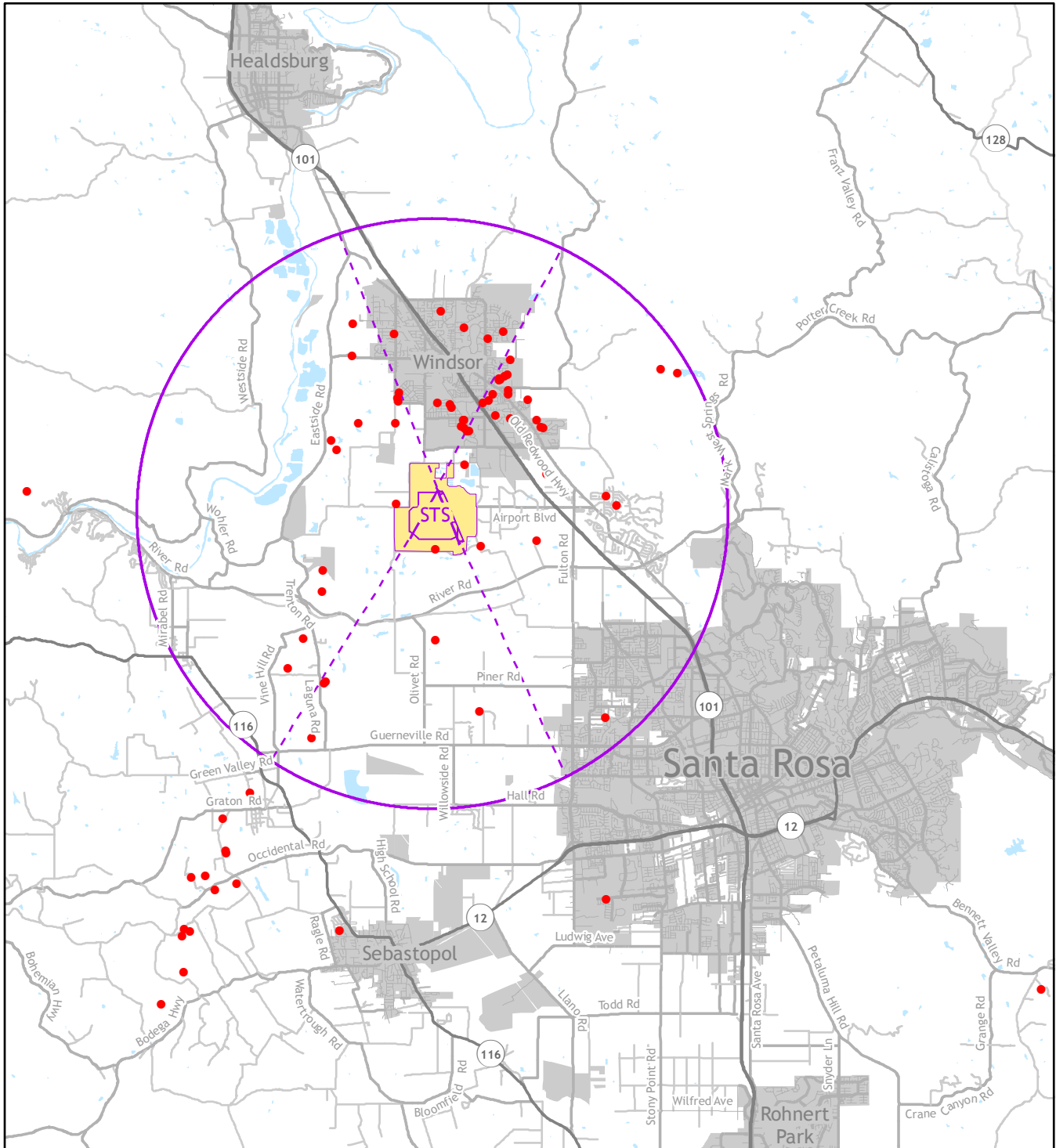
- Complaint Call Locations
- Runway Extension Lines
- STS Airport Property
- 5 Mile Airport Radius



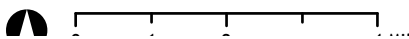
	Year Total:	229
	Airport-Related Complaints:	200
	Anonymous or no address:	22
	Total addresses outside of mapped area	7

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

2014 Noise Complaint Map



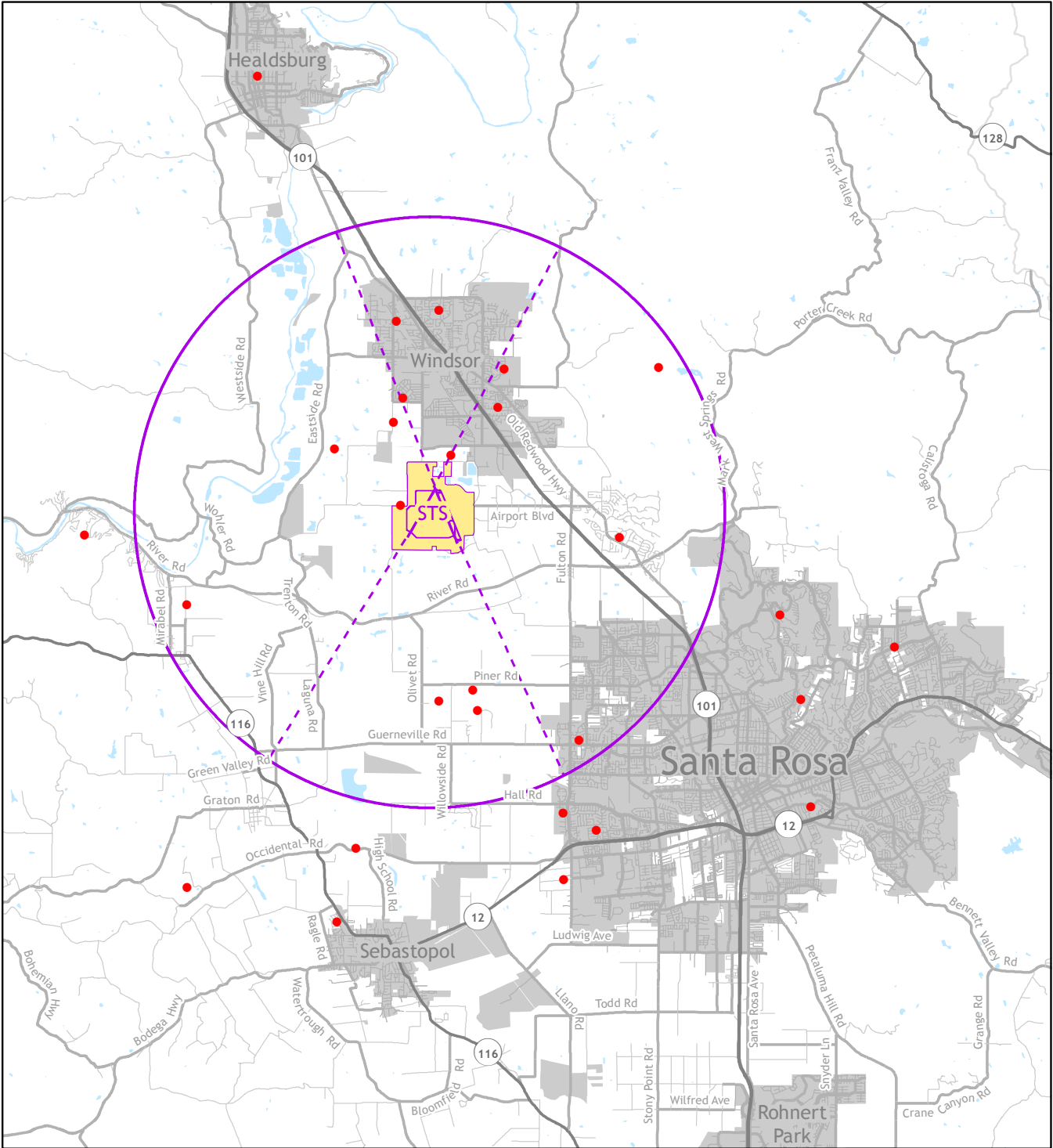
- Complaint Call Locations
- Runway Extension Lines
- STS Airport Property
- 5 Mile Airport Radius



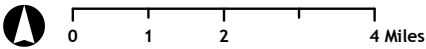
Total complaints: 343
Airport-related complaints: 279
Anonymous or no address: 63
Total addresses outside of manned area: 1

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

2013 Noise Complaint Map



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



Total complaints:	198
Airport-related complaints:	147
Anonymous or no address:	45
Total addresses outside of mapped area:	1

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

