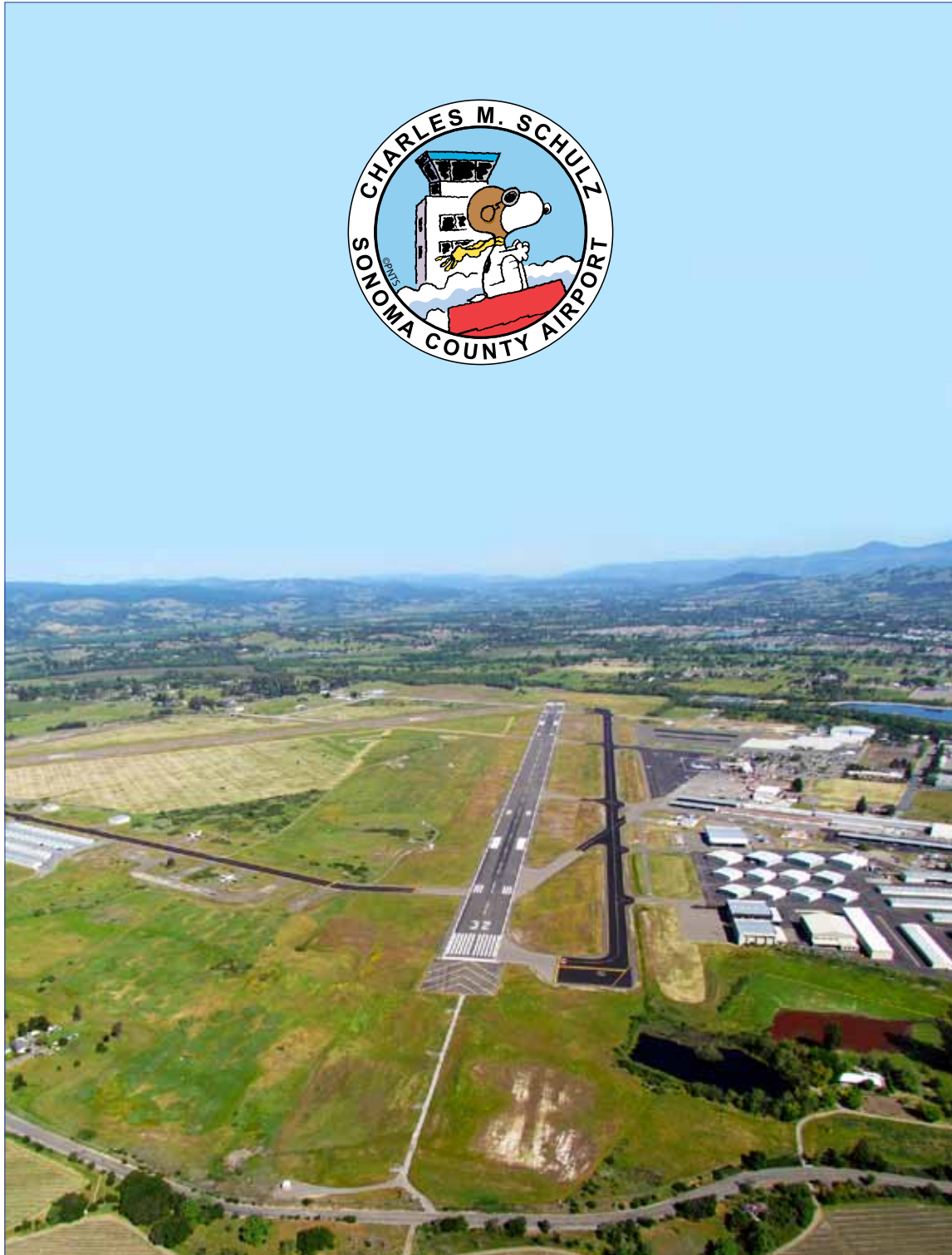


Charles M. Schulz - Sonoma County Airport

Complaint Summary 2011



Charles M. Schulz - Sonoma County Airport (STS)

Complaint Summary 2011

The Airport recorded a total of 141 complaints in 2011, of which 107, or 76%, were Airport related. This represents a 27% decrease in total complaints over 2010 when 192 complaints were recorded. The complaints were generated from all over Sonoma County at various times of the day and night and involved 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 shows that low flights accounted for the largest percentage with 45% of the total, noise related complaints accounted for 17% of the total, and other related issues such as overflights and maneuvering accounted for 14%. Of the total number of complaints, 24% were not Airport related.

There is no complete explanation for the decrease in complaints, although a main factor was a decrease in complaints related to aircraft participating in the Wings over Wine Country Air Show. In 2011, there were 2 complaints regarding aircraft participating in the Air Show which is down from the 37 complaints received in 2010. Complaints related to these aircraft decreased 95% between 2010 and 2011. Another factor to explain the decrease in complaints is related to a decrease in the number of complaints from first time callers. The Airport recorded 83 complaints from first time callers, those who have called 2 or fewer times in 2011; this was a decrease from 134, or 38%, over 2010.

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 three households that called most frequently contributed 53 noise complaints, or roughly 38% 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 2011. 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	Operation Numbers	Number of Complaints	Operations Per Complaint
San Francisco International Airport	403,564	9,127	44
Oakland International Airport	215,877	2,151	100
Livermore Municipal Airport	136,851	563	243
Sonoma County Airport	79,562	107	743
Buchanan Field Airport	78,396	74	1,056
Monterey Peninsula Airport	54,404	30	1,813
Napa County Airport	55,975	4	13,994

Sonoma County Airport 2011 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
2007	358	218	61%	120	55%	128,875	591
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
Average	222	165	76%	107	67%	94,763	603

2011 Analysis

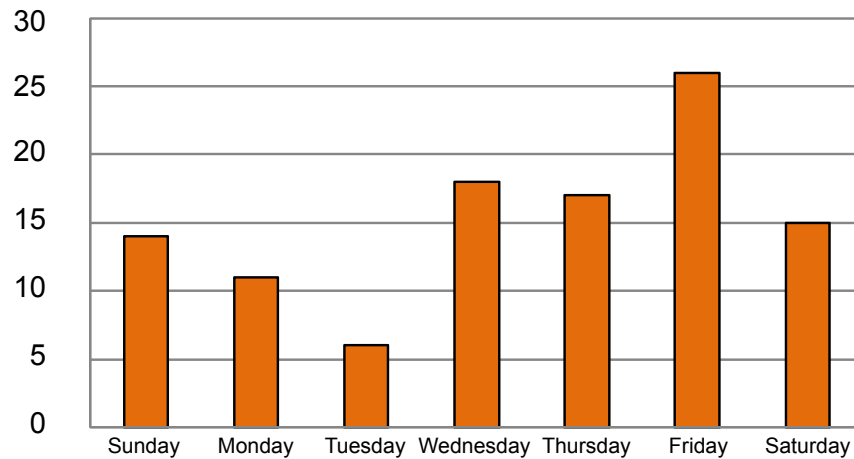
Summary of Operations			Total Complaint Breakdown		
				<u>Complaints</u>	<u>Percent</u>
Number of Operations	79,562		Noise Related	24	17%
Total Complaints	141		Low Flight Related	63	45%
Airport Related Complaints	107		Maneuver Related	14	10%
Airport Related Complaints	76%		Other (overflights, track, etc)	6	4%
			Non-Airport Related	34	24%
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)	83	59%	Day	(07:00-18:00)	84 79%
Frequent Callers (3 or more calls)	53	38%	Evening	(18:00-22:00)	17 16%
Anonymous	5	3%	Night	(22:00-07:00)	6 5%
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	3	3%	Sunday	14	13%
Helicopter	10	9%	Monday	11	10%
Jet	22	21%	Tuesday	6	6%
Military	12	11%	Wednesday	18	17%
Propeller	35	33%	Thursday	17	16%
Unknown/Other	15	14%	Friday	26	24%
Firebomber	1	1%	Saturday	15	14%
Airline	9	8%			

Definition of “Airport Related”

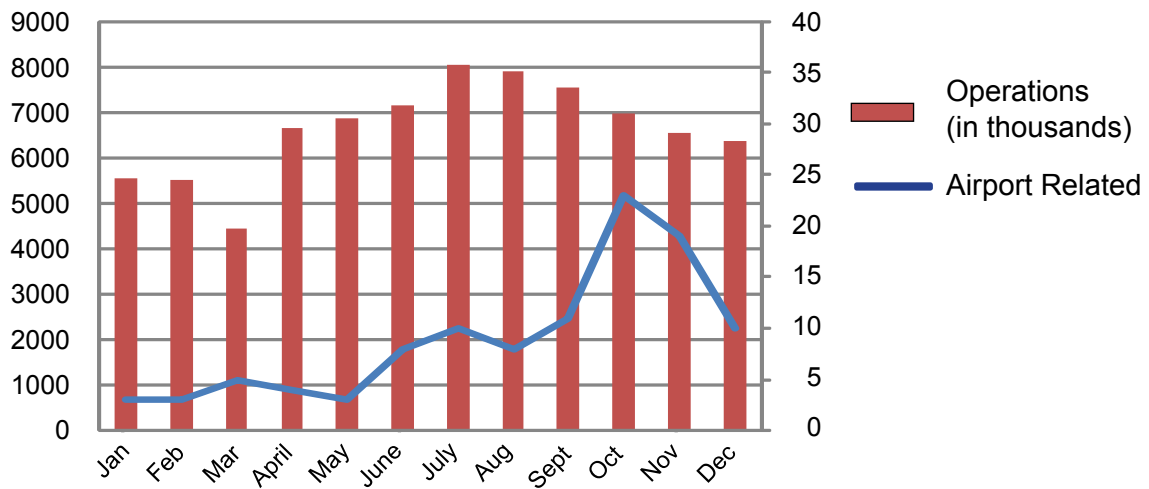
A complaint will be considered “Airport Related” if it meets any of the following criteria:

- 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.

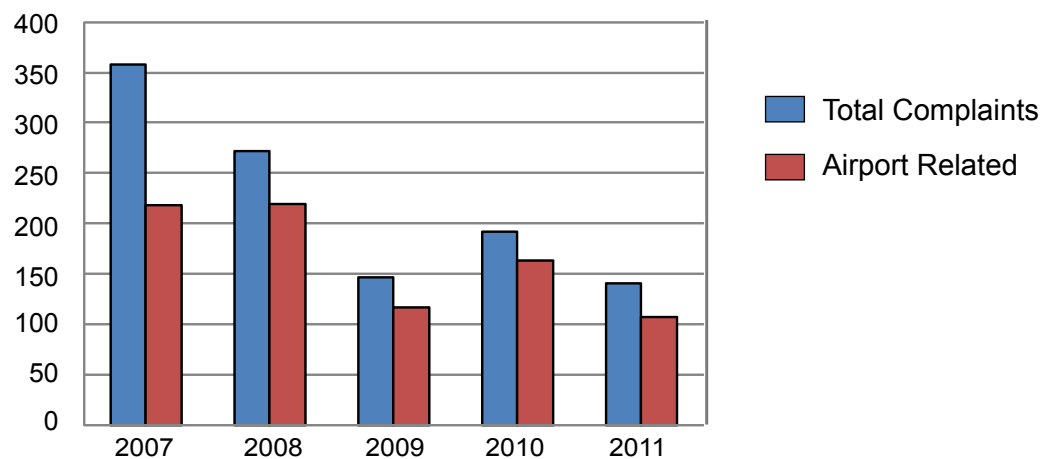
2011 Airport Related Complaints by Day of the Week



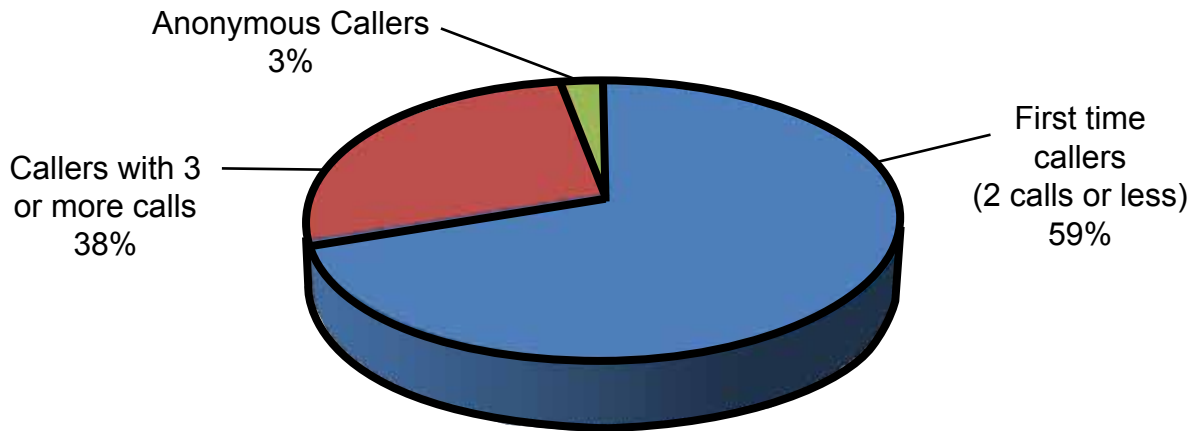
2011 Airport Related Complaints by Month



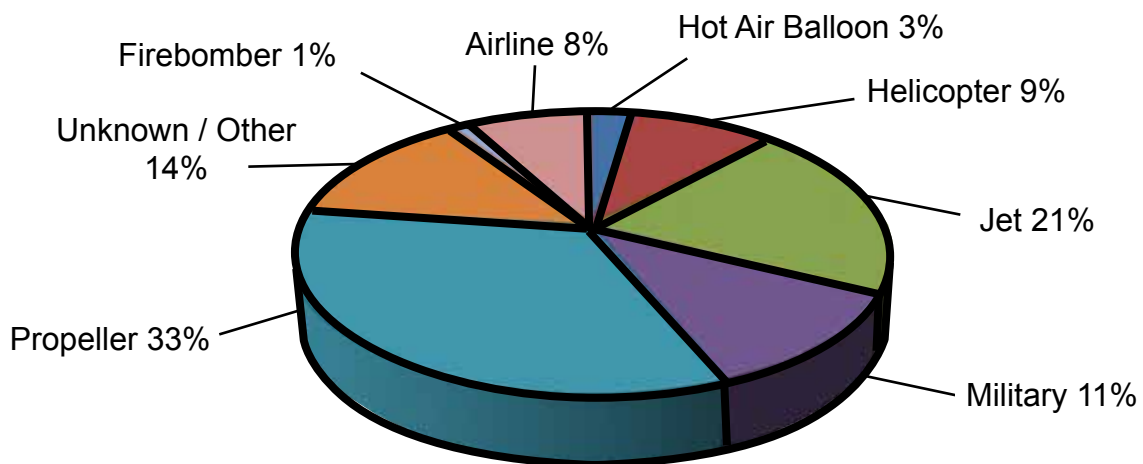
Complaints by Year



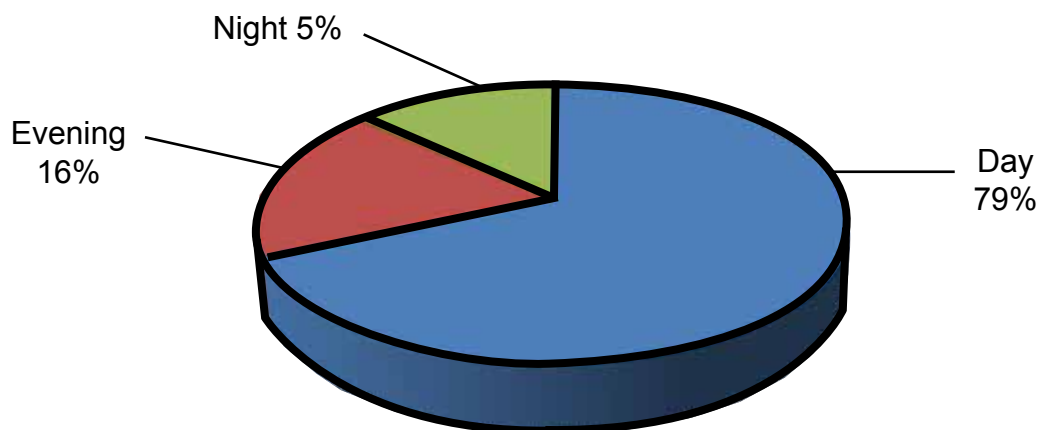
2011 Related Complaints by Caller



2011 Total Complaints by Aircraft Type



2011 Airport Related Complaints by Time of Day



Complaint Comparison by Year

Airport Related Complaints by Source

	2007	2008	2009	2010	2011	Five Year Average
Hot Air Balloon	4	1	1	7	3	3
Helicopter	29	20	32	19	10	22
Jet	66	52	27	25	22	38
Military	16	32	4	41	12	21
Propeller	20	35	33	59	35	36
Unknown*	5	18	8	6	15	10
Firebomber	47	4	0	0	1	10
Airline	31	58	12	6	9	23

* Also includes non-aircraft related complaints

Total Complaint Breakdown

	2007	2008	2009	2010	2011	Five Year Average
Noise Related	88	106	41	70	24	66
Low Flight Related	73	71	24	53	63	57
Maneuver Related	2	11	16	22	14	13
Other (overflights, track, etc)	55	32	36	18	6	29
Non-Airport Related	140	52	30	29	34	57

Airport Related Complaints by Time

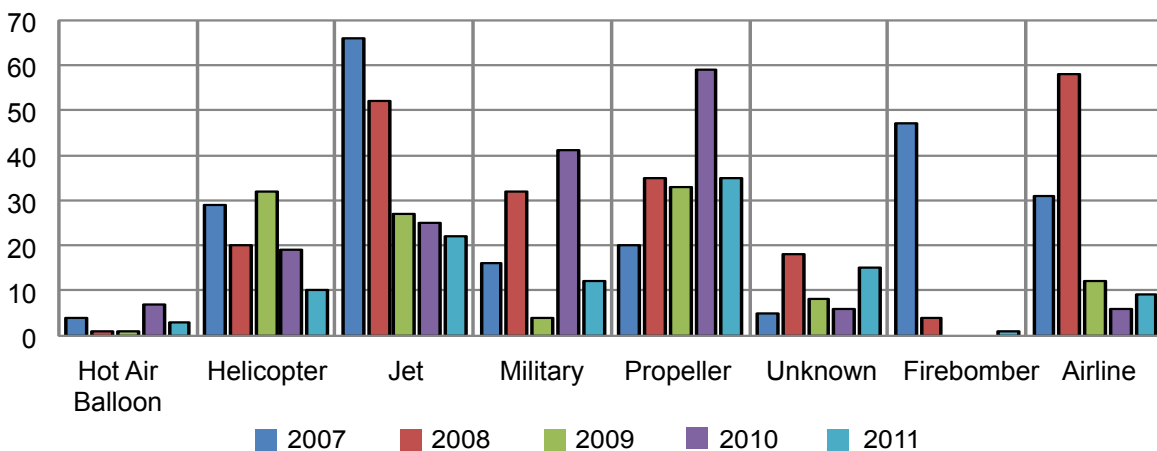
	2007	2008	2009	2010	2011	Five Year Average
Day (07:00 - 18:00)	153	145	91	135	84	122
Evening (18:00 - 22:00)	49	52	11	21	17	30
Night (22:00 - 07:00)	16	23	15	7	6	13

Complaint Comparison by Year

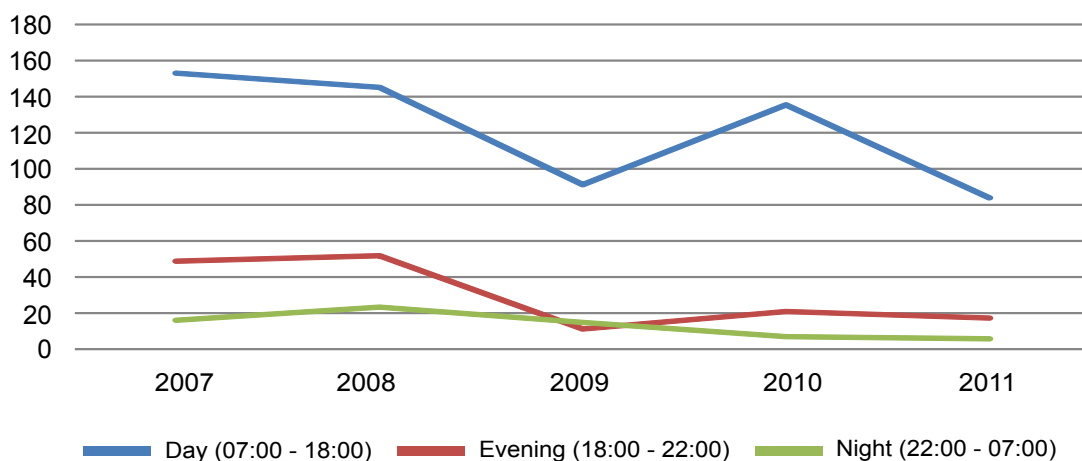
Airport Related Complaints by Day

	2007	2008	2009	2010	2011	Five Year Average
Sunday	35	41	27	18	14	27
Monday	20	23	5	25	11	17
Tuesday	31	33	12	13	6	19
Wednesday	38	27	22	10	18	23
Thursday	23	31	19	24	17	23
Friday	33	24	18	61	26	32
Saturday	38	41	14	12	15	24

Airport Related Complaints by Source

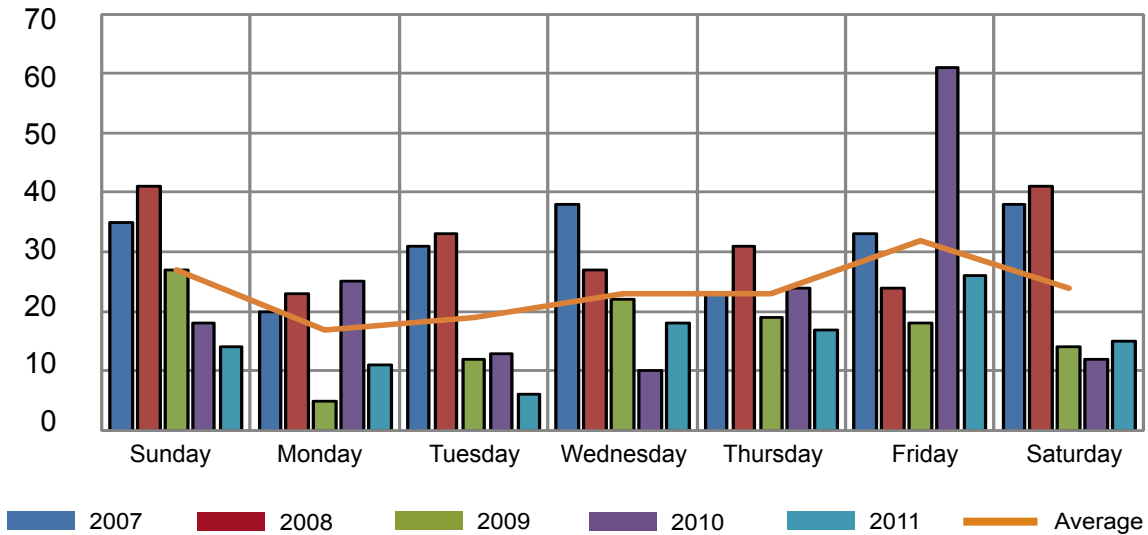


Airport Related Complaints by Time

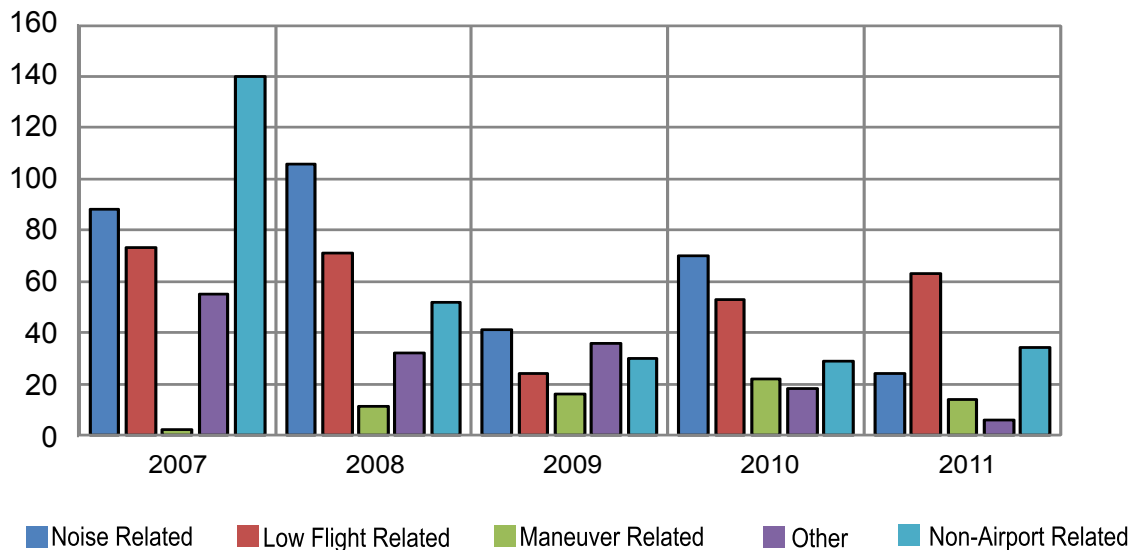


Complaint Comparison by Year

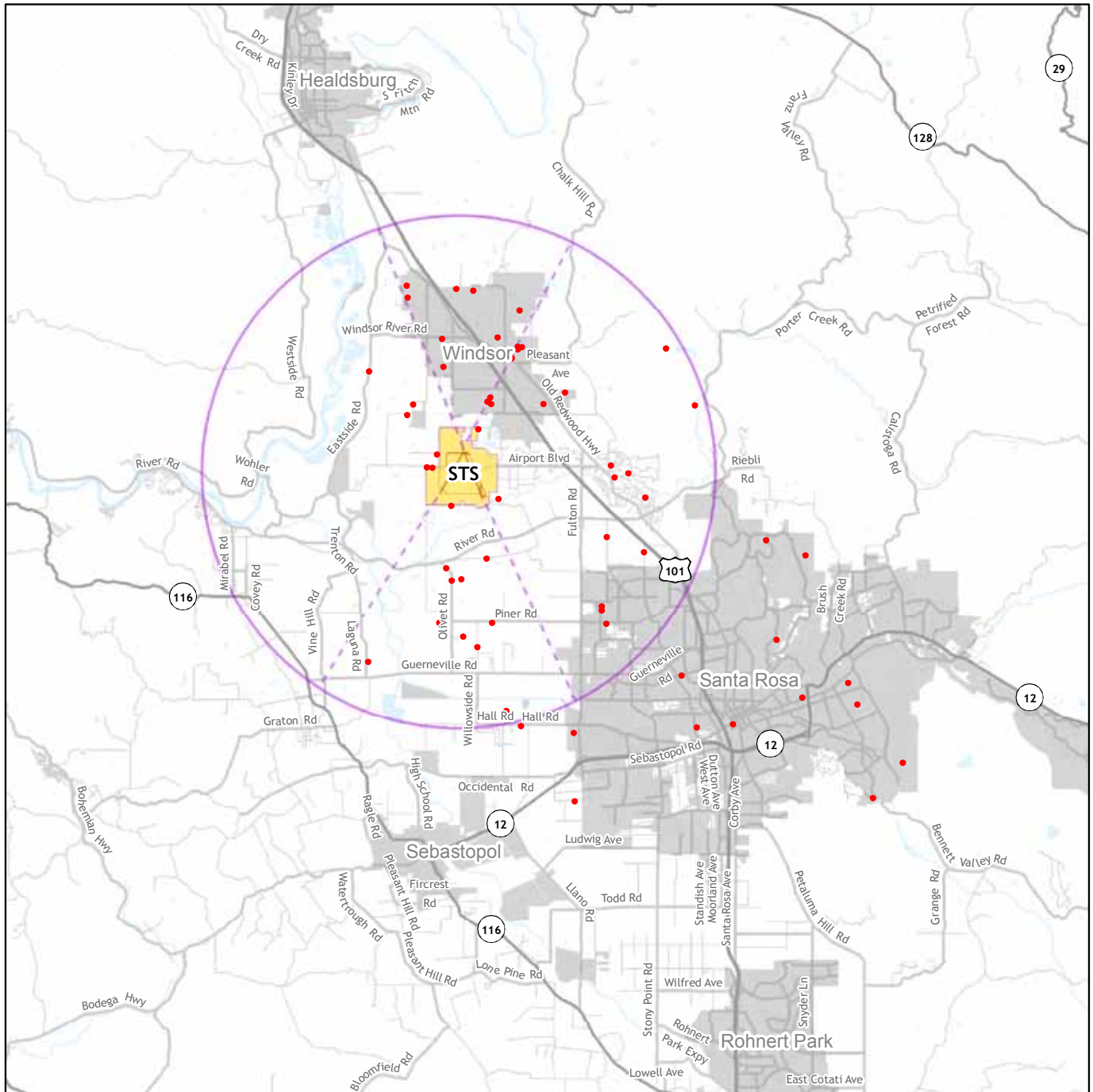
Airport Related Complaints by Day



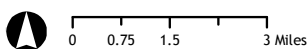
Total Complaint Breakdown



Charles M. Schulz - Sonoma County Airport Noise Complaint Map (2007)

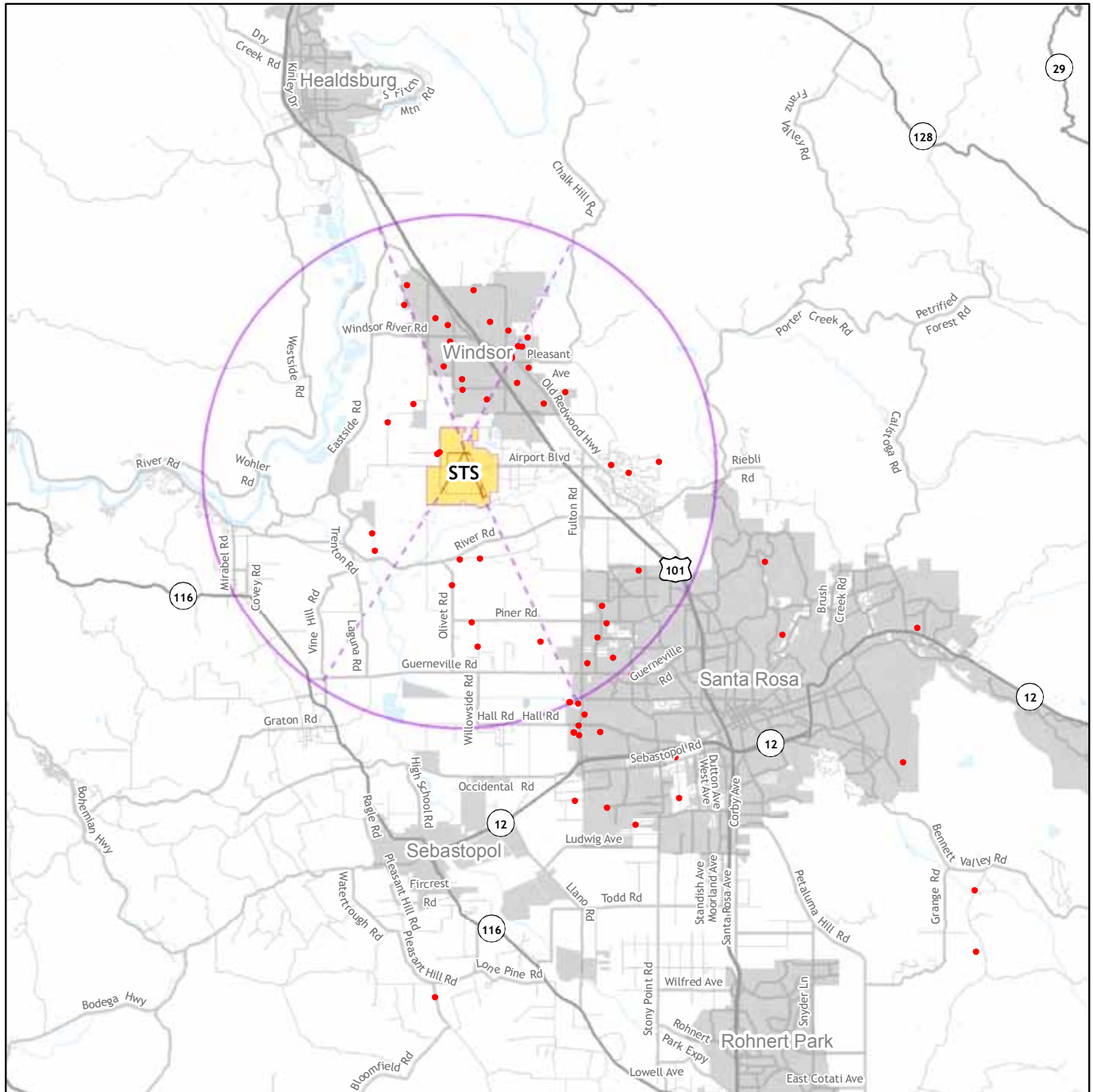


- 2007 Complaint Locations
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property

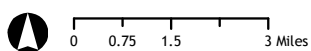


Year total: 358
 Airport-related complaints: 218
 Anonymous / no address listed: 39
 Total addresses outside of mapped area: 24

Charles M. Schulz - Sonoma County Airport Noise Complaint Map (2008)

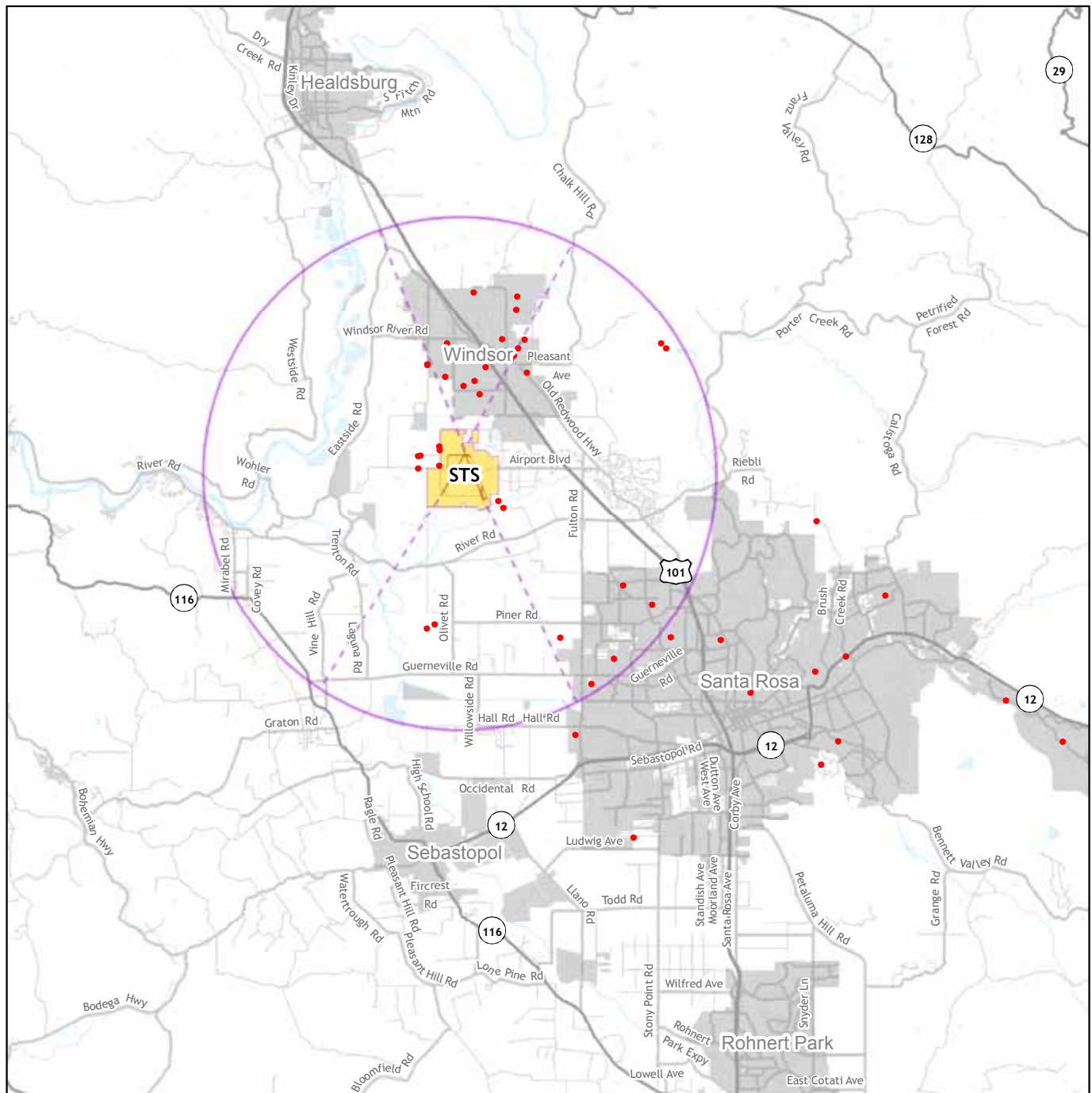


- 2008 Complaint Locations
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property



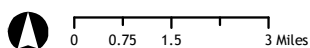
Year total: 272
 Airport-related complaints: 220
 Anonymous / no address listed: 35
 Total addresses outside of mapped area: 10

Charles M. Schulz - Sonoma County Airport Noise Complaint Map (2009)

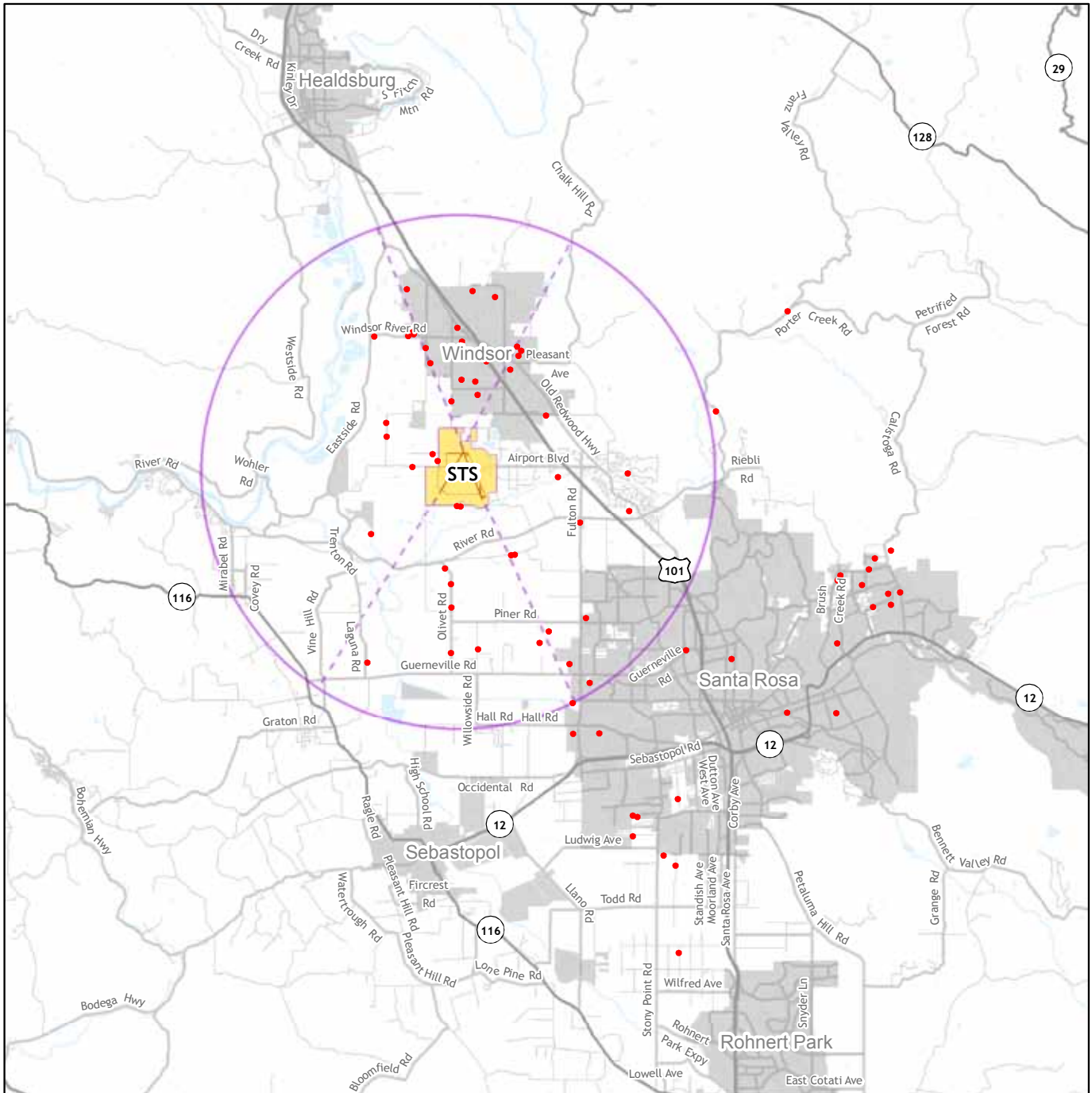


- 2009 Complaint Locations
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property

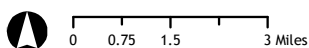
Year total:	147
Airport-related complaints:	117
Anonymous / no address listed:	22
Total addresses outside of mapped area:	17



Charles M. Schulz - Sonoma County Airport Noise Complaint Map (2010)

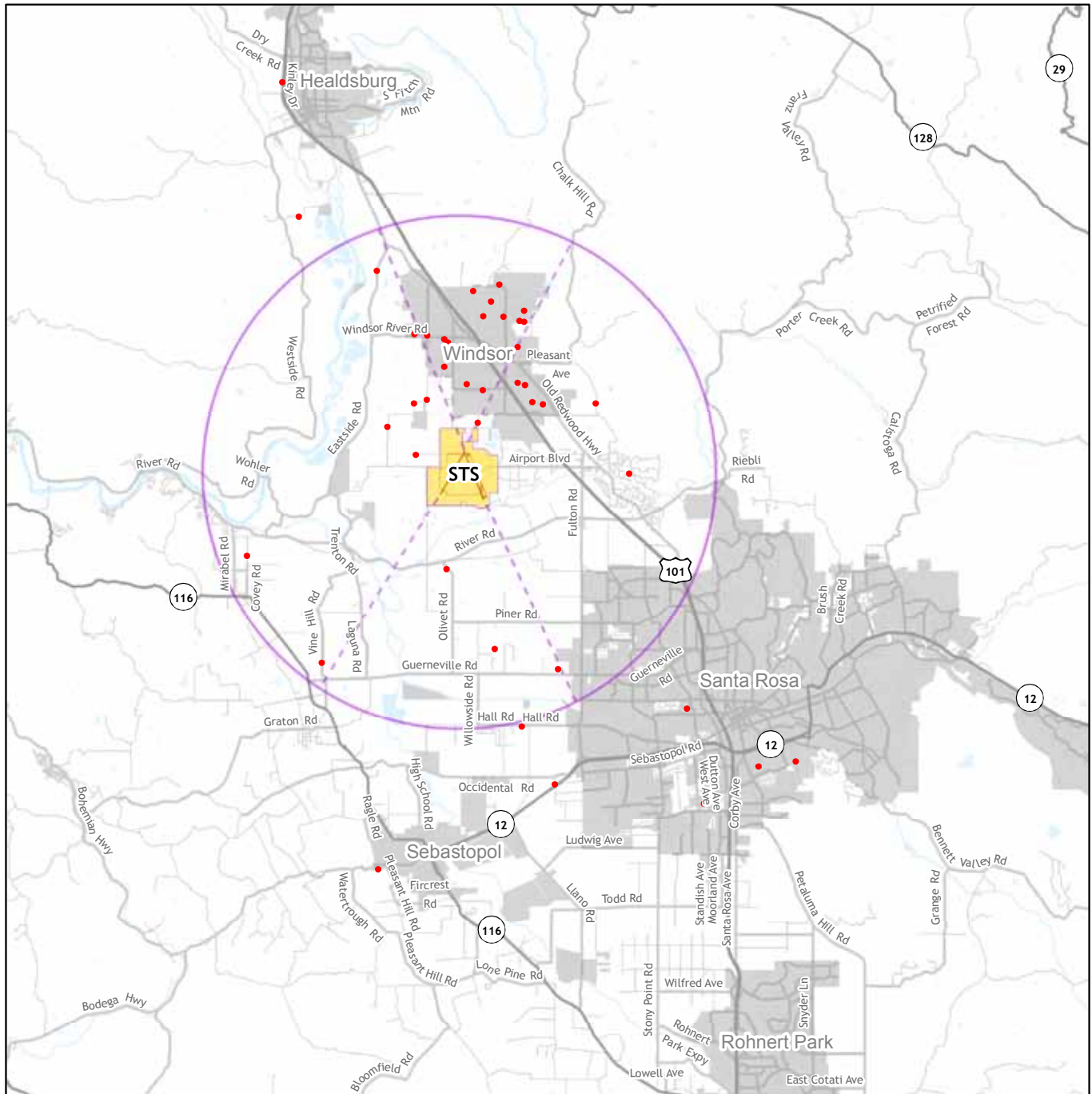


- 2010 Complaint Locations
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property



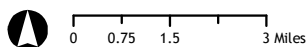
Year total: 192
 Airport-related complaints: 163
 Anonymous / no address listed: 25
 Total addresses outside of mapped area: 17

Charles M. Schulz - Sonoma County Airport Noise Complaint Map (2011)

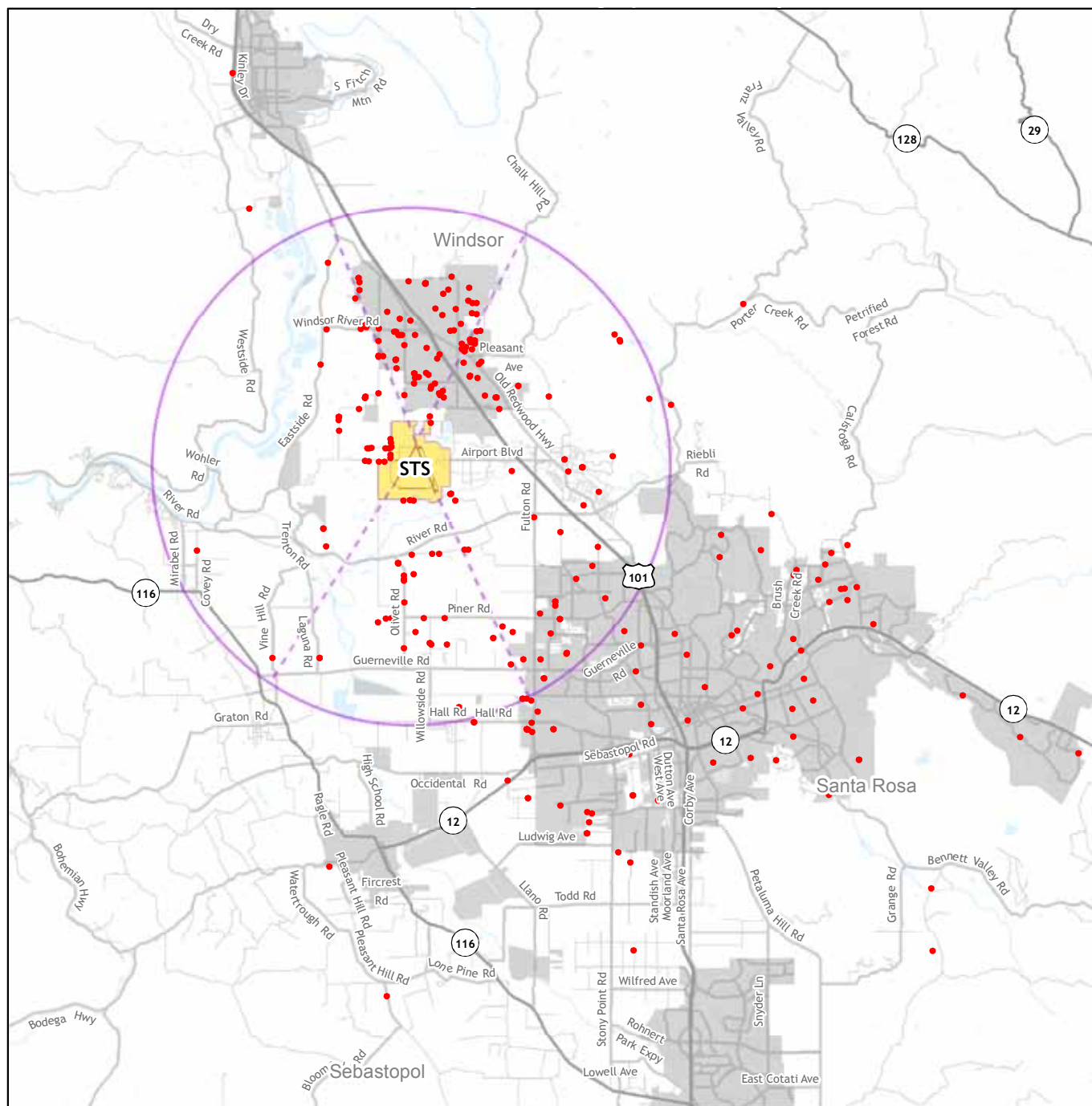


- 2011 Complaint Locations
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property

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



Charles M. Schulz - Sonoma County Airport Noise Complaint Aggregate Map (2007-2011)



• Complaint Locations, 2007-2011

--- Runway Extension Lines

5 Mile Airport Radius

STS Airport Property



0 0.75 1.5 3 Miles

	2007	2008	2009	2010	2011
Year Total	358	272	147	192	141
Airport Related Complaints	218	220	117	163	107
Anonymous / No address listed	39	35	22	25	26
Total addresses outside of mapped area	24	10	17	17	10