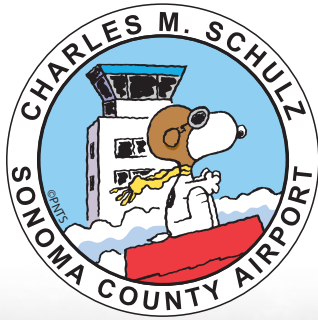




Charles M. Schulz - Sonoma County Airport

2013 Complaint Summary



Charles M. Schulz - Sonoma County Airport (STS)

The Airport recorded a total of 198 complaints in 2013, which represents a 35.6% increase over 2012, which had a total of 146 complaints. Of these 198 complaints, 147, or 74.2% were airport-related. The substantial increase in complaints for 2013 is largely explained by the fact that a single caller made a total of 84, or 42% of the complaints over the course of five months (regarding helicopter flights over his neighborhood). An additional 26, or 13% of the complaints were from an anonymous caller in Cotati, complaining about an increase in overflights in the Cotati area. These two callers accounted for nearly two-thirds of all complaints.

The complaints were generated from all over Sonoma County, at various times of the day and night, primarily involving corporate, and general aviation aircraft. A breakdown of airport-related complaints show that noise accounted for the largest percentage, with 76.9% of the total; low-flying aircraft accounted for 19%; and other related issues, such as safety concerns and maneuvering, accounted for 3.4%. Non-airport related complaints accounted for 25.8% of the total (a majority of these coming from the anonymous caller in Cotati).

The year 2013 saw a substantial decrease in complaints from new callers. The Airport recorded 49, or 24.7% of complaints from first time callers in 2013, compared to 96, or 82% of complaints in 2012—a decrease of slightly under 50%.

The Airport has contacted other airports in the larger Bay Area to get a sense of how noise complaints at STS compare. In total, seven airports were contacted, each one varying in size and number of operations. The airports, number of total operations, and complaints are as follows:

Airport	Number of Operations	Number of Complaints	Operations Per Complaint
Buchanan Field Airport (CCR)	89,922	60	1,499
Livermore Municipal Airport (LVK)	156,828	494	317
Monterey Peninsula Airport (MRY)	53,827	37	1,455
Napa County Airport (APC)	45,487	6	7,581
Oakland International Airport (OAK)	201,239	2,665	76
San Francisco International Airport (SFO)	420,915	8,745	48
San Jose Airport (SJC)	138,854	821	169
Sonoma County Airport (STS)	79,999	198	404



2013 Complaint Summary

Complaint Comparison by Year

Year	Total Complaints	Airport Related Complaints	Percent of Total	First time Calls	Percent of Airport Related	Total Operations	Operations Per Airport-Related Complaint
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
2013	198	147	74%	49	33%	79,999	544
Average	165	131	79%	88	68%	80,238	477

2013 Analysis

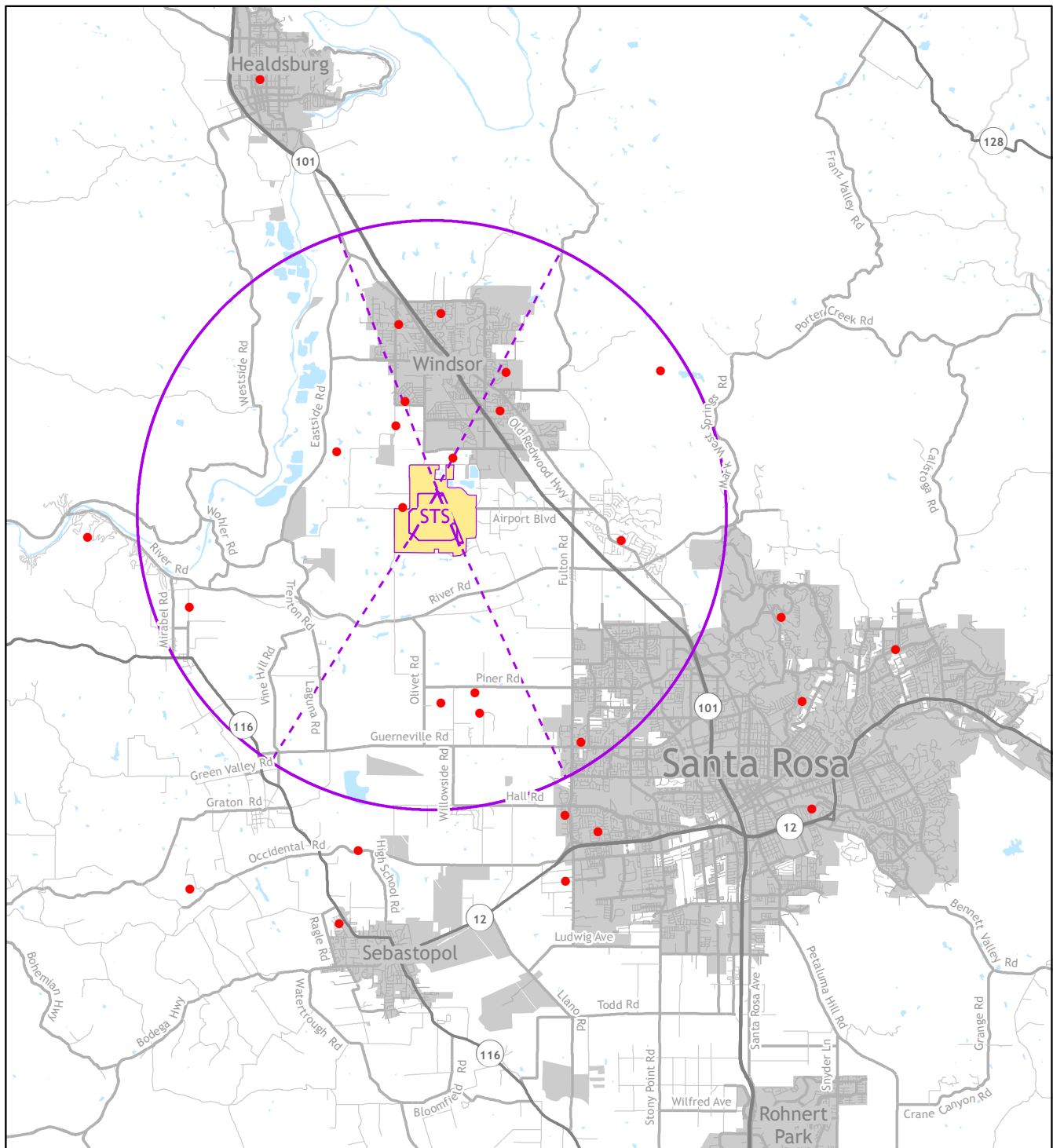
Summary of Operations			Total Complaint Breakdown		
				Complaints	Percent
Number of Operations	79,999		Noise Related	113	57.1%
Total Complaints	198		Low Flight Related	28	14.1%
Airport Related Complaints	147		Maneuver Related	4	2.0%
Airport Related Complaints (%)	74.2%		Other (overflights, track, etc)	1	0.5%
			Non-Airport Related	51	25.8%
Total Complaints by Caller			Airport Related Complaints by Time		
	Complaints	Percent		Complaints	Percent
First Time Callers (2 calls or less)	49	24.7%	Day (07:00-18:00)	121	82.3%
Frequent Callers (3 calls or more)	110	55.6%	Evening (18:00-22:00)	11	7.5%
Anonymous	39	19.7%	Night (22:00-07:00)	15	10.2%
Airport Related Complaints by Source			Airport Related Complaints by Day		
	Complaints	Percent		Complaints	Percent
Hot Air Balloon	1	0.7%	Sunday	15	10.2%
Helicopter	90	61.2%	Monday	10	6.8%
Jet	21	14.3%	Tuesday	13	8.8%
Military	0	0.0%	Wednesday	26	17.7%
Propeller	12	8.2%	Thursday	23	15.6%
Unknown / Other	21	14.3%	Friday	19	12.9%
Firebomber	0	0.0%	Saturday	41	27.9%
Airline	2	1.4%			
			Total Airport Related Complaint Breakdown		
				Complaints	Percent
			Noise Related	113	76.9%
			Low Flight Related	28	19.0%
			Maneuver Related	4	2.7%
			Other (overflights, track, etc)	1	0.7%

Definition of "Airport Related"

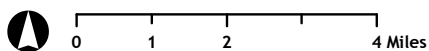
A complaint will be considered "Airport Related" if it meets any of the following criteria:

- 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.





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

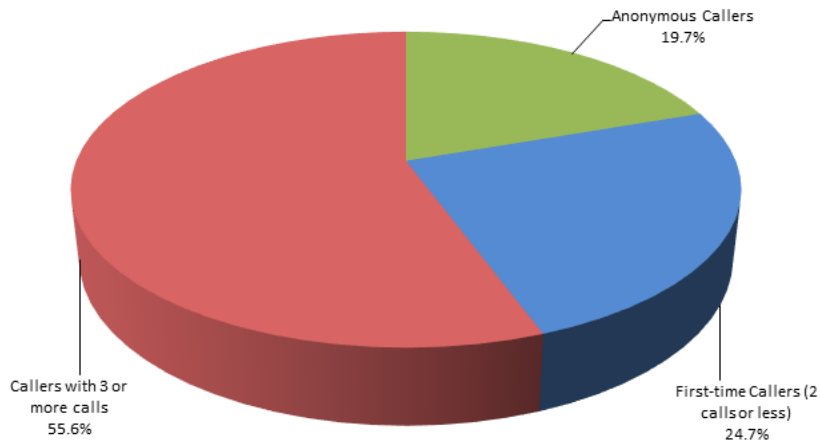


Total complaints:	198
Airport-related complaints:	147
Anonymous or no address:	45
Total addresses outside of mapped area:	1

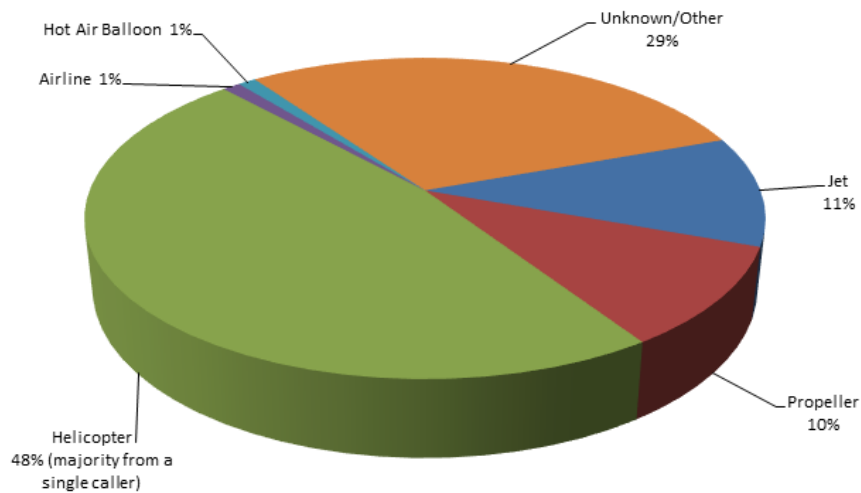
Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

2013 Complaint Comparisons

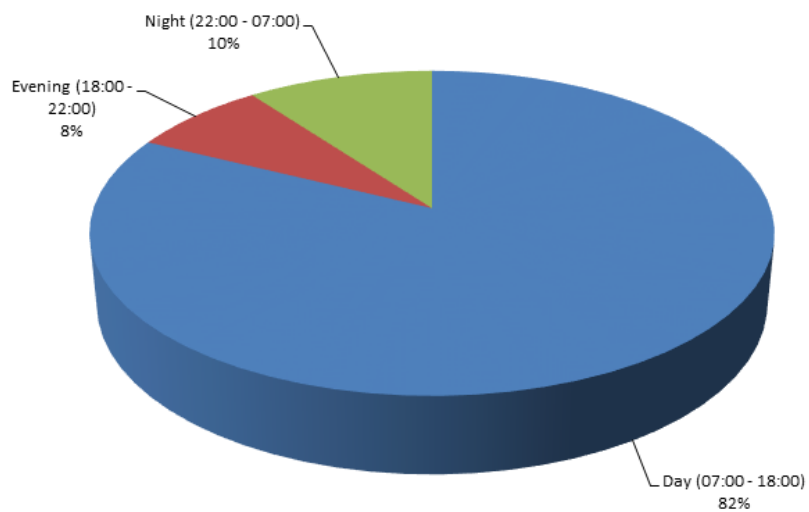
By Caller



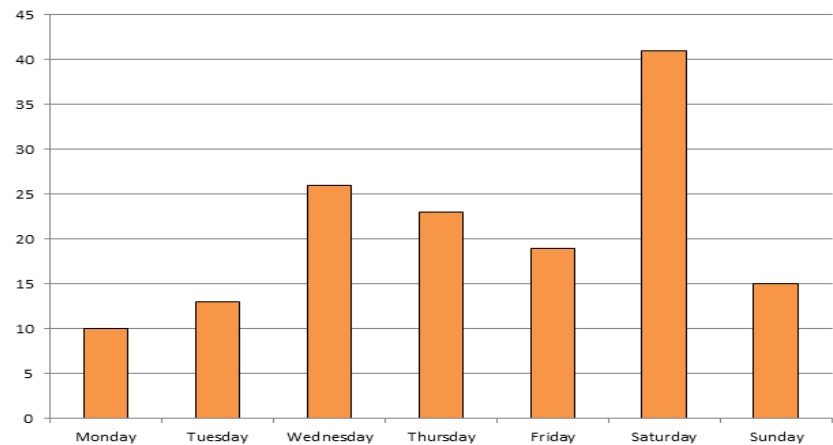
By Aircraft Type



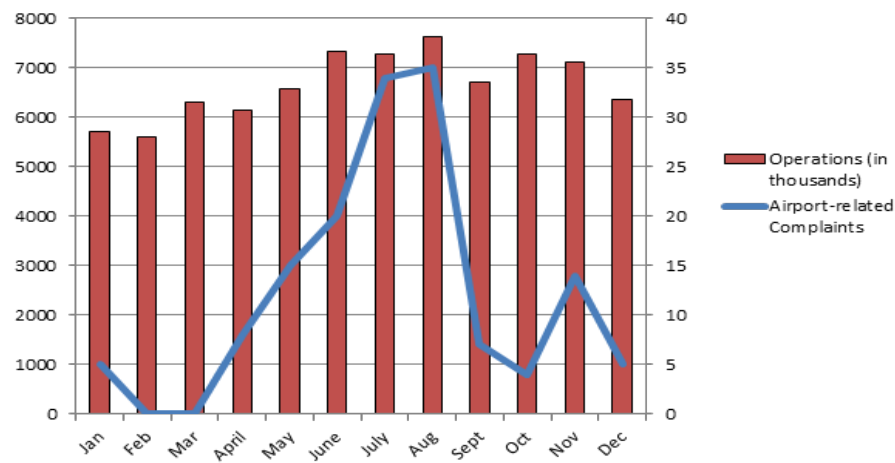
By Time of Day



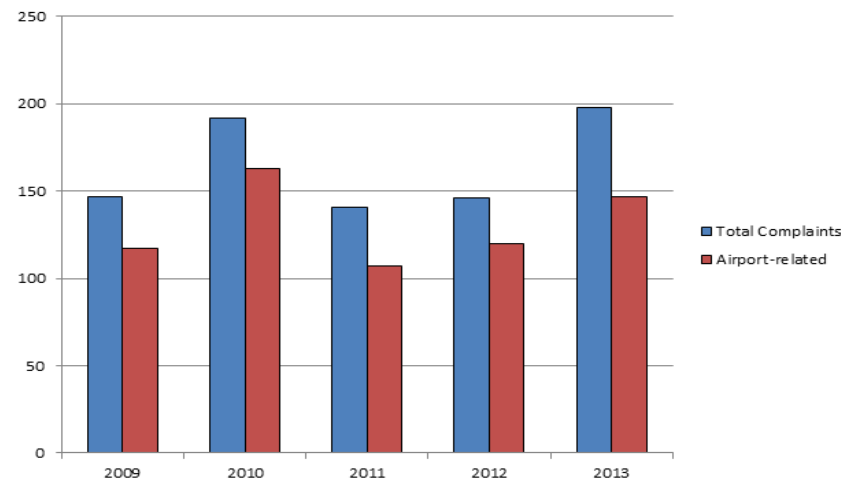
By Day of Week



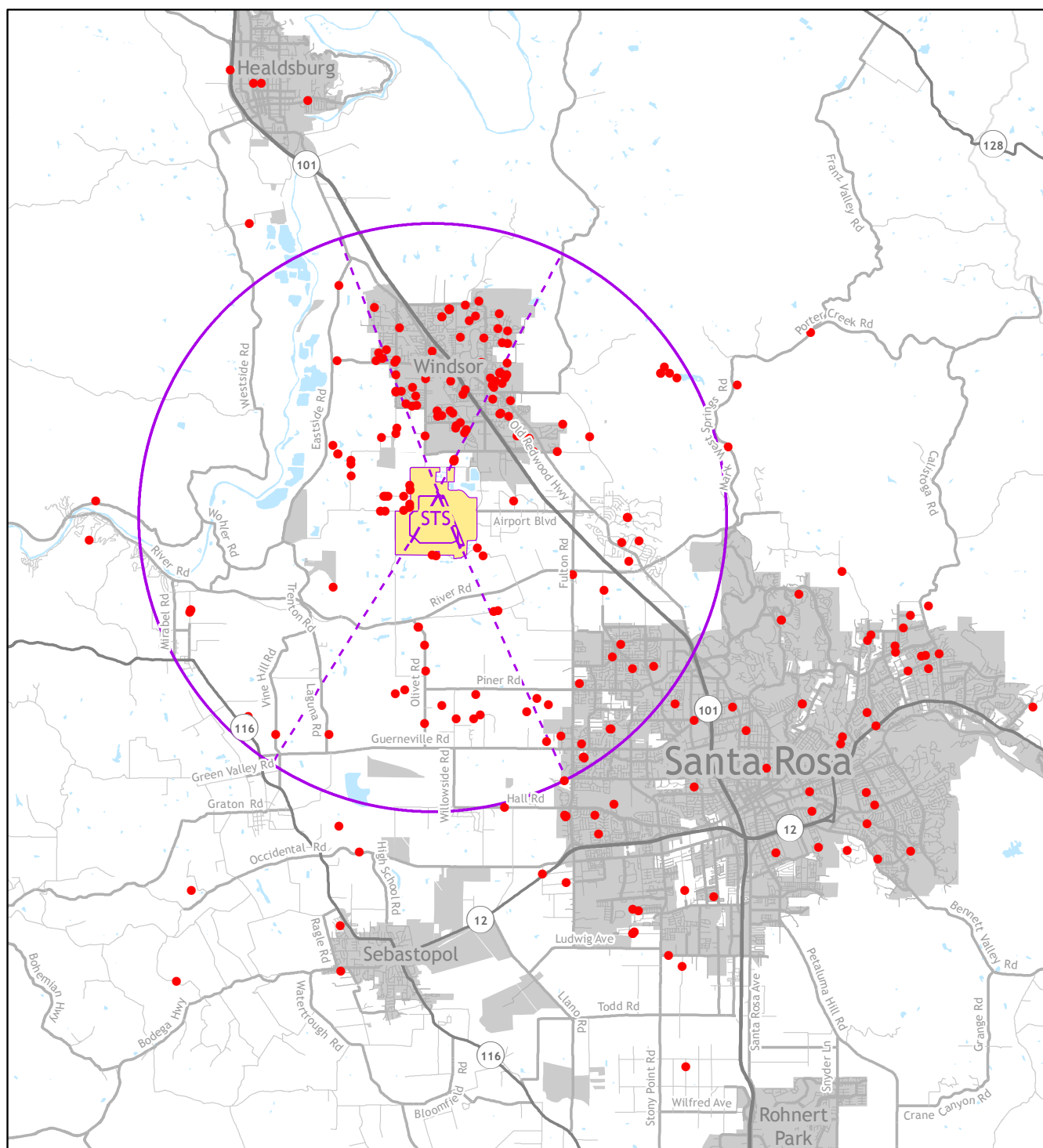
By Month



By Year



2009-2013 Noise Complaint Map



	2009	2010	2011	2012	2013
Total complaints:	147	192	141	146	198
Airport-related complaints:	117	163	107	120	147
Anonymous or no address:	22	25	26	18	45
Total addresses outside of mapped area:	17	17	10	5	1

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

Airport Related Complaints by Source

	2009	2010	2011	2012	2013	Five Year Average
Hot Air Balloon	1	7	3	0	1	2
Helicopter	32	19	10	17	90	34
Jet	27	25	22	40	21	27
Military	4	41	12	20	0	15
Propeller	33	59	35	22	12	32
Unknown*	8	6	15	8	21	12
Firebomber	0	0	1	2	0	.5
Airline	12	6	9	11	2	1

* Also includes non-aircraft related complaints

Total Complaint Breakdown

	2009	2010	2011	2012	2013	Five Year Average
Noise Related	41	70	24	48	113	59
Low Flight Related	24	53	63	40	28	42
Maneuver Related	16	22	14	5	4	12
Other (overflights, track, etc)	36	18	6	27	1	18
Non-Airport Related	30	29	34	26	51	34

Airport Related Complaints by Time

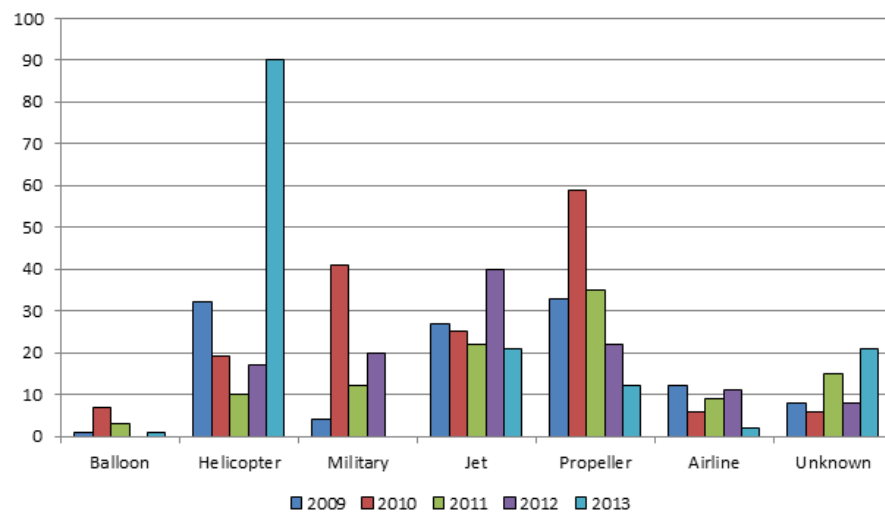
	2009	2010	2011	2012	2013	Five Year Average
Day (07:00 - 18:00)	91	135	84	81	121	102
Evening (18:00 - 22:00)	11	21	17	23	11	17
Night (22:00 - 07:00)	15	7	6	16	15	12

Complaint Comparison by Year

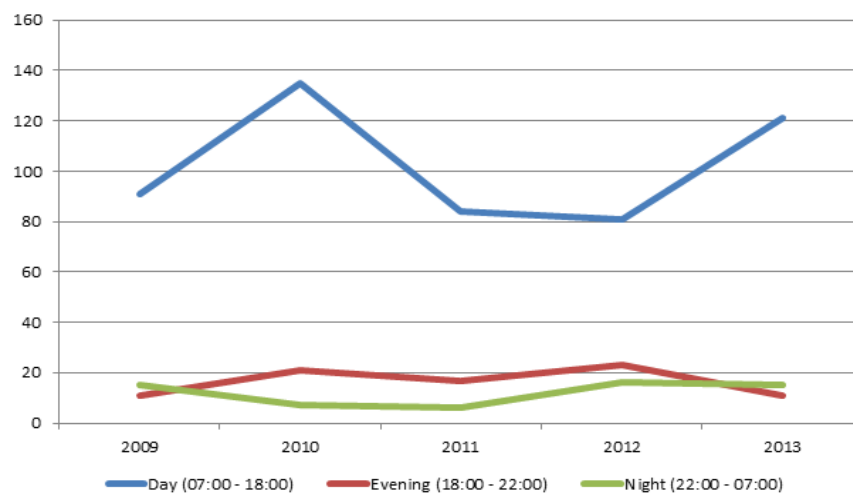
Airport Related Complaints by Day

	2009	2010	2011	2012	2013	Five Year Average
Sunday	27	18	14	23	15	19.4
Monday	5	25	11	11	10	12.4
Tuesday	12	13	6	12	13	11.2
Wednesday	22	10	18	13	26	17.8
Thursday	19	24	17	27	23	22
Friday	18	61	26	21	19	29
Saturday	14	12	15	13	41	19.4

Airport Related Complaints by Source

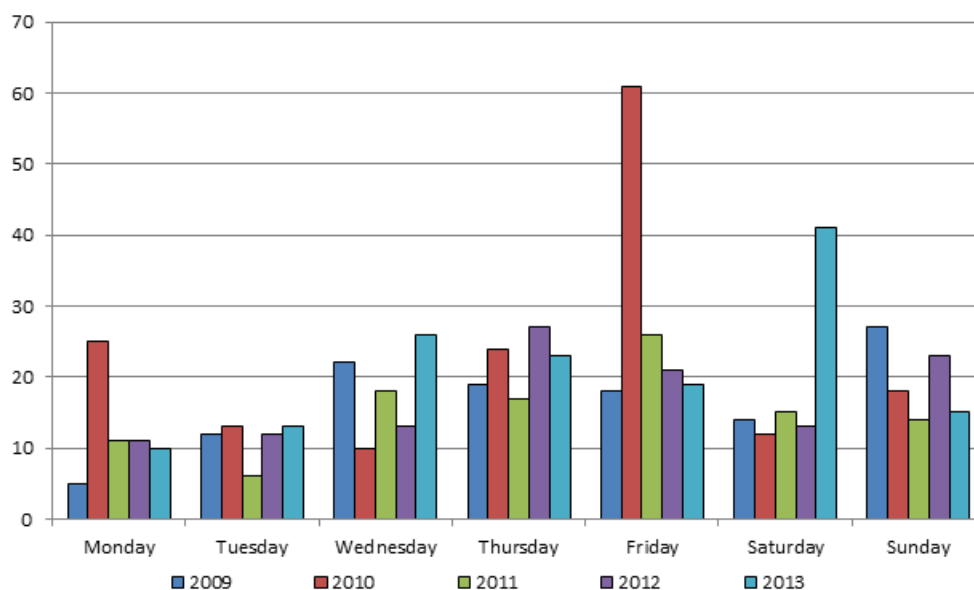


Airport Related Complaints by Time

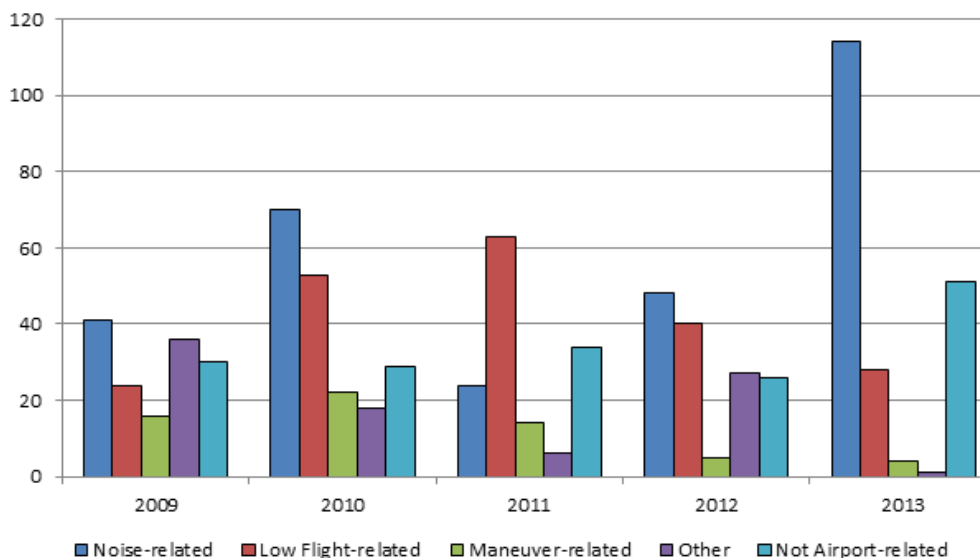


Complaint Comparison by Year

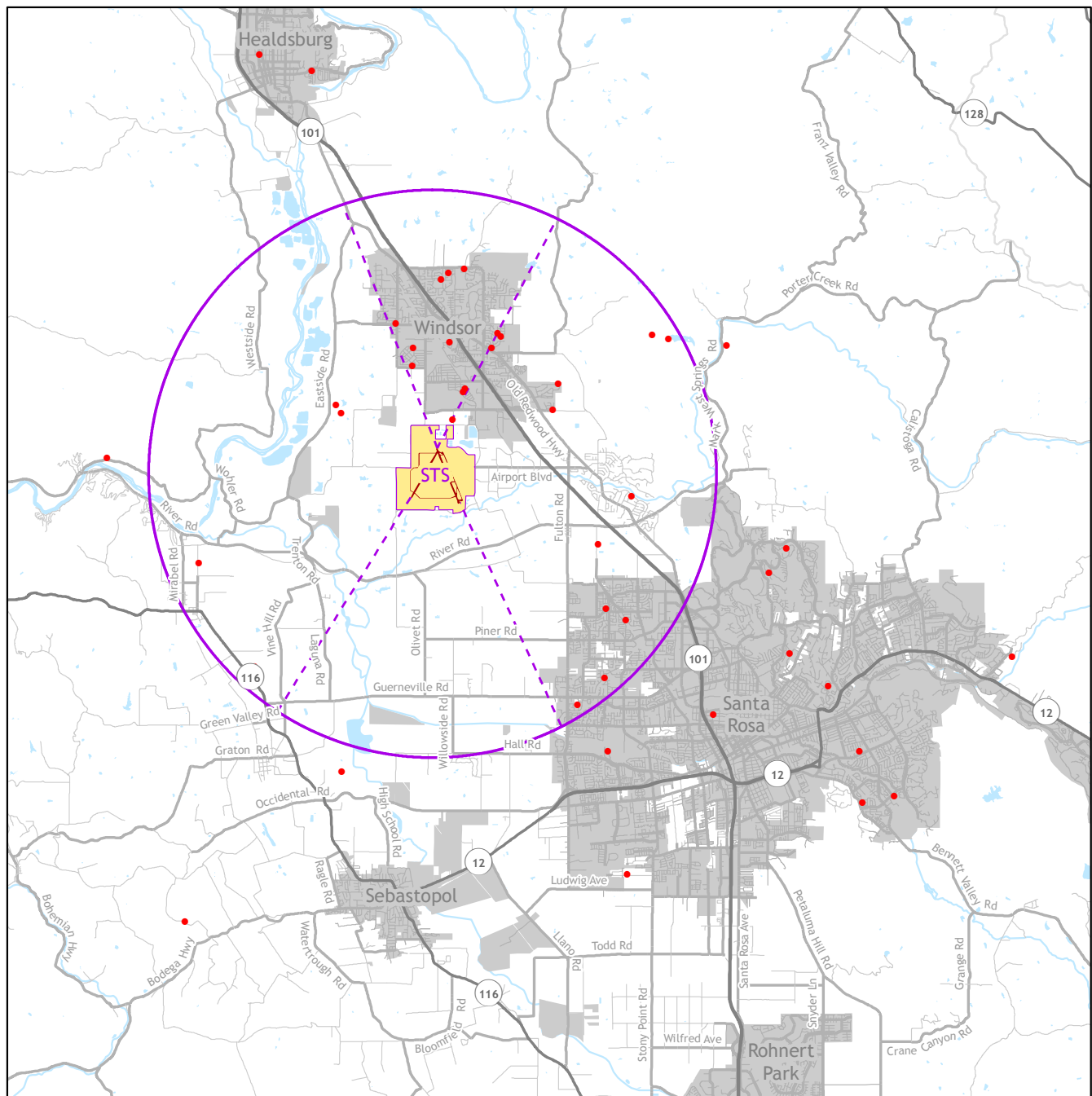
Airport Related Complaints by Day



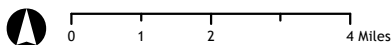
Total Complaint Breakdown 5 year Summary



2012 Noise Complaint Map



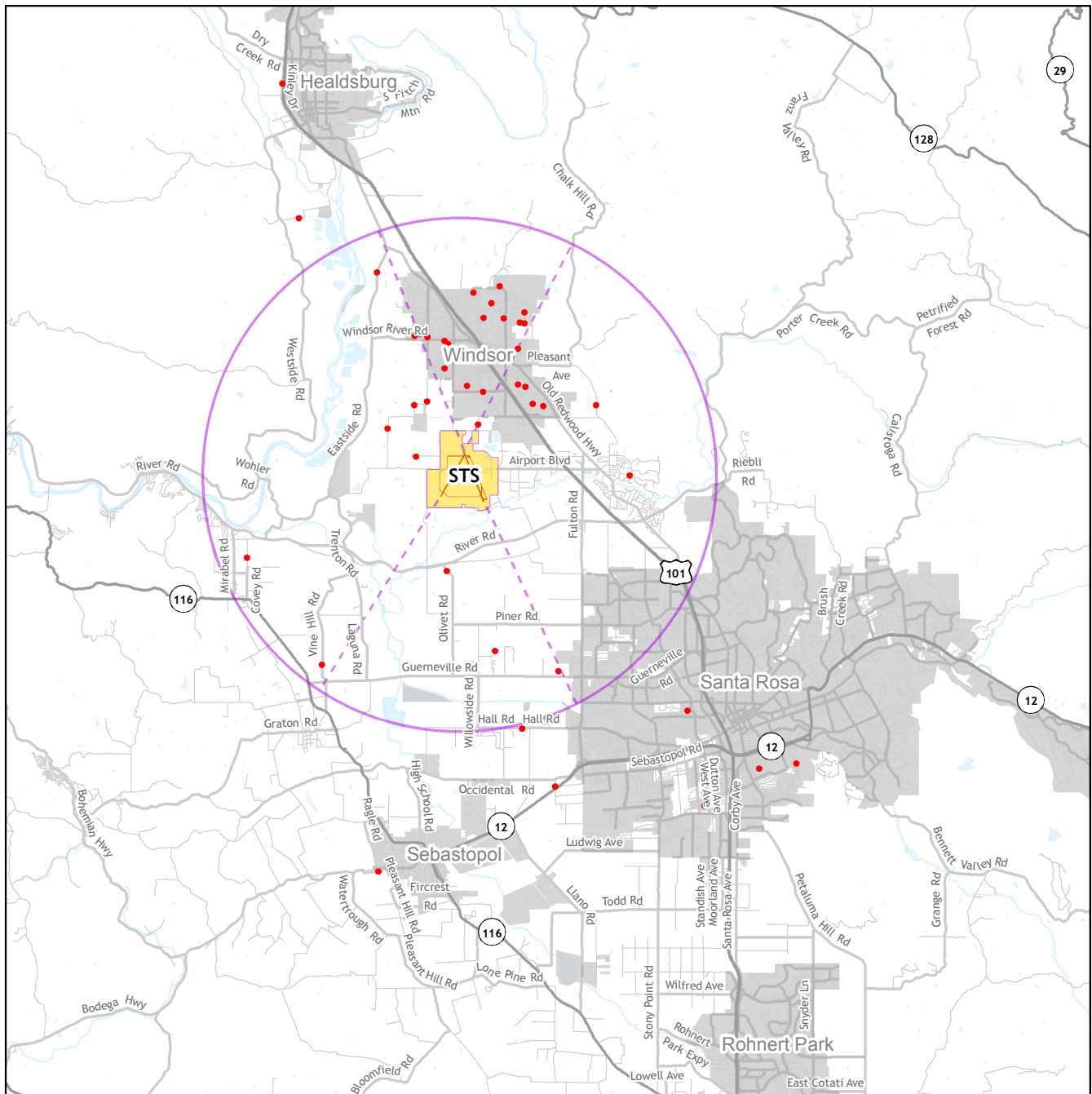
- Complaint Calls (2012)
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property



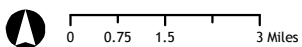
Year Total:	146
Airport Related Complaints:	120
Anonymous / No address listed:	18
Total addresses outside of mapped area:	5

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

2011 Noise Complaint Map



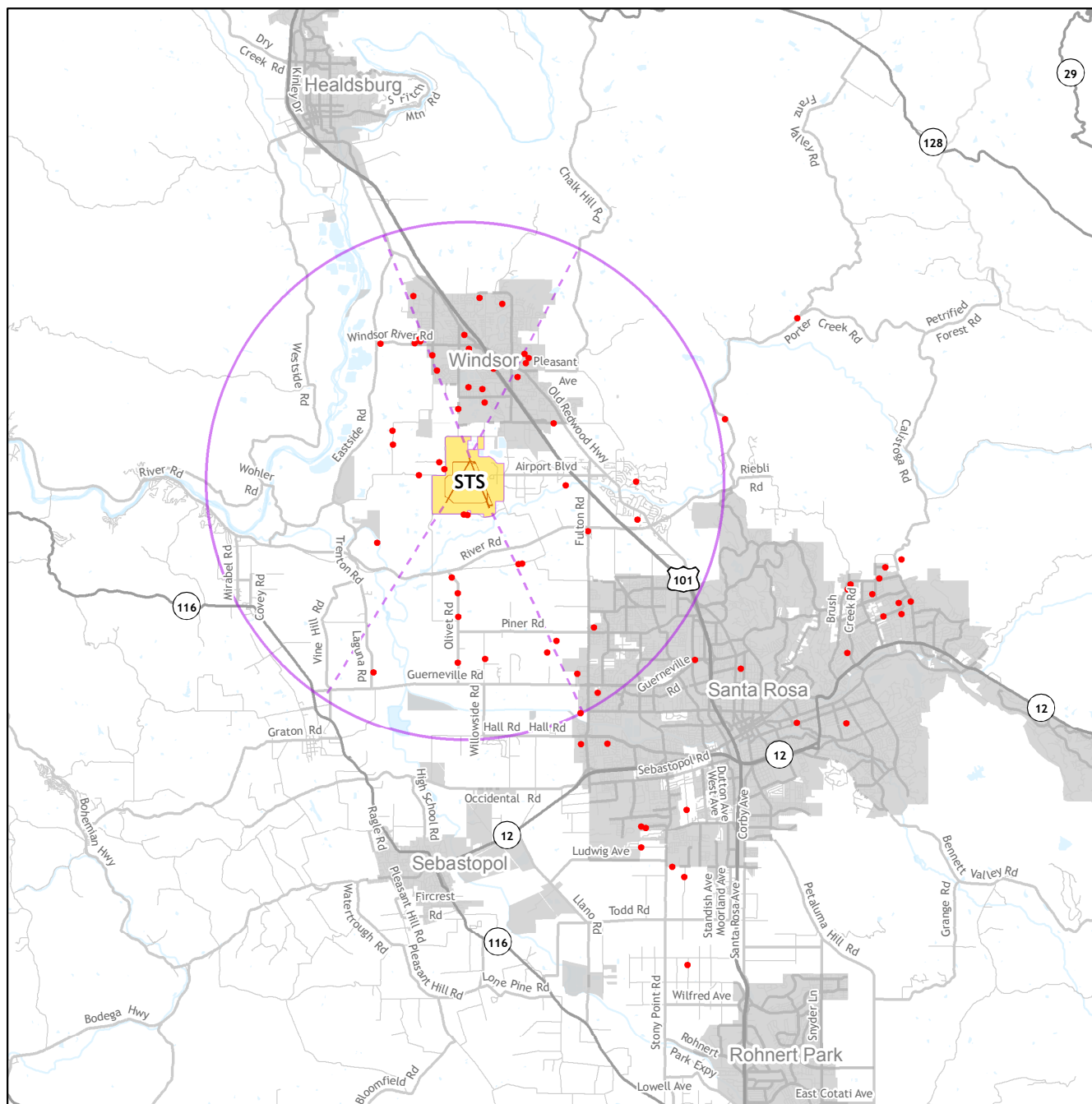
- 2011 Complaint Locations
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property



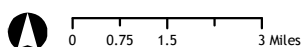
Year total: 141
 Airport-related complaints: 107
 Anonymous / no address listed: 26
 Total addresses outside of mapped area: 10

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

2010 Noise Complaint Map



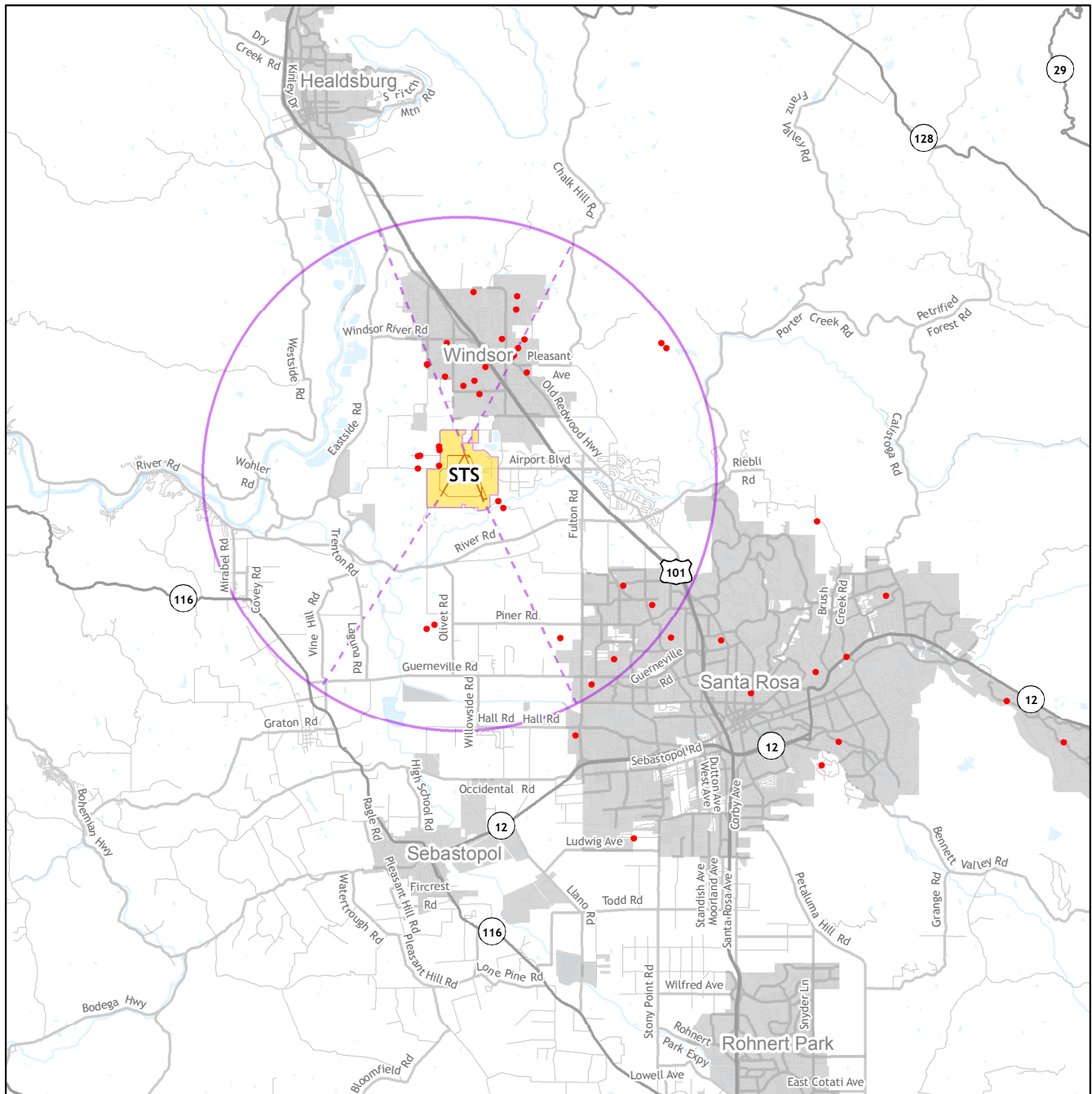
- 2010 Complaint Locations
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property



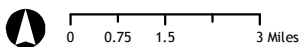
Year total: 192
 Airport-related complaints: 163
 Anonymous / no address listed: 25
 Total addresses outside of mapped area: 17

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.

