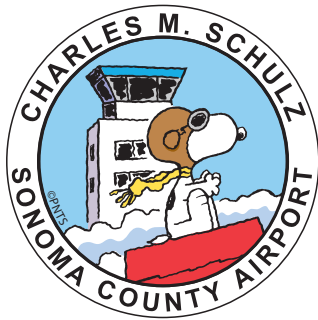




Charles M. Schulz - Sonoma County Airport

2014 Complaint Summary



Charles M. Schulz - Sonoma County Airport (STS)

The Airport recorded a total of 343 complaints in 2014, representing a 73.2% increase over 2013, which had a total of 198 complaints. Of these 343 complaints, 279 or 81% were airport-related (as defined at the bottom of page 3 of this Summary).

The 2014 runway safety improvement project brought the Charles M. Schulz - Sonoma County Airport into compliance with FAA standards and enhanced operational safety. Runway 14-32 was closed for approximately 5 months (June to November). This closure resulted in shifting all air traffic to the Airports secondary runway (2-20) changing traffic patterns around the Airport. Runway 2-20 typically handles 15-20% of the Airports traffic, therefore it was a significant change.

Residents that typically do not experience air traffic called STS for the first time. As a result, 2014 saw a substantial increase in complaints from new callers. The Airport recorded 193 complaints from first and second time callers in 2014, compared to 49 in 2013. New callers inquired if there were changes to the flight pattern. First and second time callers accounted for 56.3% of overall complaints in 2014.

The complaints were generated from all over Sonoma County, at various times of the day and night, primarily involving airline, corporate, and general aviation aircraft. A breakdown of Airport-related complaints show that concerns about noise and low-flying aircraft account for the largest percentage, with 75.5% of the total. Related issues such as overflights and maneuvering, accounted for 21.9%. Non-Airport related complaints accounted for 18.7% of the total.

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, varying 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)	102,596	81	1,267
Livermore Municipal Airport (LVK)	145,537	579	251
Monterey Peninsula Airport (MRY)	50,851	73	697
Napa County Airport (APC)	43,586	1	43,586
Oakland International Airport (OAK)	203,718	2,462	83
San Francisco International Airport (SFO)	431,966	14,957	29
San Jose Airport (SJC)	142,211	2,963	48
Sonoma County Airport (STS)	73,576	343	215



2014 Complaint Summary

Complaint Comparison by Year

Year	Total Complaints	Airport Related Complaints	Percent of Airport Related	First time Callers	Percent of Total Complaints	Total Operations	Operations Per Airport-Related Complaint
2010	192	163	84%	134	70%	72,939	447
2011	141	107	76%	83	59%	79,562	743
2012	146	120	82%	96	66%	78,381	653
2013	198	147	74%	49	25%	79,999	544
2014	343	279	81%	193	56%	73,576	264
Average	204	163	79%	111	55%	76,891	544

2014 Analysis

Summary of Operations			Total Complaint Breakdown		
				Complaints	Percent
Number of Operations	73,576		Noise Related	129	37.6%
Total Complaints	343		Low Flight Related	130	37.9%
Airport Related Complaints	279		Maneuver Related	9	2.6%
Airport Related Complaints (%)	81.0%		Other (overflights,track,etc)	75	21.9%
Total Complaints by Caller			Airport Related Complaints by Time		
	Complaints	Percent		Complaints	Percent
First Time Callers (2 calls or less)	193	56.3%	Day (07:00-18:00)	222	79.6%
Frequent Callers (3 calls or more)	126	36.7%	Evening (18:00-22:00)	21	7.5%
Anonymous	24	7.0%	Night (22:00-07:00)	36	12.9%
Airport Related Complaints by Source			Airport Related Complaints by Day		
	Complaints	Percent		Complaints	Percent
Hot Air Balloon	0	0.0%	Sunday	48	17.2%
Helicopter	54	19.4%	Monday	36	12.9%
Jet	54	19.4%	Tuesday	28	10.0%
Military	20	7.1%	Wednesday	23	8.2%
Propeller	31	11.1%	Thursday	48	17.2%
Unknown / Other	113	40.5%	Friday	32	11.5%
Firebomber	0	0.0%	Saturday	64	23.0%
Airline	7	2.5%			
			Airport Related Complaint Breakdown		
				Complaints	Percent
			Noise Related	107	38.4%
			Low Flight Related	104	37.2%
			Maneuver Related	6	2.2%
			Other (overflights,track,etc)	62	22.2%

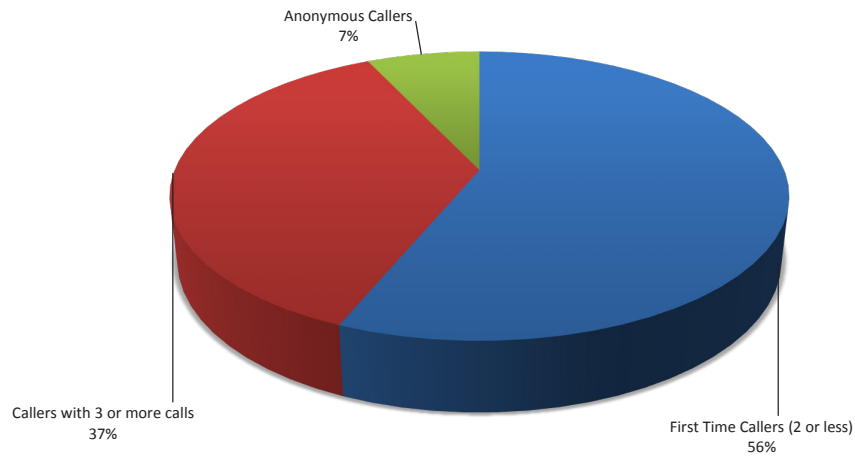
Definition of "Airport Related"

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

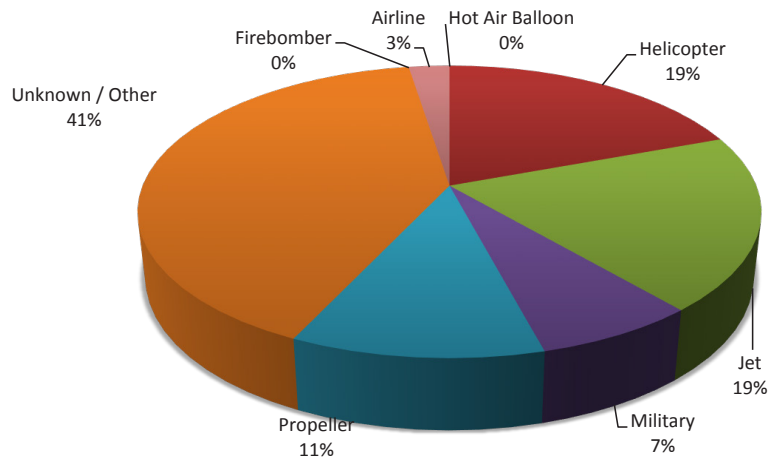
- The operation that triggers the complaint is directly related to takeoff or landing at STS.
- The operation that triggers the complaint takes place within a five mile radius of the Airport
- The operation that triggers the complaint is a direct result of an Airport related event.

2014 Complaint Comparisons

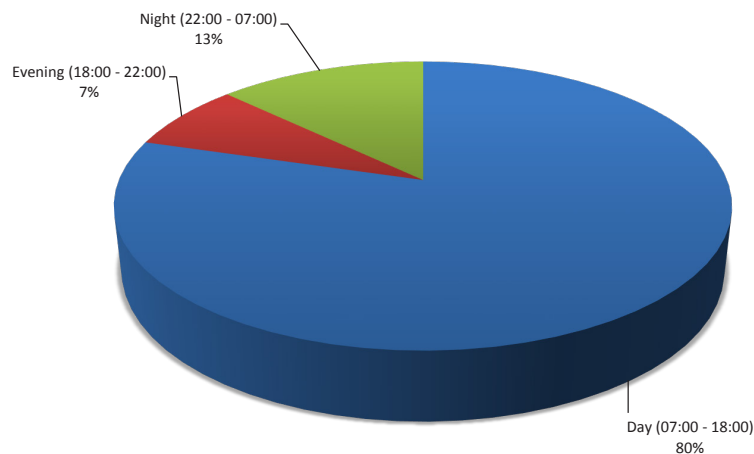
By Caller



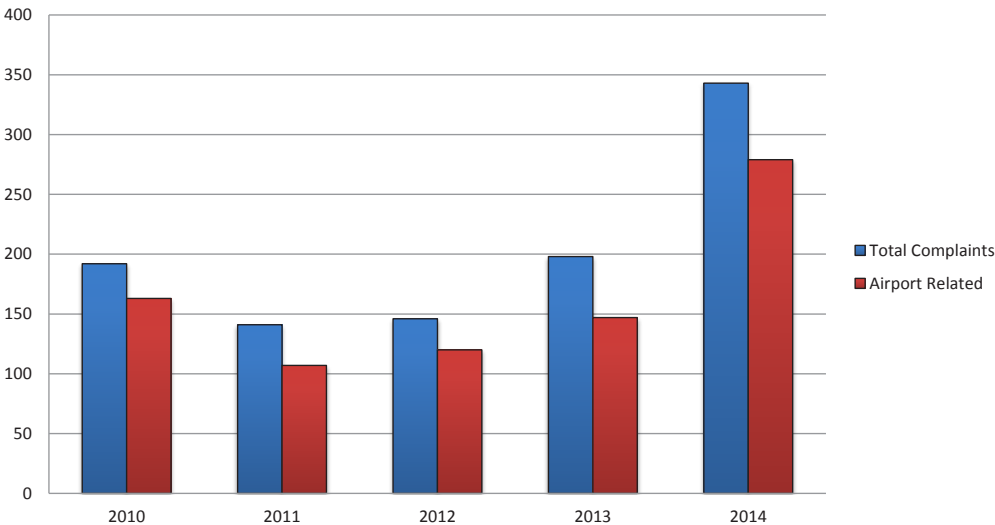
By Aircraft Type



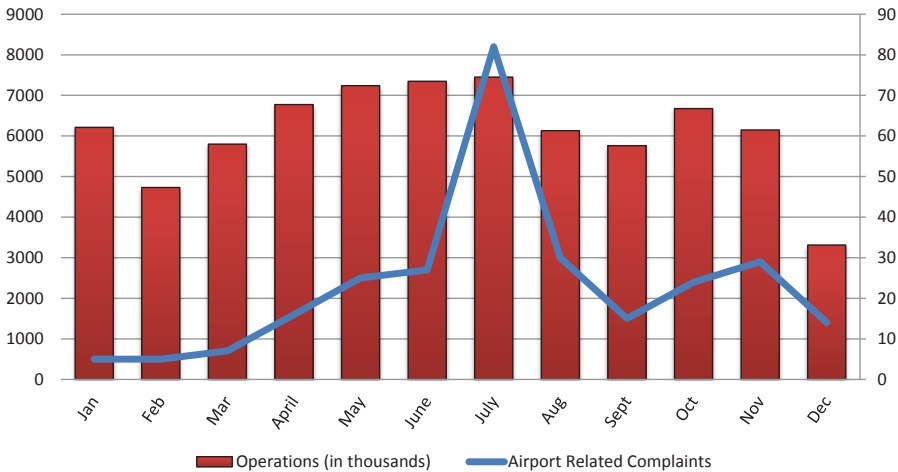
By Time of Day



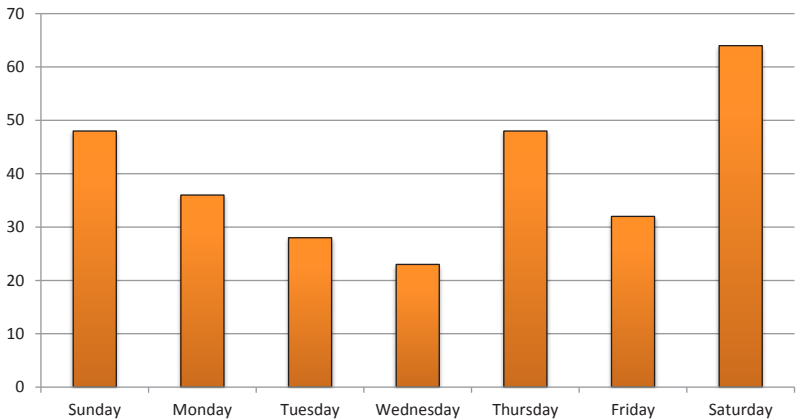
By Year



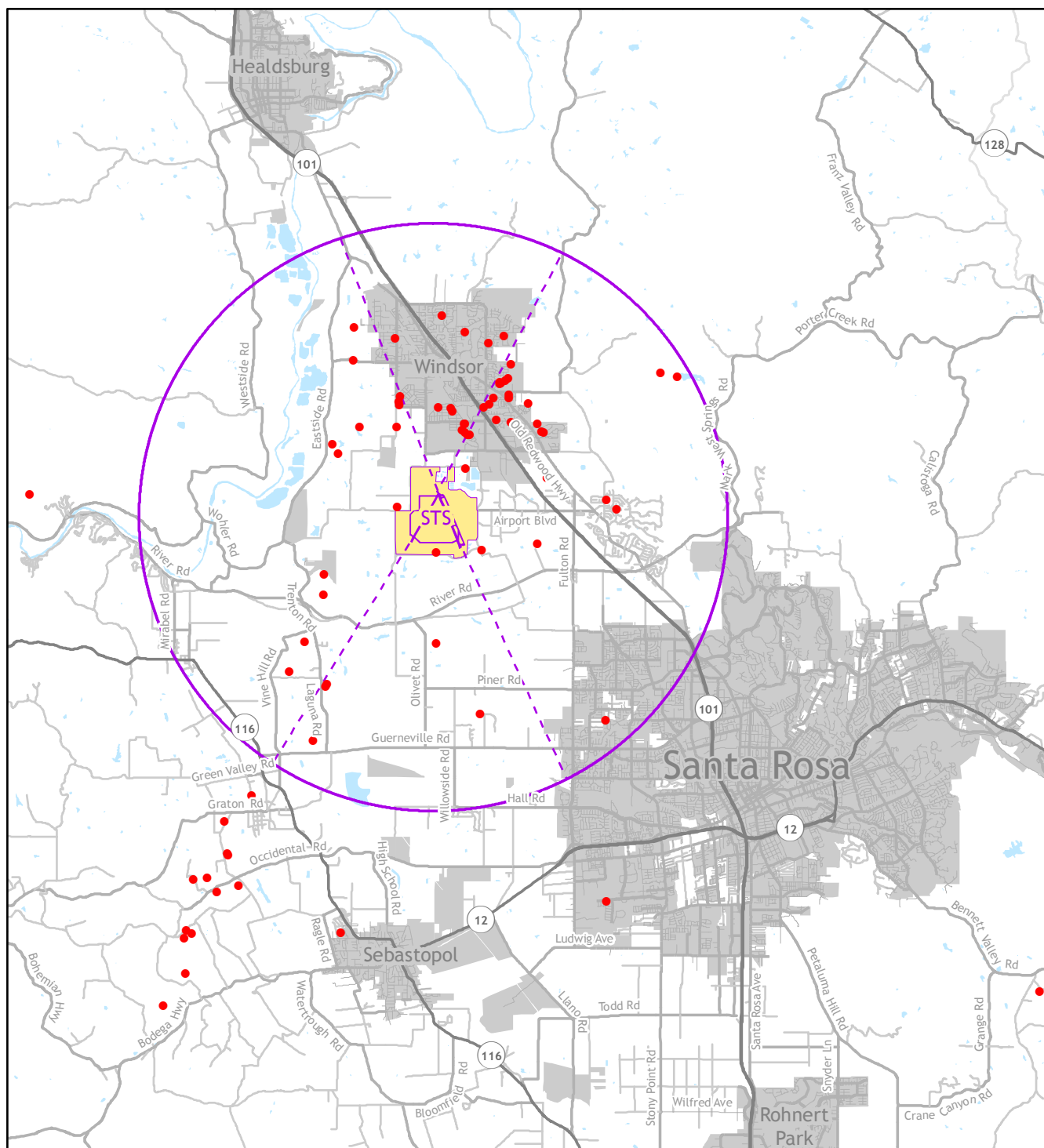
By Month



By Day of Week



2014 Noise Complaint Map



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



0 1 2 4 Miles

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

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



Total Complaint Breakdown

	2010	2011	2012	2013	2014	Five Year Average
Noise Related	70	24	48	113	107	72
Low Flight Related	53	63	40	28	104	58
Maneuver Related	22	14	5	4	6	10
Other (overflights, track, etc)	18	6	27	1	62	23
Non-Airport Related	29	34	26	51	64	41

Airport Related Complaints by Source

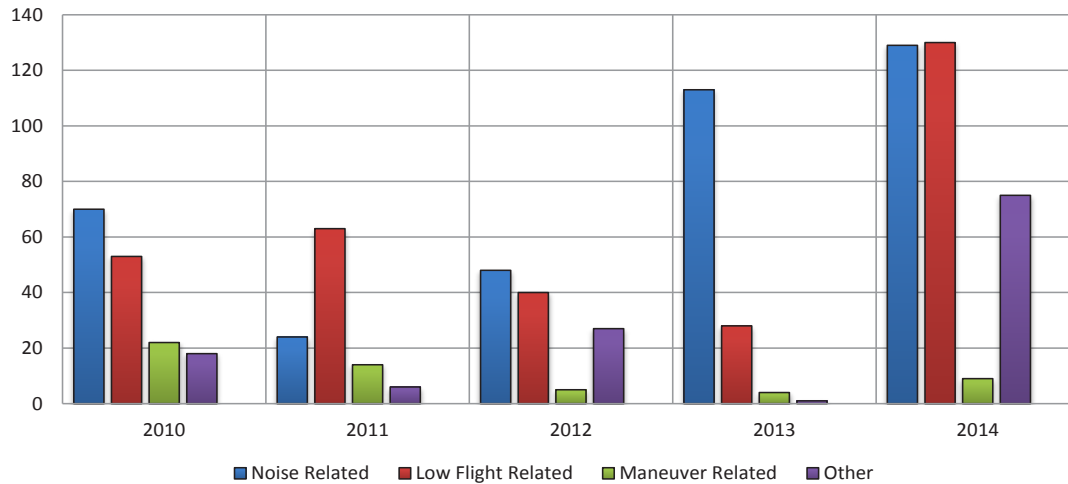
	2010	2011	2012	2013	2014	Five Year Average
Hot Air Balloon	7	3	0	1	0	2
Helicopter	19	10	17	90	54	38
Jet	25	22	40	21	54	32
Military	41	12	20	0	20	19
Propeller	59	35	22	12	31	32
Unknown*	6	15	8	21	113	33
Firebomber	0	1	2	0	0	.6
Airline	6	9	11	2	7	7

* Also includes non-aircraft related complaints

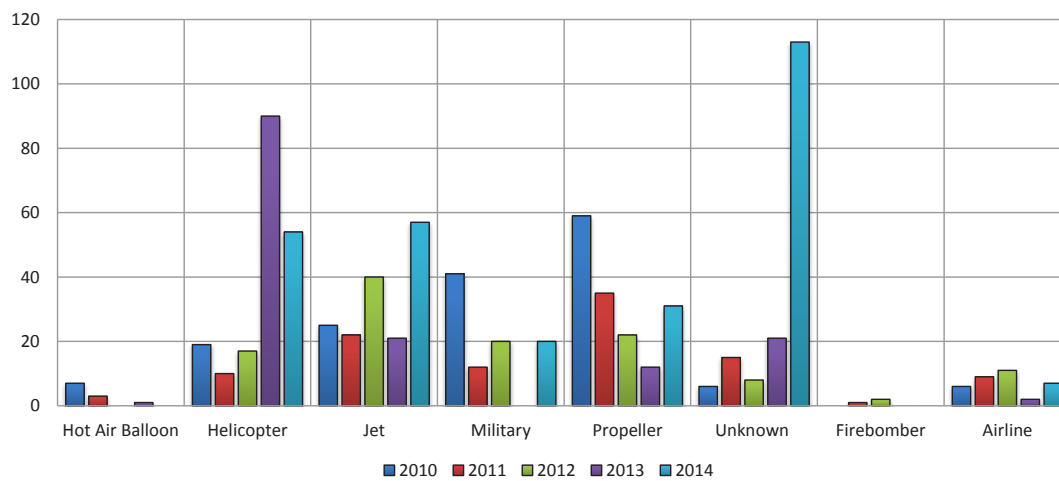
Airport Related Complaints by Day

	2010	2011	2012	2013	2014	Five Year Average
Sunday	18	14	23	15	48	24
Monday	25	11	11	10	36	19
Tuesday	13	6	12	13	28	14
Wednesday	10	18	13	26	23	18
Thursday	24	17	27	23	48	28
Friday	61	26	21	16	32	32
Saturday	12	15	13	41	64	29

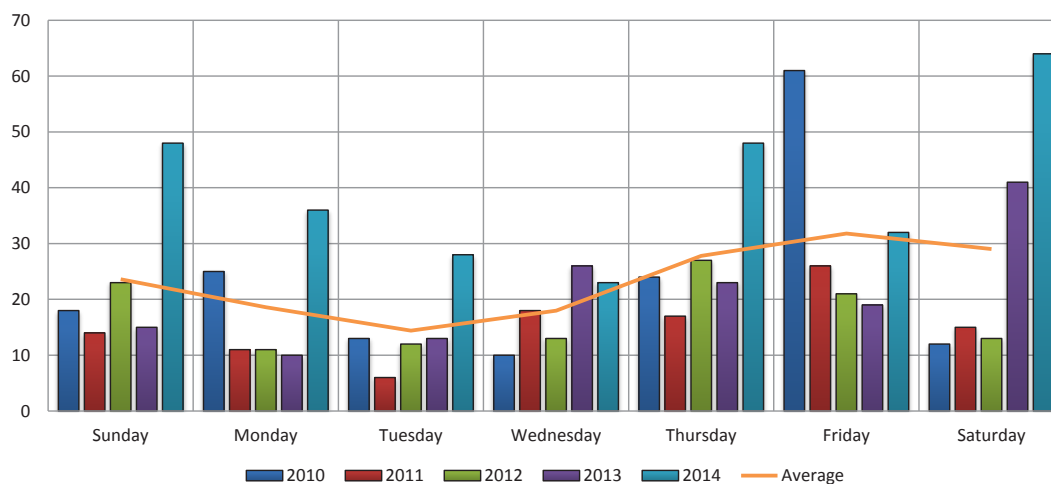
Total Complaint Breakdown



Airport Related Complaints by Source



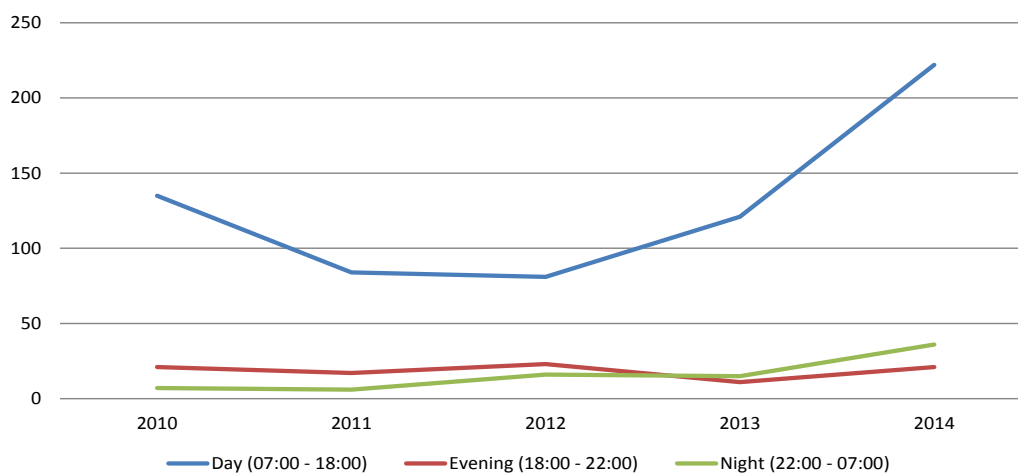
Airport Related Complaints by Day



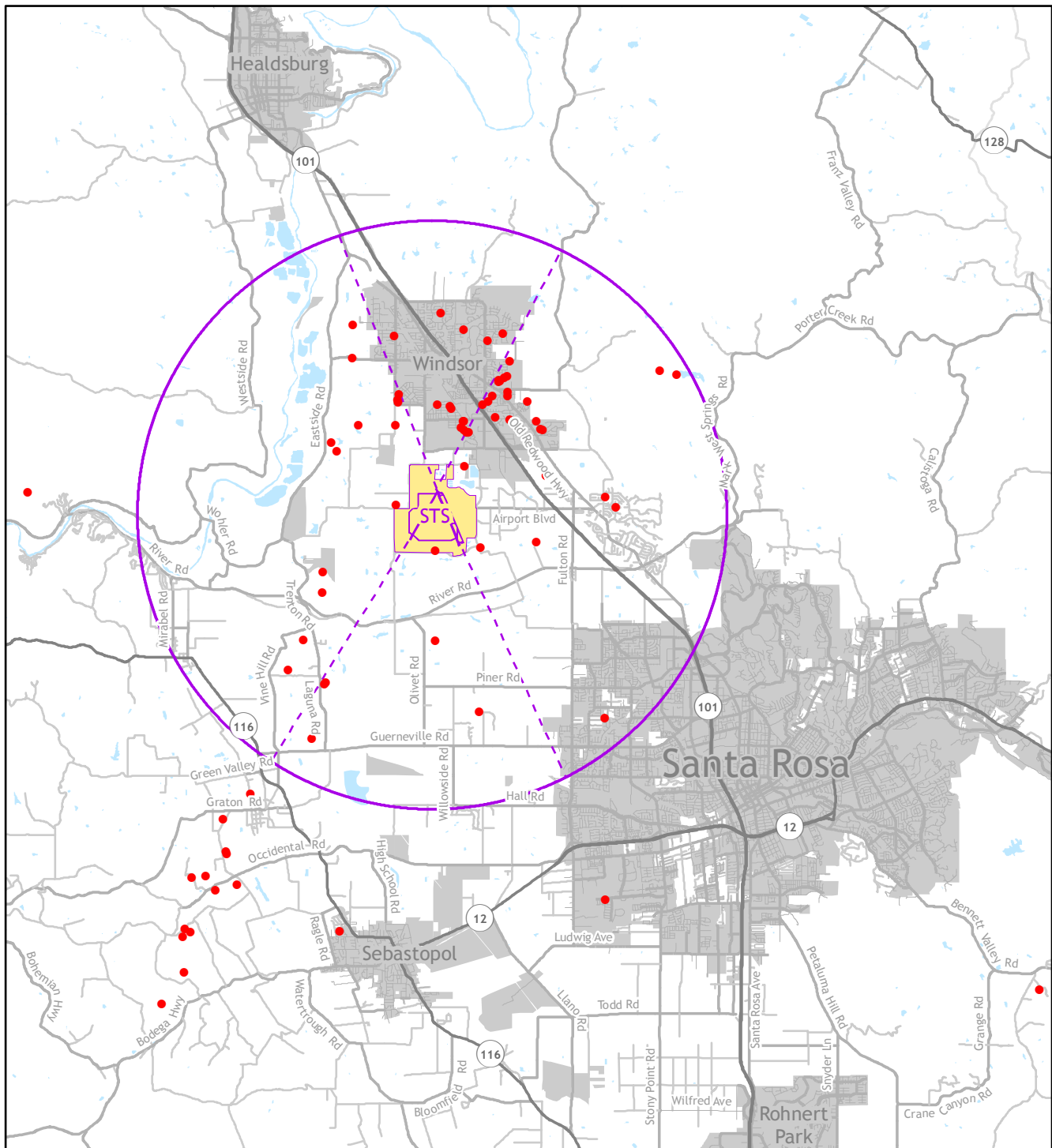
Airport Related Complaints by Time

	2010	2011	2012	2013	2014	Five Year Average
Day (07:00 - 18:00)	135	84	81	121	222	129
Evening (18:00 - 22:00)	21	17	23	11	21	19
Night (22:00 - 07:00)	7	6	16	15	36	16

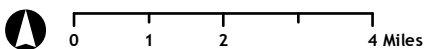
Airport Related Complaints by Time



2010-2014 Noise Complaint Map



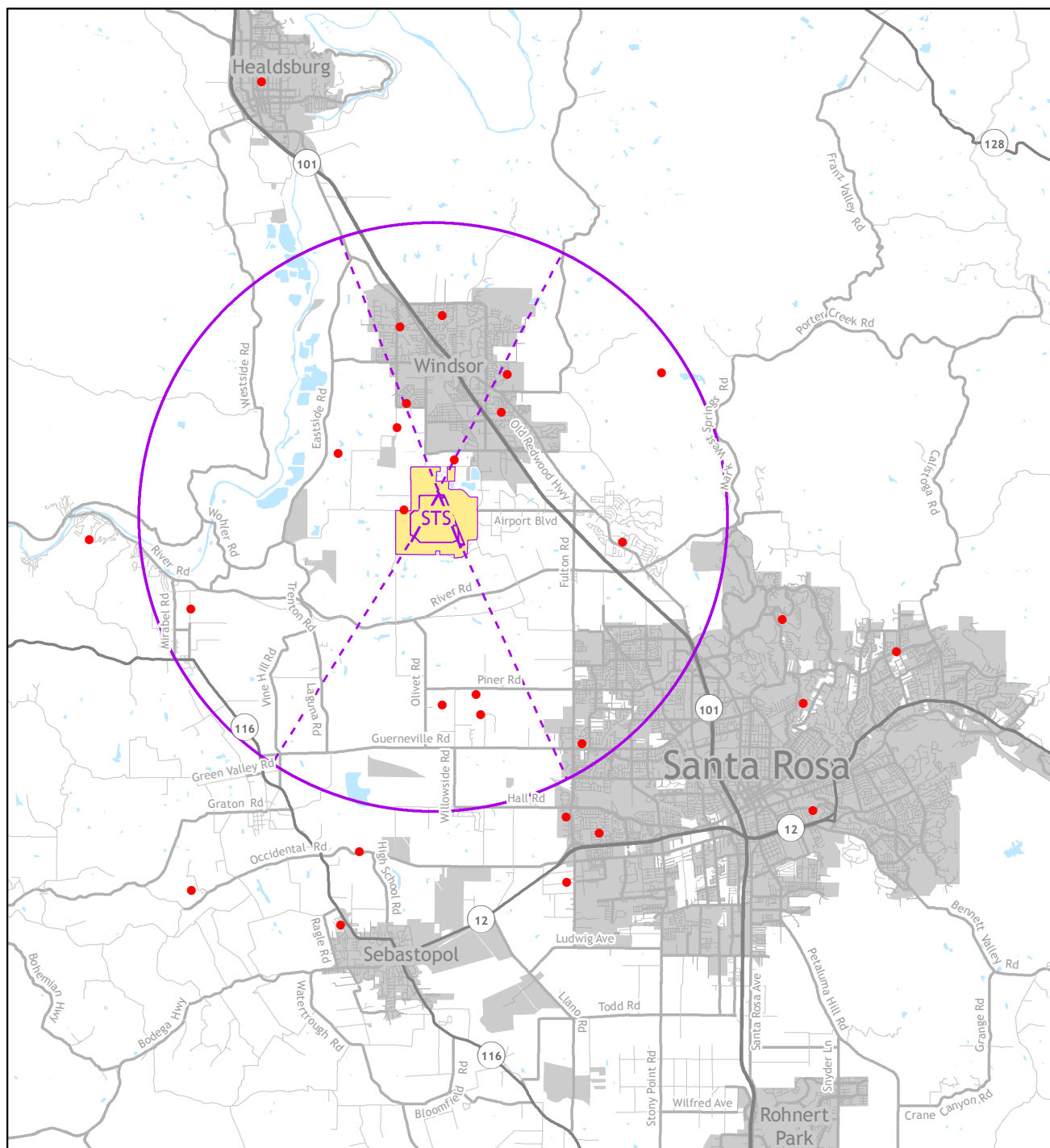
- Complaint Call Locations
- STS Airport Property
- Runway Extension Lines
- 5 Mile Airport Radius



Total complaints: 343
 Airport-related complaints: 279
 Anonymous or no address: 63
 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 Noise Complaint Map



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

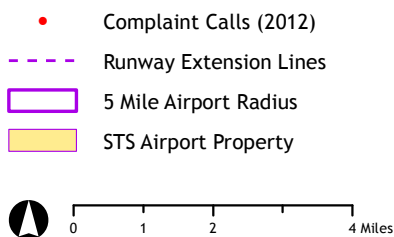
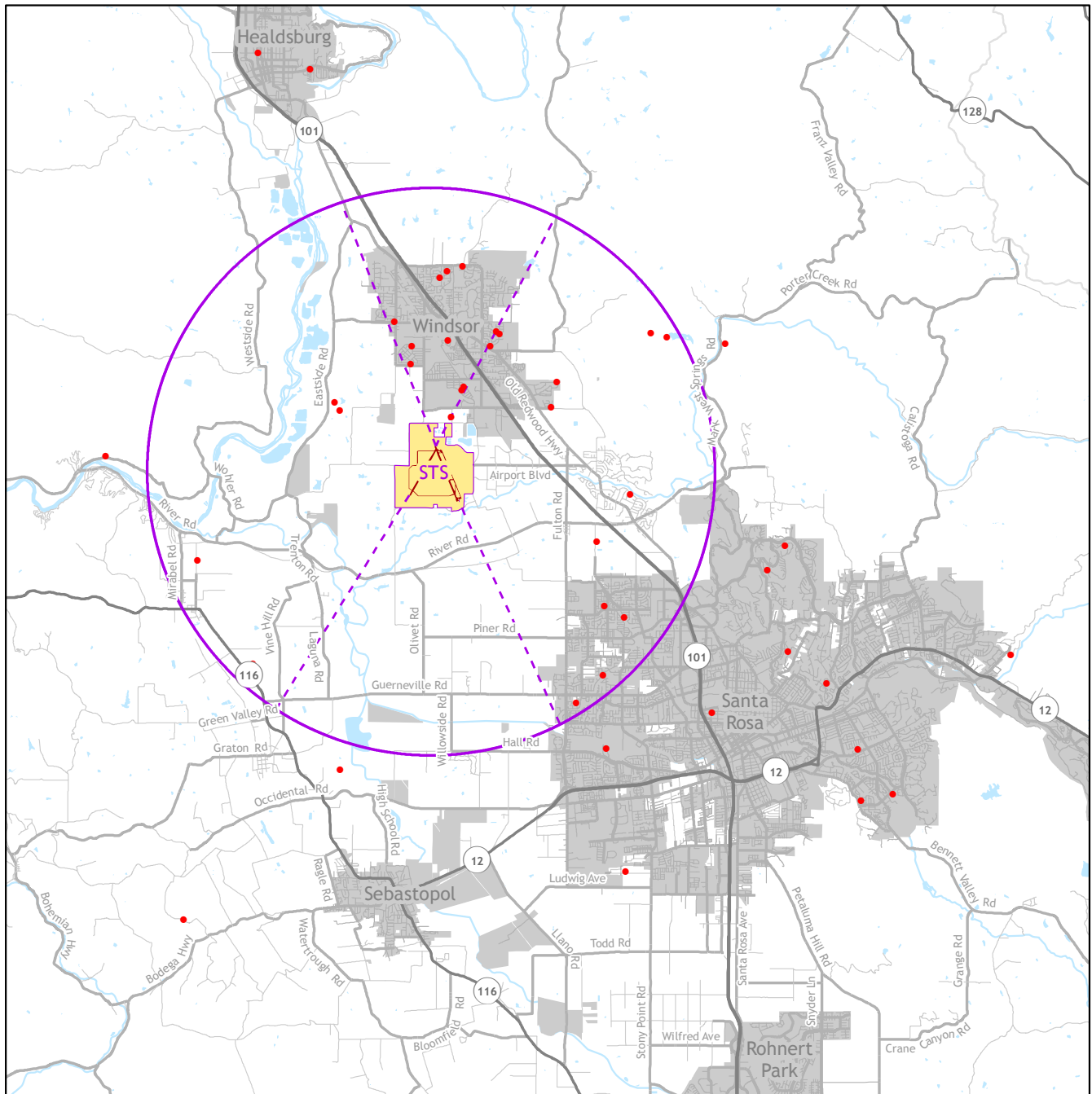


0 1 2 4 Miles

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.

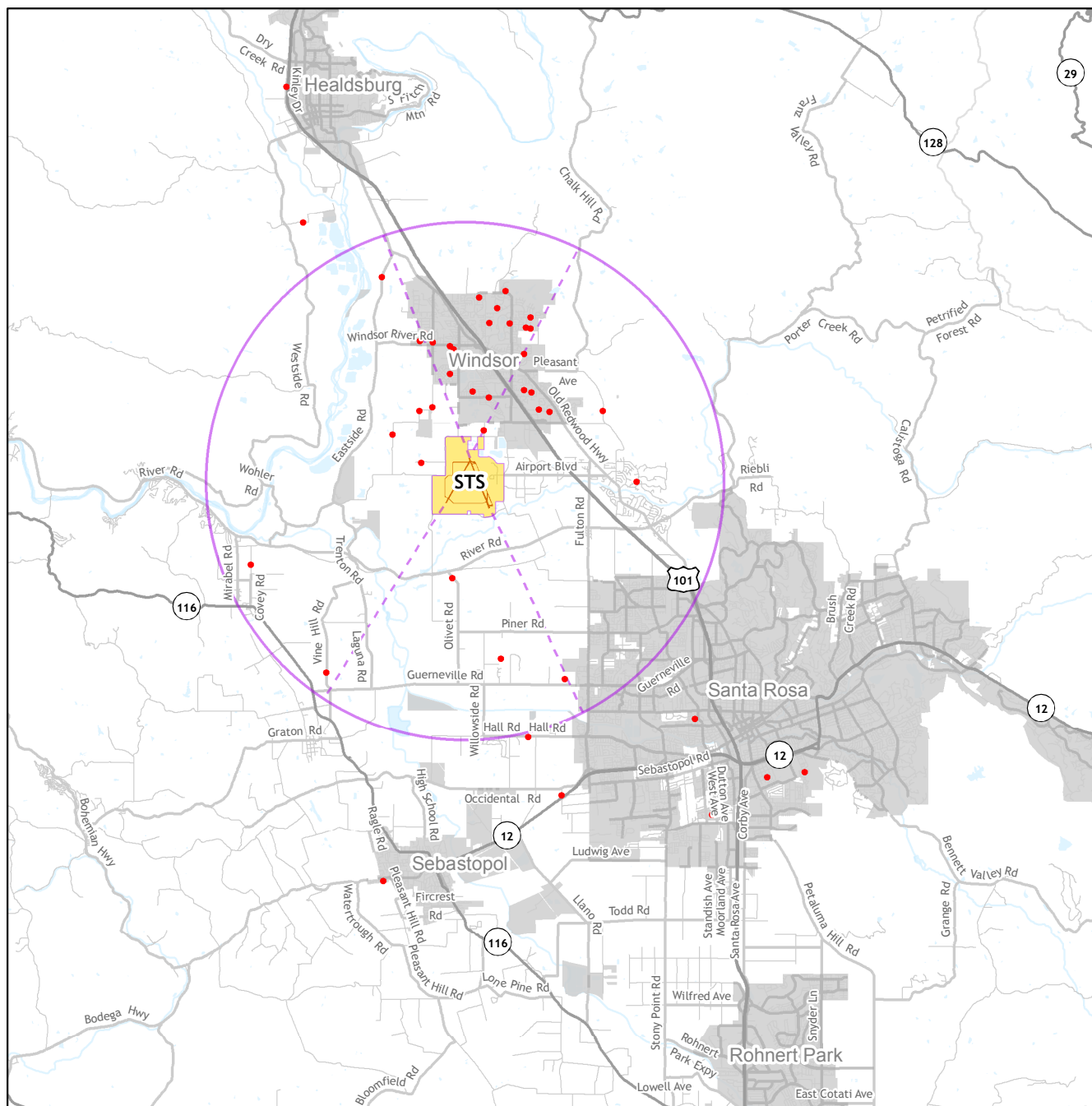
2012 Noise Complaint Map



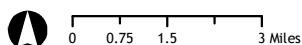
Year Total:	146
Airport Related Complaints:	120
Anonymous / No address listed:	18
Total addresses outside of mapped area:	5

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

2011 Noise Complaint Map



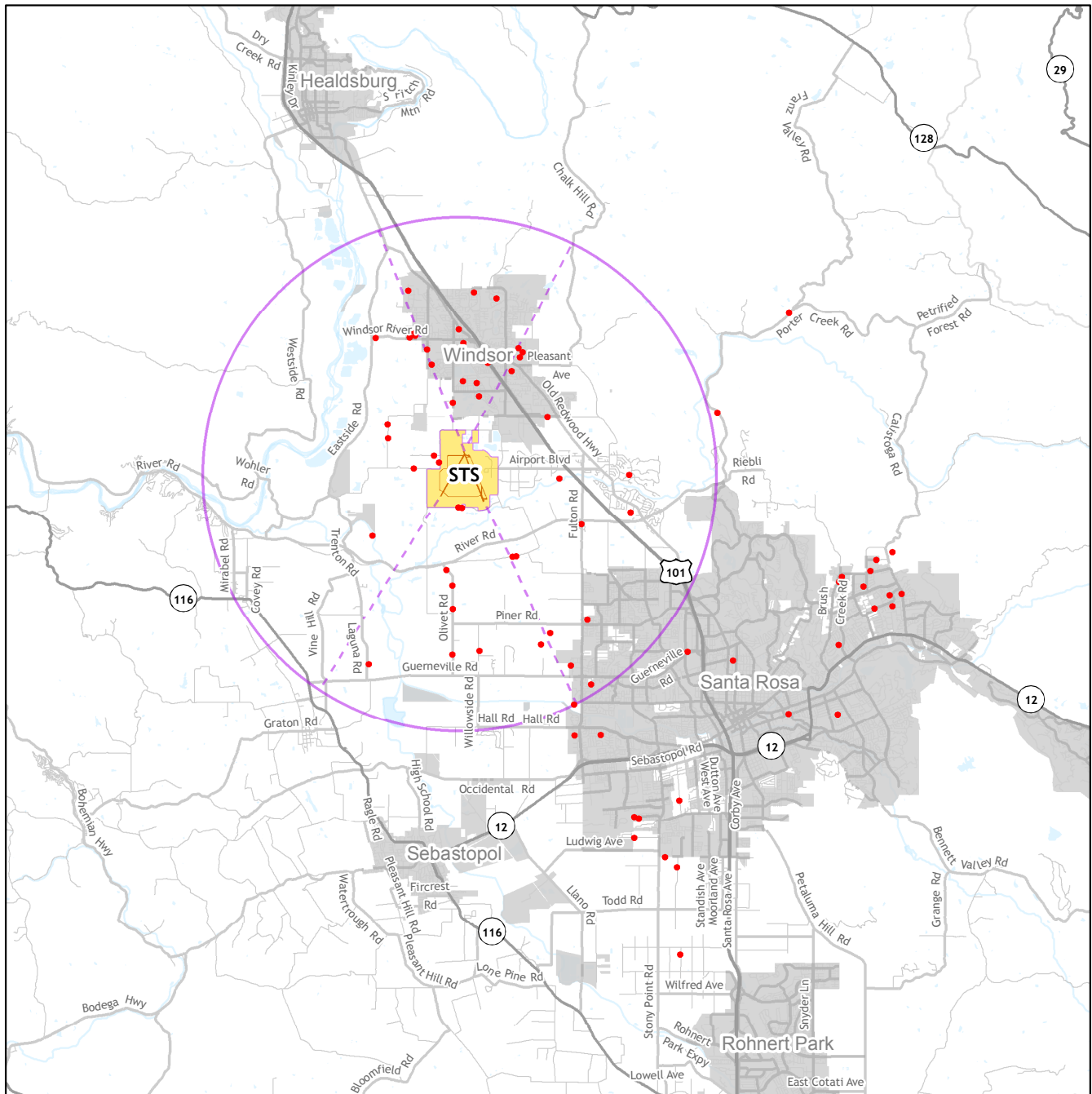
- 2011 Complaint Locations
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property



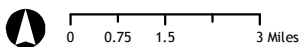
Year total: 141
 Airport-related complaints: 107
 Anonymous / no address listed: 26
 Total addresses outside of mapped area: 10

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.

