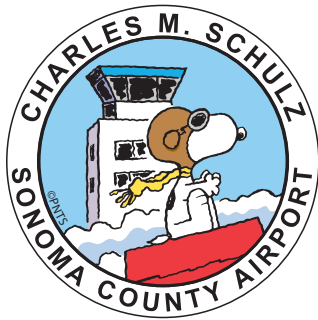




Charles M. Schulz - Sonoma County Airport

2018 Complaint Summary



Charles M. Schulz - Sonoma County Airport (STS)

The Airport saw a steady decline in noise complaints throughout 2018. The Airport received 162 complaints in 2018, showing a 69.5% decrease from the 531 complaints of 2017. This decline was a continuation from the previous year with the departure of Allegiant Airlines. Of those 162 complaints, 150 were specific to the Airport.

The noise 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 shows that concerns about noise and low-flying craft account for the largest percentage with a combined 94% of the total. Related issues, such as flight paths, maneuvering and frequency accounted for 6%. Non-Airport-related complaints accounted for 7.4% of the total.

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 airport, number of total operations, and amount of complaints are listed below:

Airport	Number of Operations	Number of Complaints	Operations per Complaint
Buchanan Field Airport (CCR)	109,649	155	707
Livermore Municipal Airport (LVK)	145,980	101	1,445
Monterey peninsula Airport (MRY)	69,320	167	415
Napa County Airport (APC)	50,489	9	5,610
Oakland International Airport (OAK)	241,733	69,346	3
San Jose Airport (SJC)	195,627	143,000	1
Sonoma County Airport (STS)	85,060	162	525



2018 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 Complaints
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	416	78%	105	20%	84,589	178
2018	162	150	93%	121	75%	85,060	525
Average	314	264	86%	149	55%	81,184	335

Summary of Operations			Total Complaint Breakdown		
				Complaints	Percent
Number of Operations	85,060		Noise Related	76	46.9%
Total Complaints	162		Low Flight Related	65	40.1%
Airport Related Complaints	150		Manuever Related	2	1.2%
Airport Related Complaints %	93%		Other (flight path, frequency, etc	7	4.3%
			Non-Aircraft related complaints	12	7.4%
				162	100.0%
Total Complaints by Caller			Airport-Related Complaints by Time		
	Complaints	Percent		Complaints	Percent
First-time Callers (2 calls or less)	121	74.7%	Day (07:00-18:00)	123	75.9%
Frequent Callers (3 calls or more)	40	24.7%	Evening (18:00-22:00)	15	9.3%
Anonymous	1	0.6%	Night (22:00-07:00)	18	11.1%
Airport-Related Complaints by Source			Airport-Related Complaints by Day		
	Complaints	Percent		Complaints	Percent
Hot Air Balloon	0	0.0%	Sunday	22	14.7%
Helicopter	28	18.7%	Monday	26	17.3%
Jet	33	22.0%	Tuesday	16	10.7%
Military	6	4.0%	Wednesday	34	22.7%
Propeller	3	2.0%	Thursday	20	13.3%
Unknown / Other	66	44.0%	Friday	19	12.7%
Firebomber	0	0.0%	Saturday	13	8.7%
Airline	14	9.3%			
			Airport-Related Complaint Breakdown		
				Complaints	Percent
			Noise Related	76	50.7%
			Low Flight Related	65	43.3%
			Maneuver Related	2	1.3%
			Other (flight path, frequency, etc.)	7	4.7%

Definition of "Airport Related"

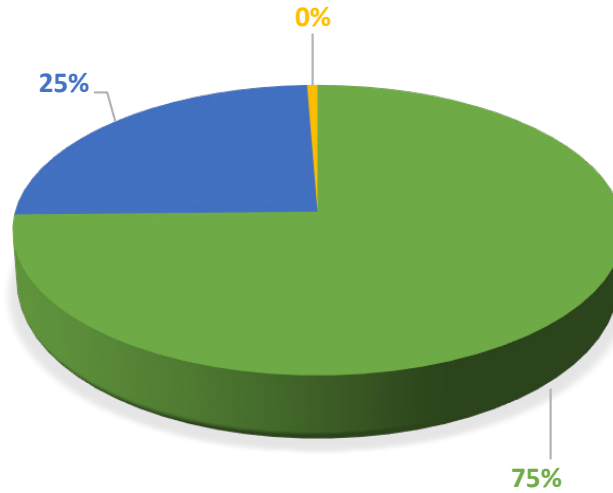
A complaint will be considered "Airport Related" if it meets any of the following criteria:

- 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.

2018 Complaint Comparisons

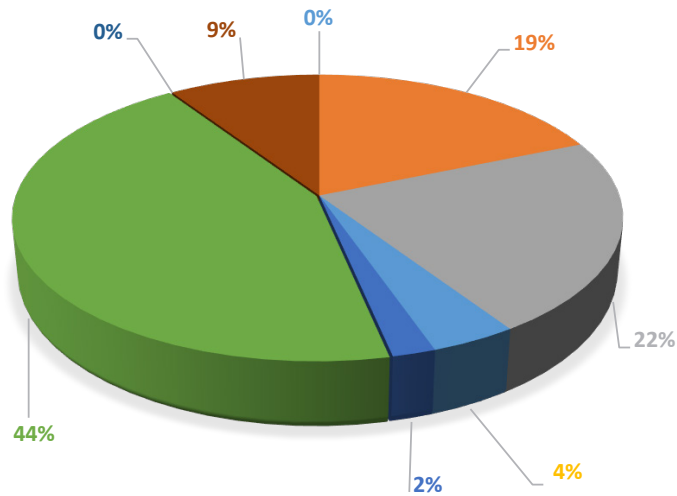
By Caller

- First-time Callers
- Frequent Callers
- Anonymous



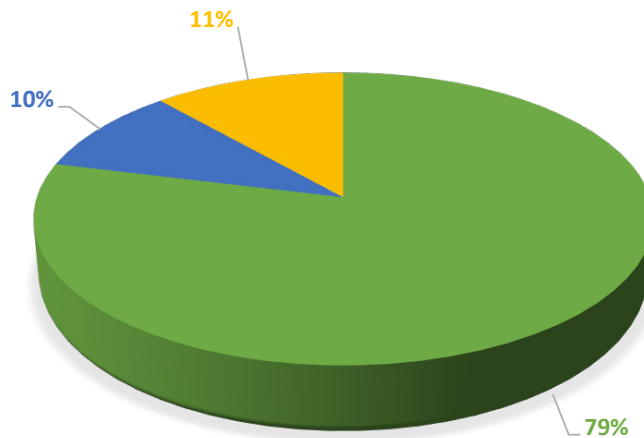
By Aircraft Type

- Hot Air Balloon
- Helicopter
- Jet
- Military
- Propeller
- Unknown / Other
- Firebomber
- Airline

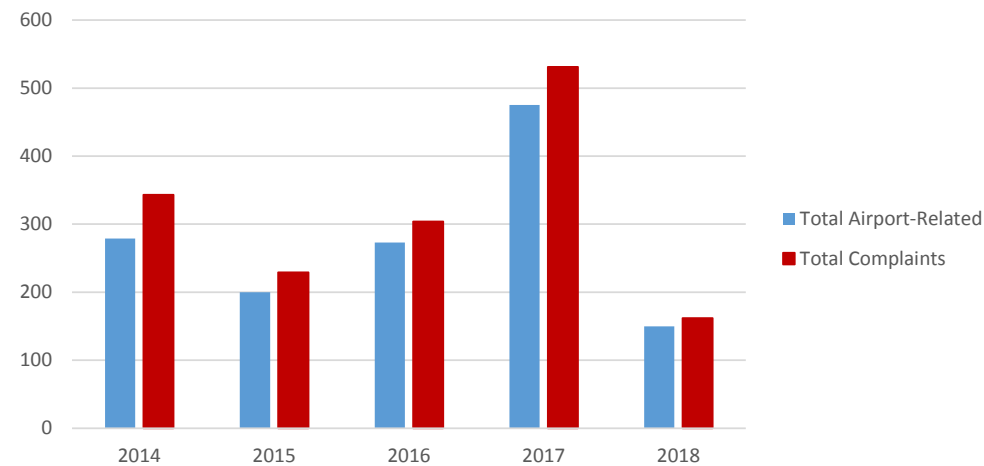


By Time of Day

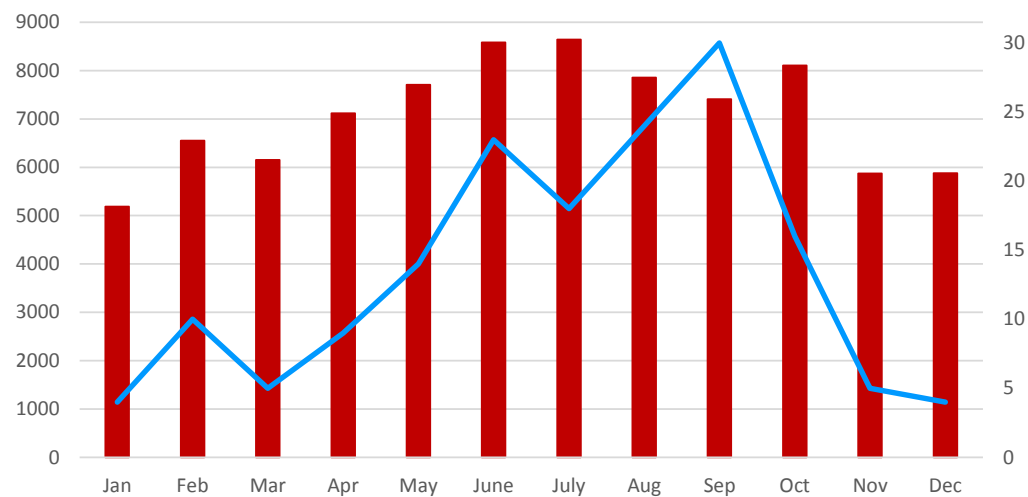
- Day (07:00-18:00)
- Evening (18:00-22:00)
- Night (22:00-07:00)



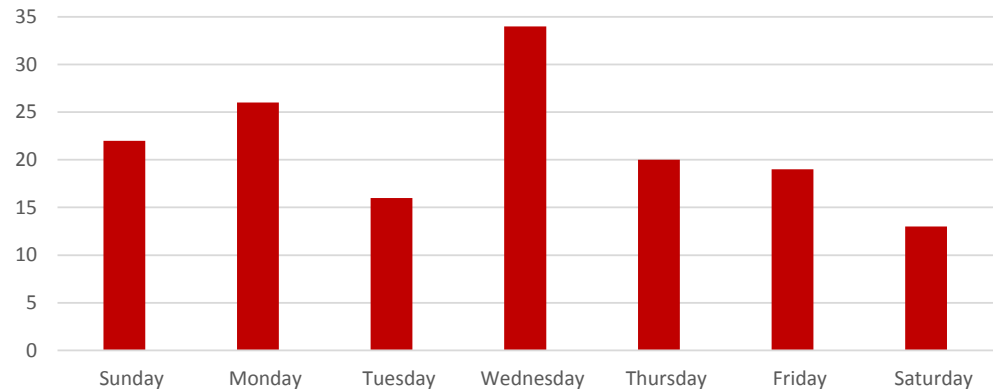
By Year



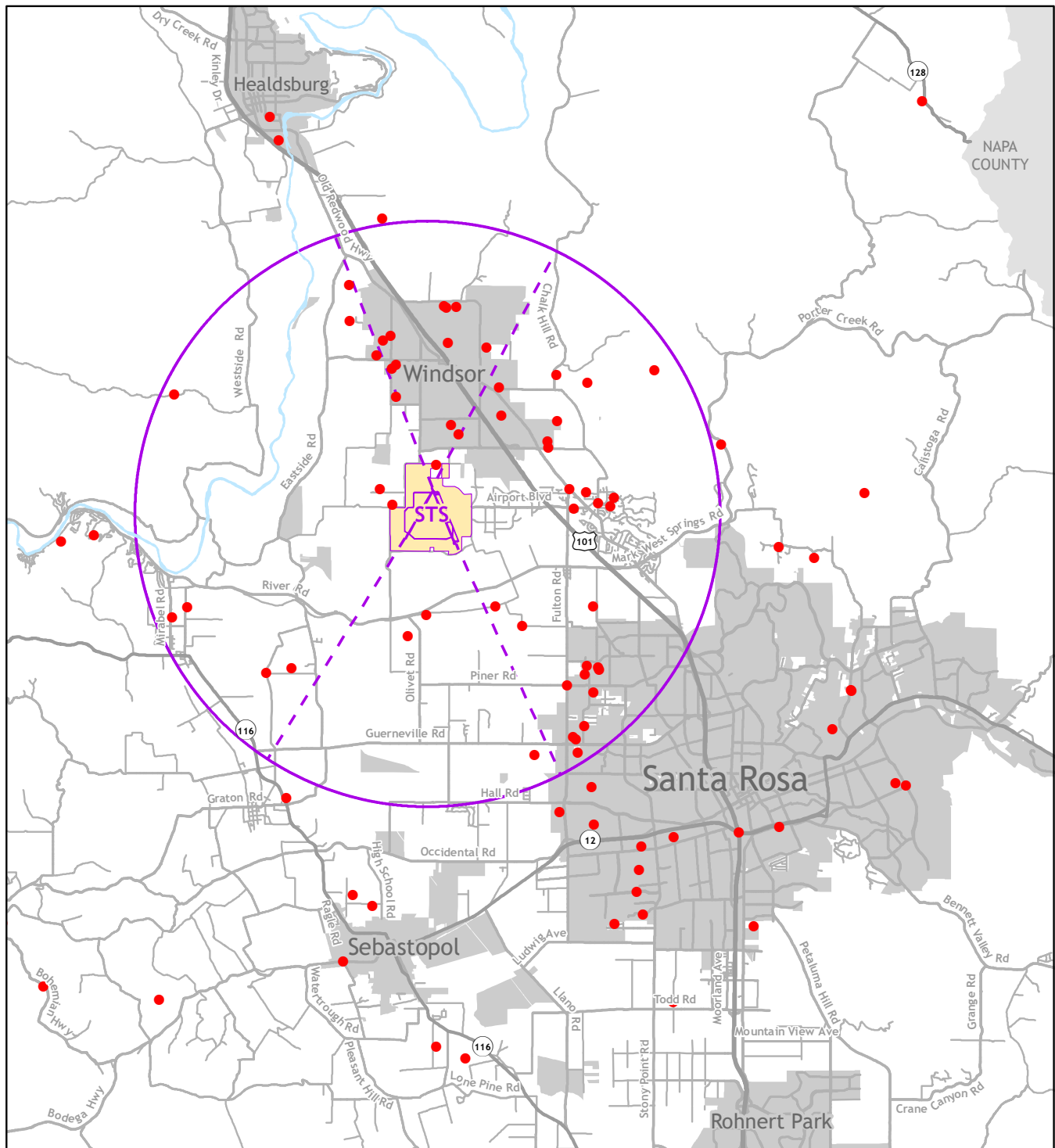
By Month



By Day of Week



2018 Noise Complaint Map



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



0 1 2 4 Miles

Total 2018 complaints: 162
 Airport-related complaints: 150
 Anonymous or no address: 20
 Total addresses outside of mapped area: 20

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



Total Complaint Breakdown

	2014	2015	2016	2017	2018	Five Year Average
Noise Related	107	79	188	402	76	170
Low Flight Related	104	73	42	44	65	66
Maneuver Related	6	0	2	3	2	3
Other (flight path, frequency, etc.)	62	48	41	27	7	37
Non-Airport Related	64	29	31	55	12	38
Total Complaints	343	229	304	531	162	314

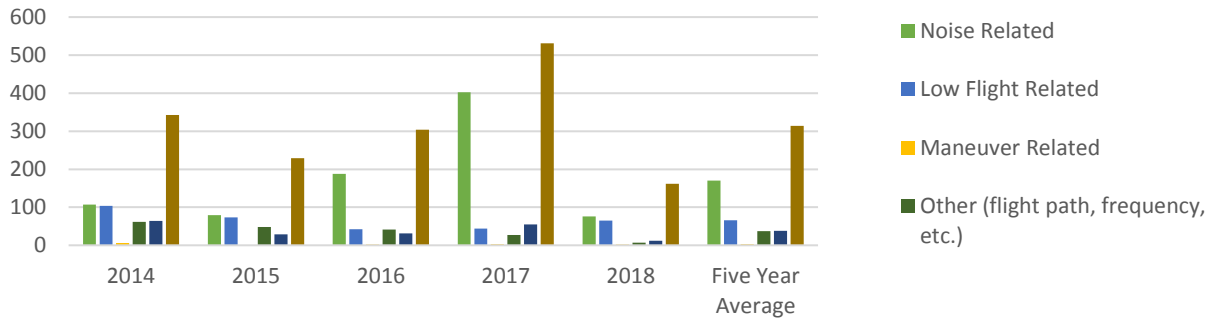
Airport Related Complaints by Source

	2014	2015	2016	2017	2018	Five Year Average
Hot Air Balloon	0	2	1	5	0	2
Helicopter	54	18	27	15	28	28
Jet	54	61	108	77	33	67
Military	20	10	33	0	6	14
Propeller	31	27	21	32	3	23
Unknown	113	77	34	260	66	110
Firebomber	0	0	0	0	0	0
Airline	7	5	49	86	14	32

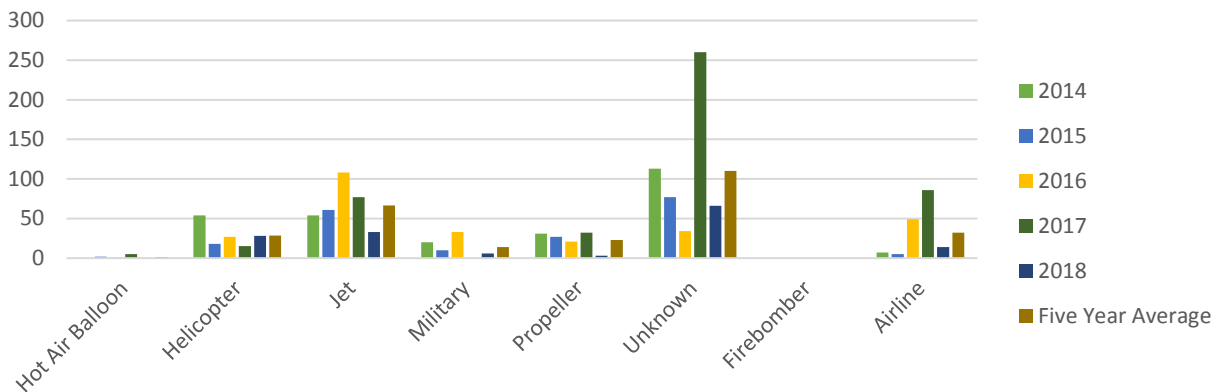
Airport Related Complaints by Day

	2014	2015	2016	2017	2018	Five Year Average
Sunday	48	38	56	113	22	55
Monday	36	19	27	61	26	34
Tuesday	28	25	25	40	16	27
Wednesday	23	36	18	44	34	31
Thursday	48	25	73	68	20	47
Friday	32	31	51	97	19	46
Saturday	64	26	23	53	13	36

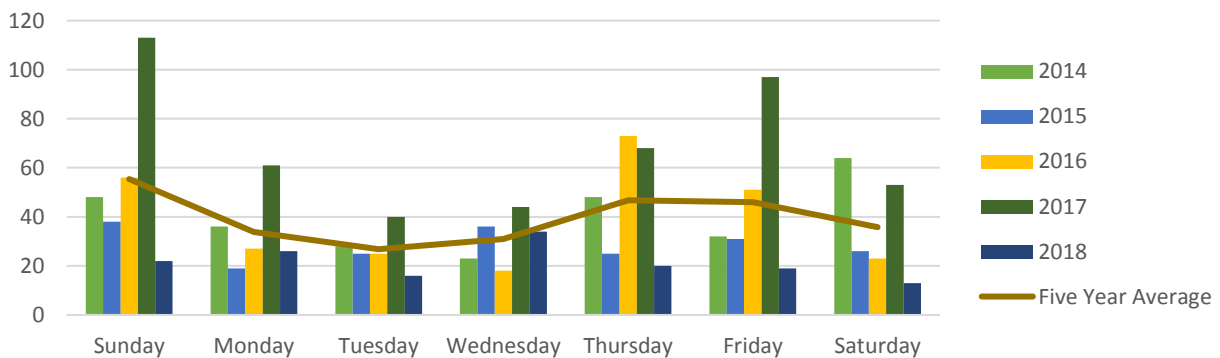
Total Complaint Breakdown



Airport Related Complaints by Source



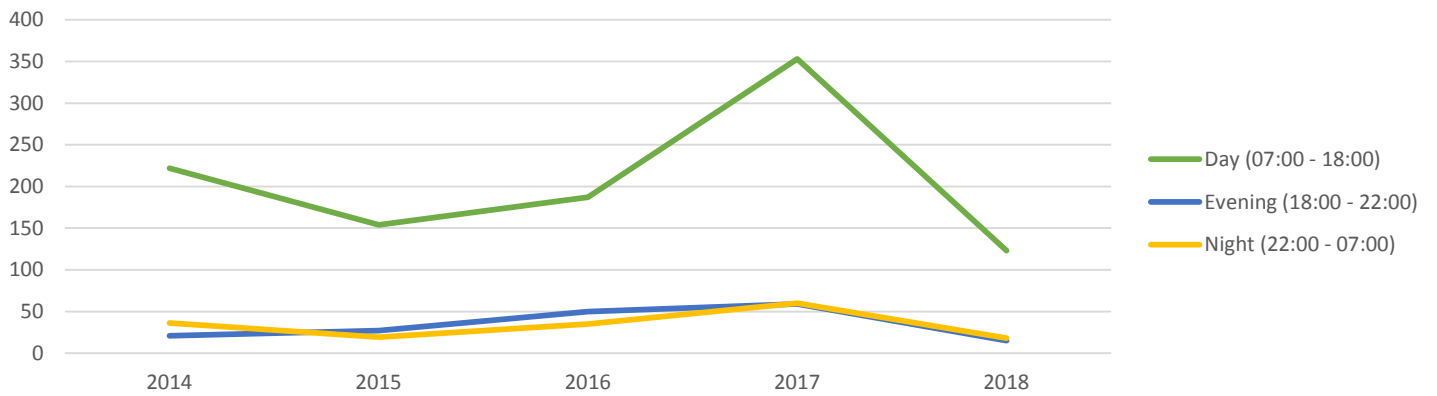
Airport Related Complaints by Day



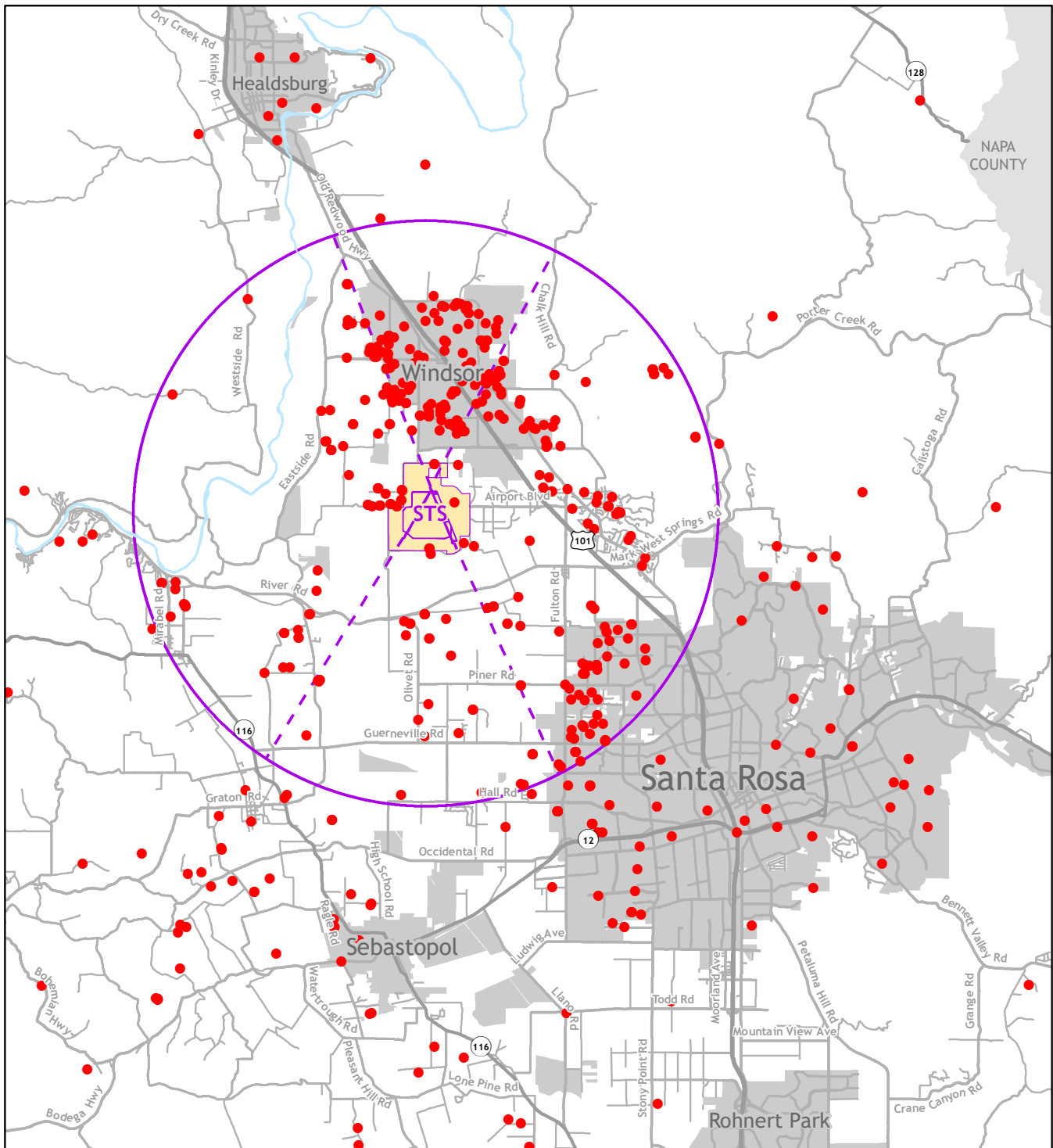
Airport Related Complaints by Time

	2014	2015	2016	2017	2018	Five Year Average
Day (07:00 - 18:00)	222	154	187	353	123	208
Evening (18:00 - 22:00)	21	27	50	59	15	34
Night (22:00 - 07:00)	36	19	35	60	18	34

Airport Related Complaints by Time



2014-2018 Noise Complaint Map



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

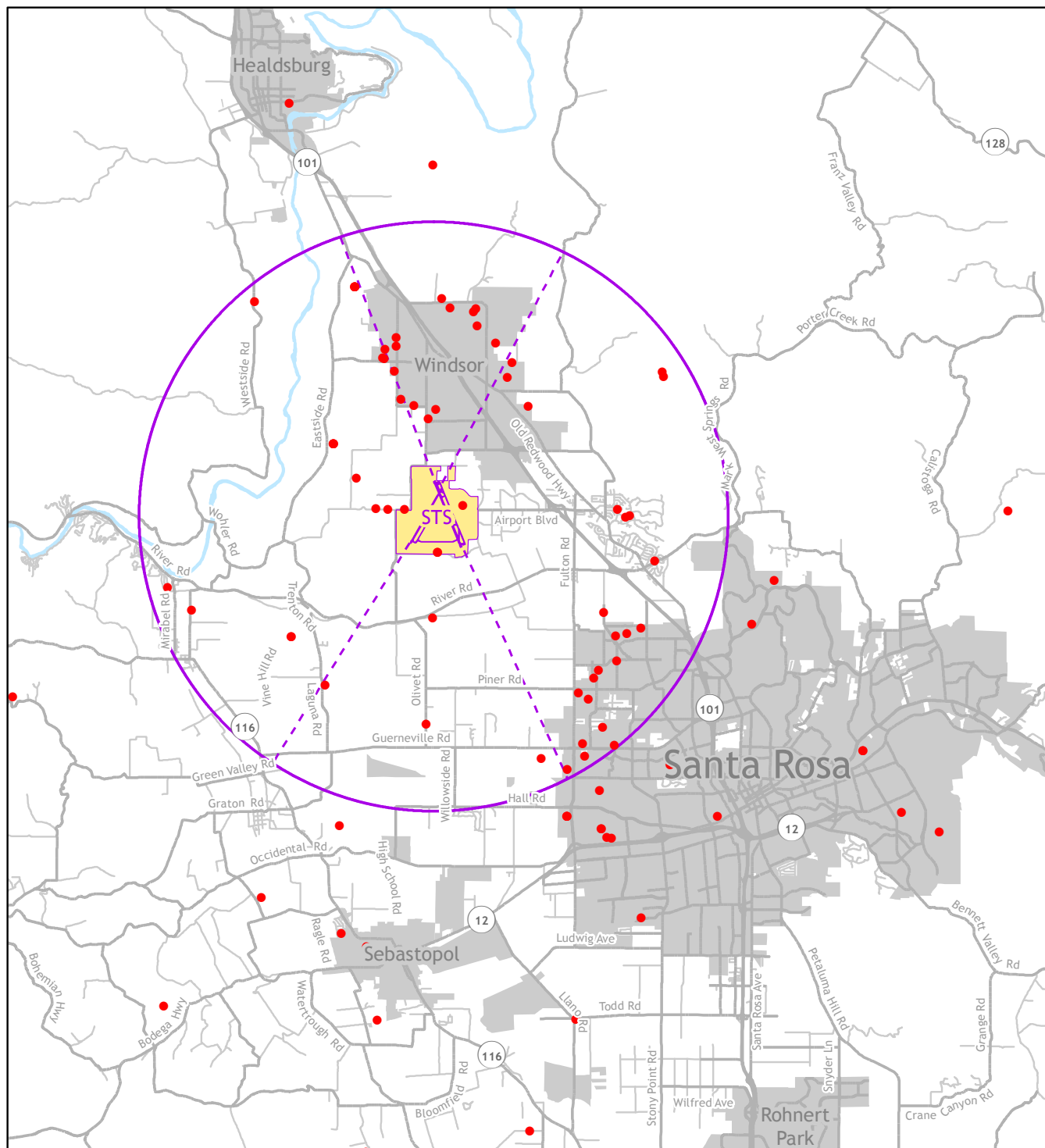


0 1 2 4 Miles

	2014	2015	2016	2017	2018
Total complaints:	343	229	304	531	162
Airport-related complaints:	279	200	273	476	150
Anonymous or no address:	63	22	39	20	20
Total addresses outside of mapped area:	1	3	2	3	20

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

2017 Noise Complaint Map



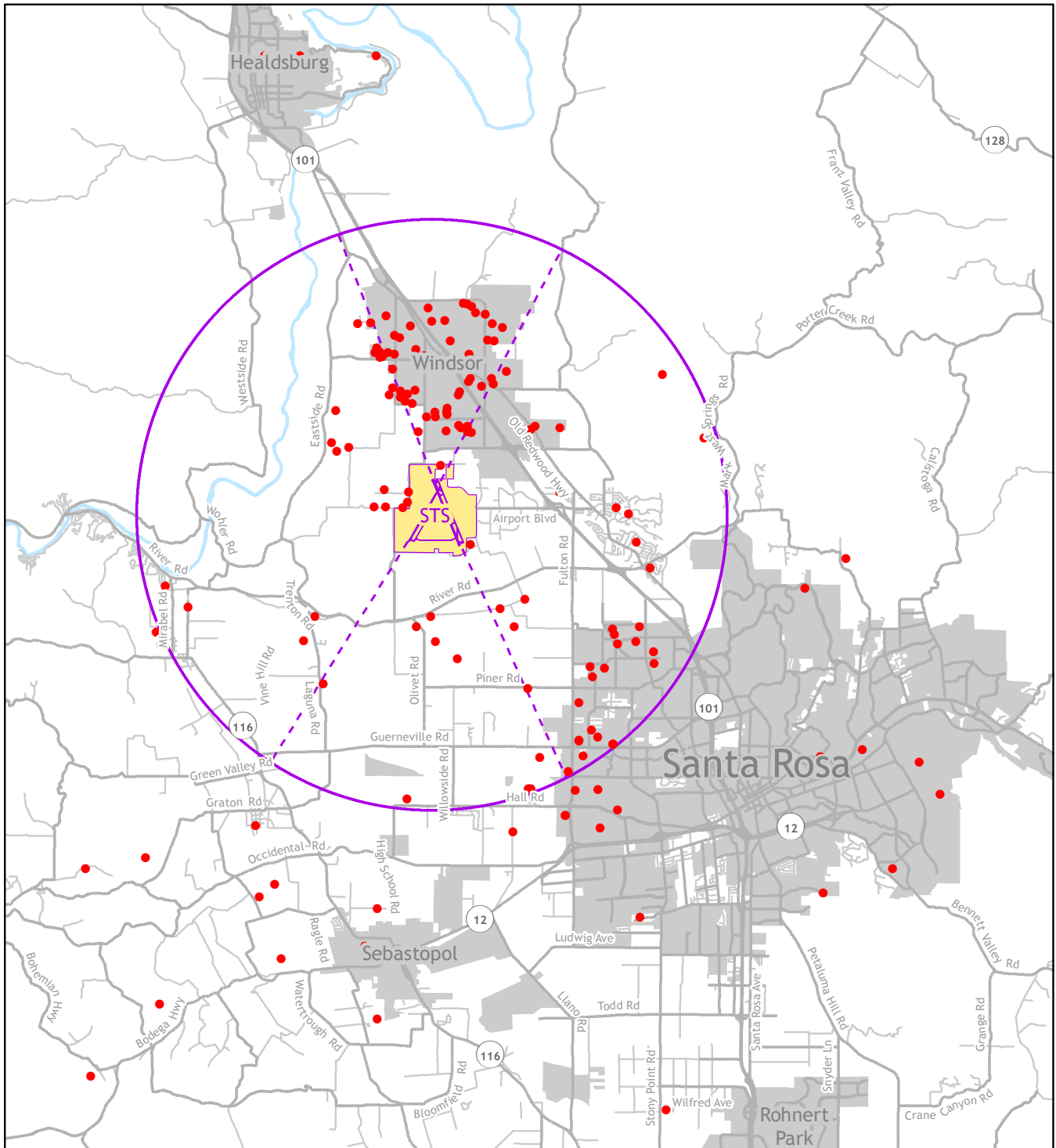
● Complaint Call Locations



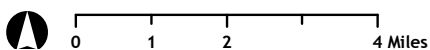
0 1 2 4 Miles

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.



● Complaint Call Locations



Total complaints: 304

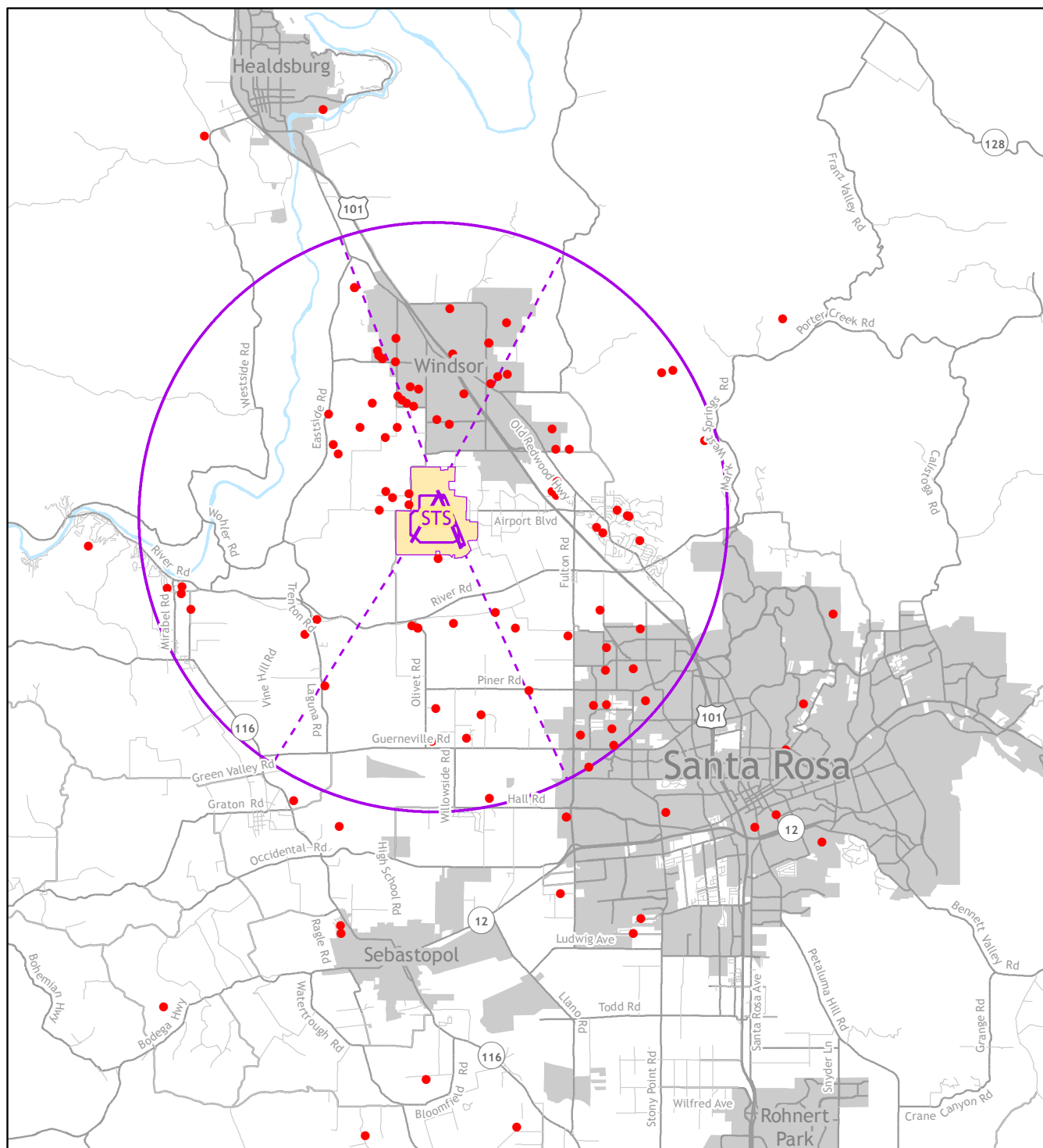
Airport-related complaints: 273

Anonymous or no address: 39

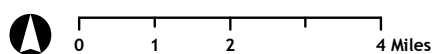
Total addresses outside of mapped area: 2

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

2015 Noise Complaint Map

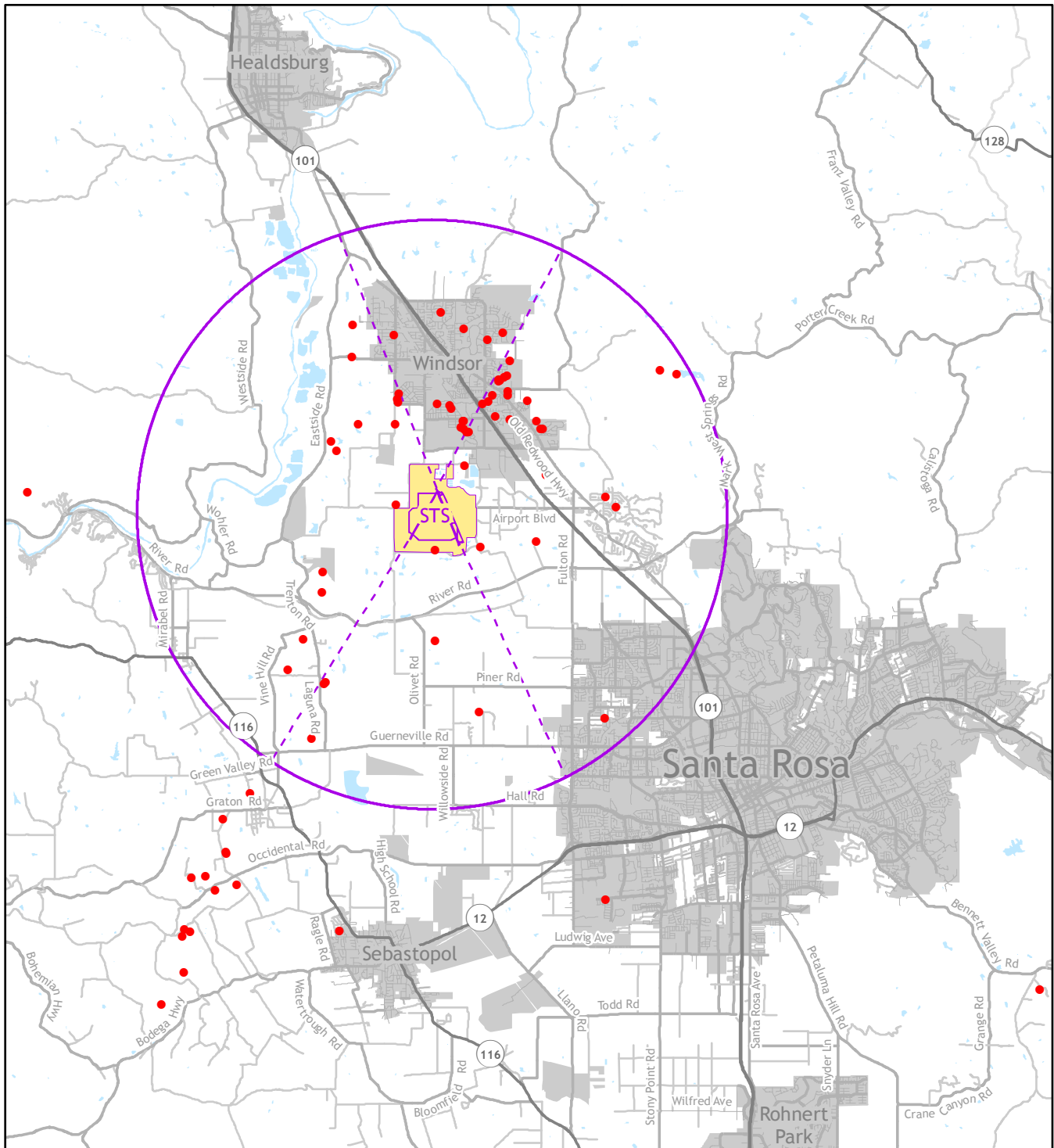


- Complaint Call Locations
- STS Airport Property
- Runway Extension Lines
- 5 Mile Airport Radius



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.



- 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.

