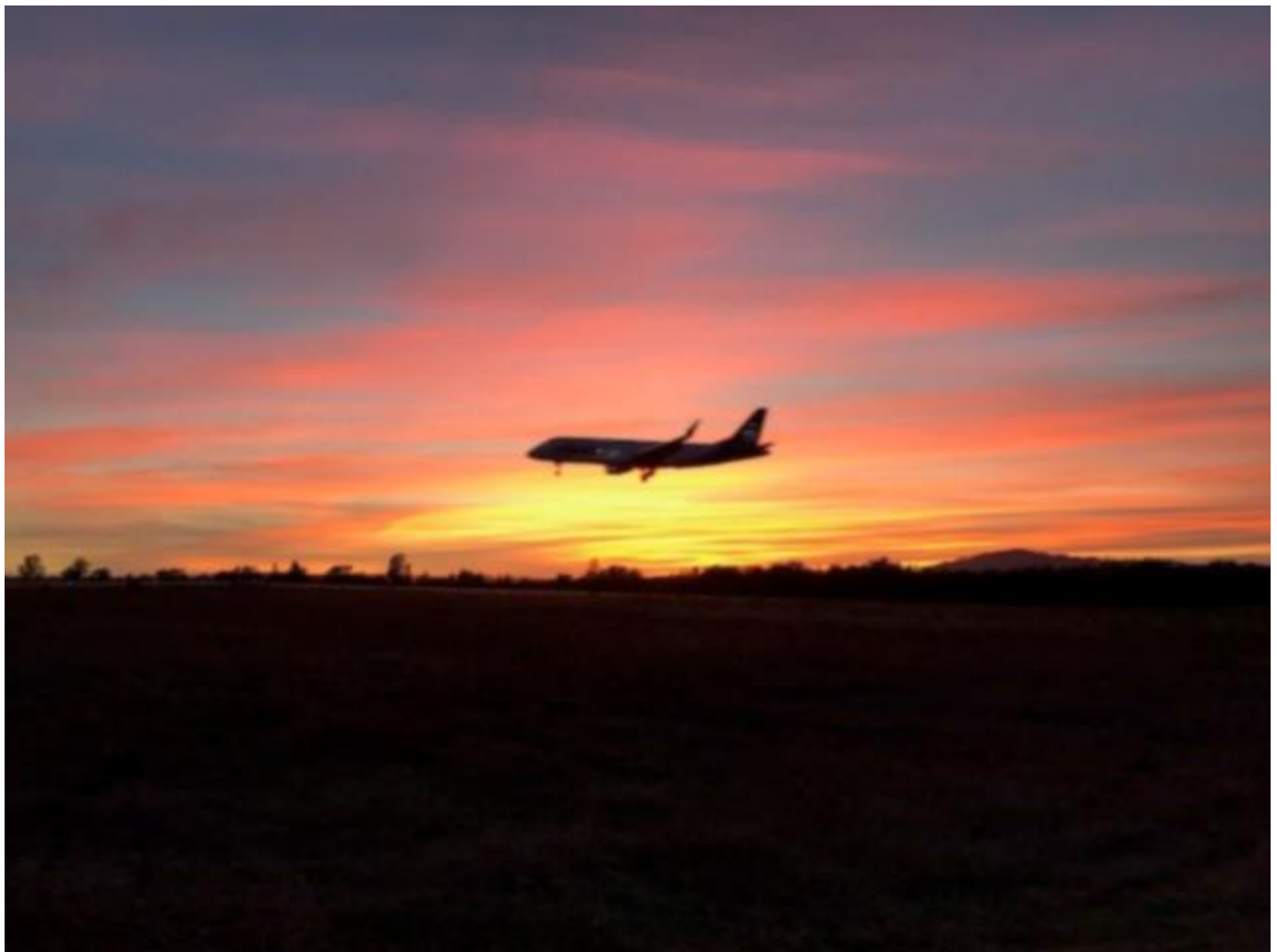




Charles M. Schulz - Sonoma County Airport

2021 Complaint Summary



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2021 Complaint Summary

The Airport received 980 total complaints in 2021, which included 949 noise complaints and 31 general complaints, a 2% decrease over 2020. The number of individual commenters submitting noise complaints increased 37% in 2021 to 209 from 153 in 2020, including 154 individuals who were classified as first-time callers (1-2 complaints during 2021). Meanwhile, the number of noise complaints from the most frequent commenters decreased. The three most-frequent commenters accounted for 397 (42%) noise complaints, and the ten most-frequent commenters accounted for 558 (59%) of noise complaints received.

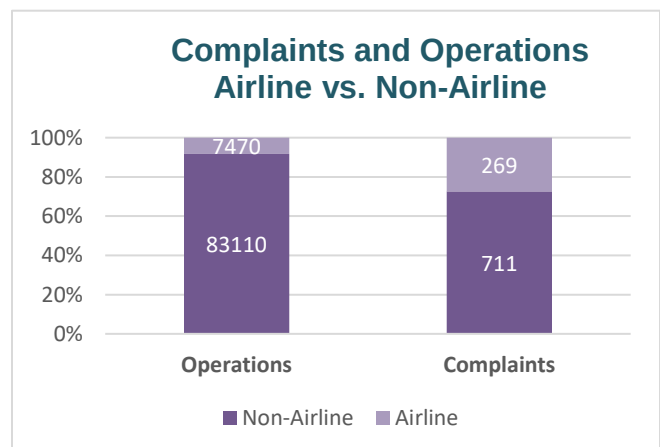
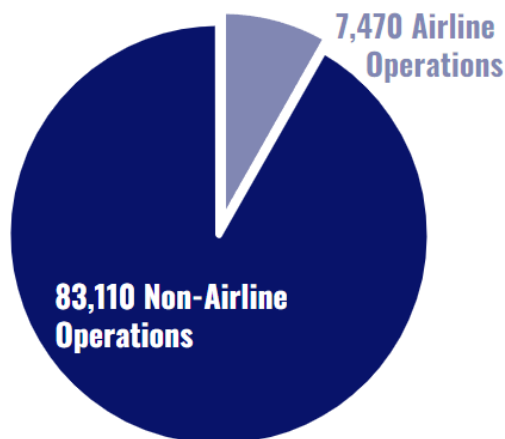
Though noise complaints were generated throughout Sonoma County, the majority were received from residents in Windsor (53%), Santa Rosa (18%), and Sebastopol (17%). Their complaints largely involved airlines, other jets, and less frequently, propeller aircraft and helicopters. Concerns regarding excess noise accounted for the majority of complaints (74%). Other concerns expressed included low altitudes and flight paths. Noise complaints increased steadily from the beginning of the year and peaked in June before tapering off towards the end of the year.

2021 At a Glance

90,580 Operations ✈️ **997 Total Complaints** ✈️ **946 Noise Complaints**

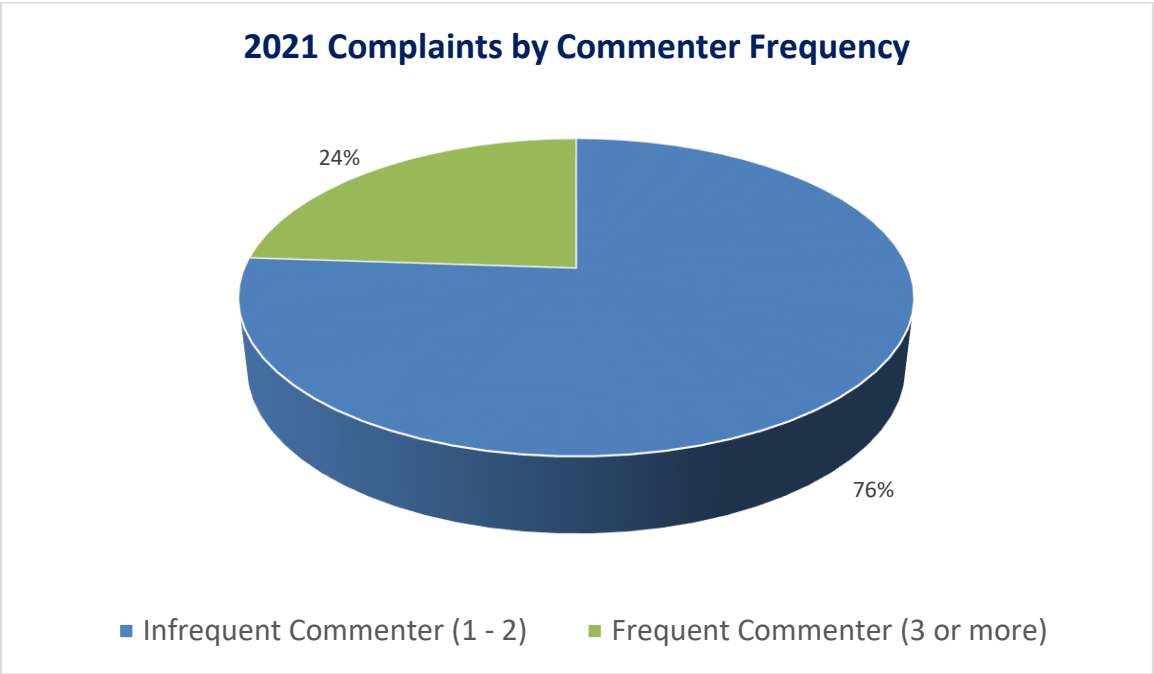
The majority of noise complaints received were:

- Submitted via webform (62%)
- From residents in Windsor (53%)
- Regarding private/non-Airline flights (33%)
- Daytime flights (73%)

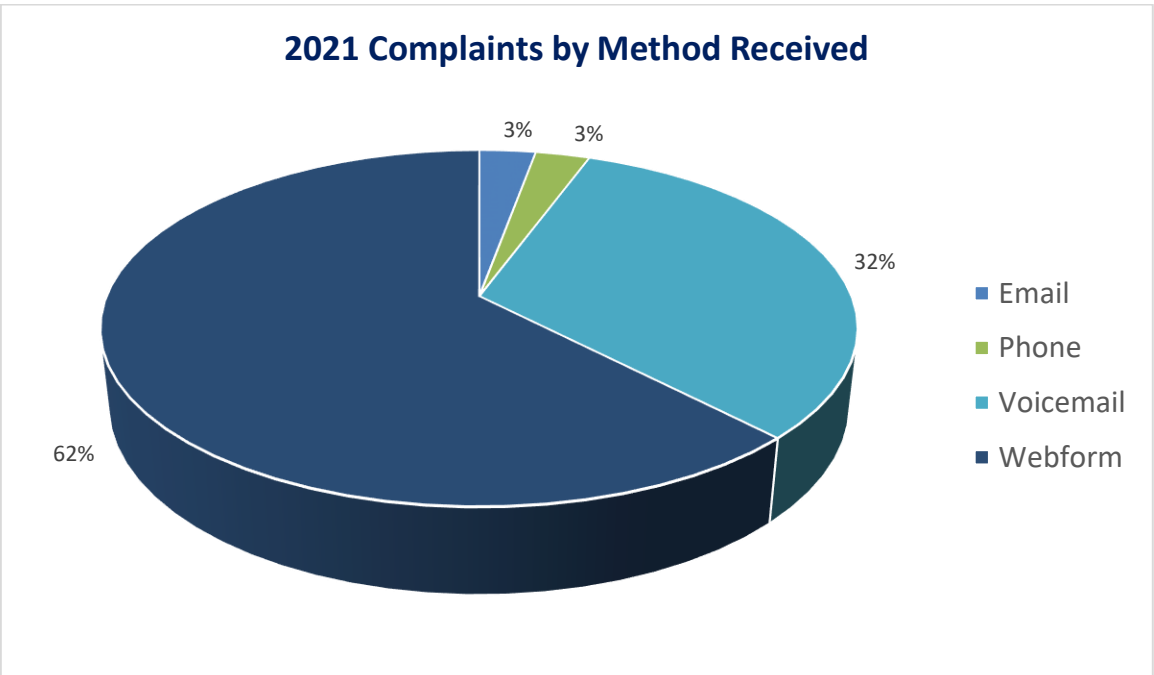


2021 Complaint Overview

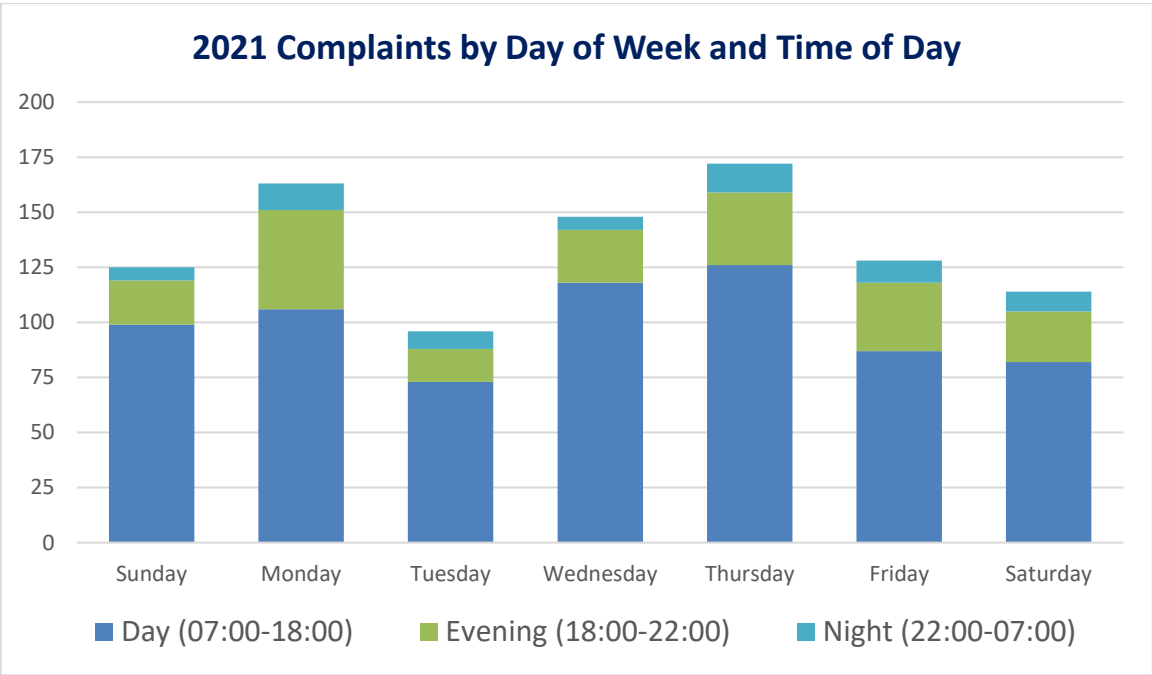
Infrequent commenters, those who made one (1) to two (2) comments, made up the majority of complaints (159 or 76%).



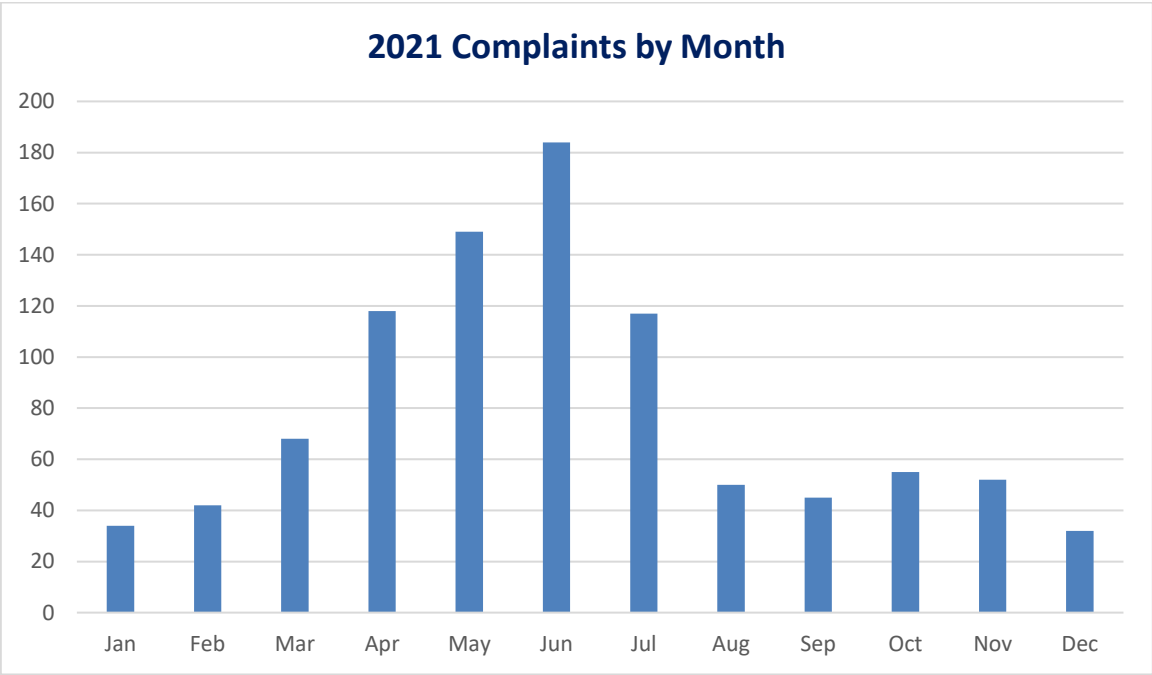
The majority of complaints were received by webform (589 or 62%).



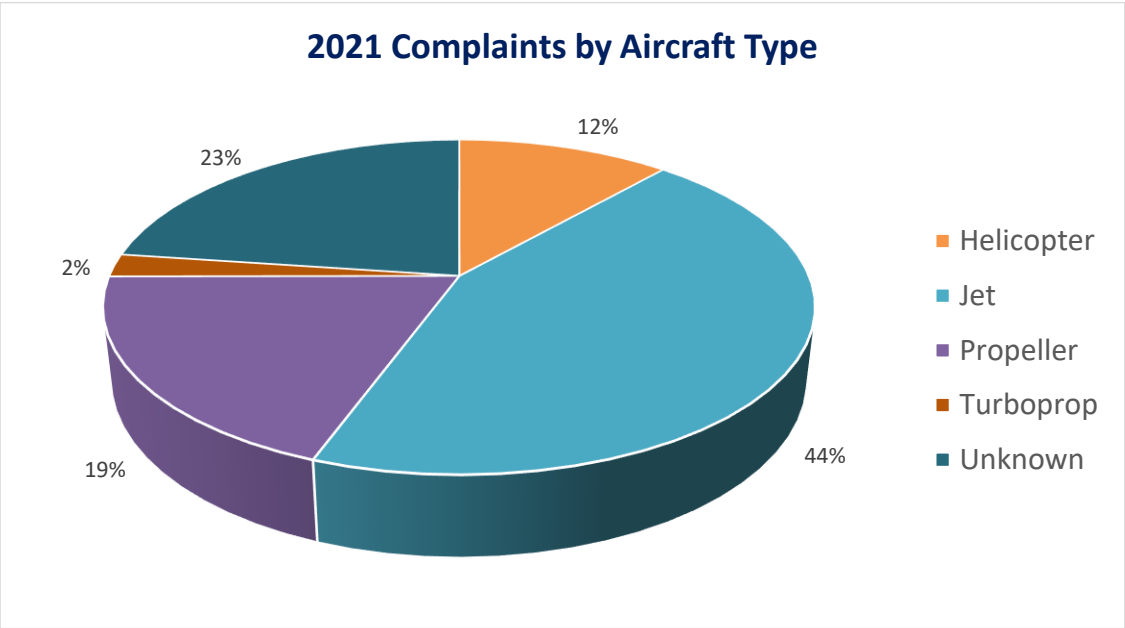
The majority of complaints were made during the day (691 or 73%), and Thursdays (172 or 18%) and Mondays (163 or 17%) received the most complaints.



Complaints progressively increased from the beginning of the year, peaking in June with 184 (19%), then tapering off significantly.

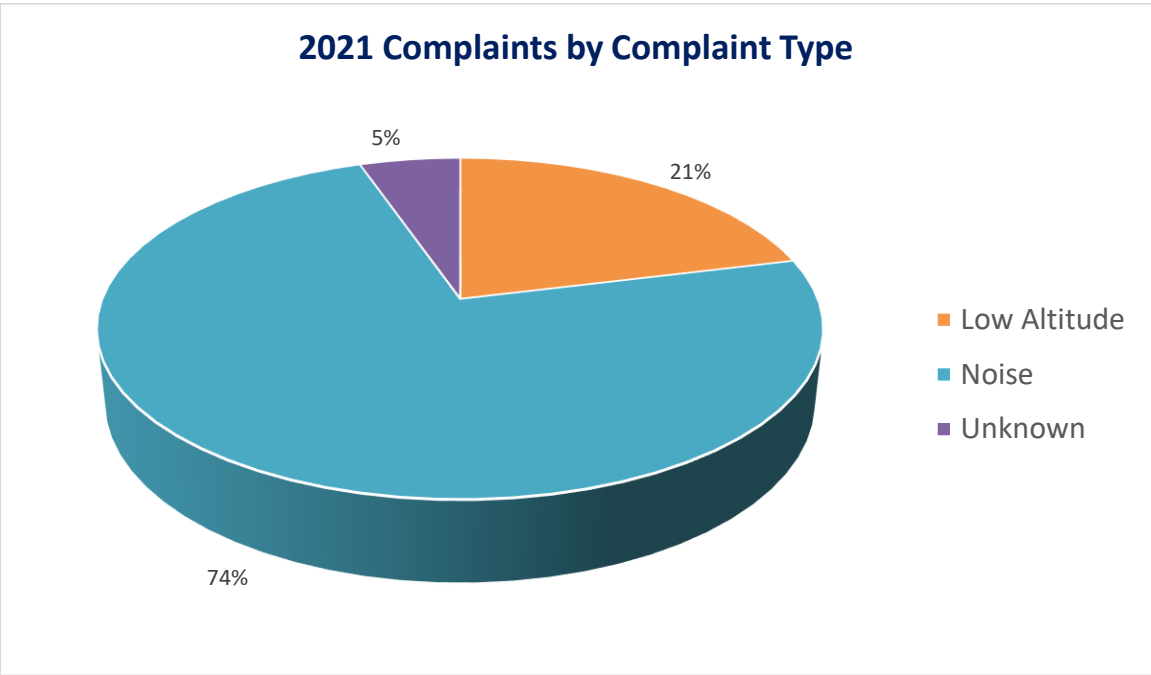


Jets (airline and non-airline) received the majority of complaints with 417 (44%), followed by unknown aircraft, which received 216 complaints (23%).



Unknown aircraft refers to tracks that were correlated, but did not include any aircraft data.

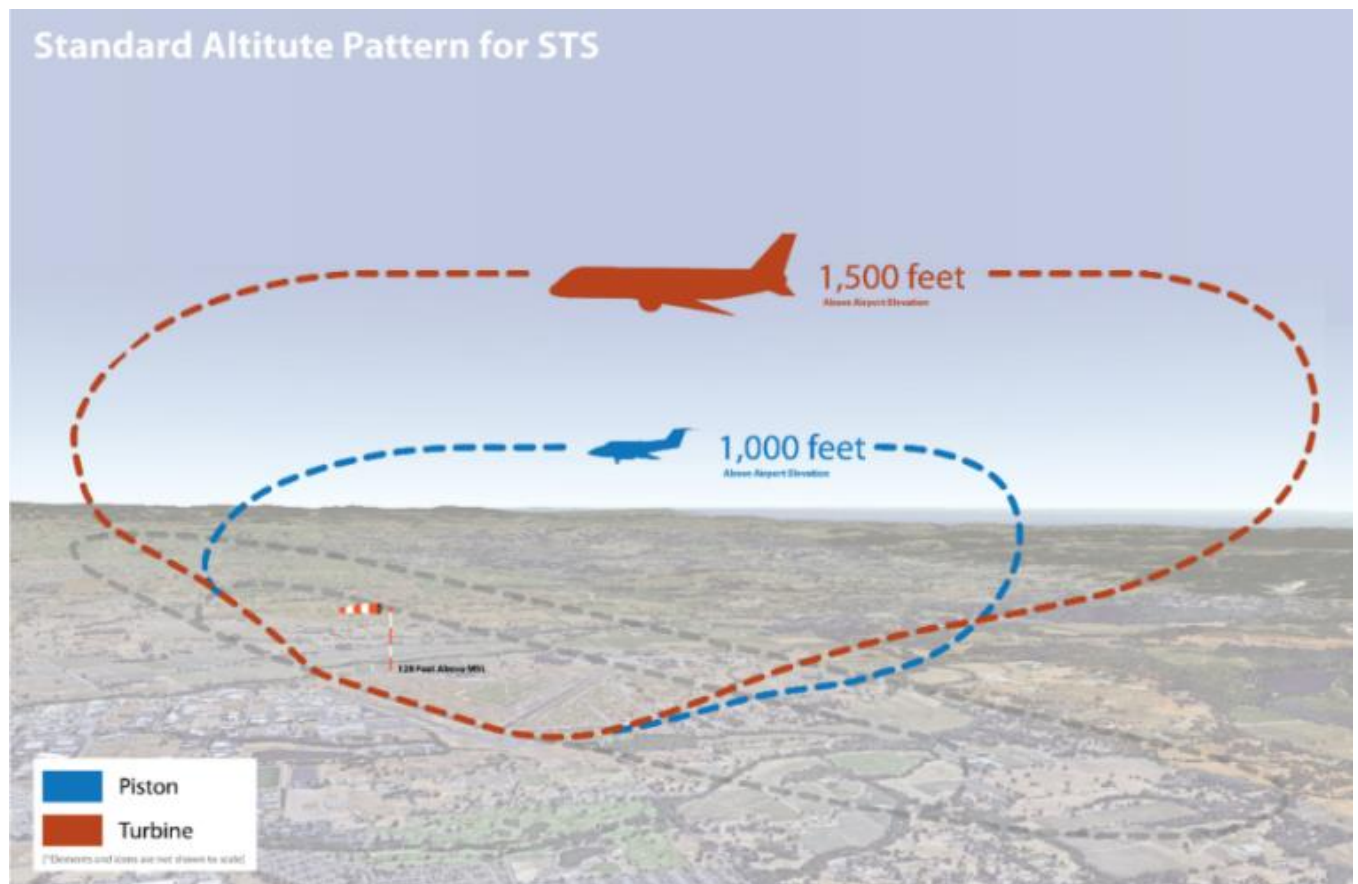
The majority of complaints were regarding noise (696 or 74%), followed by low altitude (200 or 21%).



Altitude: Aircraft Flying Under 1,000 Feet Generated Most Complaints

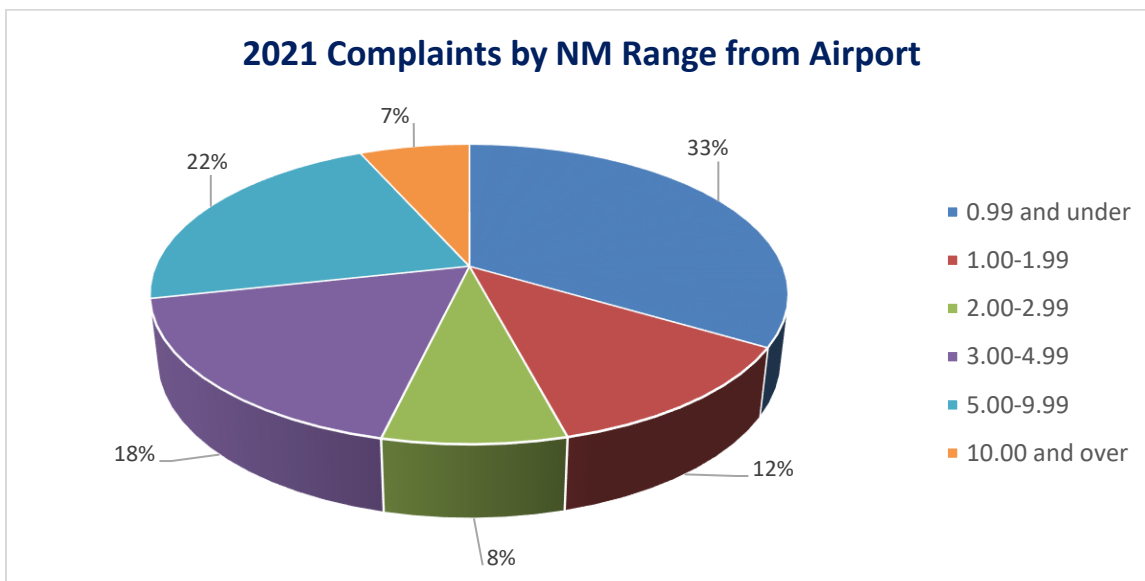
Altitude Range	Complaints	% of Total
Under 1,000 feet	393	42%
1,000 to 1,499 feet	124	13%
1,500 to 1,999 feet	66	7%
Over 2,000 feet	166	18%
Unknown	197	21%

There were 749 aircraft with tracked altitudes identified through complaints made in 2021. The altitude was recorded (in feet) at the point of closest approach (PCA) to the commenter's address.

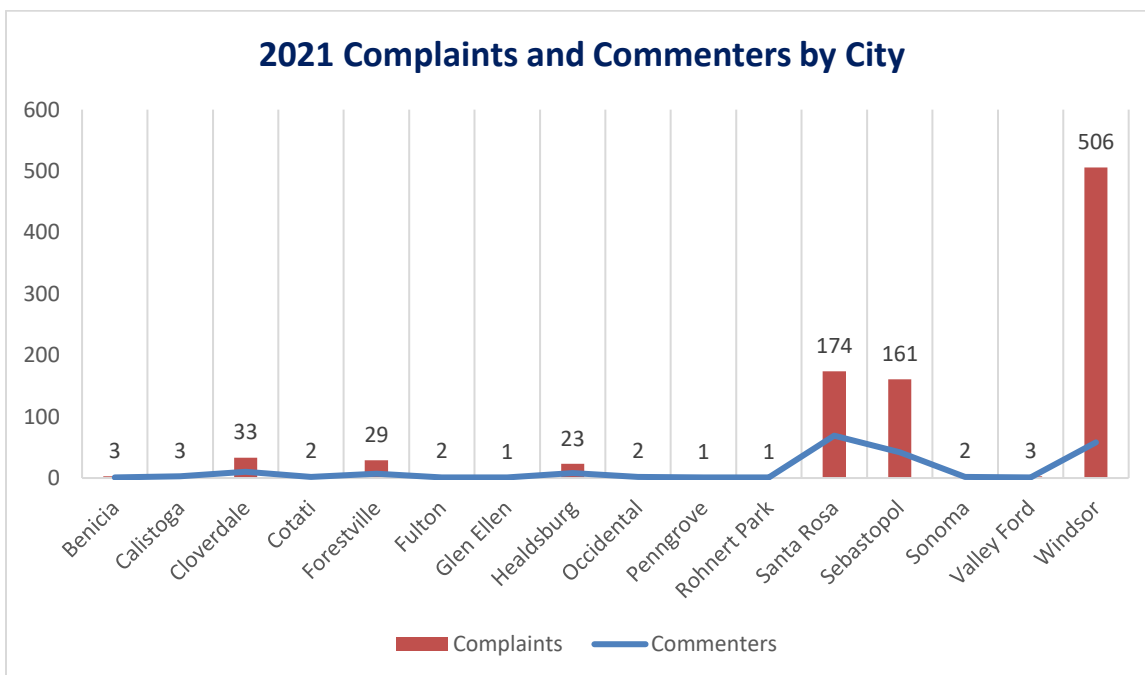


The Airport's standard altitude pattern is the highest allowed by the FAA. Under FAA regulations, altitude restrictions are not applicable during landing and takeoff. The FAA has exclusive sovereignty of airspace in the United States (49 U.S.C. Section 40103(a)).

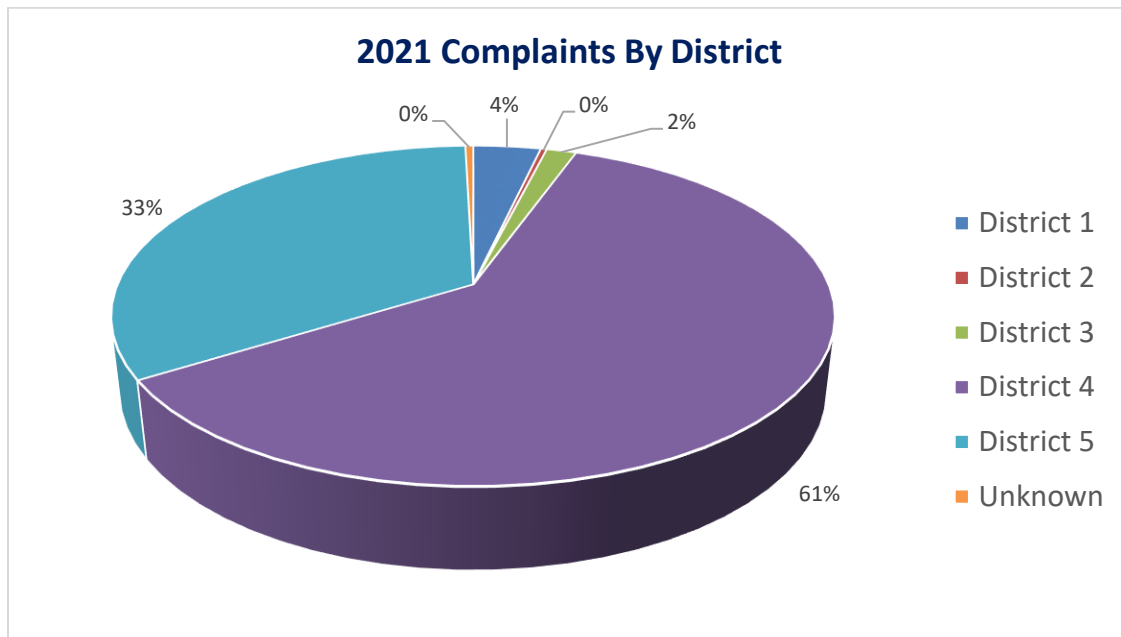
One-third of the 946 complaints (317) were received from addresses located within one (1) nautical mile of the Airport. Nearly three-quarters of the complaints (677) were received from addresses located within five (5) nautical miles of the Airport.



The majority of the 946 complaints received came from Windsor (506 or 53%). The majority of the 209 individual commenters were located in Santa Rosa (69 or 33%) and Windsor (58 or 28%). One commenter in Windsor submitted 273 (27%) of the total complaints.

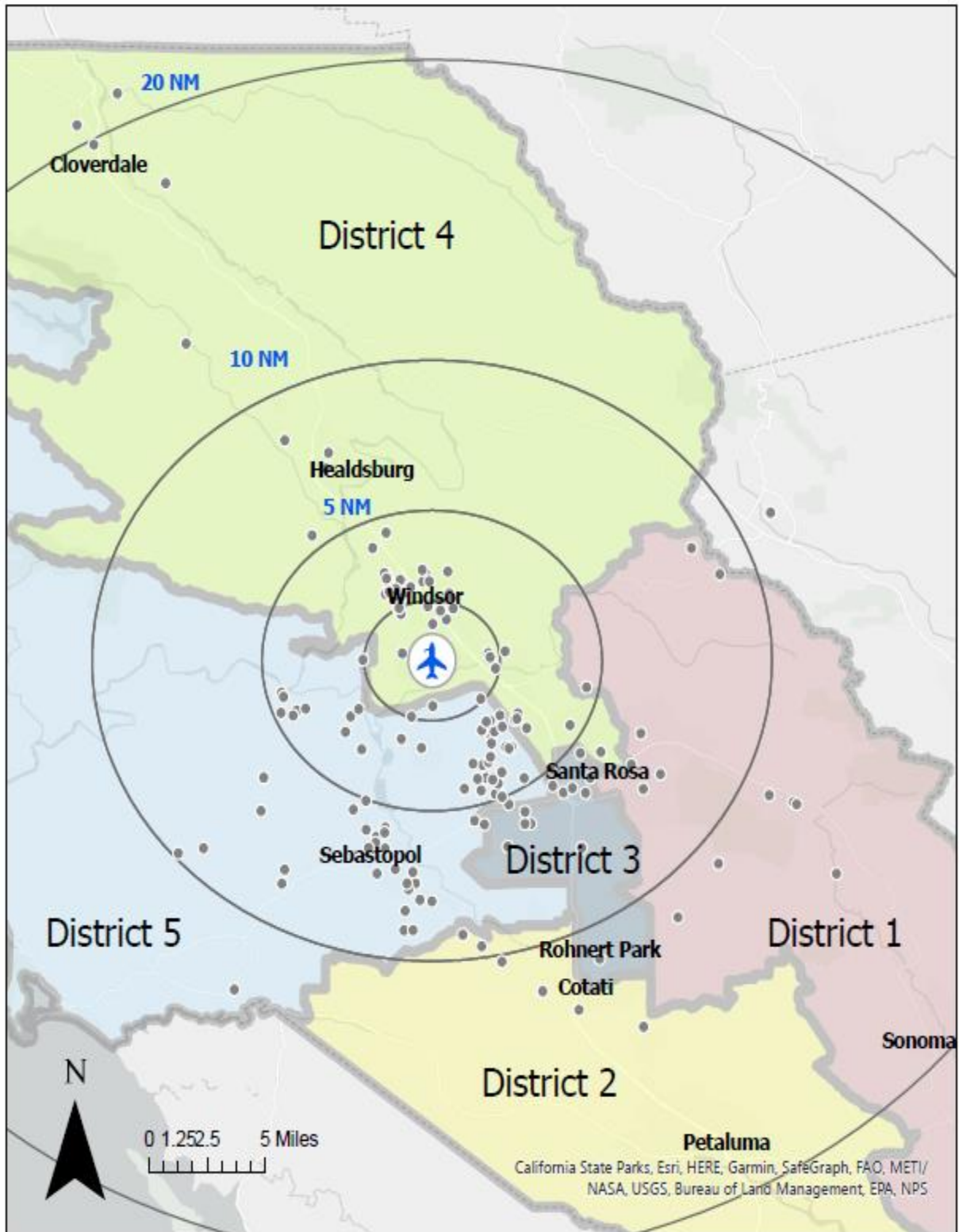


In 2021, the Airport began collecting data on the supervisorial districts where complaints originate. 61% of complaints were received from District 4, 33% from District 5, and the remaining 6% were from other districts or unknown.



**Supervisory districts are based on the district map located on the Sonoma County [website](#).*

Complaints by Location



2021 Complaint Data

Summary of Operations & Complaints			
Total Operations	90,580	Total Airline Operations	7,470
Total Noise Complaints	946	Total Airline Complaints	269

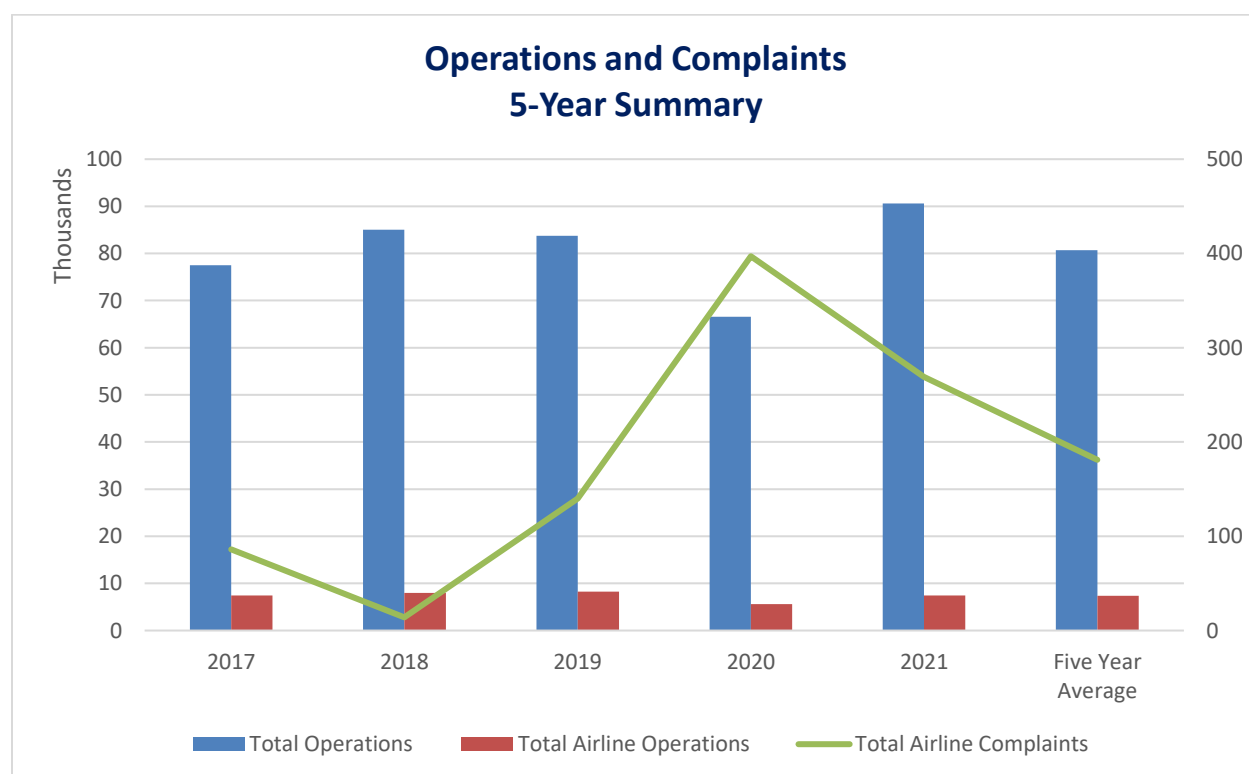
Complaints by Type			Complaints by Aircraft Type		
	Complaints	Percent		Complaints	Percent
Low Altitude	200	21%	Helicopter	109	12%
Noise	696	74%	Hot Air Balloon	0	0%
Other / Unknown	50	5%	Jet - Airline	269	28%
			Jet - Other	148	16%
Individual Commenters (209) by Frequency			Military	0	0%
			Propeller	183	19%
			Turboprop	21	2%
			Unknown	216	23%
	Complaints	Percent			
Frequent (3 or more)	50	24%			
Infrequent (1 - 2)	159	76%			

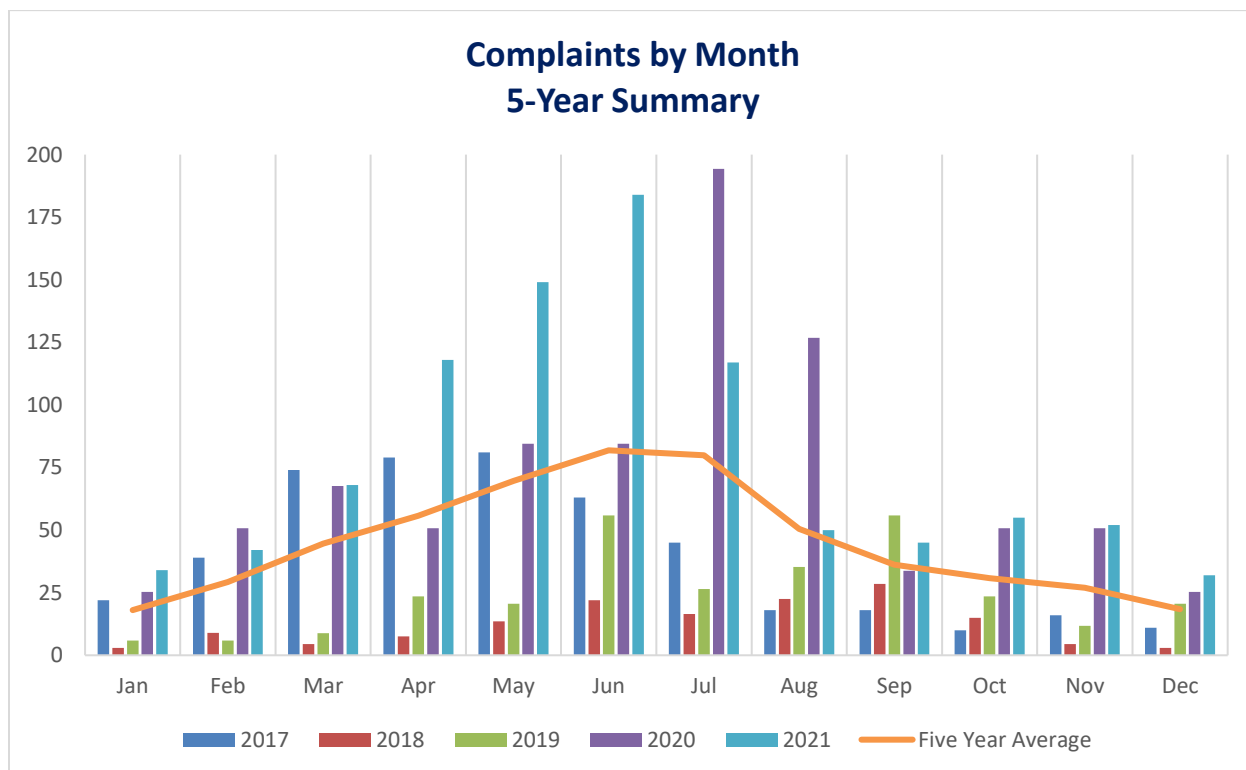
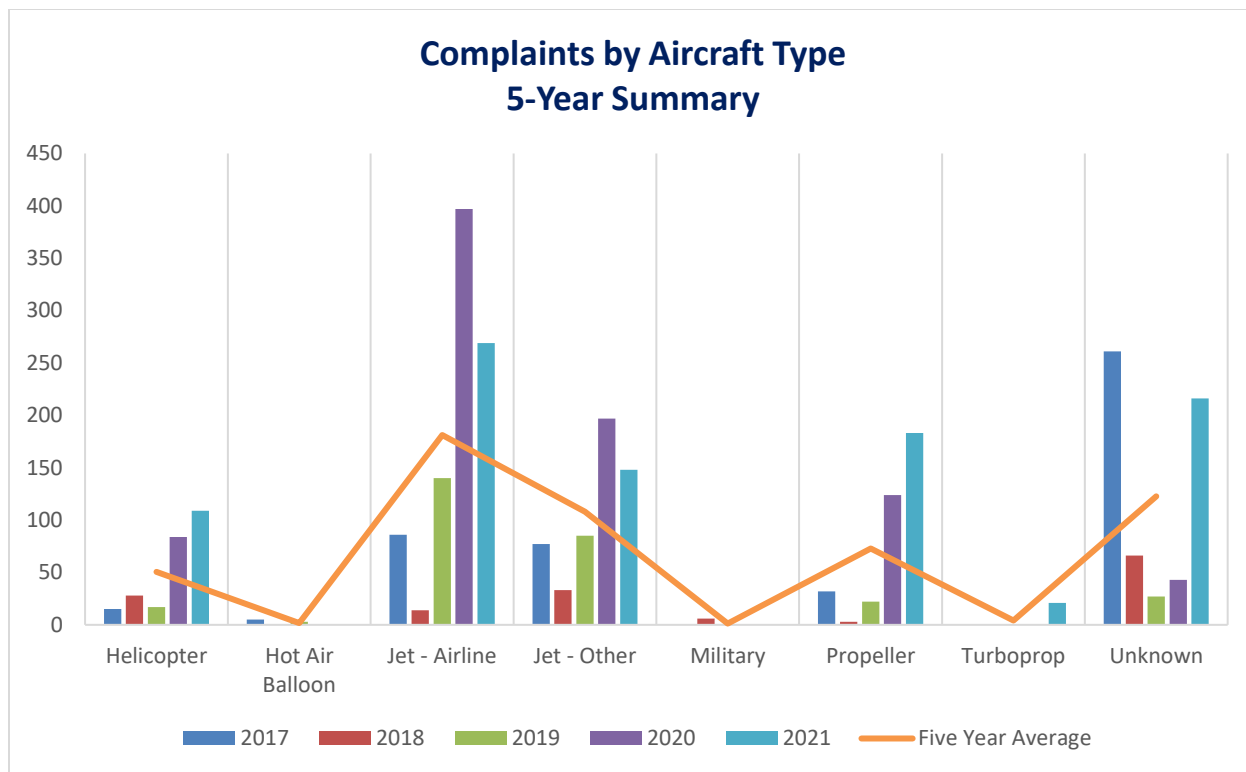
Individual Commenters (209) by NM from Airport			Complaints by Airline Operator		
	Complaints	Percent		Complaints	Percent
0.99 and under	5	2%	Alaska Airlines	155	58%
1.00-1.99	25	12%	American Airlines	50	19%
2.00-2.99	29	14%	Avelo Airlines	59	22%
3.00-4.99	53	25%	United Airlines	5	2%
5.00-9.99	68	33%			
10.00 and over	29	14%			

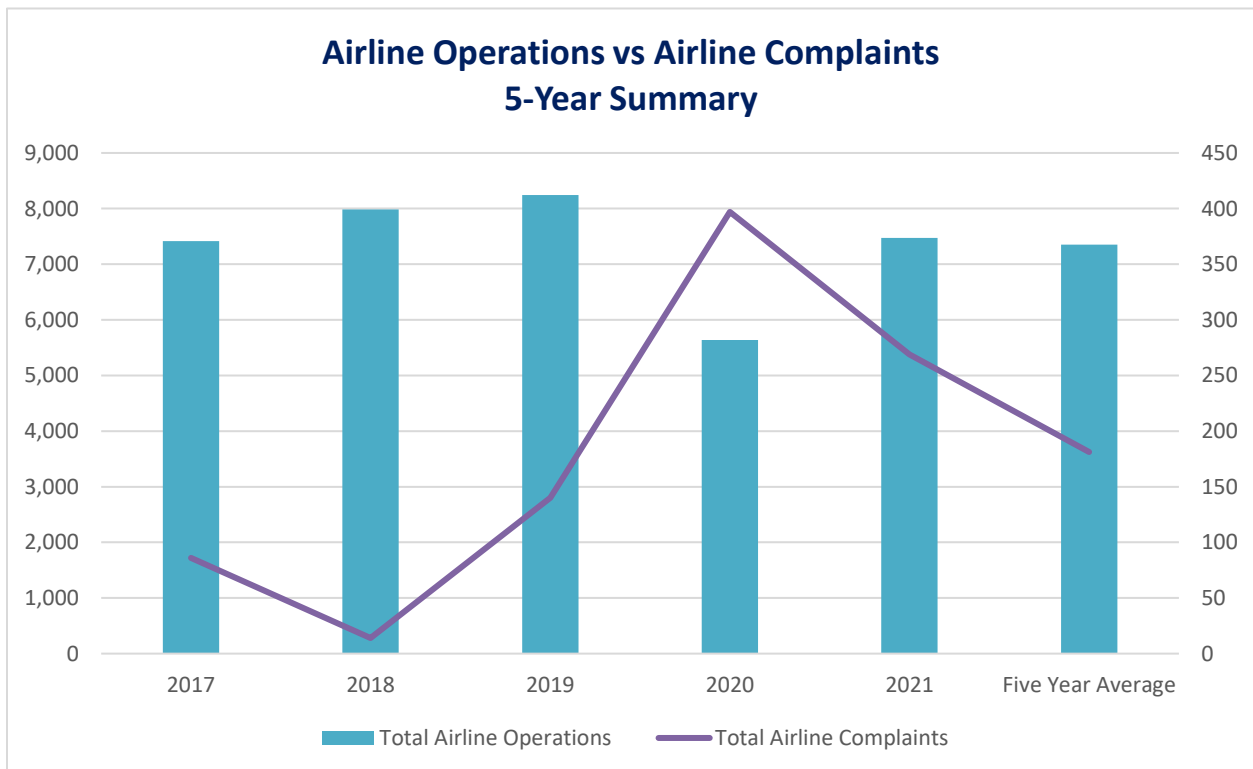
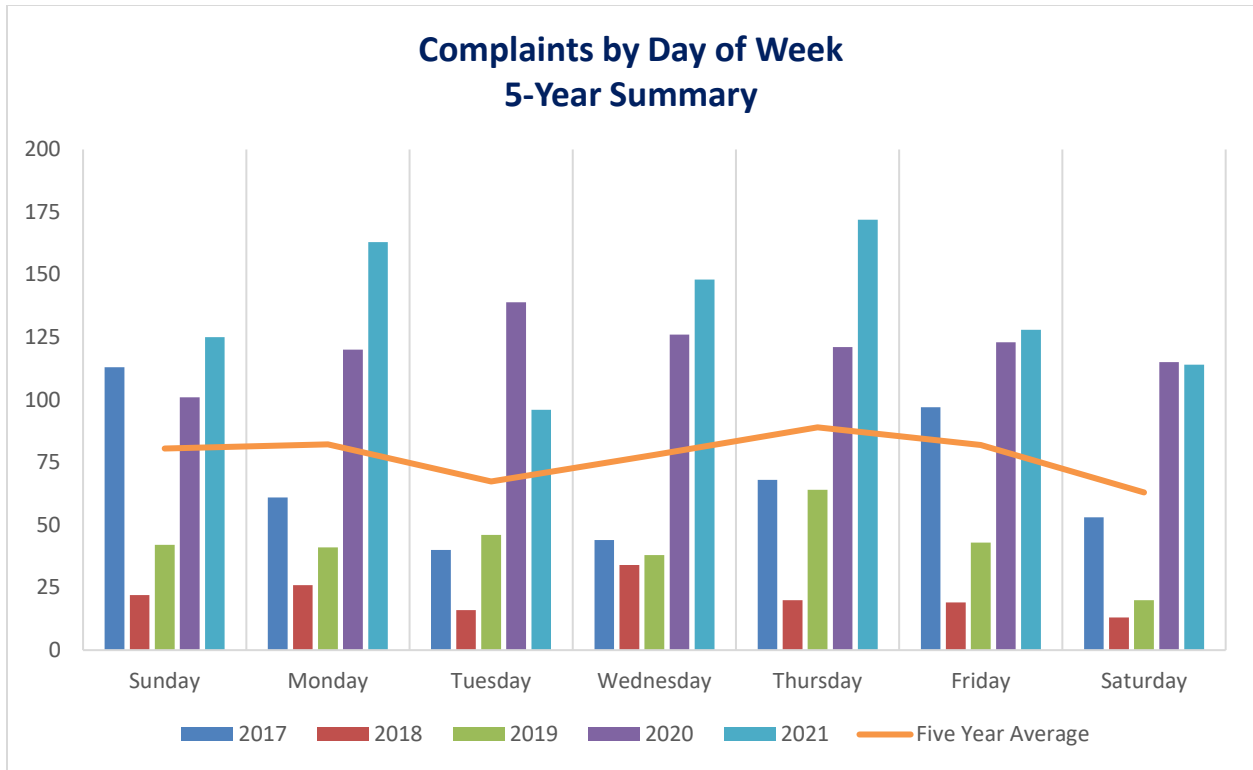
5 Year Summaries

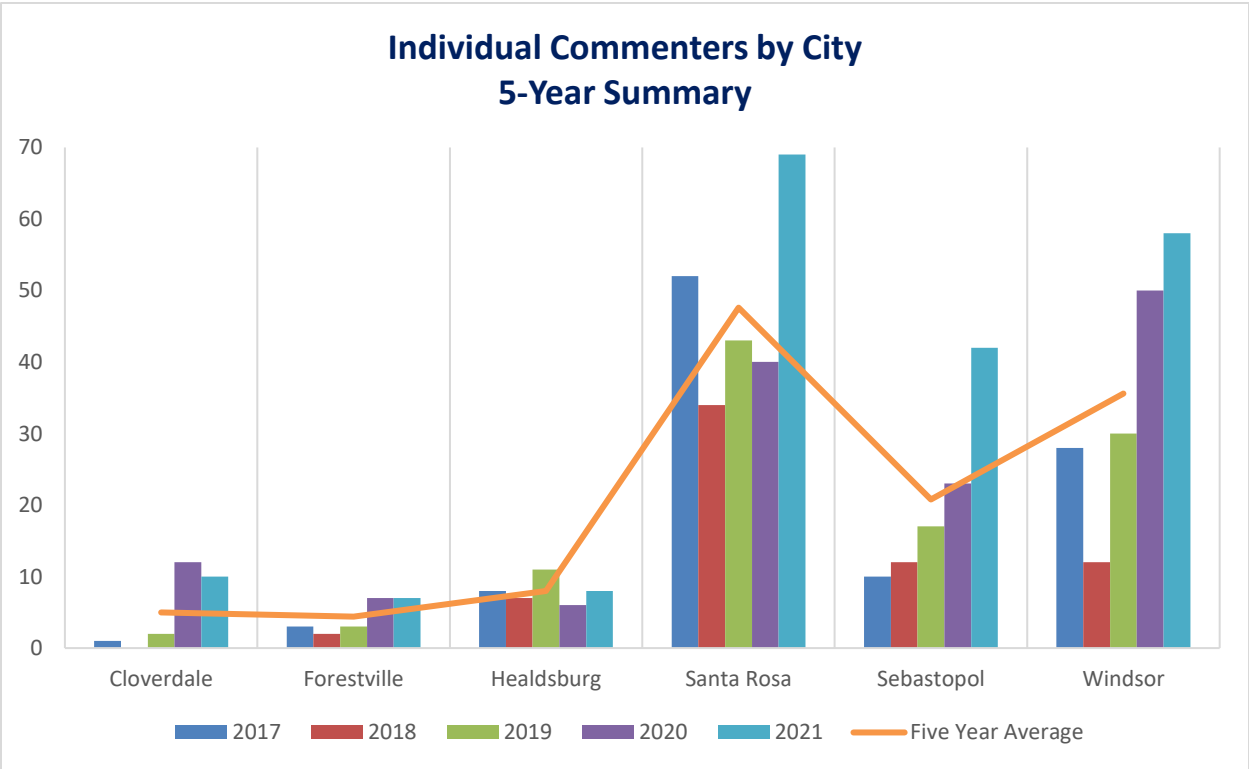
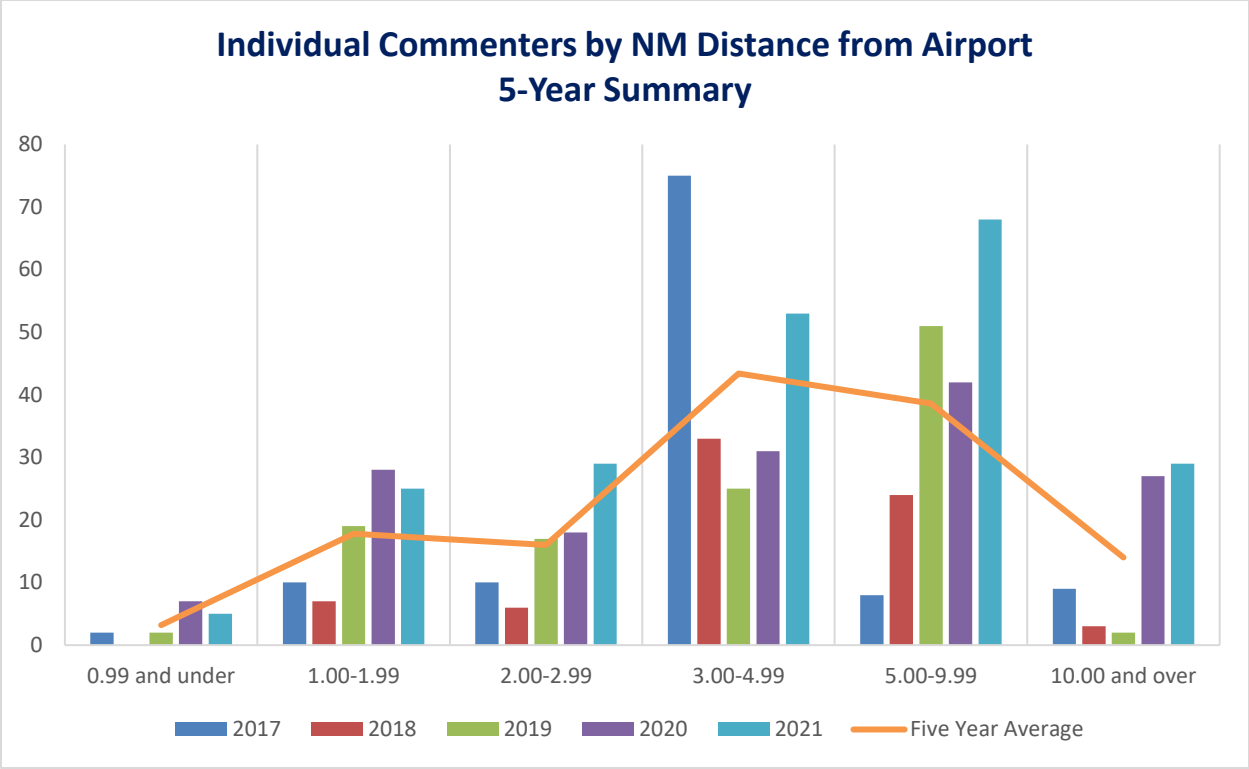
Year	Total Complaints	Noise Complaints	Individual Commenters	Infrequent Commenters	Total Operations	Operations per Noise Complaint	Total Airline Operations	Airline Operations per Noise Complaint
2017	531	476	114	98	77,534	163	7,417	16
2018	161	150	73	66	85,060	567	7,984	53
2019	327	294	116	93	83,734	285	8,245	28
2020	997	845	153	137	66,566	79	5,637	7
2021	980	946	209	159	90,580	96	7,470	8
Average	593	542	133	111	80,695	149	7,351	14

"Total Complaints" includes Noise and General Complaints.









Noise Abatement in 2021 and Beyond

The Airport is committed to working with our neighbors in Sonoma County, our airline partners, and our general aviation operators to address noise concerns and continue to evaluate noise abatement procedures. Here is a look at what is on the horizon in the coming year and beyond.

Improve portal functionality



The Airport's noise management software has recently been updated to a more modern interface. The Airport continues to work with our noise management software provider to improve usability for the public, and to allow for more effective reporting.

Improve accessibility with a new STS Good Neighbor website



In 2021, STS launched our Good Neighbor website to increase the visibility and accessibility of our noise abatement program. This website offers monthly noise reports, frequently asked questions, and a portal for the public to submit noise complaints.

Develop and implement new procedures for arrivals and departures



The Airport will begin working with a contractor in 2022 to evaluate all of the approach and departure procedures with the goal of abating noise and emissions. At the completion of this evaluation, new instrument approach and departure guidelines will be published with the visual approach and departure paths. This process is expected to take approximately 24 months for the evaluation, creation, FAA review, and publication for use.

Rewrite the Noise Abatement Guide and the Neighbor Guide



STS is working with the Aviation Commission to rewrite the Airport's Noise Abatement Guide and associated procedures. These updates will incorporate changes based on the upcoming approach and departure feasibility study. The updated Neighbor Guide will be a collaborative effort between Airport staff and community advisors.