

Charles M. Schulz - Sonoma County Airport

Complaint Summary 2009



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2009

Complaint Summary

Sonoma County Airport recorded a total of 147 complaints in 2009, of which 117, or 80%, were Airport related. This represents a 45% decrease in total complaints over 2008, in which 272 complaints were recorded. The complaints were generated from all over the County, at all times of the day and night, involving airline, corporate jet, and general aviation aircraft. In general, the complaints were attributed to noise, low flights, and other related issues. A breakdown of the complaints show that noise related complaints accounted for the largest percentage with 29% of the total; low flights accounted for 16%, and other related issues, such as overflights, account for 24%.

There is no complete explanation for this decrease, although the main factor that can be attributed to the decrease in complaints is a decrease in total operations. Airport operations decreased 12% from 102,131 in 2008 to 90,310 in 2009.

Another factor to explain the decrease in complaints is related to fewer complaints from frequent callers. The Airport recorded 63 complaints from frequent callers in 2009, which is a decrease from 149, or 58% over 2008. The actual number of complaints is also partly mitigated by the fact that many of these 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 38 noise complaints, or roughly 26% of the total.

Even though there was a decrease in overall types of complaints, there was an increase in the amount of complaints relating to certain operations. There was an overall increase in the amount of complaints for helicopter aircraft, from 20 in 2008, to 32 in 2009, or 63%.

The Airport has contacted other Bay Area airports to see if there was any kind of comparison between total complaints and total operations for 2009. In total, six airports were contacted, each one varying in size and number of operations. The airport, operations, and complaints are listed below:

Airport	Operation Numbers	Complaints	Operations Per Complaint
San Francisco International Airport	379,751	5,841	65
Oakland International Airport	233,183	614	380
Livermore Municipal Airport	133,814	701	191
Sonoma County Airport	90,310	147	614
Concord Regional Airport	88,124	87	1,013
Gross Field Airport	98,000	94	1,043
Monterey Peninsula Airport	65,976	35	1,885

Sonoma County Airport 2009 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
2005	143	116	81%	40	34%	114,910	991
2006	231	192	83%	82	43%	122,641	639
2007	358	218	61%	120	55%	128,875	591
2008	272	220	81%	119	54%	102,131	464
2009	147	117	80%	79	54%	90,310	772

2009 Analysis

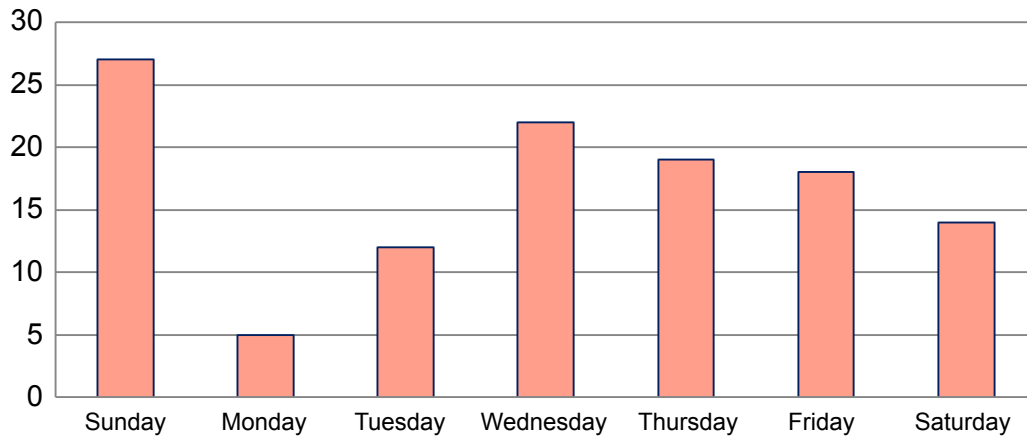
Summary of Operations			Total Complaint Breakdown		
				Complaints	Percent
Number of Operations		90,310	Noise Related	41	29%
Total Complaints		147	Low Flight Related	24	16%
Airport Related Complaints		117	Maneuver Related	16	11%
Airport Related Complaints		80%	Other (overflights, track, etc)	36	24%
			Non-Airport Related	30	20%
Total Complaints by Caller			Airport Related Complaints by Time		
	Complaints	Percent	Time	Complaints	Percent
First Time Caller (2 or less)	79	54%	Day (07:00-18:00)	91	78%
Frequent Callers (3 or more calls)	63	43%	Evening (18:00-22:00)	11	9%
Anonymous	5	3%	Night (22:00-07:00)	15	13%
Airport Related Complaints by Source			Airport Related Complaints by Day		
	Complaints	Percent		Complaints	Percent
Hot Air Balloon	1	1%	Sunday	27	23%
Helicopter	32	27%	Monday	5	4%
Jet	27	24%	Tuesday	12	11%
Military	4	3%	Wednesday	22	19%
Propeller	33	28%	Thursday	19	16%
Unknown/Other	8	7%	Friday	18	15%
Firebomber	0	0%	Saturday	14	12%
Airline	12	10%			

Definition of “Airport Related”

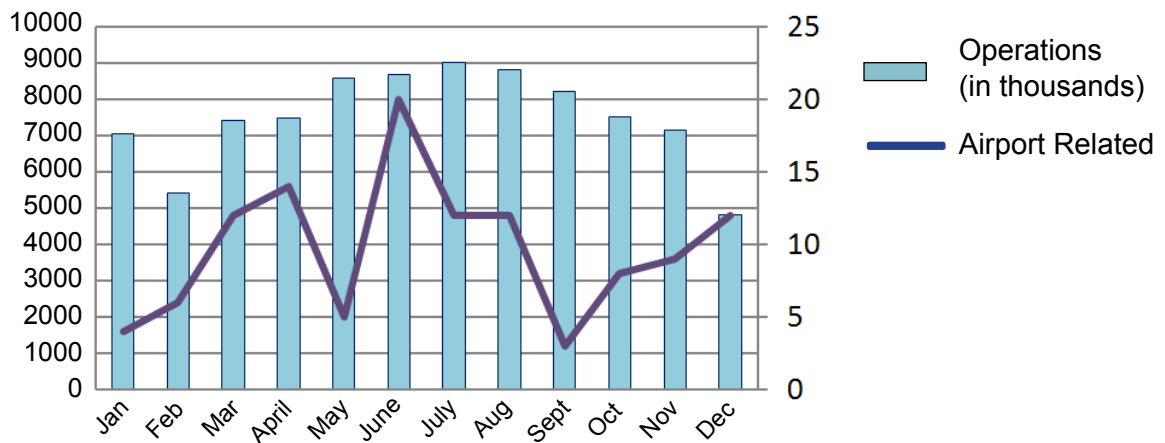
A complaint will be considered “Airport Related” if it meets any of the following criteria:

- 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.
- C. The operation that triggers the complaint is a direct result of an airport related event.

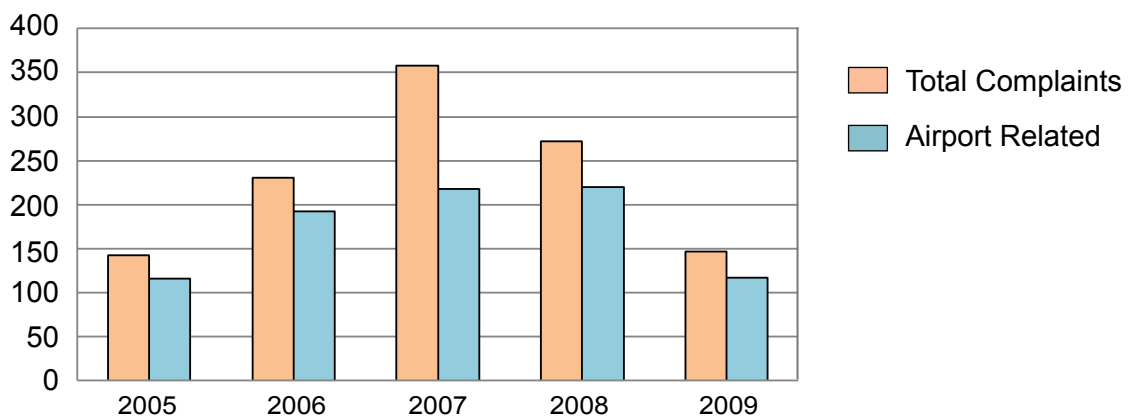
2009 Airport Related Complaints by Day of the Week



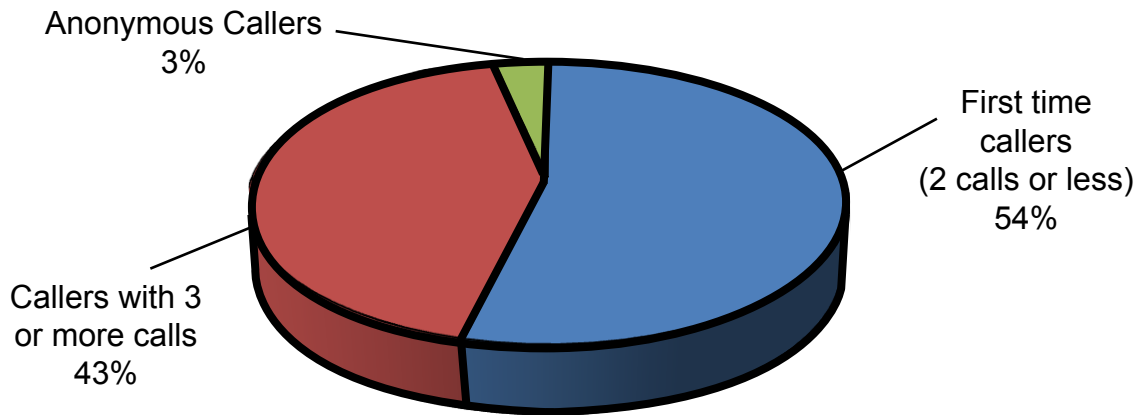
2009 Airport Related Complaints by Month



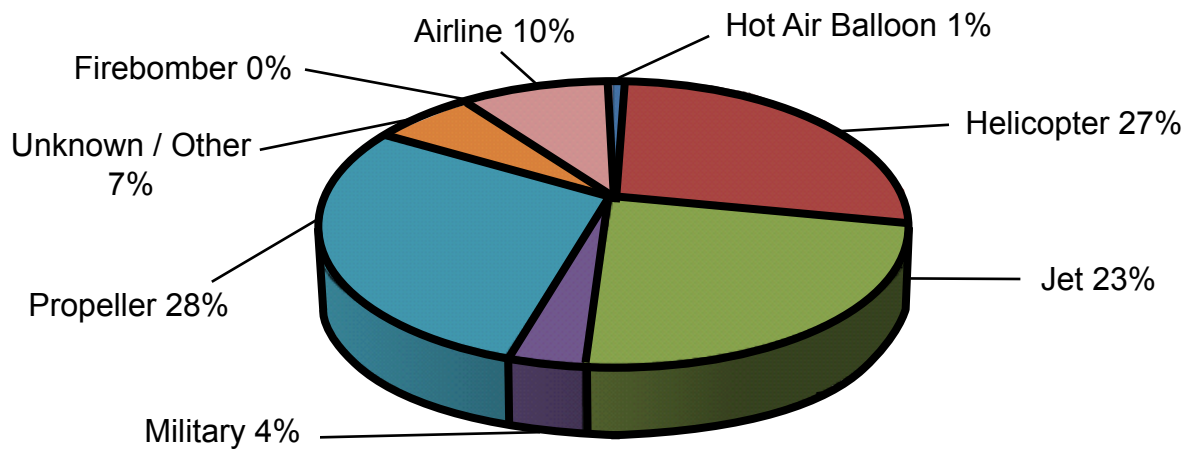
Complaints by Year



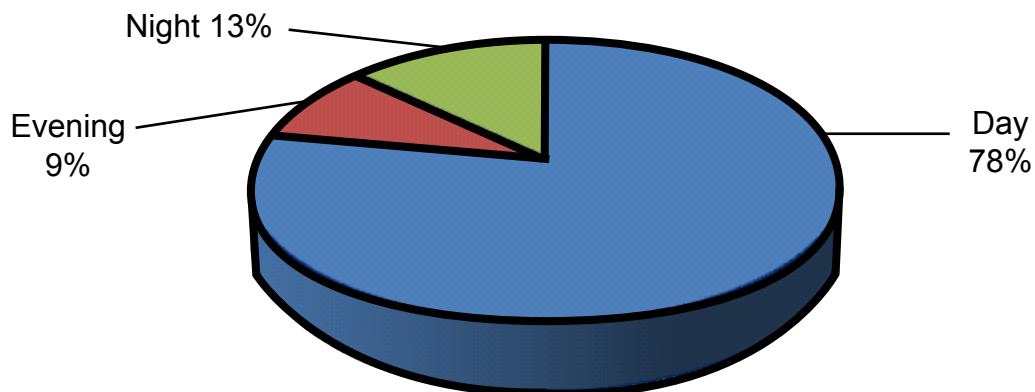
2009 Related Complaints by Callers



2009 Total Complaints by Aircraft Type



2009 Airport Related Complaints by Time of Day



Complaint Comparison by Year

Airport Related Complaints by Source

	2005	2006	2007	2008	2009	Five Year Average
Hot Air Balloon	1	0	4	1	1	1
Helicopter	15	24	29	20	32	24
Jet	56	99	66	52	27	60
Military	5	16	16	32	4	15
Propeller	17	25	20	35	33	26
Unknown	22	28	5	18	8	16
Firebomber	0	0	47	4	0	10
Airline	0	0	31	58	12	20

Total Complaint Breakdown

	2005	2006	2007	2008	2009	Five Year Average
Noise Related	80	92	88	106	41	81
Low Flight Related	18	50	73	71	24	47
Maneuver Related	8	4	2	11	16	8
Other (Overflights, track, etc)	10	46	55	32	36	36
Non-Airport Related	27	39	140	52	30	58

Airport Related Complaints by Time

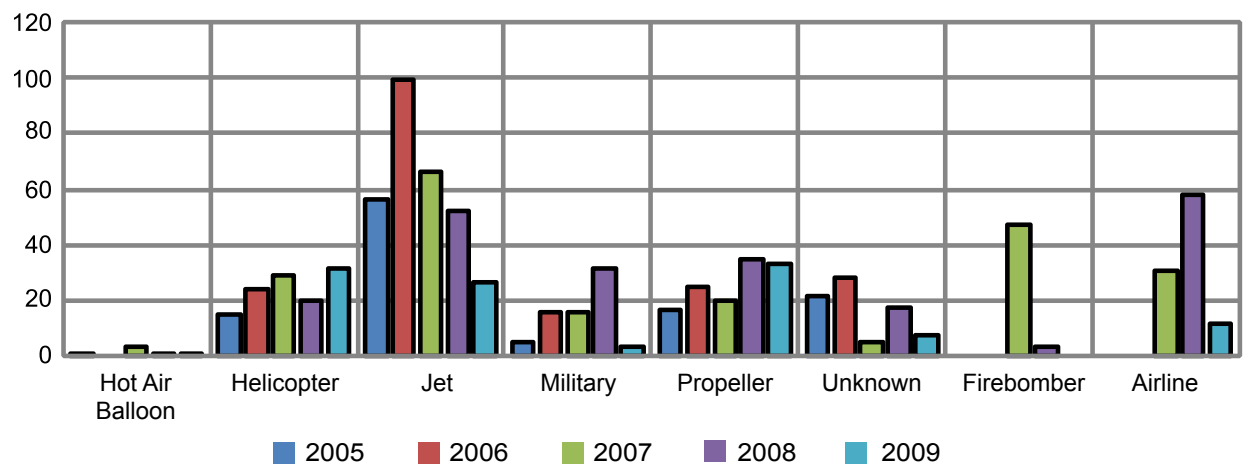
	2005	2006	2007	2008	2009	Five Year Average
Day (07:00 - 18:00)	71	128	153	145	91	118
Evening (18:00 - 22:00)	20	34	49	52	11	33
Night (22:00 - 07:00)	25	25	16	23	15	21

Complaint Comparison by Year

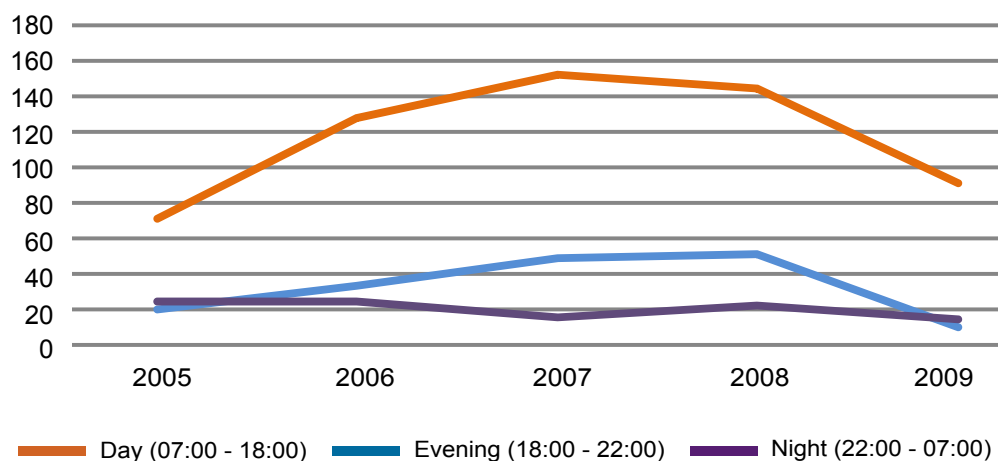
Airport Related Complaints by Day

	2005	2006	2007	2008	2009	Five Year Average
Sunday	34	36	35	41	27	35
Monday	7	28	20	23	5	17
Tuesday	11	22	31	33	12	22
Wednesday	9	26	38	27	22	24
Thursday	14	23	23	31	19	22
Friday	17	29	33	24	18	24
Saturday	24	28	38	41	14	29

Airport Related Complaints by Source

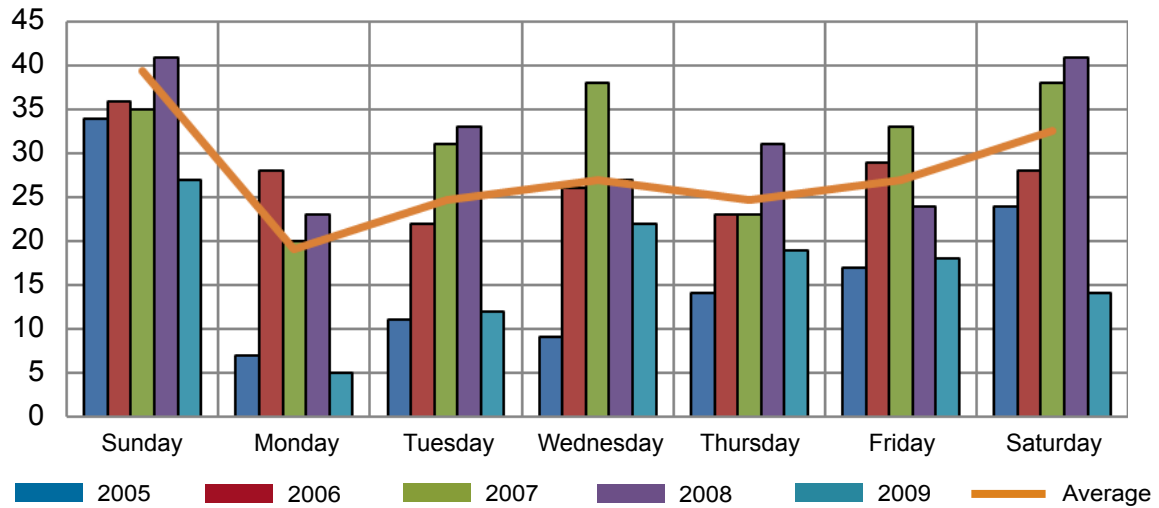


Airport Related Complaints by Time

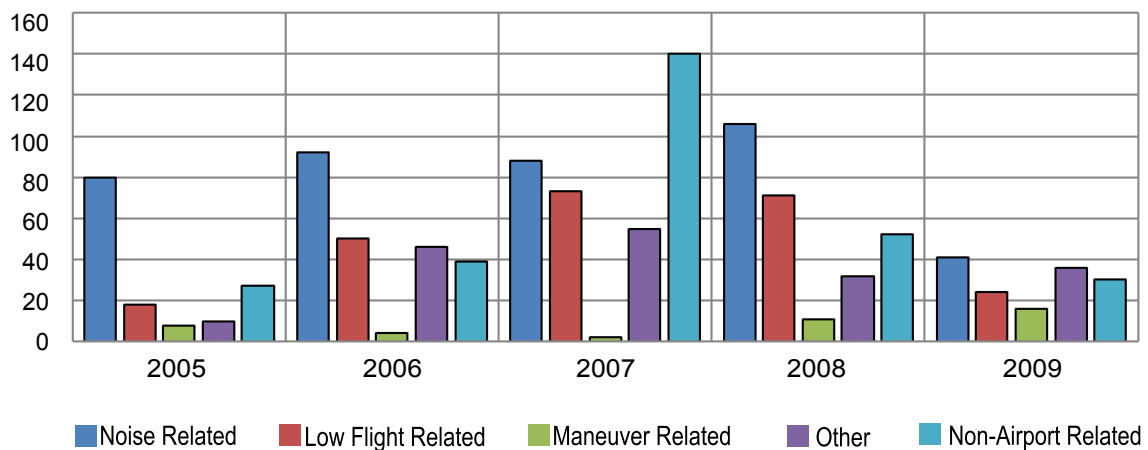


Complaint Comparison by Year

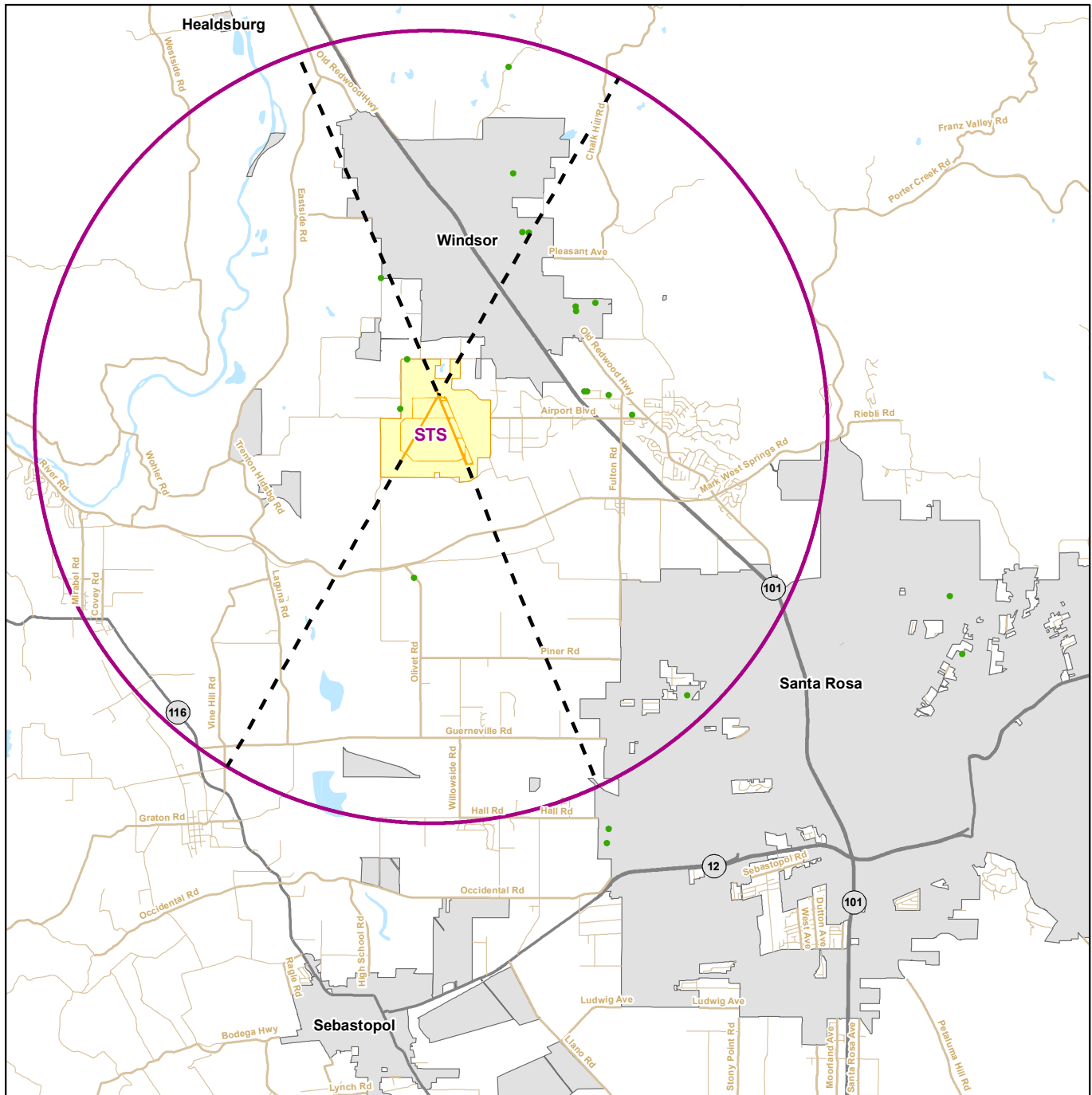
Airport Related Complaints by Day



Total Complaint Breakdown



Charles M. Schulz - Sonoma County Airport Noise Complaint Map (2005)

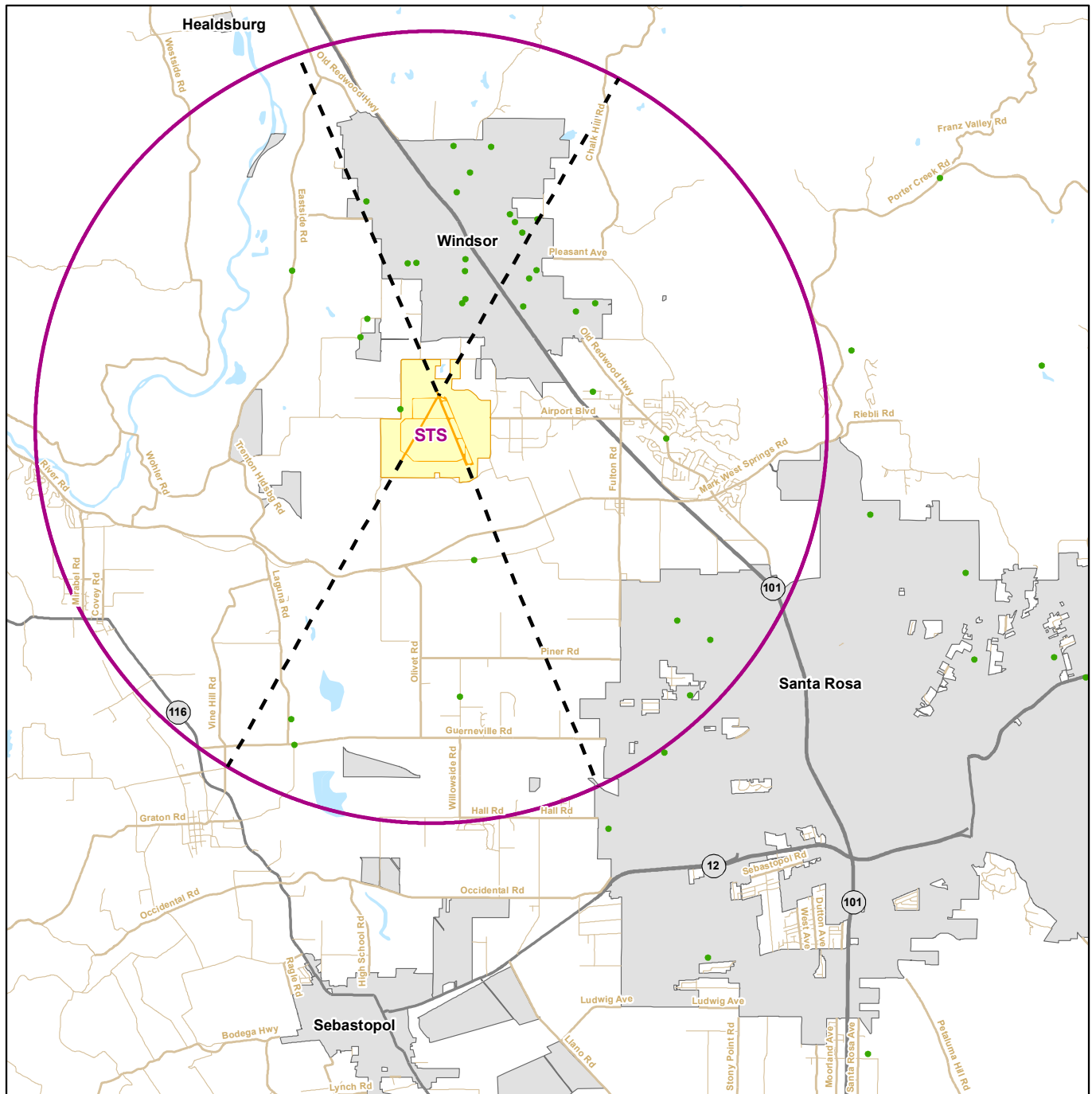


0 1.25 2.5 5 Miles

- Complaint Locations, 2005
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- City Limits
- County

Year Total: 143
 Airport Related Complaints: 116
 Anonymous / No address listed: 44
 Total addresses outside of mapped area: 8

Charles M. Schulz - Sonoma County Airport Noise Complaint Map (2006)

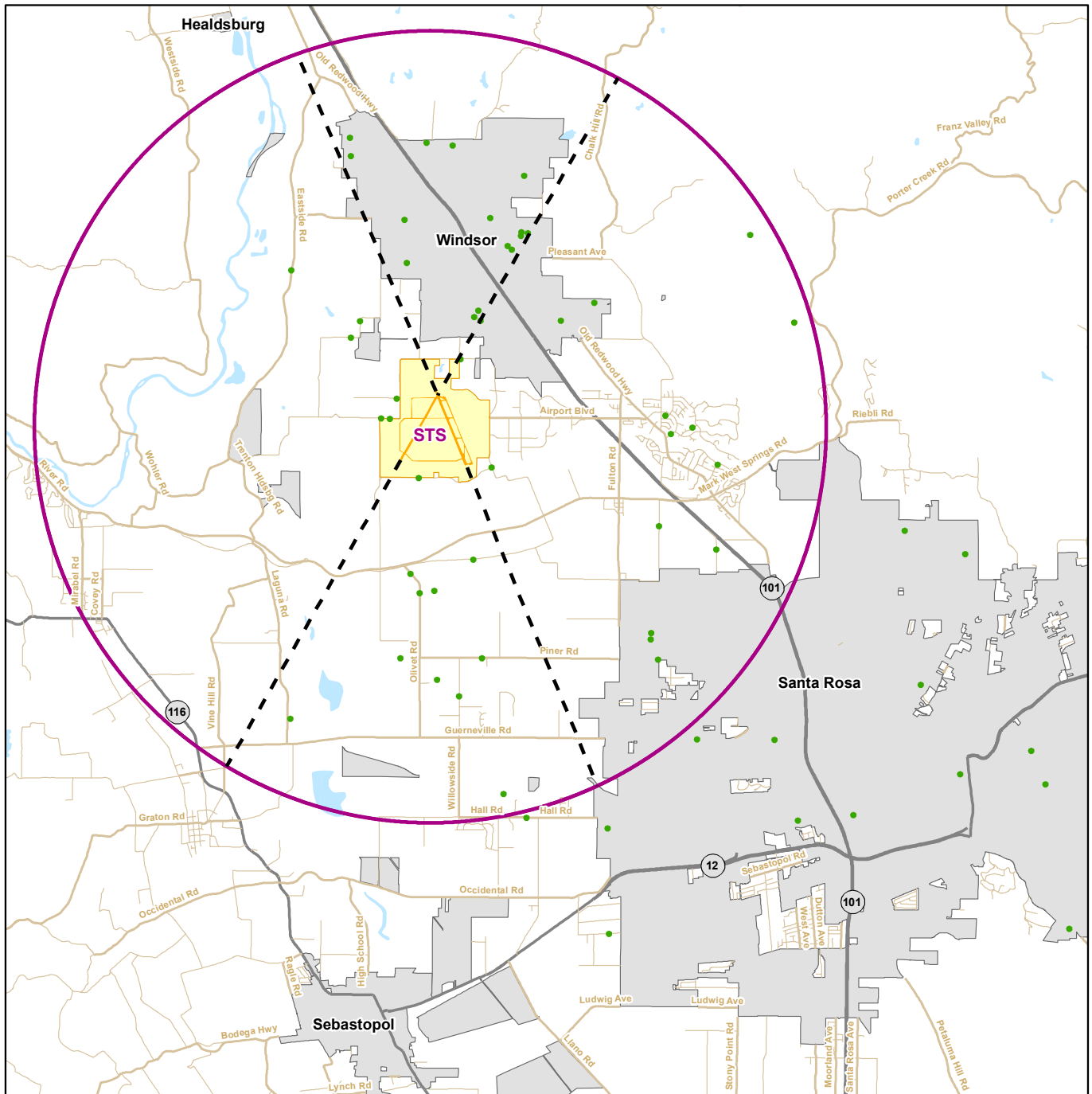


0 1.25 2.5 5 Miles

- Complaint Locations, 2006
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- City Limits
- County

Year Total:	231
Airport Related Complaints:	192
Anonymous / No address listed:	46
Total addresses outside of mapped area:	12

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

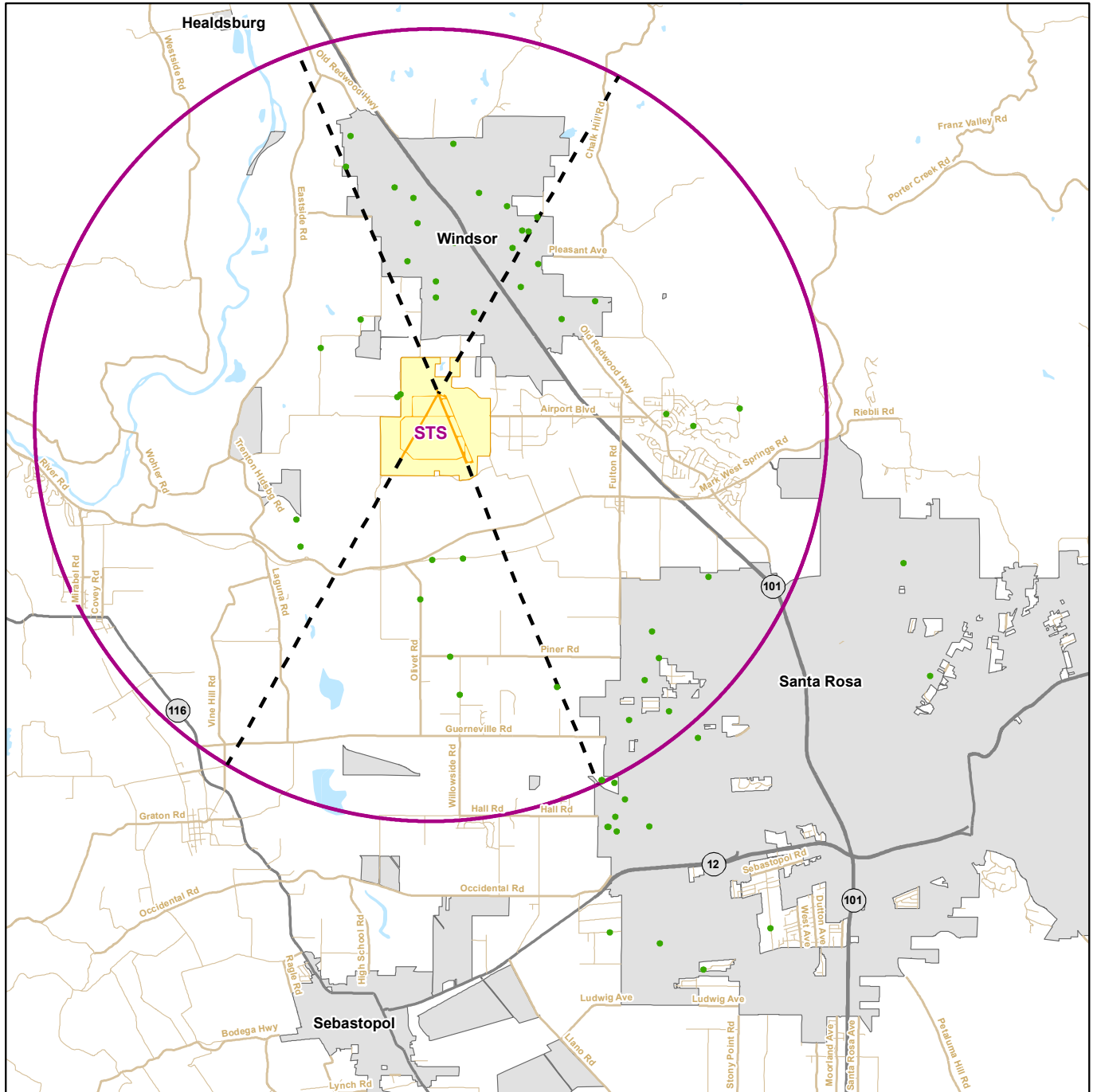


0 1.25 2.5 5 Miles

- Complaint Locations, 2007
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- City Limits
- County

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)

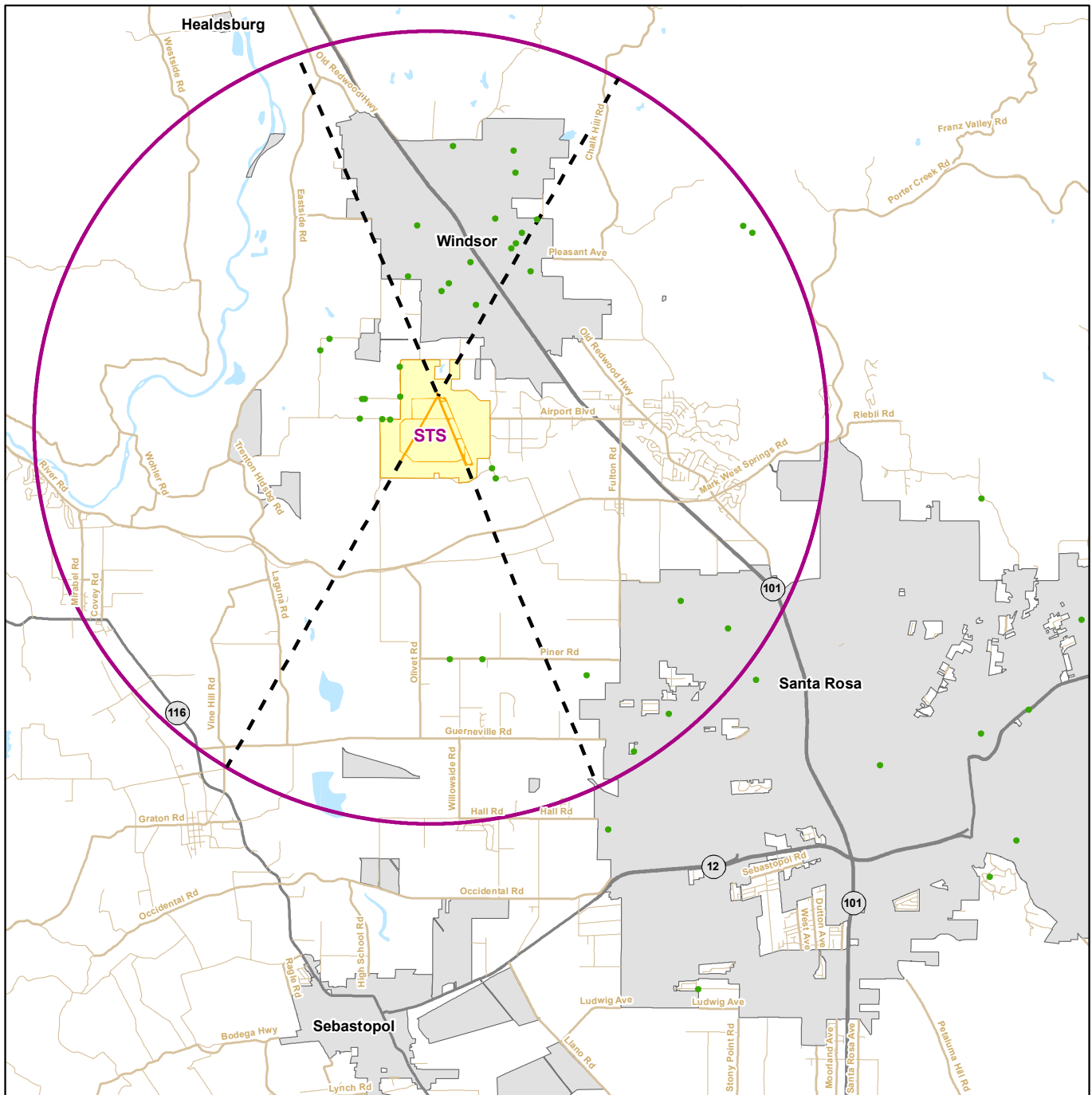


0 1.25 2.5 5 Miles

- Complaint Locations, 2008
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- City Limits
- County

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)

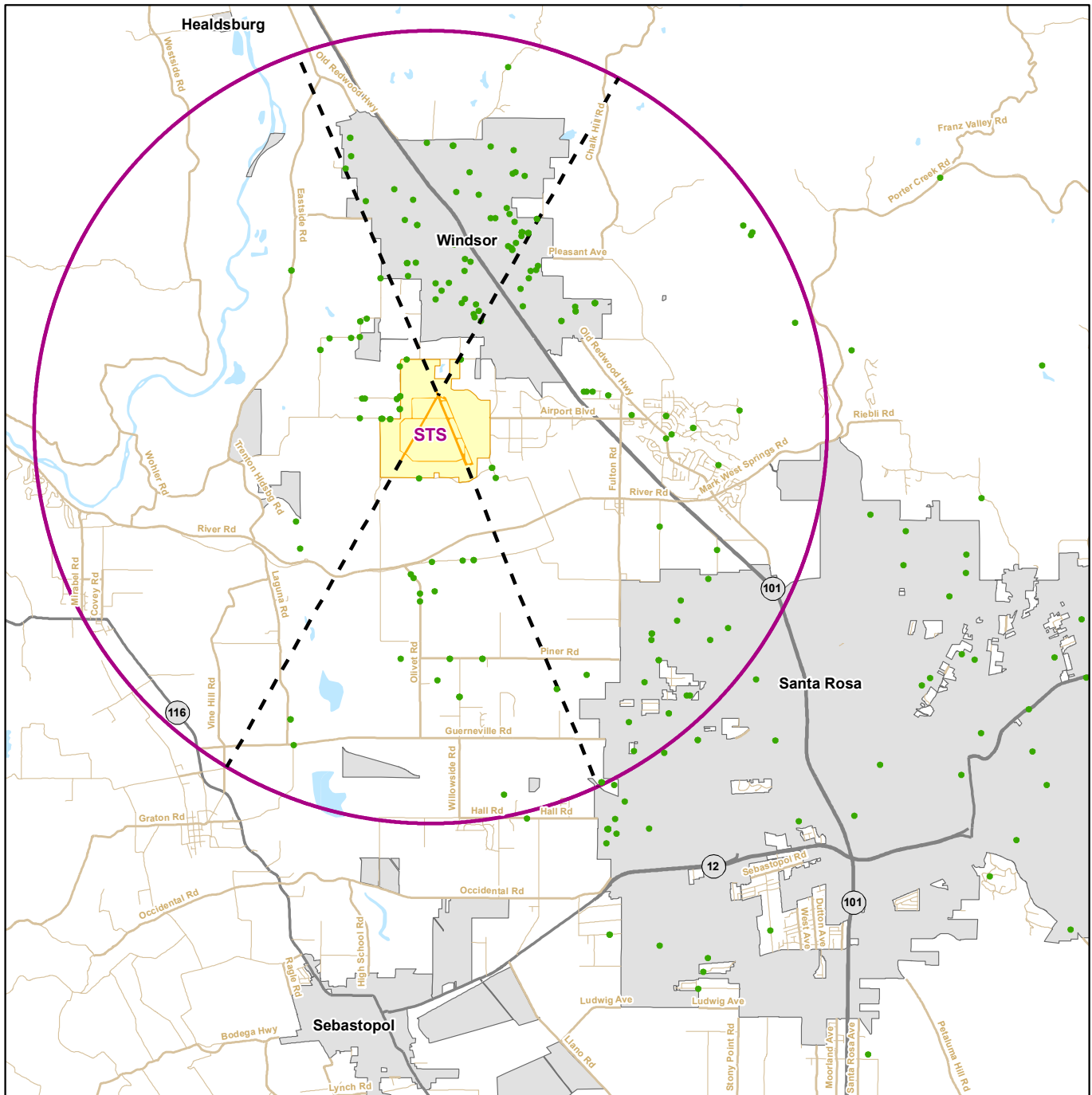


0 1.25 2.5 5 Miles

- Complaint Locations, 2009
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- City Limits
- County

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 (2005-2009)



0 1.25 2.5 5 Miles

- Complaint Locations, 2005-2009
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- City Limits
- County

	2005	2006	2007	2008	2009
Year Total	143	231	358	272	147
Airport Related Complaints	116	192	218	220	117
Anonymous / No address listed	44	46	39	35	22
Total addresses outside of mapped area	8	12	24	10	17