

# Charles M. Schulz - Sonoma County Airport

## Complaint Summary 2010



# Charles M. Schulz - Sonoma County Airport (STS)

## Complaint Summary 2010

The Airport recorded a total of 192 complaints in 2010, of which 163, or 84%, were Airport related. This represents a 30% increase in total complaints over 2009, when 147 complaints were recorded. The complaints were generated from all over Sonoma County, at various times of the day and night, involving airline, corporate jet, military, and general aviation aircraft. In general, the complaints were attributed to noise, low flights and other related issues. A breakdown of Airport related complaints show that low flights accounted for the largest percentage with 43% of the total; noise related complaints accounted for 33% and other related issues such as over flights and maneuvering accounted for 24%.

There is no complete explanation for the increase in complaints, although a main factor was an increase in complaints related to aircraft participating in the Wings over Wine Country air show. In 2010, there were 37 complaints regarding Air Force F-15s, Navy F-18s, and other military aircraft, which is up from having received no complaints in 2009. Complaints related to these aircraft contribute to 19% of overall complaints.

Another factor to explain the increase in complaints is related to an increase in complaints from first time callers. The Airport recorded 134 complaints from first and second time callers in 2010, which is an increase from 79, or 69%, over 2009. First and second time callers accounted for 70% of overall complaints in 2010.

The actual number of complaints is 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 53 noise complaints, or roughly 28% of all complaints.

The Airport has contacted other Bay Area airports to see if there is any kind of comparison between total complaints and total operations in 2010. In total, six airports were contacted, each one varying in size and number of operations. The airport, number of operations and complaints are listed below:

| <b>Airport</b>                      | <b>Operation Numbers</b> | <b>Number of Complaints</b> | <b>Operations Per Complaint</b> |
|-------------------------------------|--------------------------|-----------------------------|---------------------------------|
| San Francisco International Airport | 387,248                  | 8,799                       | 44                              |
| Oakland International Airport       | 219,652                  | 912                         | 241                             |
| Livermore Municipal Airport         | 124,213                  | 630                         | 197                             |
| <b>Sonoma County Airport</b>        | <b>72,939</b>            | <b>192</b>                  | <b>380</b>                      |
| Buchanan Field Airport              | 78,898                   | 108                         | 730                             |
| Monterey Peninsula Airport          | 55,486                   | 27                          | 2,055                           |
| Napa County Airport                 | 66,004                   | 7                           | 9,429                           |

# Sonoma County Airport 2010 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 |
|---------|----------------------------|----------------------------|------------------|------------------|----------------------------|------------|--------------------------|
| 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                      |
| 2010    | 192                        | 163                        | 84%              | 134              | 82%                        | 72,939     | 447                      |
| Average | 240                        | 182                        | 78%              | 107              | 60%                        | 103,379    | 583                      |

## 2010 Analysis

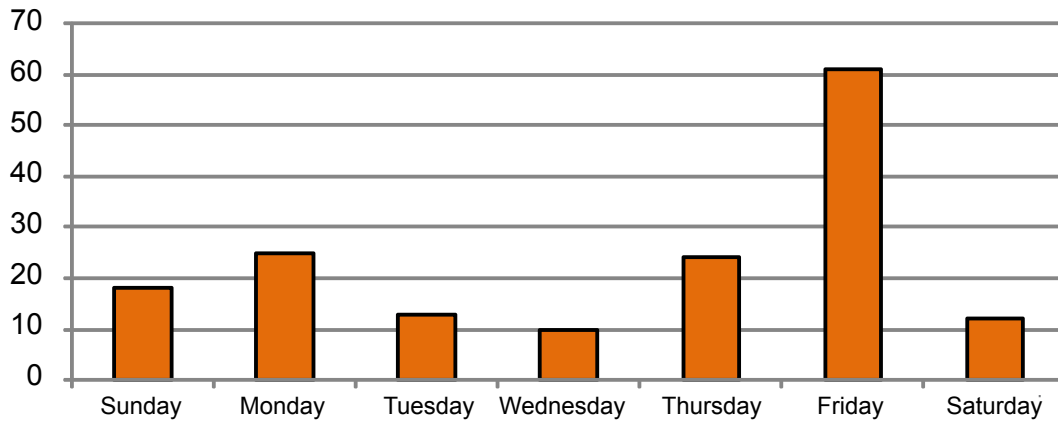
| Summary of Operations                 |  |            | Total Complaint Breakdown          |           |            |               |            |         |
|---------------------------------------|--|------------|------------------------------------|-----------|------------|---------------|------------|---------|
|                                       |  |            |                                    |           | Complaints | Percent       |            |         |
| Number of Operations                  |  | 72,939     | Noise Related                      |           | 70         | 28%           |            |         |
| Total Complaints                      |  | 192        | Low Flight Related                 |           | 53         | 37%           |            |         |
| Airport Related Complaints            |  | 163        | Maneuver Related                   |           | 22         | 12%           |            |         |
| Airport Related Complaints            |  | 84%        | Other (overflights, track, etc)    |           | 18         | 9%            |            |         |
|                                       |  |            | Non-Airport Related                |           | 29         | 15%           |            |         |
| Total Complaints by Caller            |  |            | Airport Related Complaints by Time |           |            |               |            |         |
|                                       |  | Complaints | Percent                            |           |            | Time          | Complaints | Percent |
| First Time Caller (2 or less)         |  | 134        | 70%                                | Day       |            | (07:00-18:00) | 135        | 83%     |
| Frequent Callers<br>(3 or more calls) |  | 53         | 28%                                | Evening   |            | (18:00-22:00) | 21         | 13%     |
| Anonymous                             |  | 5          | 2%                                 | Night     |            | (22:00-07:00) | 7          | 4%      |
| Airport Related Complaints by Source  |  |            | Airport Related Complaints by Day  |           |            |               |            |         |
|                                       |  | Complaints | Percent                            |           |            | Complaints    |            | Percent |
| Hot Air Balloon                       |  | 7          | 4%                                 | Sunday    |            | 18            |            | 11%     |
| Helicopter                            |  | 19         | 12%                                | Monday    |            | 25            |            | 15%     |
| Jet                                   |  | 25         | 15%                                | Tuesday   |            | 13            |            | 8%      |
| Military                              |  | 41         | 25%                                | Wednesday |            | 10            |            | 6%      |
| Propeller                             |  | 59         | 36%                                | Thursday  |            | 24            |            | 15%     |
| Unknown/Other                         |  | 6          | 4%                                 | Friday    |            | 61            |            | 38%     |
| Firebomber                            |  | 0          | 0%                                 | Saturday  |            | 12            |            | 7%      |
| Airline                               |  | 6          | 4%                                 |           |            |               |            |         |

## Definition of “Airport Related”

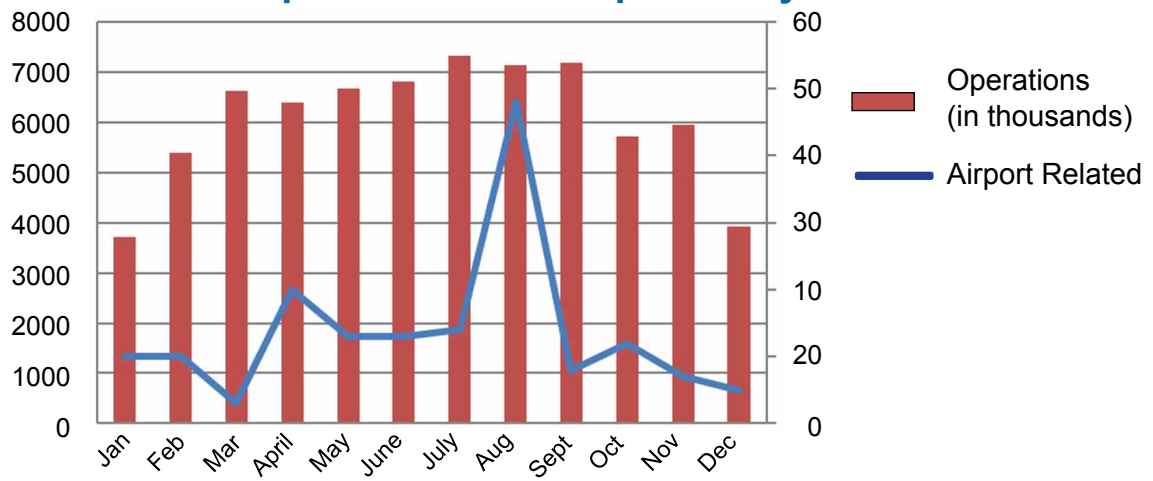
*A complaint will be considered “Airport Related” if it meets any of the following criteria:*

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

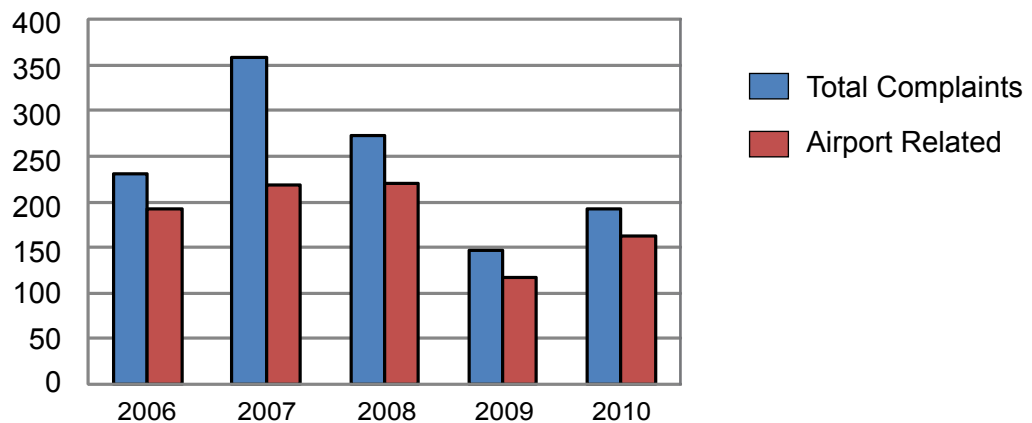
### 2010 Airport Related Complaints by Day of the Week



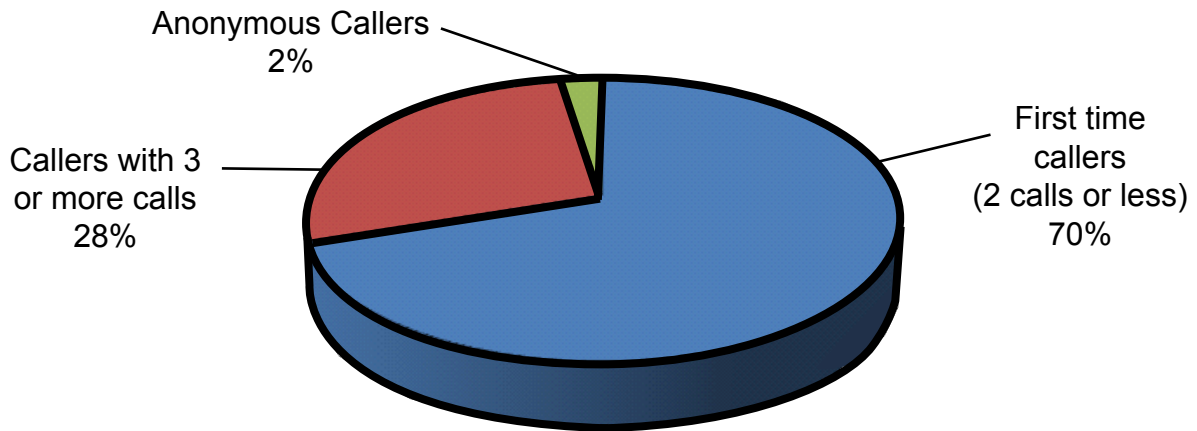
### 2010 Airport Related Complaints by Month



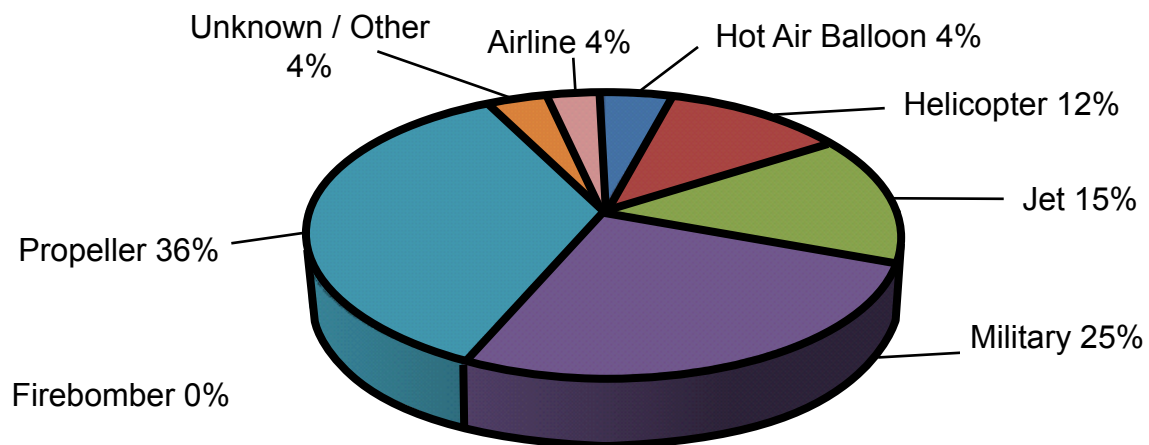
### Complaints by Year



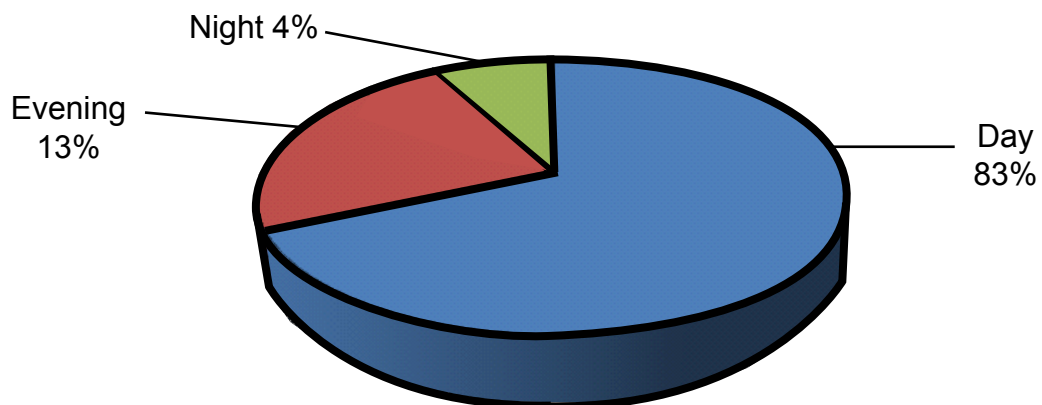
### 2010 Related Complaints by Callers



### 2010 Total Complaints by Aircraft Type



### 2010 Airport Related Complaints by Time of Day



## Complaint Comparison by Year

### Airport Related Complaints by Source

|                 | 2006 | 2007 | 2008 | 2009 | 2010 | Five Year Average |
|-----------------|------|------|------|------|------|-------------------|
| Hot Air Balloon | 0    | 4    | 1    | 1    | 7    | 3                 |
| Helicopter      | 24   | 29   | 20   | 32   | 19   | 25                |
| Jet             | 99   | 66   | 52   | 27   | 25   | 49                |
| Military        | 16   | 16   | 32   | 4    | 41   | 22                |
| Propeller       | 25   | 20   | 35   | 33   | 59   | 34                |
| Unknown*        | 28   | 5    | 18   | 8    | 6    | 13                |
| Firebomber      | 0    | 47   | 4    | 0    | 0    | 10                |
| Airline         | 0    | 31   | 58   | 12   | 6    | 20                |

\* Also includes non-aircraft related complaints

### Total Complaint Breakdown

|                                 | 2006 | 2007 | 2008 | 2009 | 2010 | Five Year Average |
|---------------------------------|------|------|------|------|------|-------------------|
| Noise Related                   | 92   | 88   | 106  | 41   | 70   | 79                |
| Low Flight Related              | 50   | 73   | 71   | 24   | 53   | 54                |
| Maneuver Related                | 4    | 2    | 11   | 16   | 22   | 11                |
| Other (overflights, track, etc) | 46   | 55   | 32   | 36   | 18   | 37                |
| Non-Airport Related             | 39   | 140  | 52   | 30   | 29   | 58                |

### Airport Related Complaints by Time

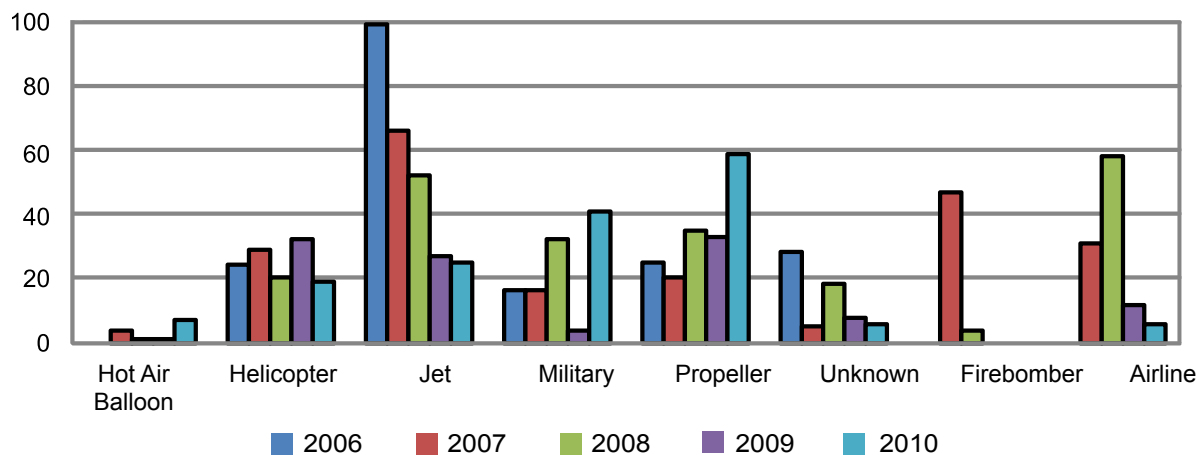
|                            | 2006 | 2007 | 2008 | 2009 | 2010 | Five Year Average |
|----------------------------|------|------|------|------|------|-------------------|
| Day<br>(07:00 - 18:00)     | 128  | 153  | 145  | 91   | 135  | 130               |
| Evening<br>(18:00 - 22:00) | 34   | 49   | 52   | 11   | 21   | 33                |
| Night<br>(22:00 - 07:00)   | 25   | 16   | 23   | 15   | 7    | 17                |

## Complaint Comparison by Year

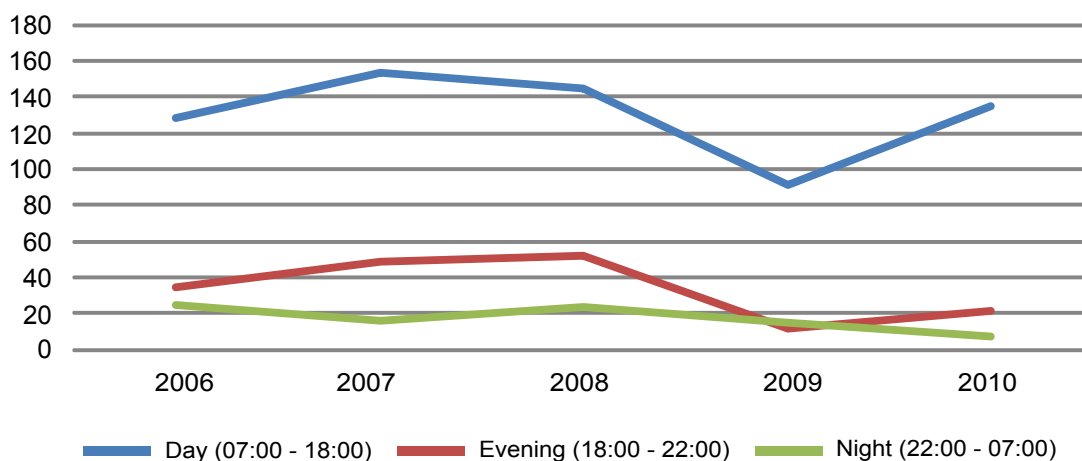
### Airport Related Complaints by Day

|           | 2006 | 2007 | 2008 | 2009 | 2010 | Five Year Average |
|-----------|------|------|------|------|------|-------------------|
| Sunday    | 36   | 35   | 41   | 27   | 18   | 31                |
| Monday    | 28   | 20   | 23   | 5    | 25   | 20                |
| Tuesday   | 22   | 31   | 33   | 12   | 13   | 22                |
| Wednesday | 26   | 38   | 27   | 22   | 10   | 25                |
| Thursday  | 23   | 23   | 31   | 19   | 24   | 24                |
| Friday    | 29   | 33   | 24   | 18   | 61   | 33                |
| Saturday  | 28   | 38   | 41   | 14   | 12   | 27                |

### Airport Related Complaints by Source

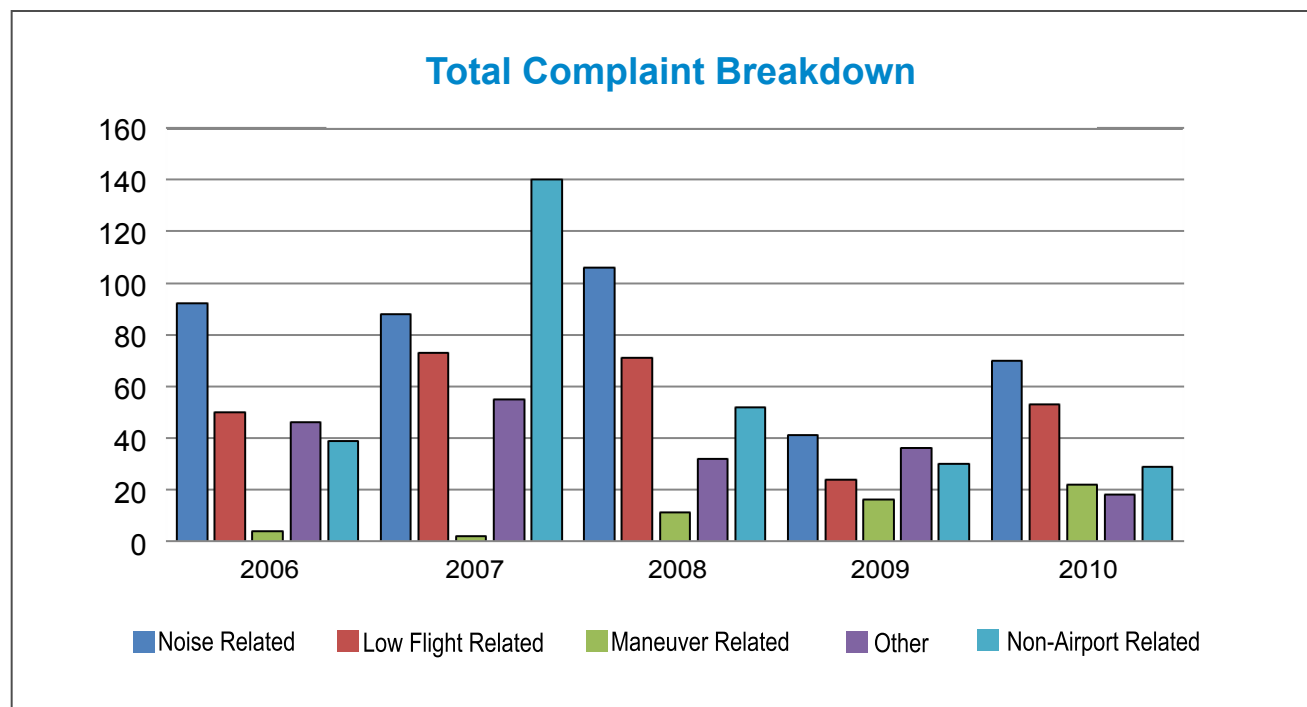
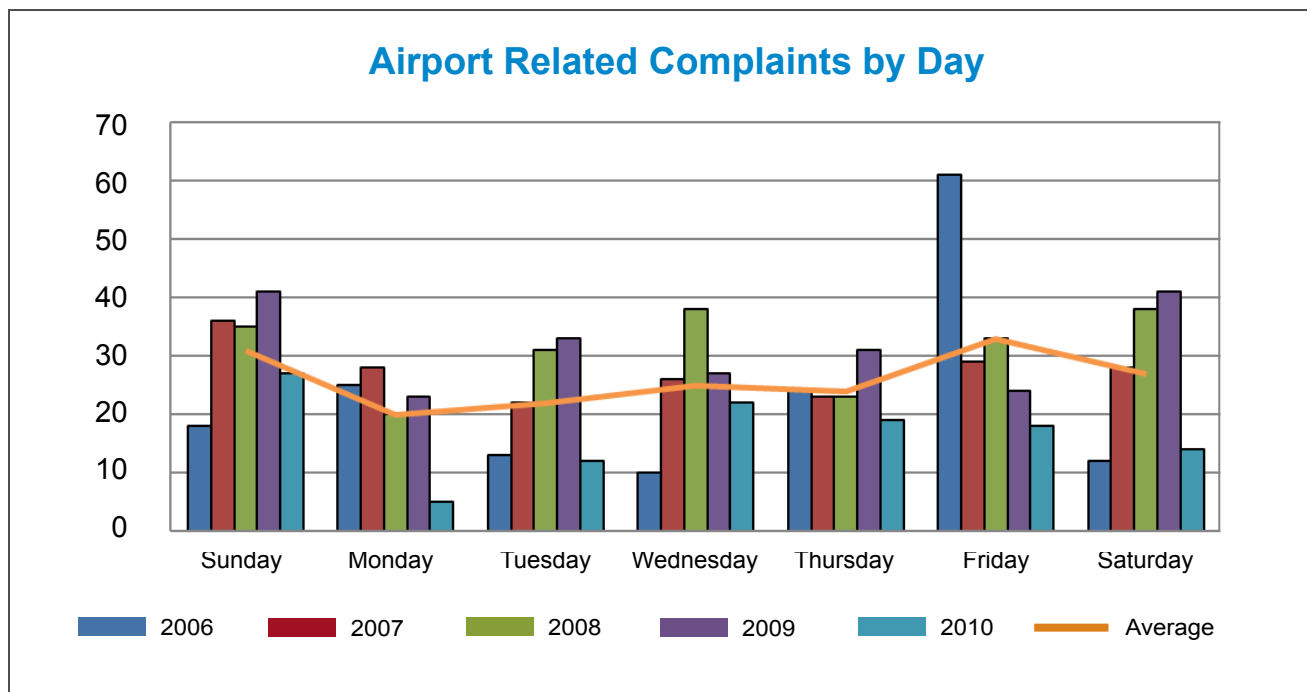


### Airport Related Complaints by Time



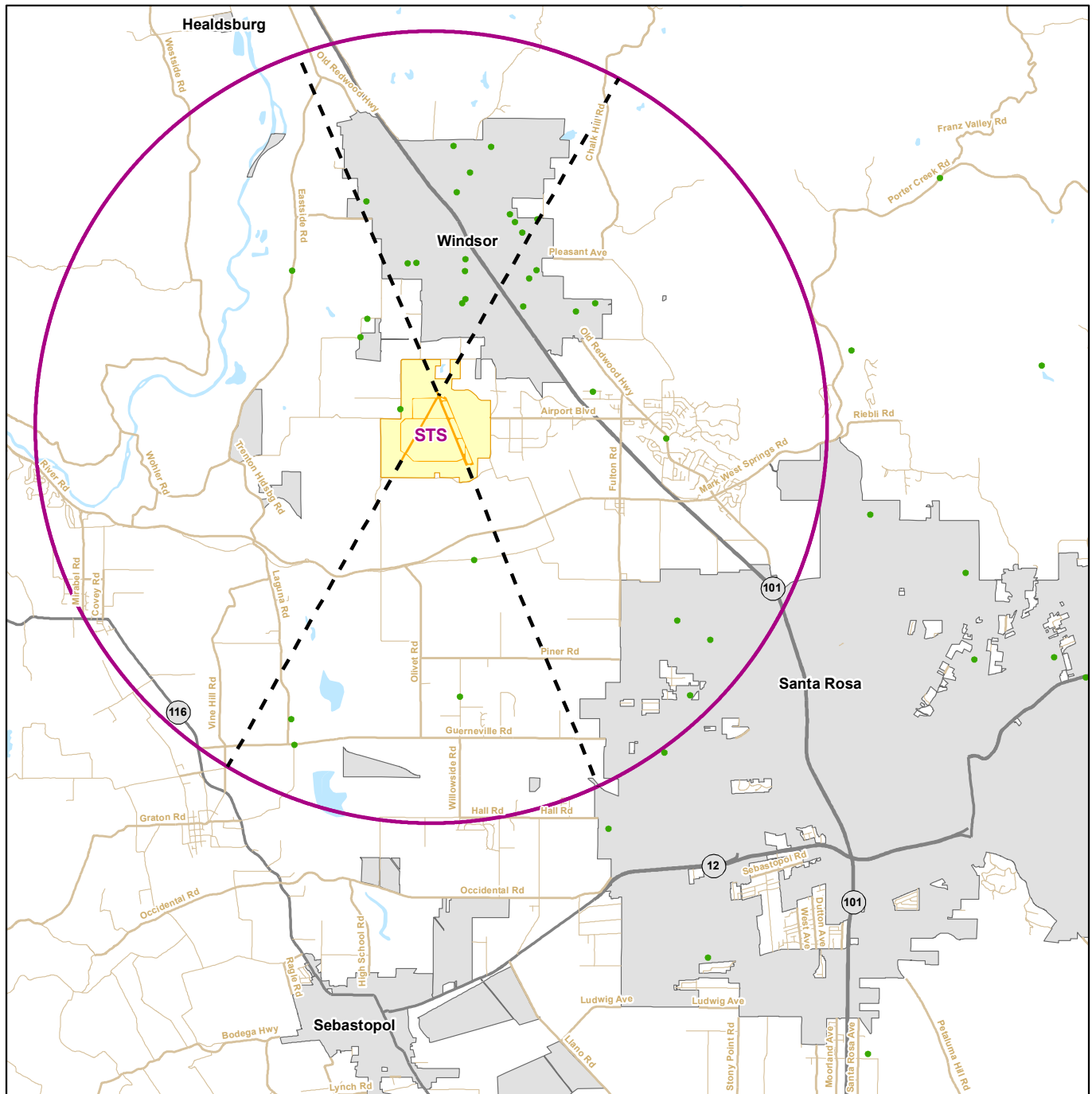


## Complaint Comparison by Year





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

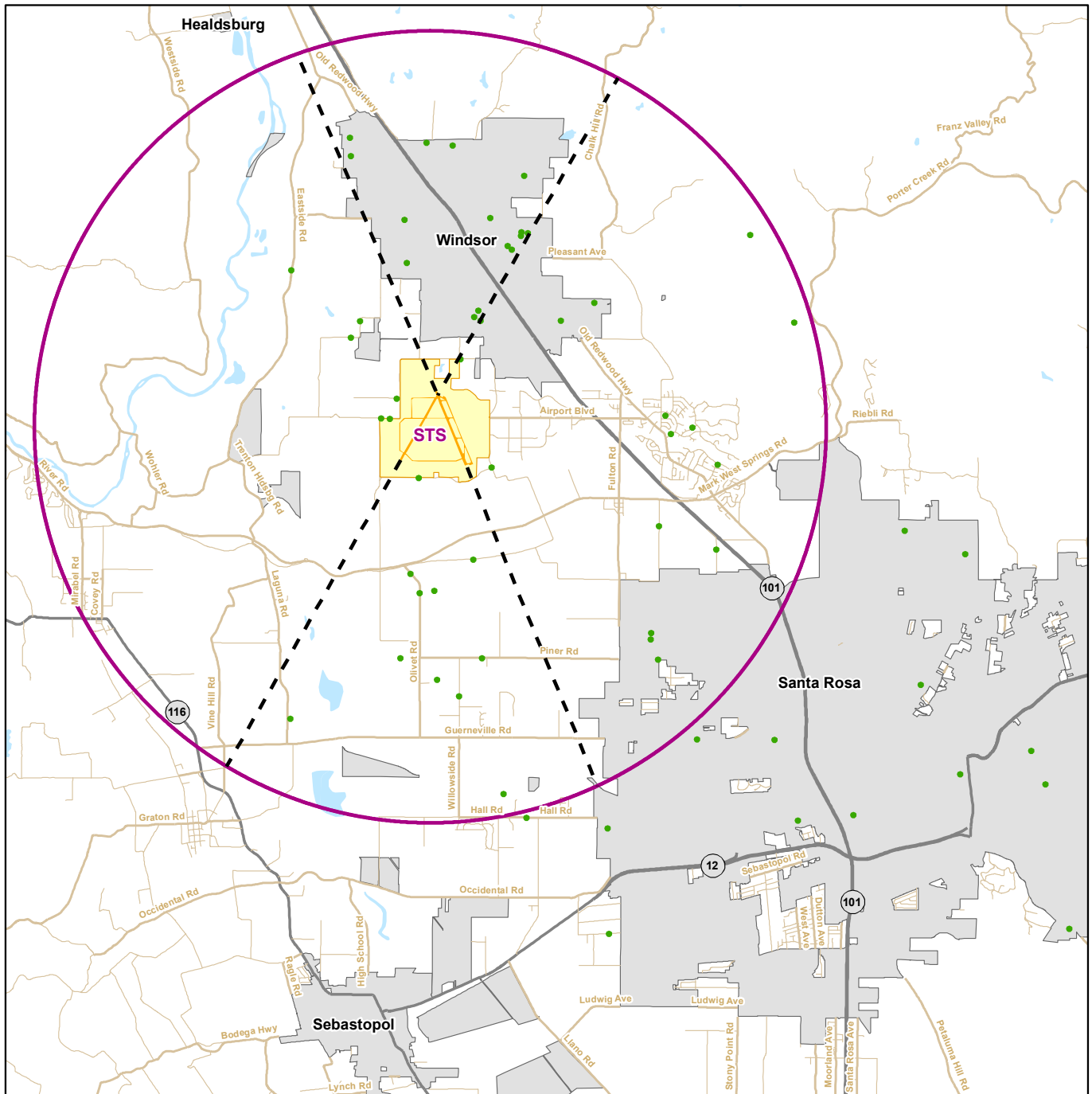


0 1.25 2.5 5 Miles

- 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)

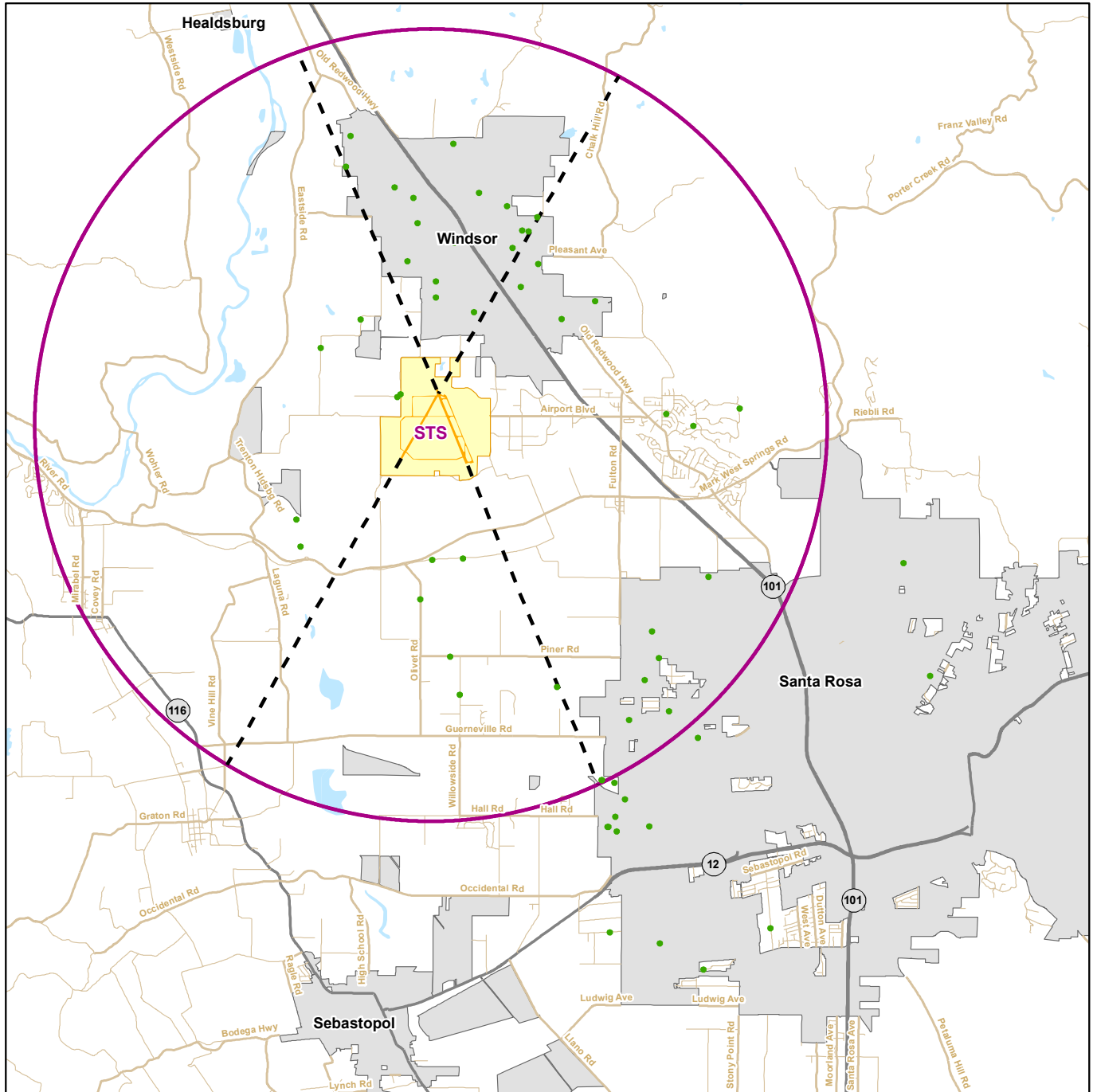


0 1.25 2.5 5 Miles

- 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)

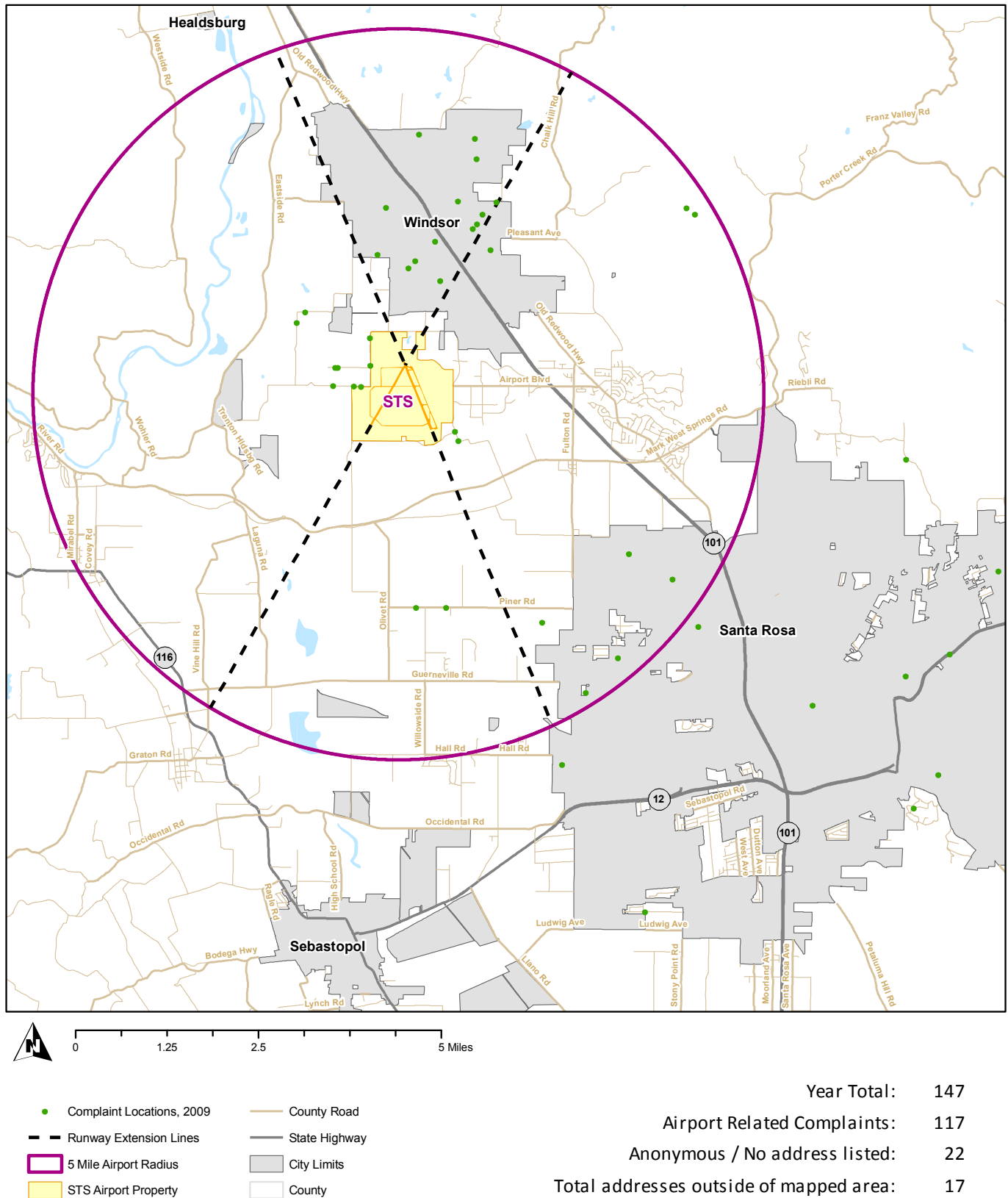


0 1.25 2.5 5 Miles

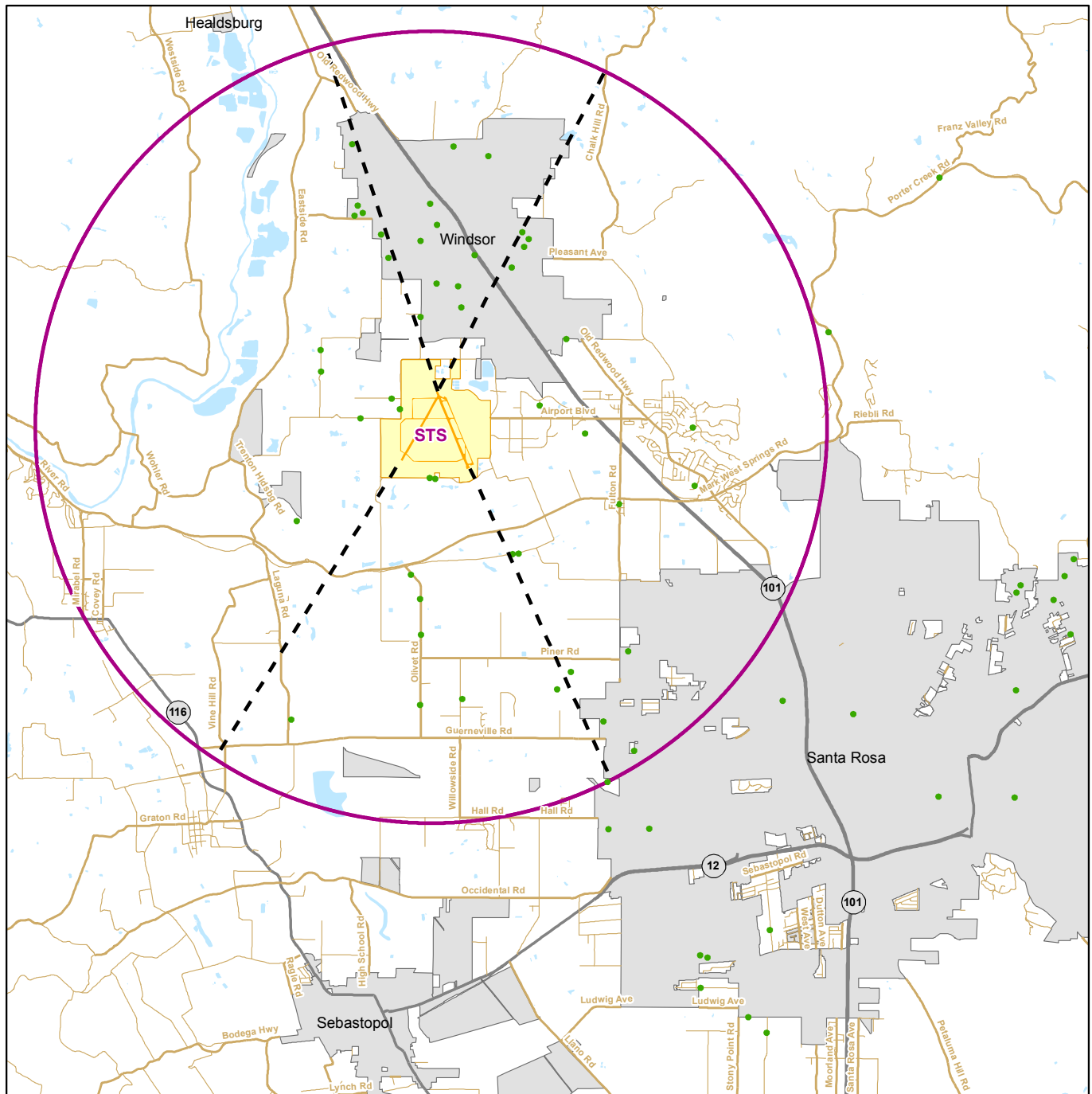
- Complaint Locations, 2008
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- City Limits
- County

|                                         |     |
|-----------------------------------------|-----|
| 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)



# Charles M. Schulz - Sonoma County Airport Noise Complaint Map (2010)

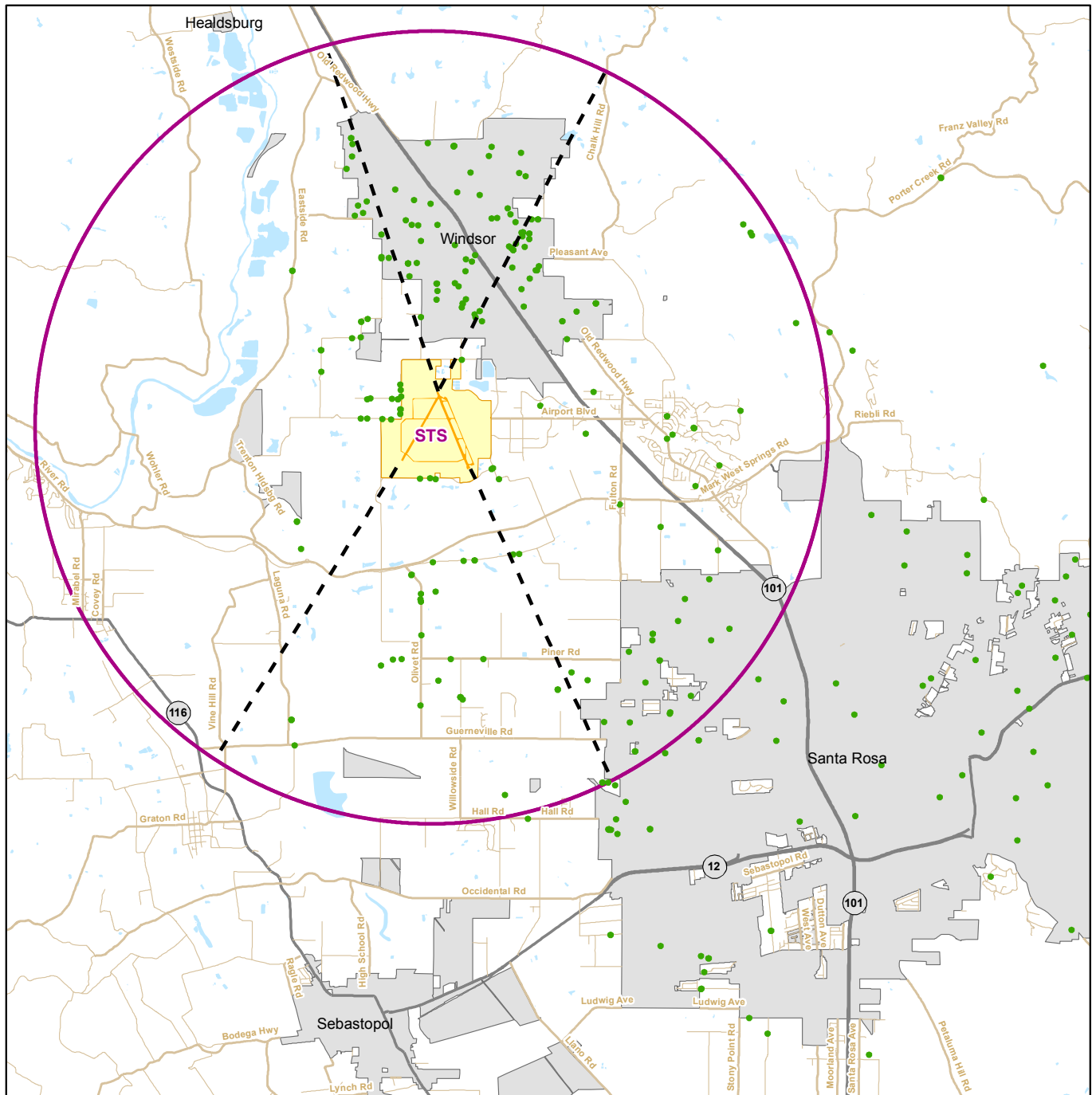


0 1.25 2.5 5 Miles

- Complaint Locations, 2010
- Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- Jurisdictions\_2011
- County

Year Total: 192  
 Airport Related Complaints: 163  
 Anonymous / No address listed: 25  
 Total addresses outside of mapped area: 17

# Charles M. Schulz - Sonoma County Airport Noise Complaint Aggregate Map (2006-2010)



- Complaint Locations, 2006-2010
- - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property
- County Road
- State Highway
- Jurisdictions\_2011
- County

|                                        | 2006 | 2007 | 2008 | 2009 | 2010 |
|----------------------------------------|------|------|------|------|------|
| Year Total                             | 231  | 358  | 272  | 147  | 192  |
| Airport Related Complaints             | 192  | 218  | 220  | 117  | 163  |
| Anonymous / No address listed          | 46   | 39   | 35   | 22   | 25   |
| Total addresses outside of mapped area | 12   | 24   | 10   | 17   | 17   |