

Charles M. Schulz - Sonoma County Airport

2015 Complaint Summary



Charles M. Schulz - Sonoma County Airport (STS)

The Runway Safety Improvement Project maintained Sonoma County Airport's compliance with FAA standards and further enhanced operational safety in 2015. The Airport recorded a total of 229 complaints in 2015, which represents a 33% reduction from 2014, which had a total of 343 complaints. Of these 229 complaints, 200, or 87%, were Airport –related (as defined at the bottom of page 3 of this report).

Having weathered temporary shifts in air traffic during 2014 due to the 6-month closure of Runway 14-32 (during which period many residents lodged complaints for the first time), the Airport enjoyed fewer complaints in 2015, especially early in the year. The Airport recorded 152 complaints from first and second time callers in 2015, compared to 193 in 2014. New callers still inquired if there were changes to the flight pattern, perhaps indicating lingering effects from the previous year's closure. First and second time callers accounted for 66% of overall complaints in 2015.

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 73% of the total. Related issues, such as overflights and maneuvering, accounted for 27%. Non-Airport-related complaints accounted for 13% of the total.

The Airport contacted other airports in the larger Bay Area to assess how noise complaints as STS compare geographically. In total, the Airport collected data from seven area airports, which vary 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)	109,440	152	729
Livermore Municipal Airport (LVK)	117,698	594	198
Monterey Peninsula Airport (MRY)	65,734	159	413
Napa County Airport (APC)	49,253	6	8,209
Oakland International Airport (OAK)	169,938	4,645	37
San Francisco International Airport (SFO)	430,518	750,000	1
San Jose Airport (SJC)	129,021	5,351	24
Sonoma County Airport (STS)	83,463	229	364



2015 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 Complaint
2011	141	107	76%	83	59%	79,562	744
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
2015	229	200	87%	152	66%	83,463	417
Average	211	171	81%	115	54%	78,996	463

Summary of Operations			Total Complaint Breakdown		
Number of Operations	83,463		Complaints		Percent
Total Complaints	229		Noise Related	79	34.5%
Airport Related Complaints	200		Low Flight Related	73	31.9%
Airport Related Complaints (%)	87%		Maneuver Related	0	0.0%
			Other (overflights, track, etc.)	48	21.0%
			Non-aircraft related complaints	29	12.7%
Total Complaints by Caller			Airport-Related Complaints by Time		
	Complaints	Percent	Complaints		Percent
First-time Callers (2 calls or less)	152	66.4%	Day (07:00-18:00)	134	67.0%
Frequent Callers (3 calls or more)	70	30.6%	Evening (18:00-22:00)	47	23.5%
Anonymous	7	3.1%	Night (22:00-07:00)	18	9.0%
Airport-Related Complaints by Source			Airport-Related Complaints by Day		
	Complaints	Percent	Complaints		Percent
Hot Air Balloon	2	1.0%	Sunday	38	19.0%
Helicopter	18	9.0%	Monday	19	9.5%
Jet	61	30.5%	Tuesday	25	12.5%
Military	10	5.0%	Wednesday	36	18.0%
Propeller	27	13.5%	Thursday	25	12.5%
Unknown / Other	77	38.5%	Friday	31	15.5%
Firebomber	0	0.0%	Saturday	26	13.0%
Airline	5	2.5%			
			Airport-Related Complaints by Day		
			Complaints		Percent
			Noise Related	79	39.5%
			Low Flight Related	73	36.5%
			Maneuver Related	0	0.0%
			Other (overflights, track, etc.)	48	24.0%

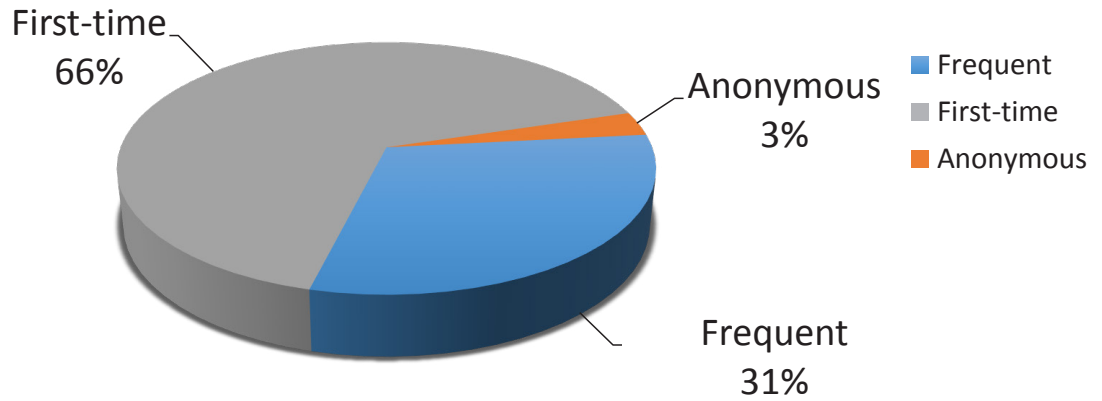
Definition of "Airport Related"

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

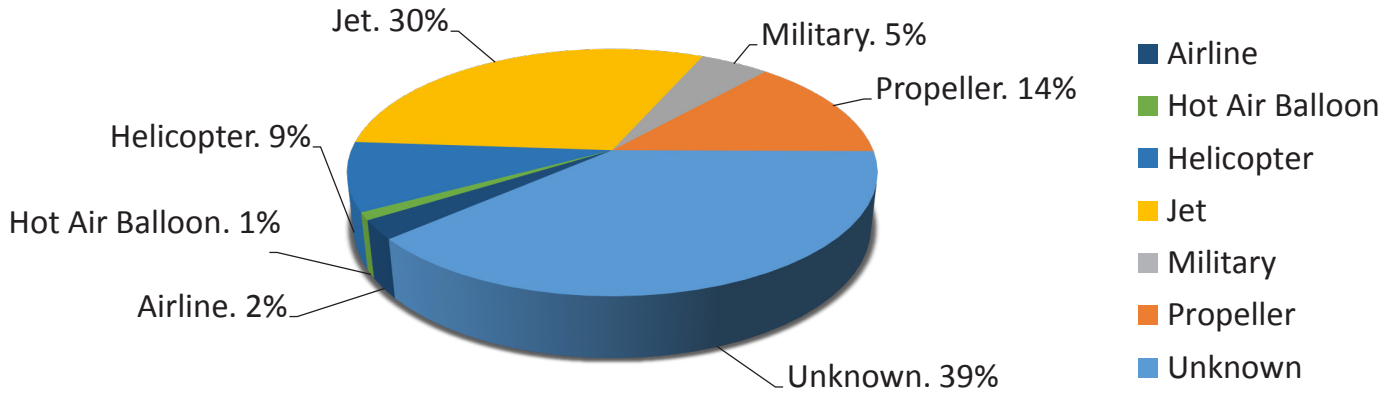
- The operation that triggers the complaint is directly related to takeoff or landing at STS.
- The operation that triggers the complaint takes place within a five mile radius of the Airport
- The operation that triggers the complaint is a direct result of an Airport related event.

2015 Complaint Comparisons

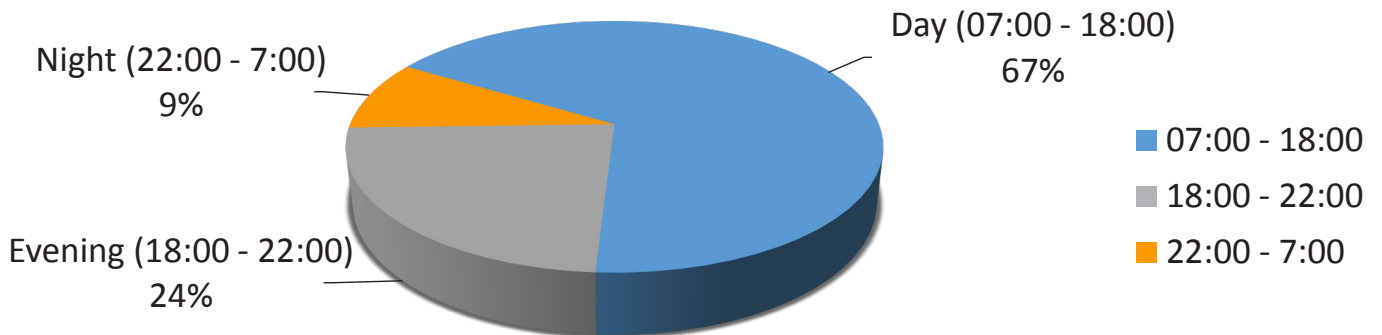
By Caller



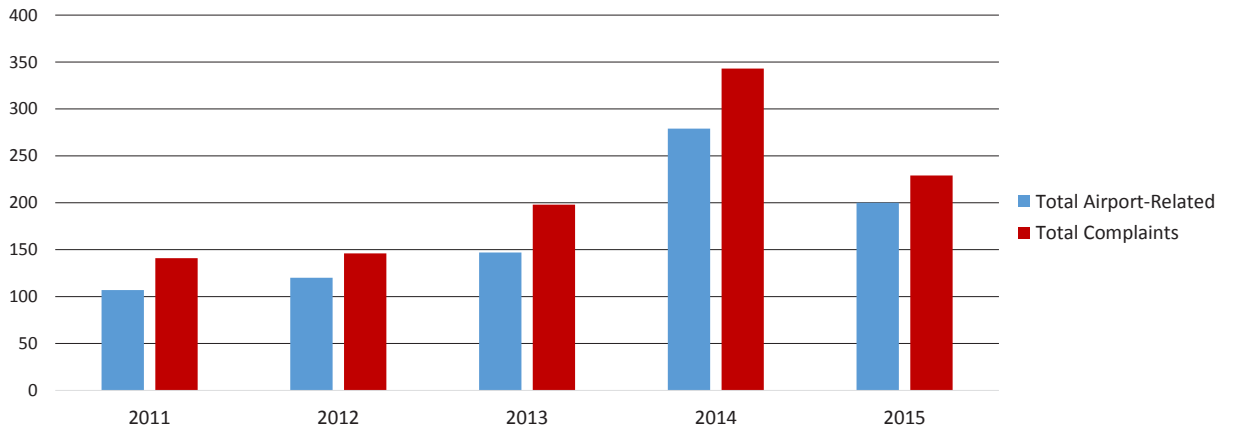
By Aircraft Type



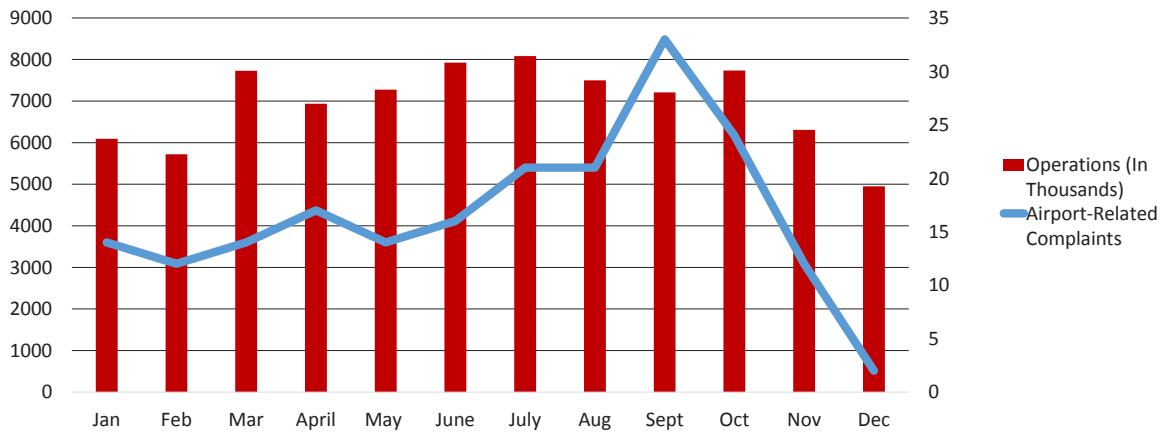
By Time of Day



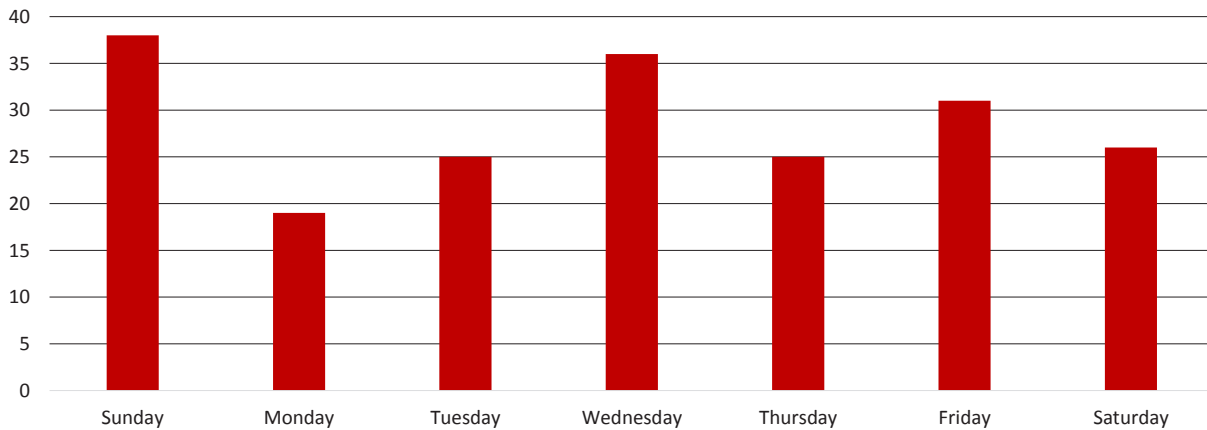
By Year



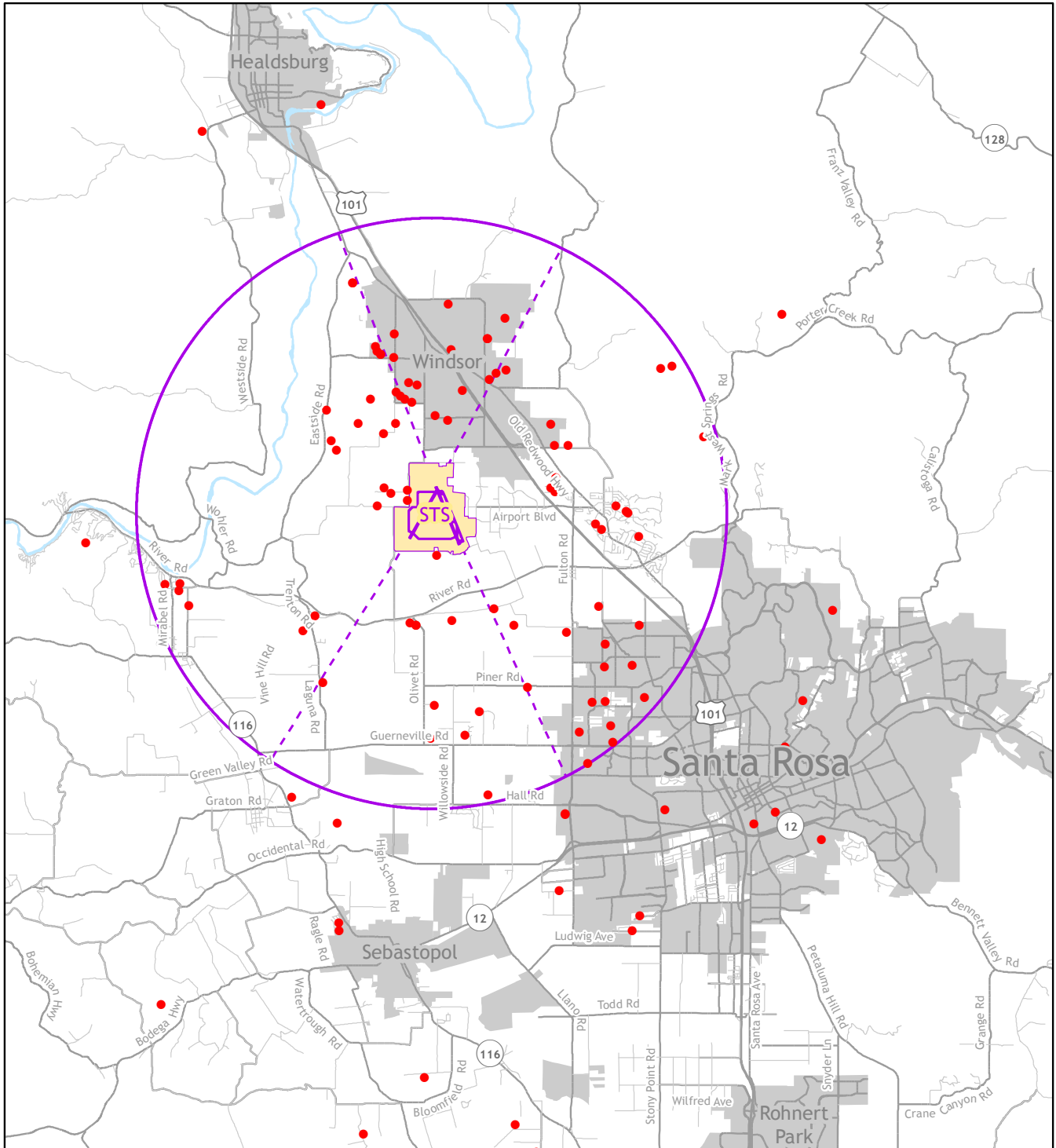
By Month



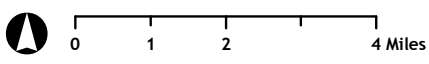
By Day of Week



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.



Total Complaint Breakdown

	2011	2012	2013	2014	2015	Five Year Average
Noise Related	24	48	114	107	79	74
Low Flight Related	63	40	28	104	73	62
Maneuver Related	14	5	4	6	0	6
Other (overflights, track, etc)	6	27	1	62	48	29
Non-Airport Related	34	26	51	64	29	41
Total Complaints	141	146	198	343	229	211

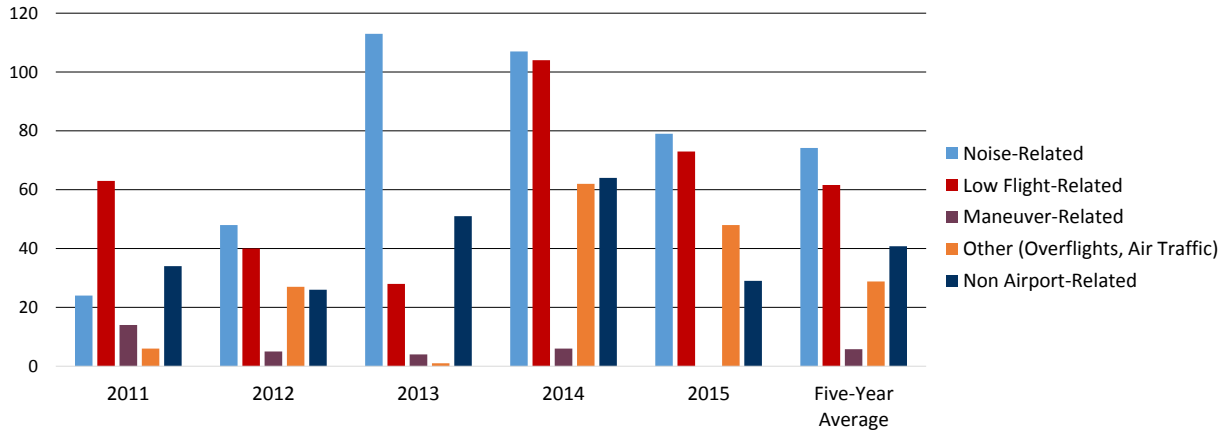
Airport Related Complaints by Source

	2011	2012	2013	2014	2015	Five Year Average
Hot Air Balloon	3	0	1	0	2	1
Helicopter	10	17	90	54	18	38
Jet	22	40	21	54	61	40
Military	12	20	0	20	10	12
Propeller	35	22	12	31	27	25
Unknown	15	8	21	113	77	47
Firebomber	1	2	0	0	0	<1
Airline	9	11	2	7	5	7

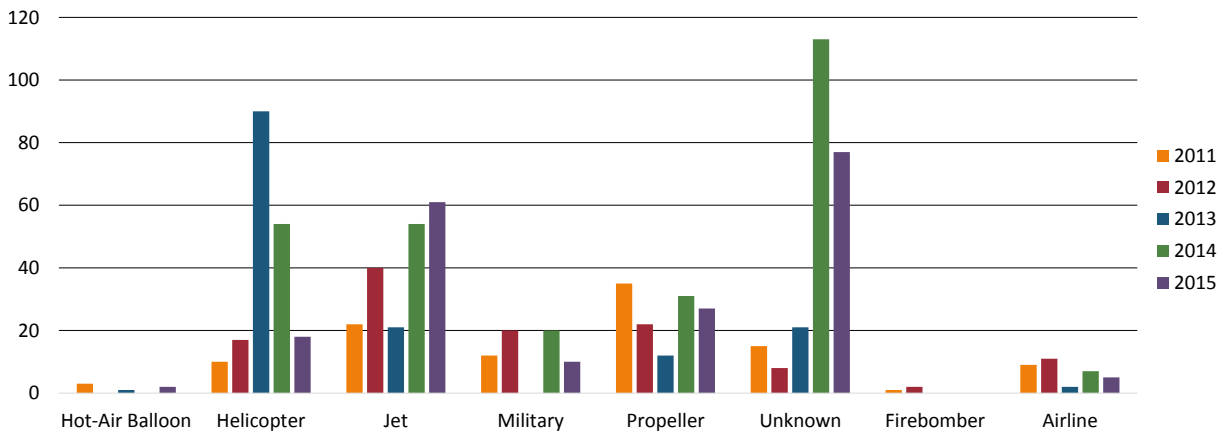
Airport Related Complaints by Day

	2011	2012	2013	2014	2015	Five Year Average
Sunday	14	23	15	48	38	28
Monday	11	11	10	36	19	17
Tuesday	6	12	13	28	25	17
Wednesday	18	13	26	23	36	23
Thursday	17	27	23	48	25	28
Friday	26	21	19	32	31	26
Saturday	15	13	41	64	26	32

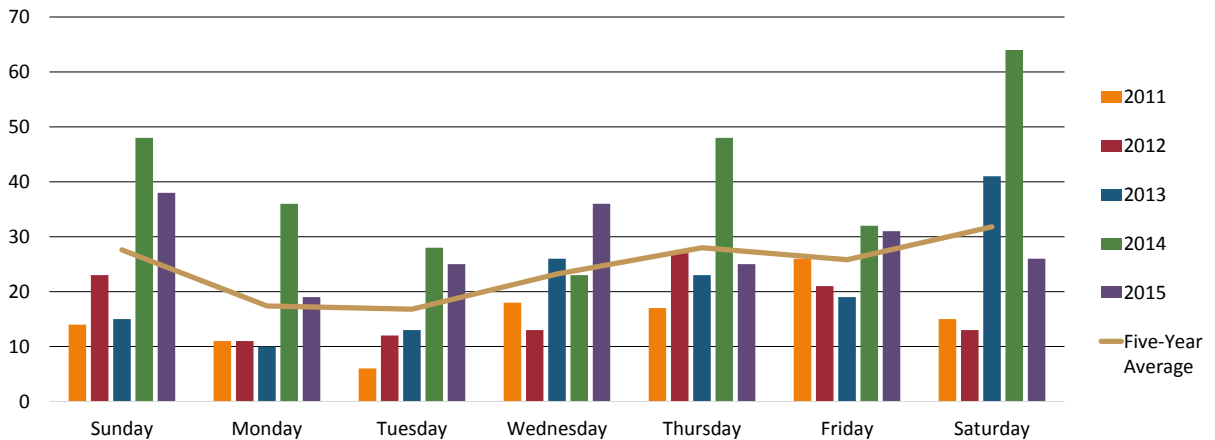
Total Complaint Breakdown



Airport Related Complaints by Source



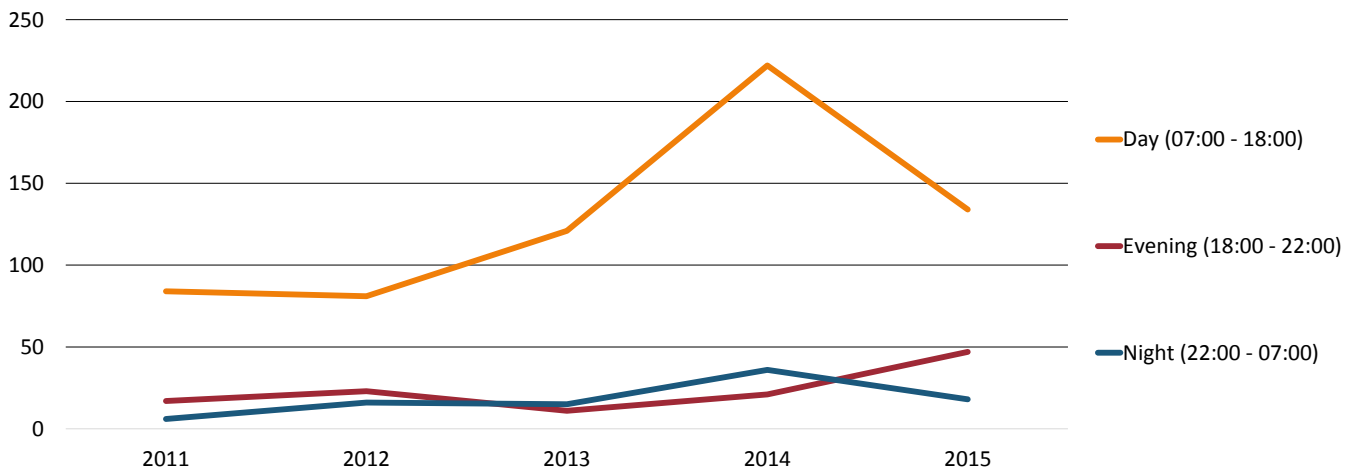
Airport Related Complaints by Day



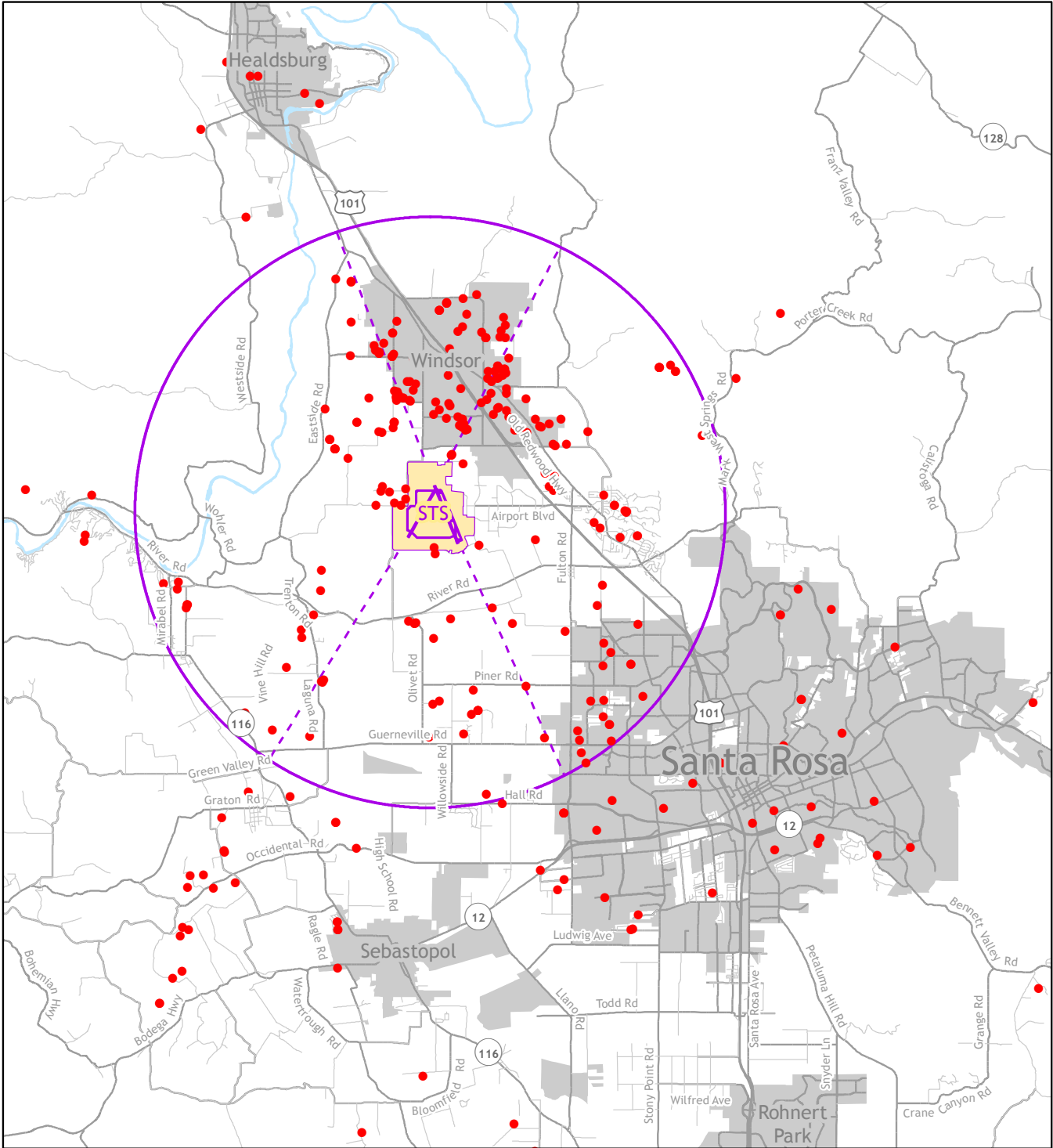
Airport Related Complaints by Time

	2011	2012	2013	2014	2015	Five-Year Average
Day (07:00 - 18:00)	84	81	121	222	134	128
Evening (18:00 - 22:00)	17	23	11	21	47	24
Night (22:00 - 07:00)	6	16	15	36	18	18

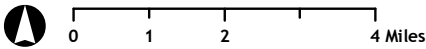
Airport Related Complaints by Time



2011-2015 Noise Complaint Map



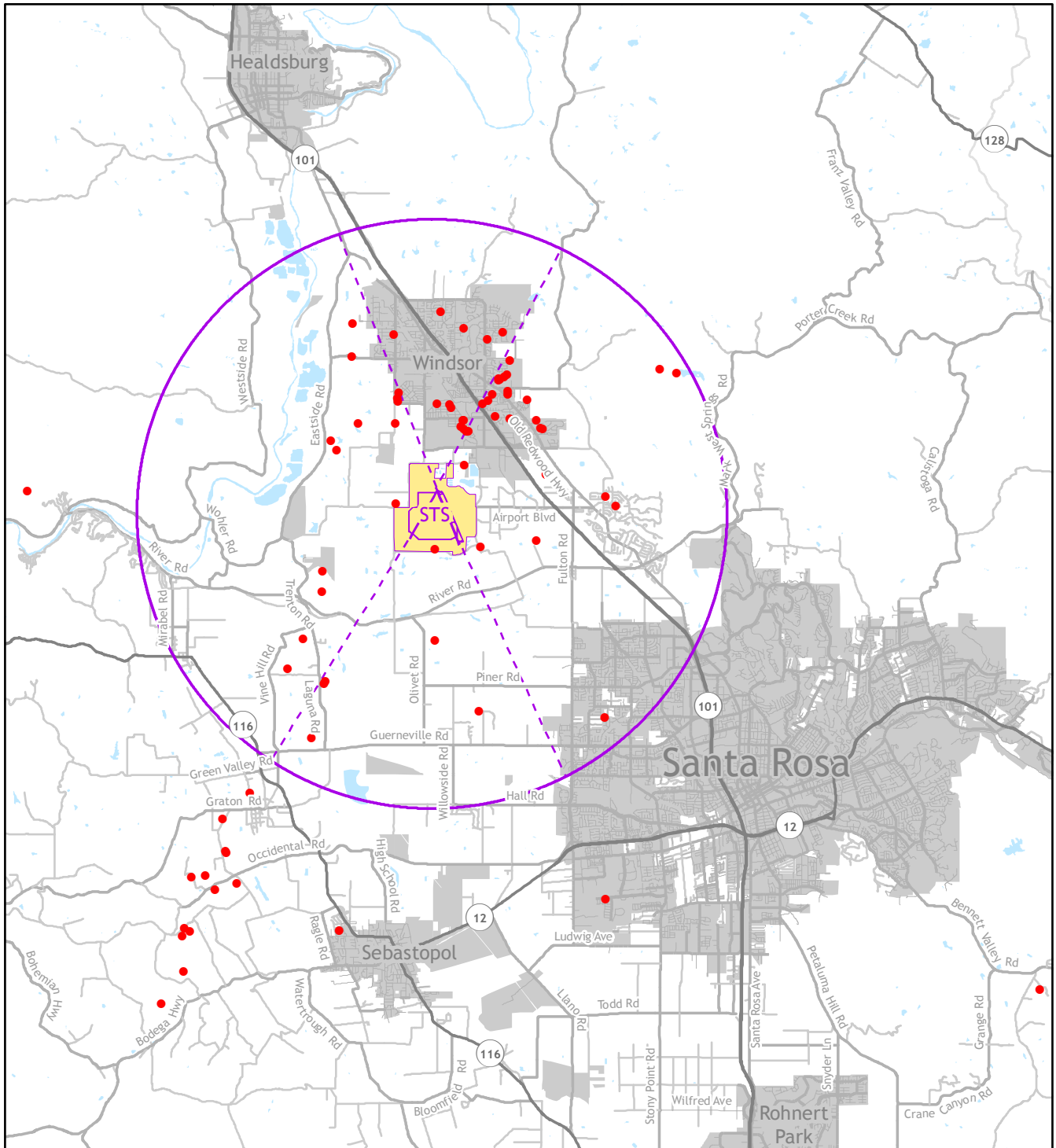
- Complaint Call Locations
- Runway Extension Lines
- STS Airport Property
- 5 Mile Airport Radius



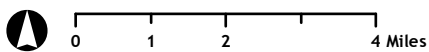
	2011	2012	2013	2014	2015
Year Total:	141	146	198	343	229
Airport-Related Complaints:	107	120	147	279	200
Anonymous or no address:	26	18	45	63	22
Total addresses outside of mapped area	10	5	1	1	7

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

2014 Noise Complaint Map



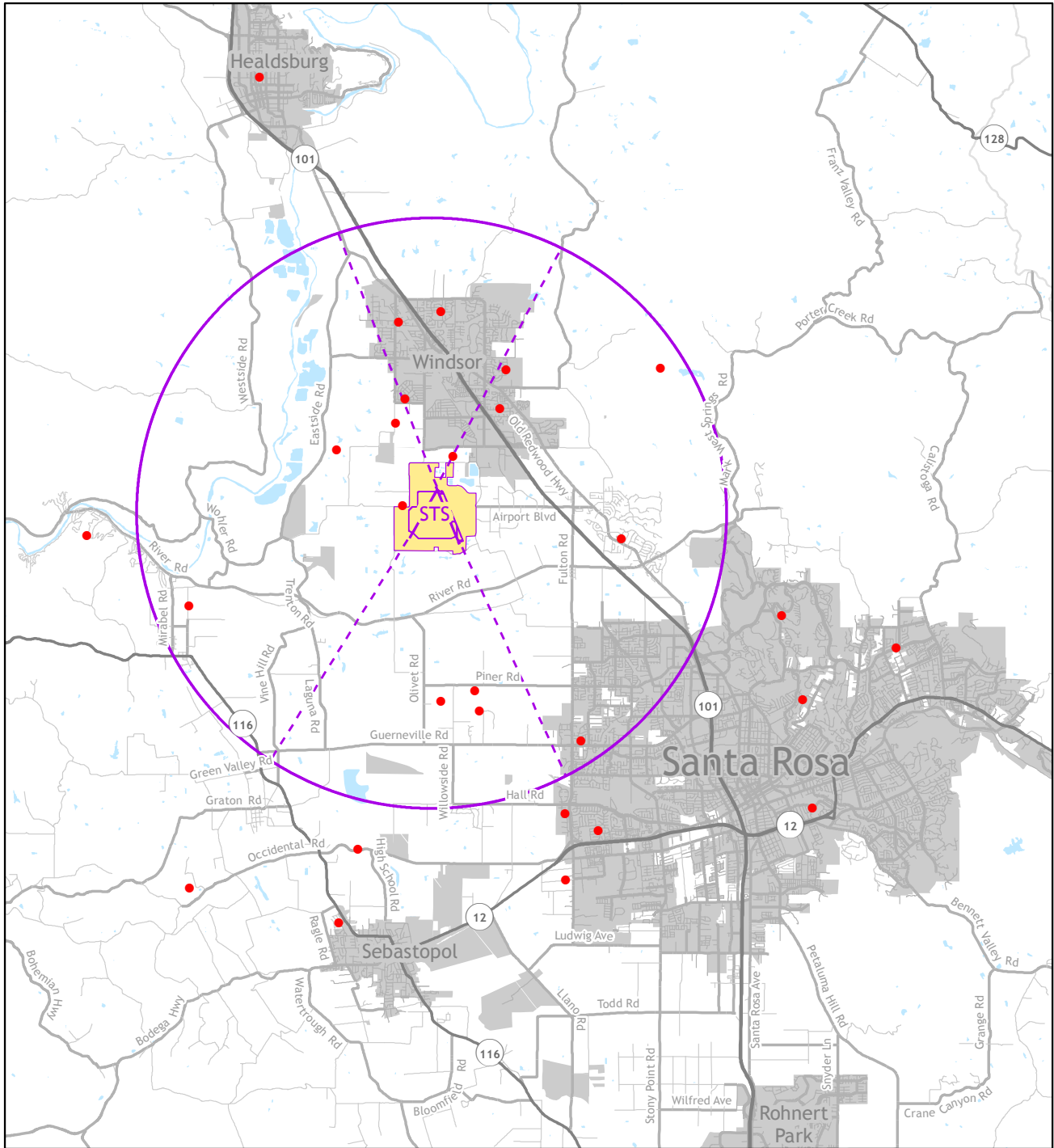
- Complaint Call Locations
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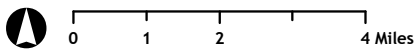
Total complaints: 343
Airport-related complaints: 279
Anonymous or no address: 63
Total addresses outside of mapped area: 1

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

2013 Noise Complaint Map



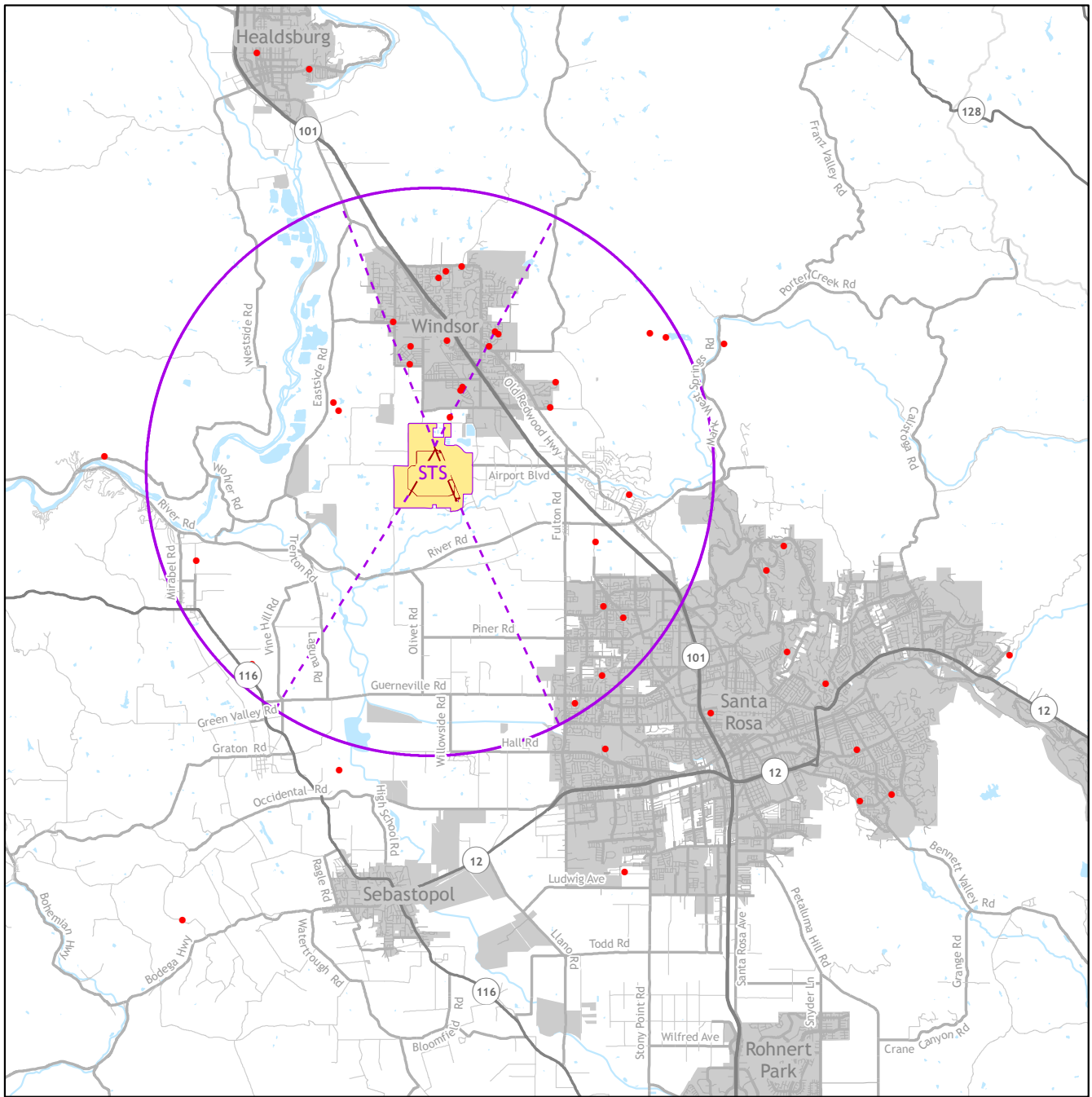
- Complaint Call Locations
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- 5 Mile Airport Radius



Total complaints:	198
Airport-related complaints:	147
Anonymous or no address:	45
Total addresses outside of mapped area:	1

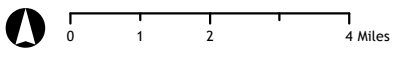
Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

2012 Noise Complaint Map



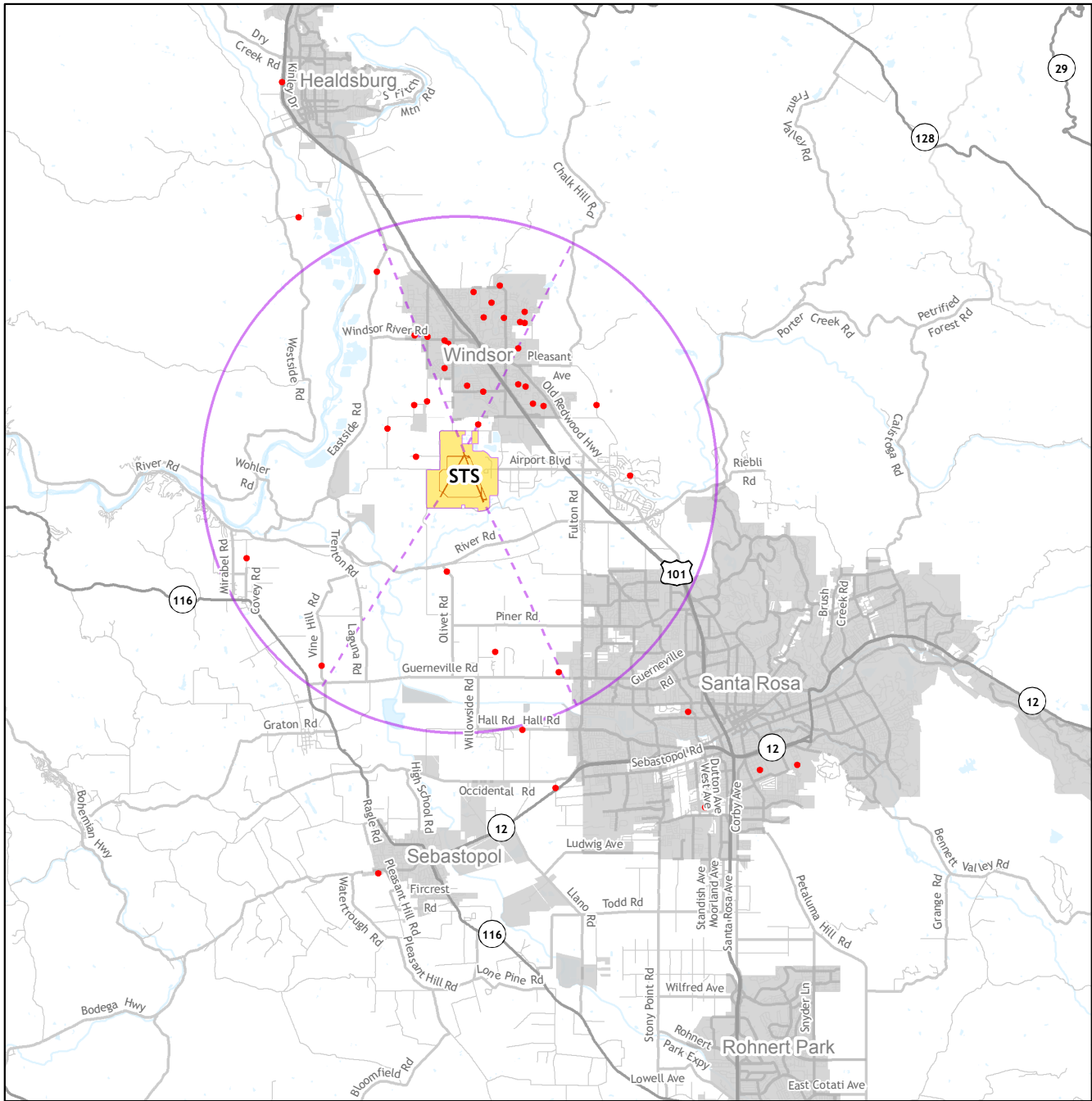
- Complaint Calls (2012)
- - - Runway Extension Lines
- 5 Mile Airport Radius
- STS Airport Property

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

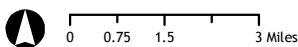


Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

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.

