

Charles M. Schulz - Sonoma County Airport

2016 Complaint Summary



Charles M. Schulz - Sonoma County Airport (STS)

The Airport recorded a total of 304 complaints in 2016, representing a 32.8% increase over 2015, which had a total of 229 complaints. Of these 304 complaints, 273 or 90% were airport-related (as defined at the bottom of page 3 of this Summary).

2016 saw the mid-year addition of a second commercial carrier, Allegiant Airlines, which did result in an increase in complaints from June onwards, particularly on the days Allegiant Airlines have scheduled flights. The Airport recorded 176 calls from first and second time callers in 2016, compared to 152 in 2015. First and second time callers accounted for 58% of overall complaints in 2016. The increase is mostly attributed to the fact that Allegiant Airlines fly older McDonnell Douglas MD-80's whose take-off noise profile is louder than Alaska's Bombardier Q400's. Despite the difference, all aircraft operating through STS satisfy the FAA's Stage III Noise Abatement requirements.

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 84% of the total. Related issues, such as overflights and maneuvering, accounted for 16%. Non-Airport-related complaints accounted for 10% 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 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)	119,609	194	617
Livermore Municipal Airport (LVK)	118,099	173	683
Monterey Peninsula Airport (MRY)	95,482	157	608
Napa County Airport (APC)	45,695	0	0
Oakland International Airport (OAK)	222,799	716	311
San Francisco International Airport (SFO)	450,391	3,547,192	0.13
San Jose Airport (SJC)	160,509	44,970	3
Sonoma County Airport (STS)	79,231	304	261



2016 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
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
2016	304	273	90%	176	58%	79,231	290
Average	244	204	84%	133	55%	78,930	387

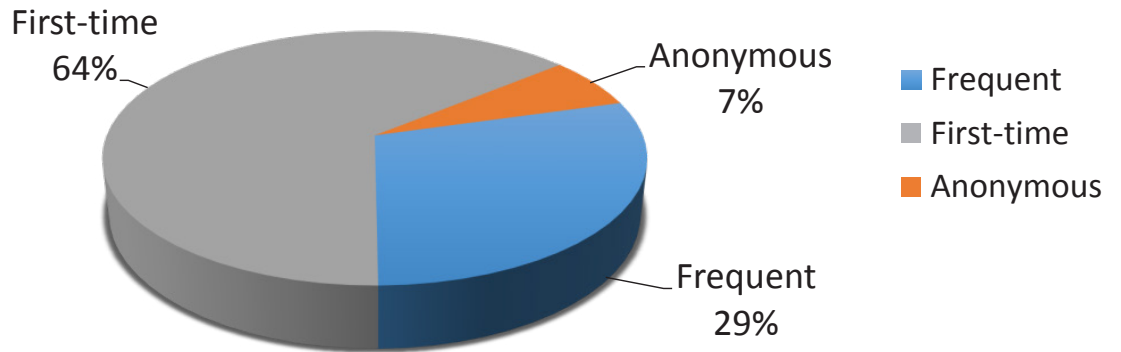
Summary of Operations				Total Complaint Breakdown			
Number of Operations	79,231			Noise Related	188	61.8%	
Total Complaints	304			Low Flight Related	42	13.8%	
Airport Related Complaints	273			Maneuver Related	2	0.7%	
Airport Related Complaints (%)	90%			Other (overflights, track, etc.)	41	13.5%	
				Non-aircraft related complaints	31	10.2%	
Total Complaints by Caller				Airport-Related Complaints by Time			
	Complaints	Percent		Day (07:00-18:00)	187	68.5%	
First-time Callers (2 calls or less)	195	64.1%		Evening (18:00-22:00)	50	18.3%	
Frequent Callers (3 calls or more)	89	29.3%		Night (22:00-07:00)	35	12.8%	
Anonymous	20	6.6%					
Airport-Related Complaints by Source				Airport-Related Complaints by Day			
	Complaints	Percent		Sunday	56	20.5%	
Hot Air Balloon	1	0.4%		Monday	27	9.9%	
Helicopter	27	9.9%		Tuesday	25	9.2%	
Jet	108	39.6%		Wednesday	18	6.6%	
Military	33	12.1%		Thursday	73	26.7%	
Propeller	21	7.7%		Friday	51	18.7%	
Unknown / Other	34	12.5%		Saturday	23	8.4%	
Firebomber	0	0.0%					
Airline	49	17.9%					
				Airport-Related Complaints by Day			
				Noise Related	188	68.9%	
				Low Flight Related	42	15.4%	
				Maneuver Related	2	0.7%	
				Other (overflights, track, etc.)	41	15.0%	

Definition of "Airport Related"

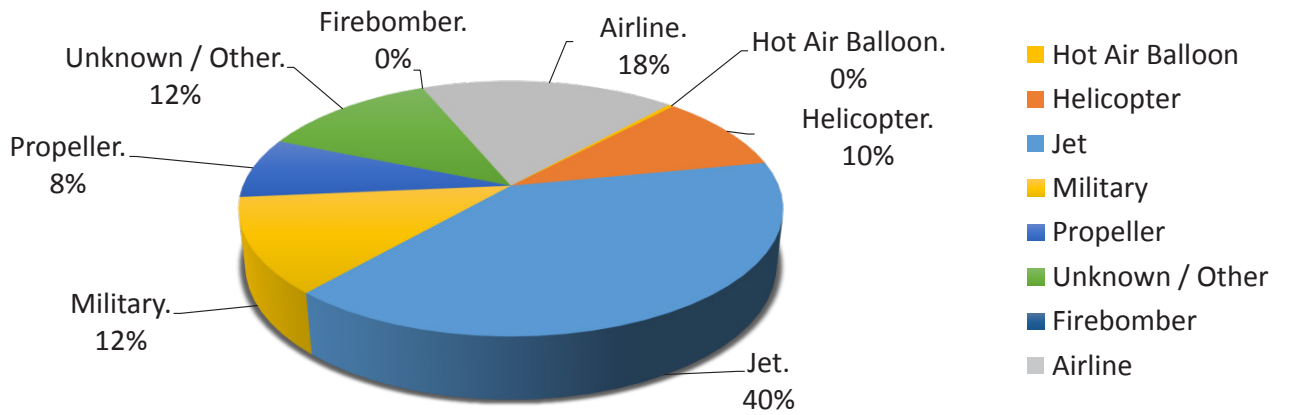
A complaint will be considered "Airport Related" if it meets any of the following criteria:

- 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.

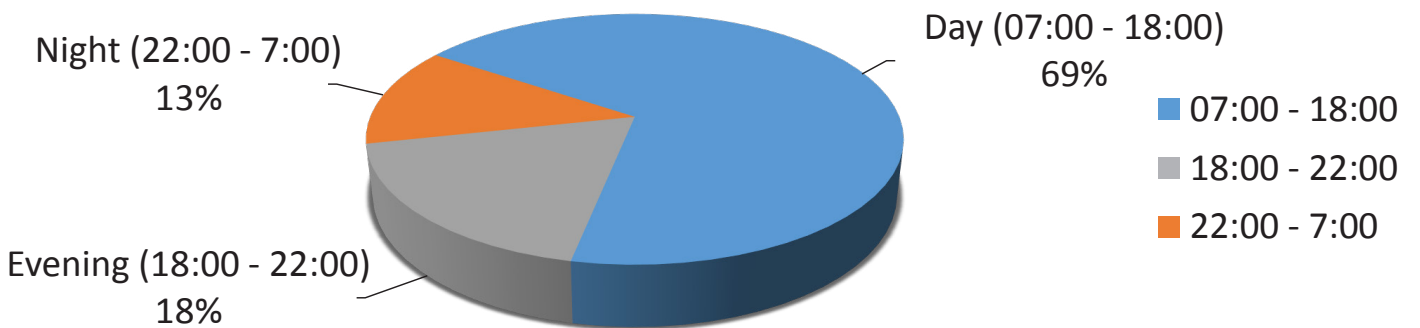
By Caller



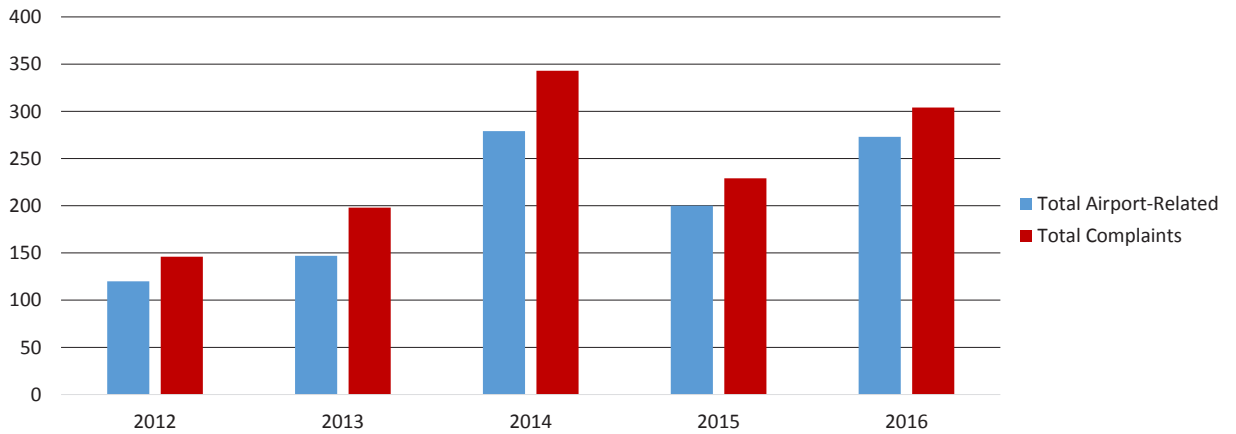
By Aircraft Type



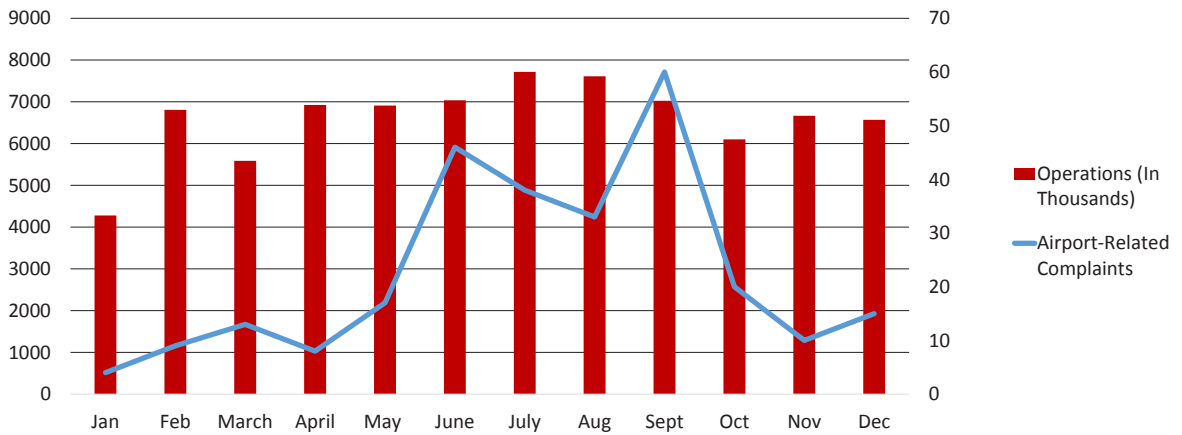
By Time of Day



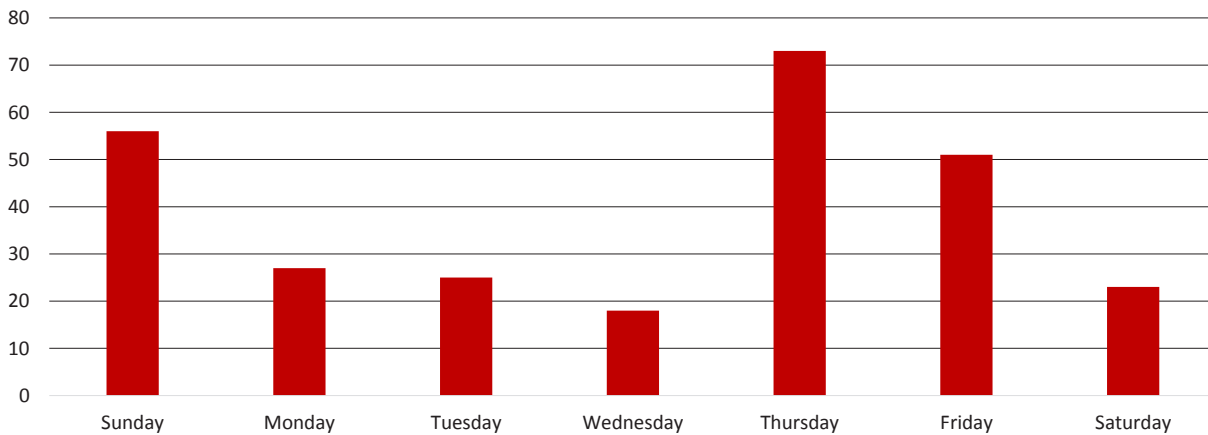
By Year



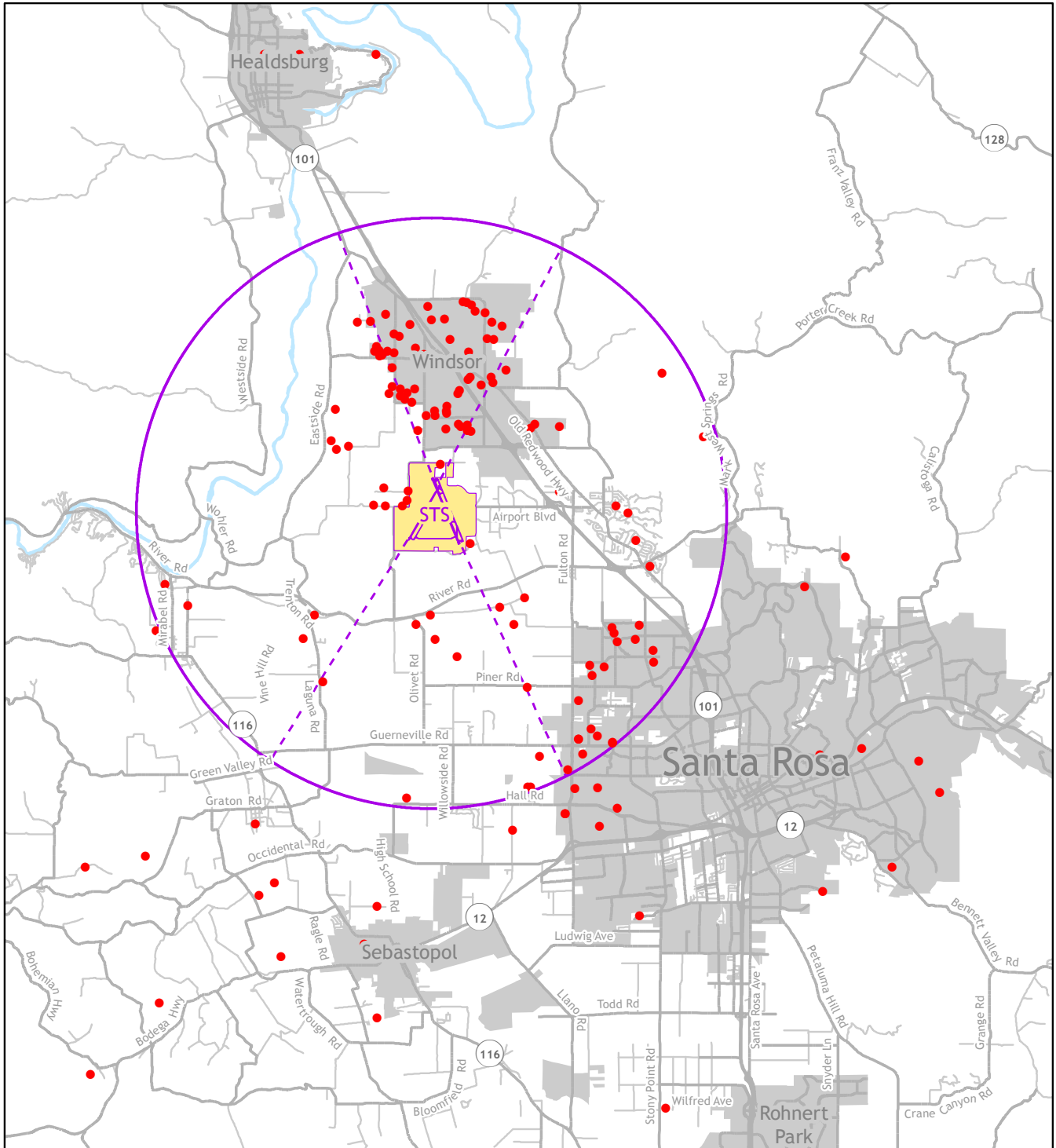
By Month



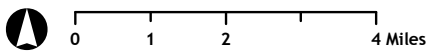
By Day of Week



2016 Noise Complaint Map



● 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.



Total Complaint Breakdown

	2012	2013	2014	2015	2016	Five Year Average
Noise Related	48	114	107	79	188	107
Low Flight Related	40	28	104	73	42	57
Maneuver Related	5	4	6	0	2	3
Other (overflights, track, etc)	27	1	62	48	41	36
Non-Airport Related	26	51	64	29	31	40
Total Complaints	146	198	343	229	304	244

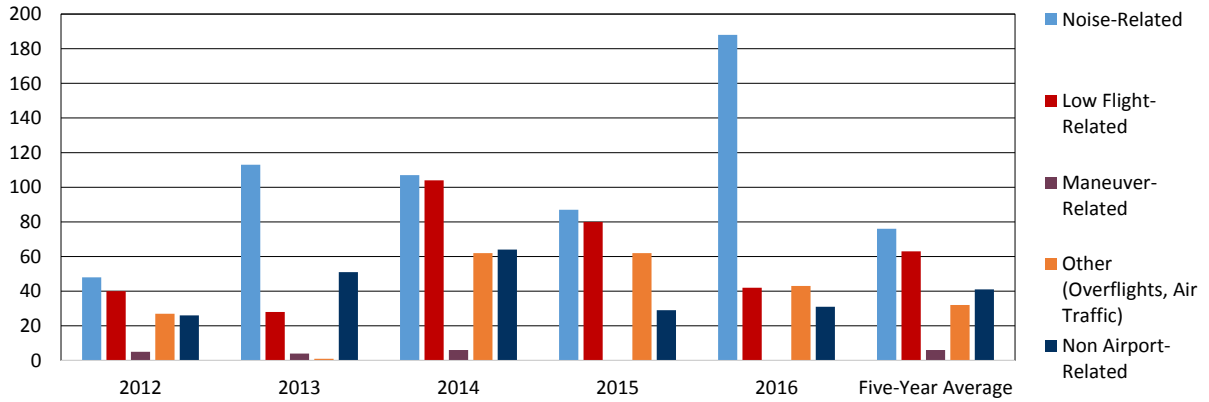
Airport Related Complaints by Source

	2012	2013	2014	2015	2016	Five Year Average
Hot Air Balloon	0	1	0	2	1	1
Helicopter	17	90	54	18	27	41
Jet	40	21	54	61	108	57
Military	20	0	20	10	33	17
Propeller	22	12	31	27	21	23
Unknown	8	21	113	77	34	51
Firebomber	2	0	0	0	0	0
Airline	11	2	7	5	49	15

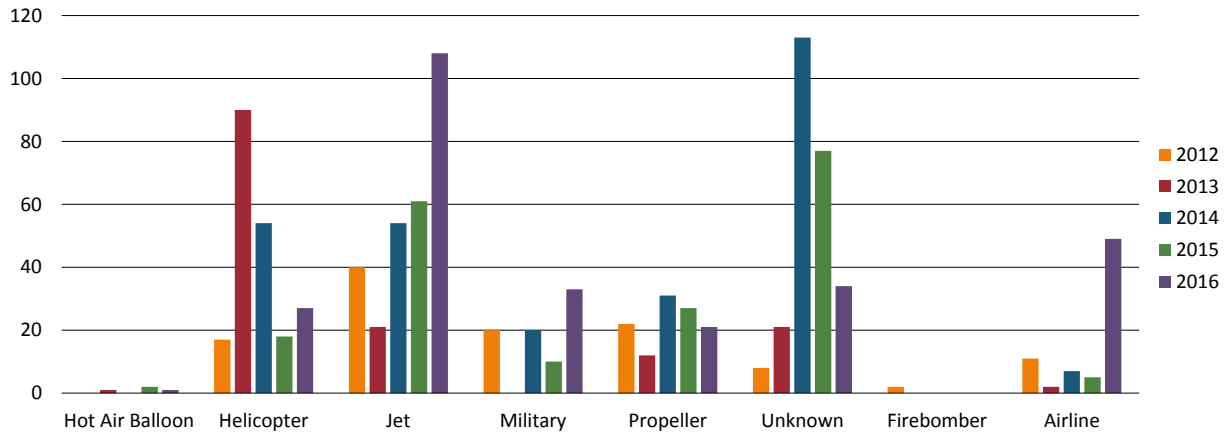
Airport Related Complaints by Day

	2012	2013	2014	2015	2016	Five Year Average
Sunday	23	15	48	38	56	36
Monday	11	10	36	19	27	21
Tuesday	12	13	28	25	25	21
Wednesday	13	26	23	36	18	23
Thursday	27	23	48	25	73	39
Friday	21	19	32	31	51	31
Saturday	13	41	64	26	23	33

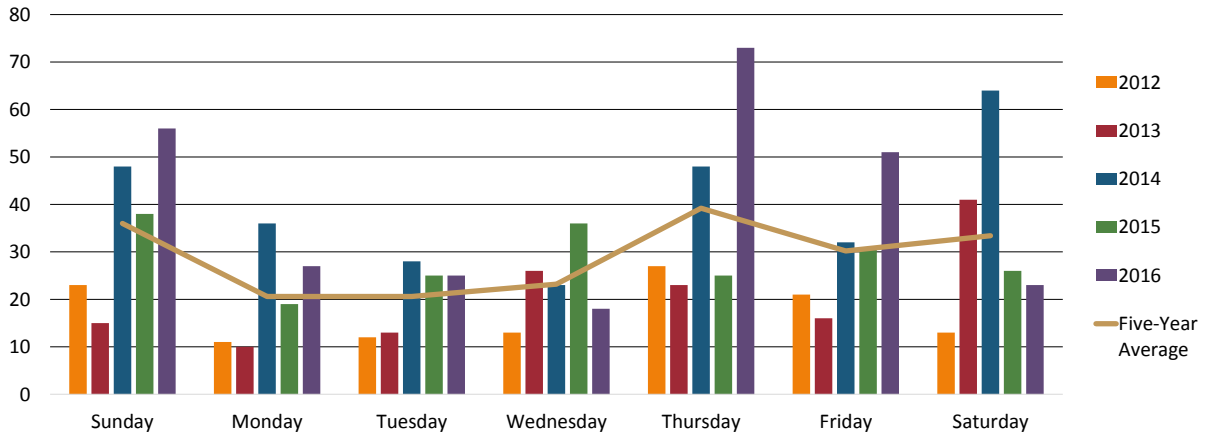
Total Complaint Breakdown



Airport Related Complaints by Source



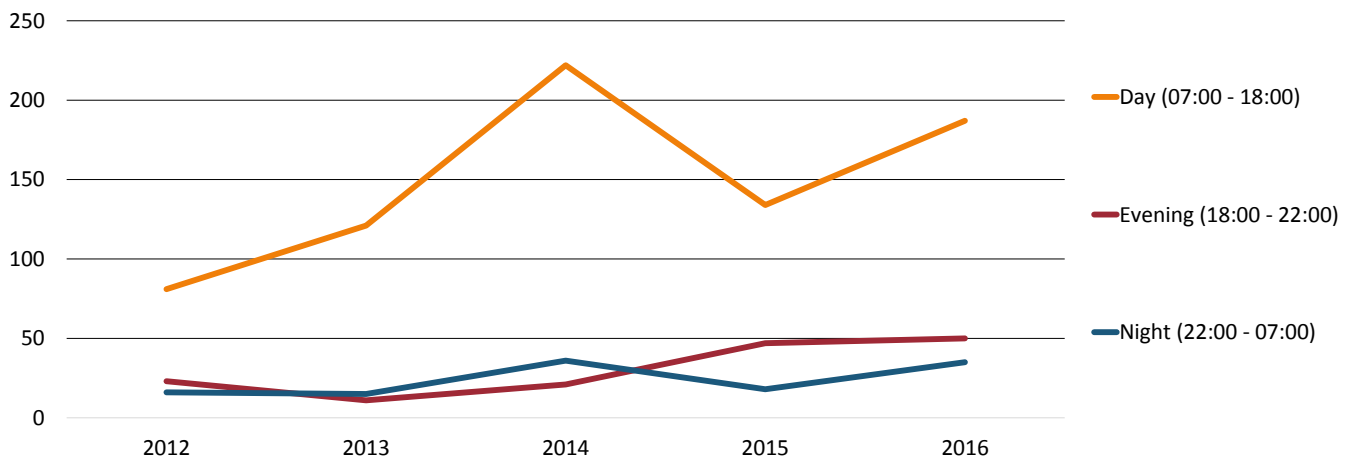
Airport Related Complaints by Day



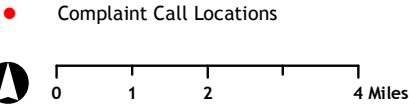
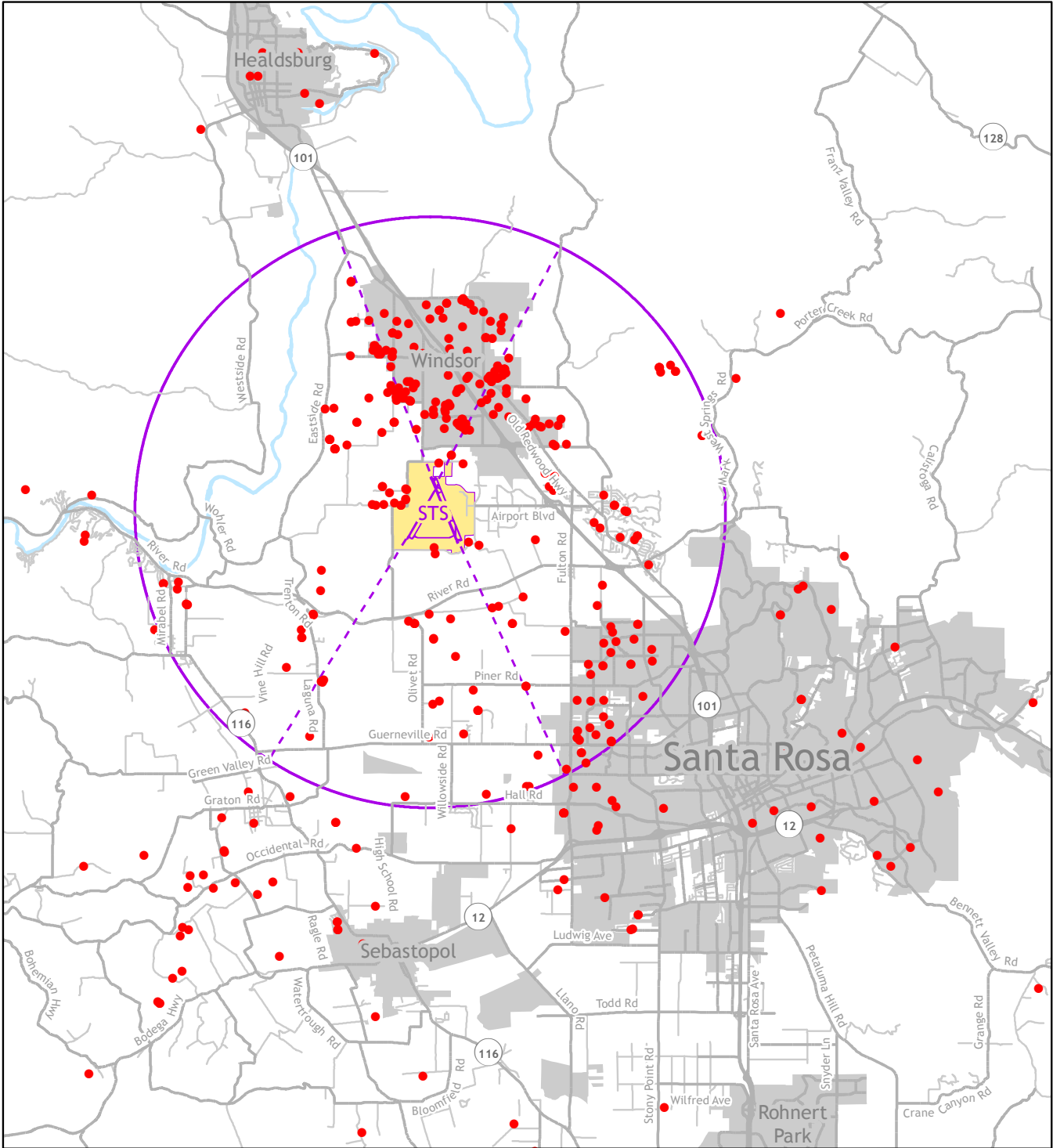
Airport Related Complaints by Time

	2012	2013	2014	2015	2016	Five-Year Average
Day (07:00 - 18:00)	81	121	222	134	187	149
Evening (18:00 - 22:00)	23	11	21	47	50	30
Night (22:00 - 07:00)	16	15	36	18	35	24

Airport Related Complaints by Time



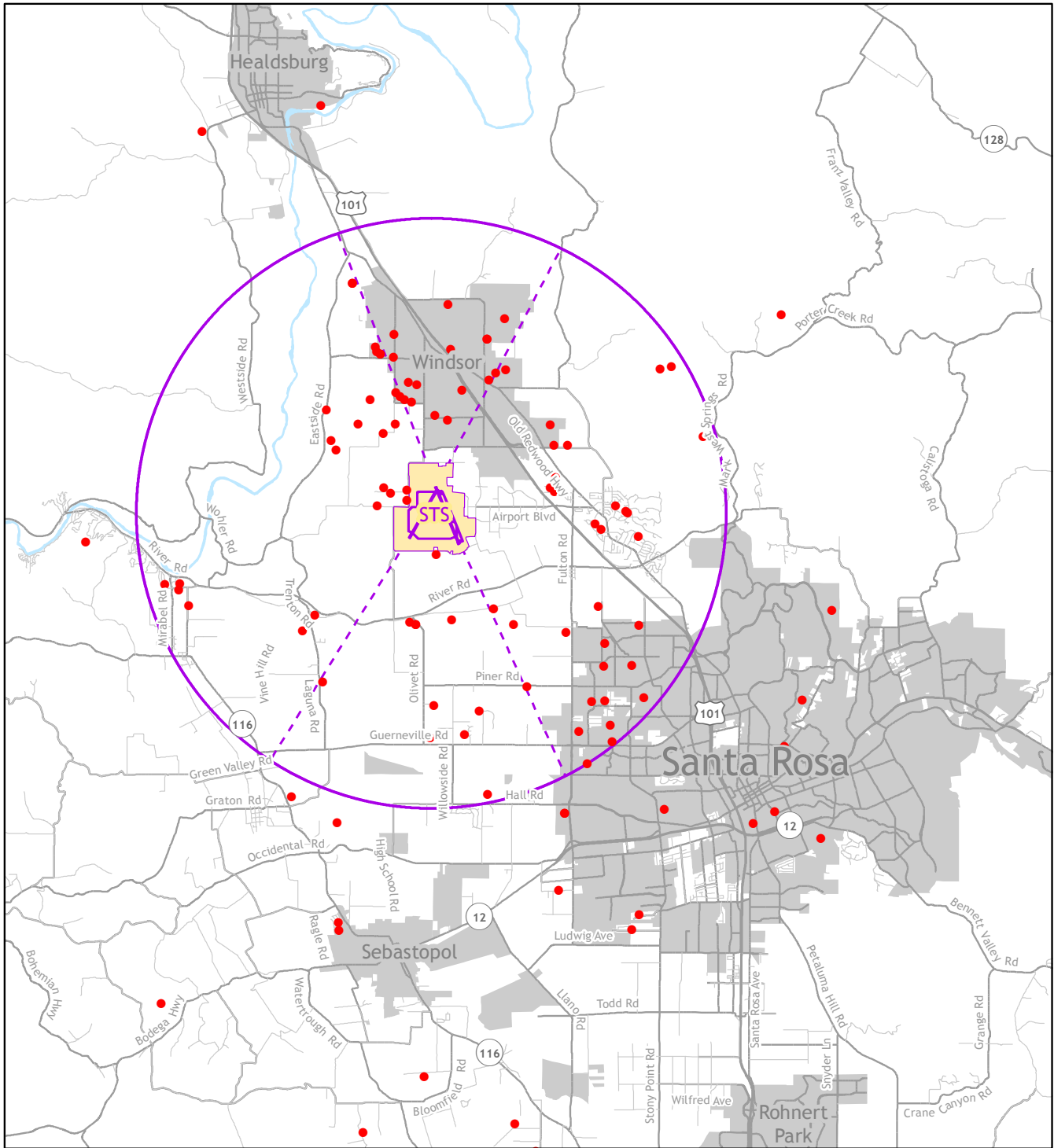
2012-2016 Noise Complaint Map



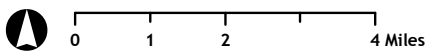
	2012	2013	2014	2015	2016
Total complaints:	146	198	343	229	304
Airport-related complaints:	120	147	279	200	273
Anonymous or no address:	18	45	63	22	39
Total addresses outside of mapped area:	5	1	1	3	2

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

2015 Noise Complaint Map



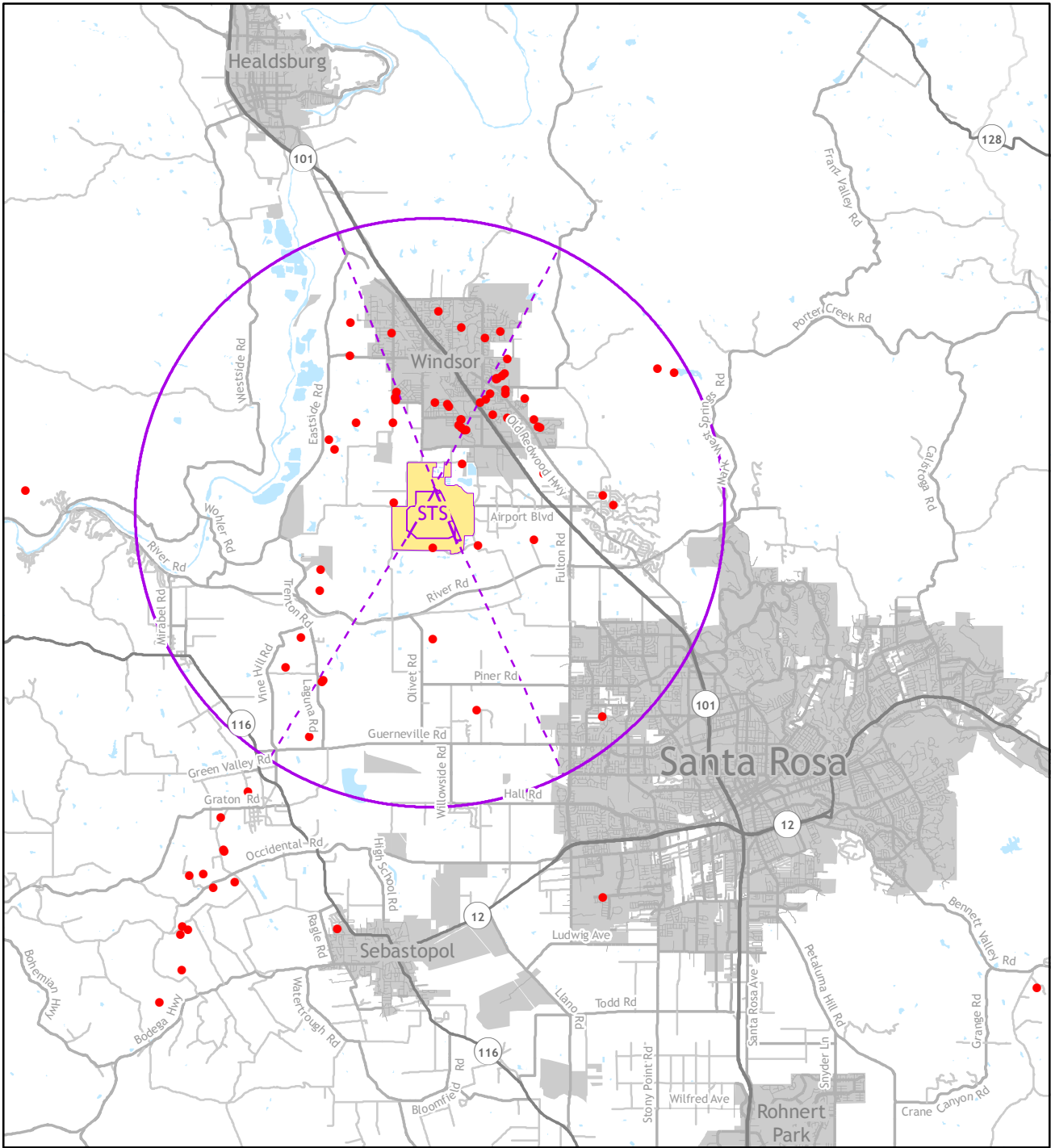
- Complaint Call Locations
- Runway Extension Lines
- STS Airport Property
- 5 Mile Airport Radius



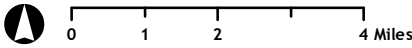
Year Total:	229
Airport-Related Complaints:	200
Anonymous or no address:	22
Total addresses outside of mapped area	7

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

2014 Noise Complaint Map



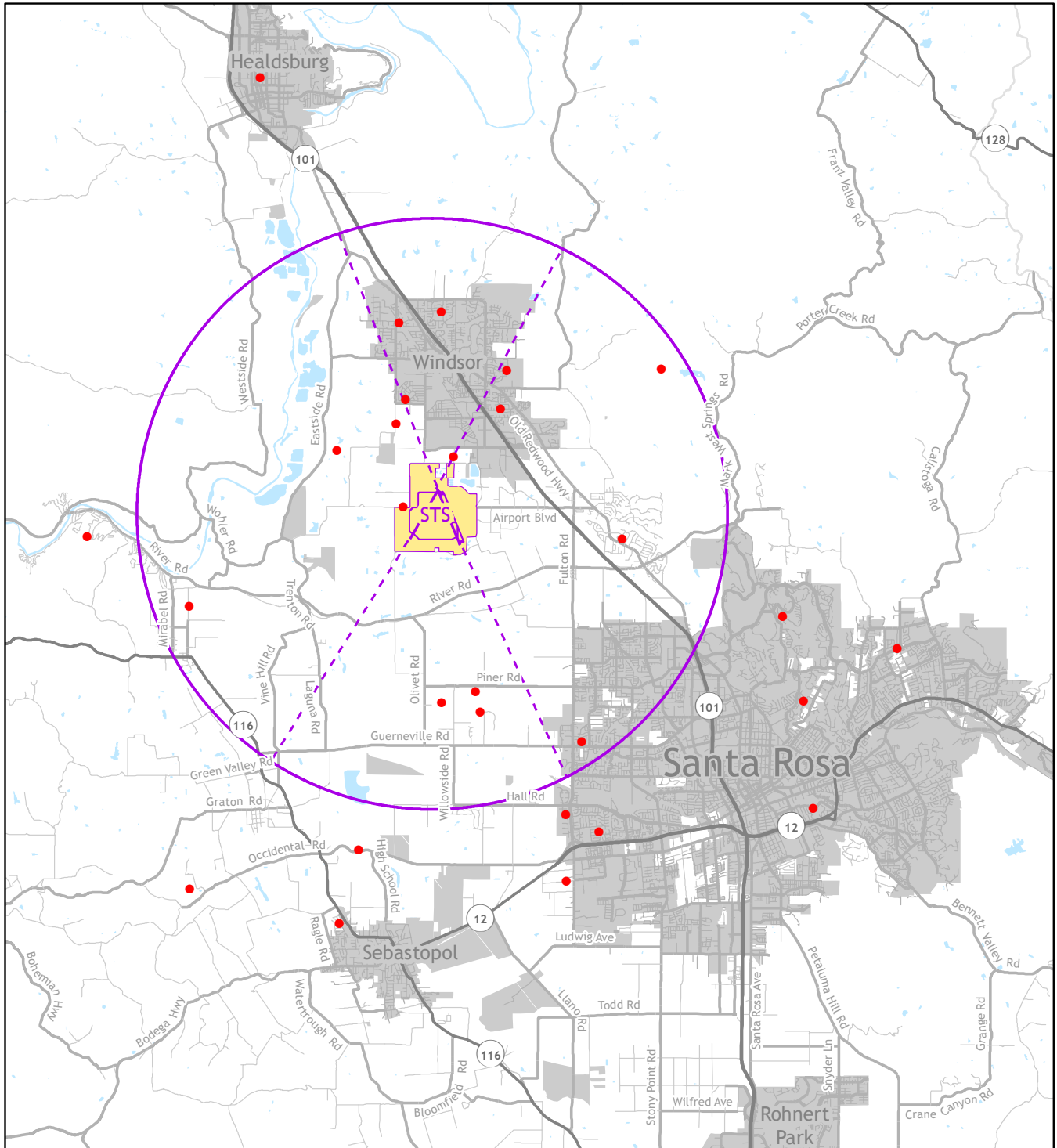
- Complaint Call Locations
- Runway Extension Lines
- STS Airport Property
- 5 Mile Airport Radius



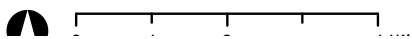
	Total complaints:	343
	Airport-related complaints:	279
	Anonymous or no address:	63
	Total addresses outside of mapped area:	1

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

2013 Noise Complaint Map



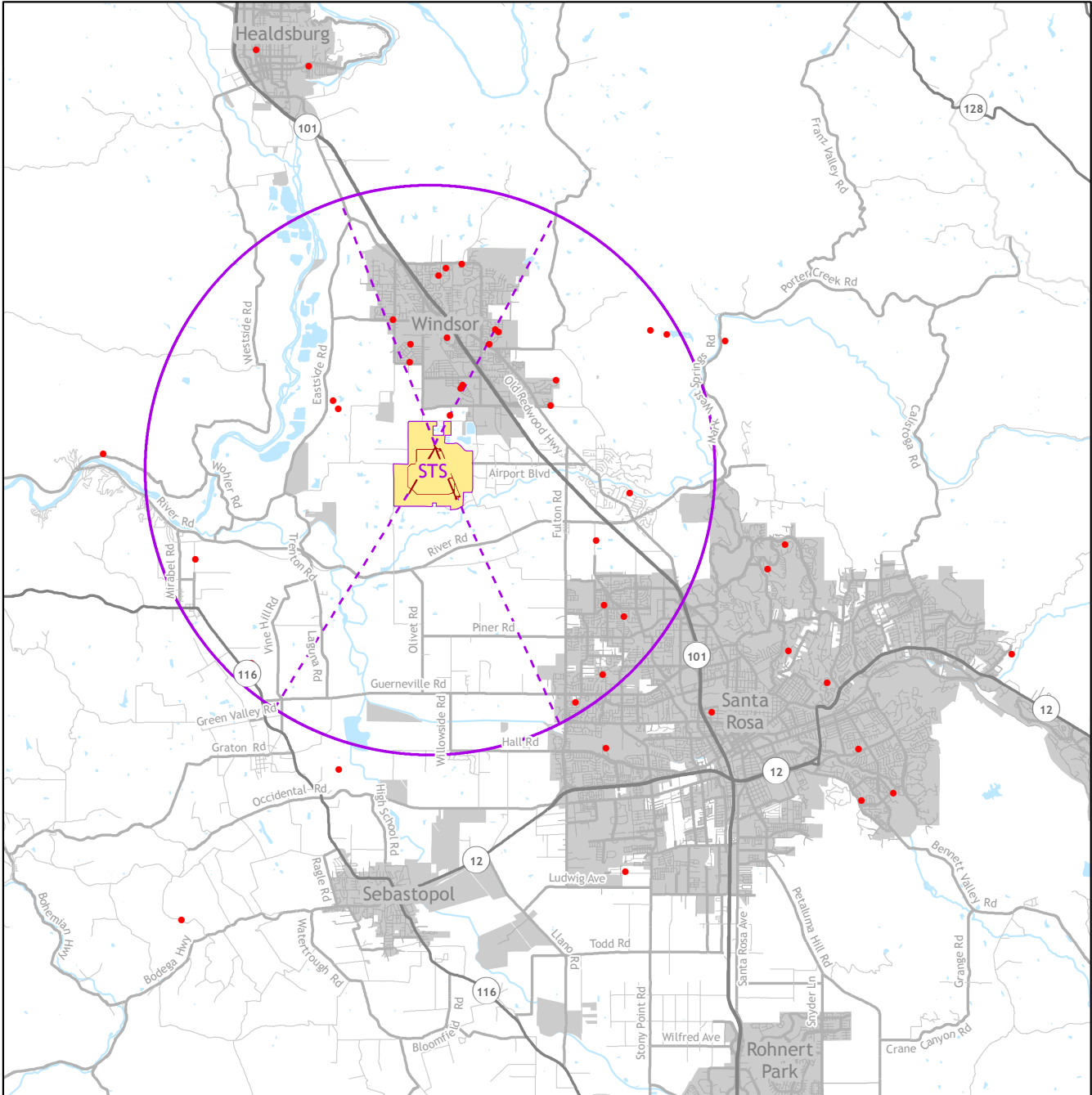
- Complaint Call Locations
- Runway Extension Lines
- STS Airport Property
- 5 Mile Airport Radius



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

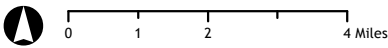
Note, many complaints are from the same households with residents who are highly sensitive to aircraft operations.

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.

