



**Charles M. Schulz  
Sonoma County Airport**

**Complaint Summary**

**2001**

# Charles M. Schulz-Sonoma County Airport

## 2001

### Complaint Summary

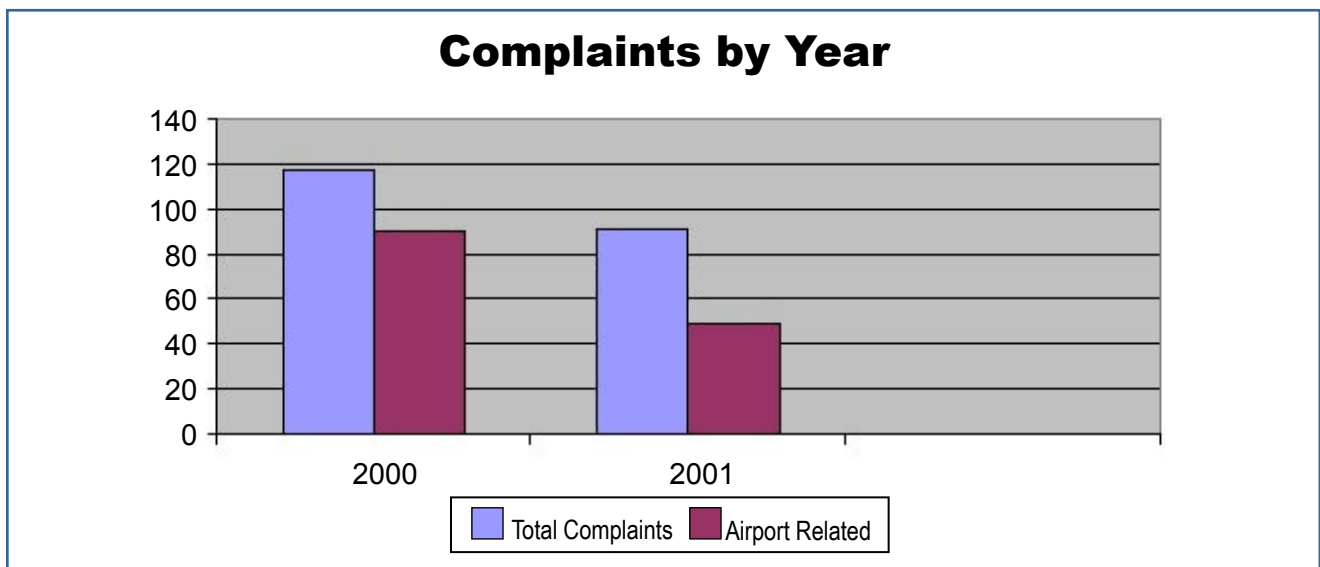
The Airport recorded a total of 91 complaints in 2001 of which 49 or 54% were airport related. This represents a 22% decrease in total complaints from 2000, which recorded 117 complaints.

Airport operations went up from 132,823 in 2000 to 134,966 in 2001 or up .5%.

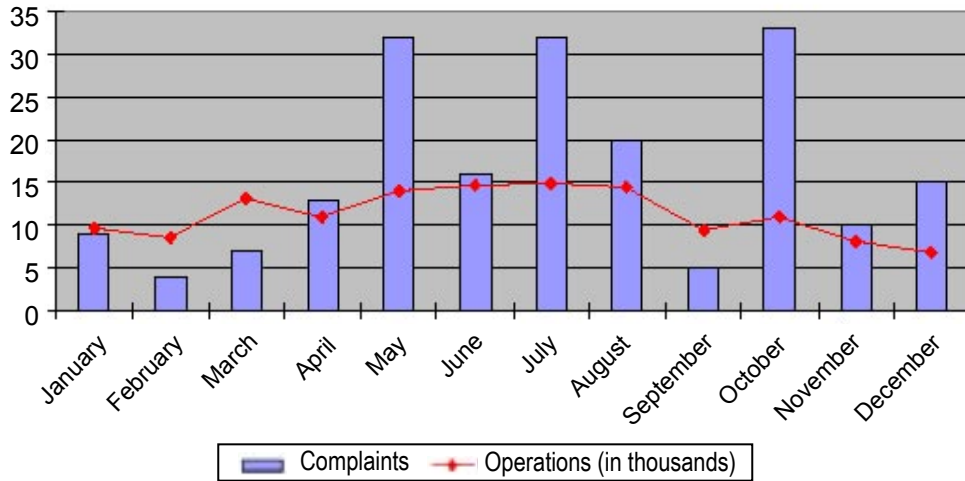
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### Complaint Comparison by Year

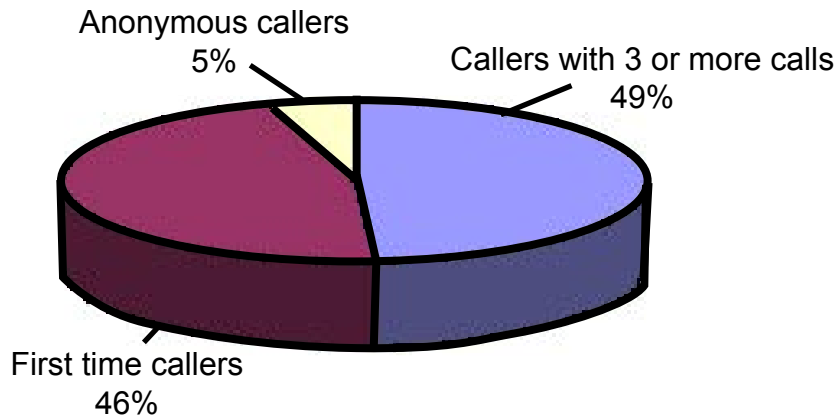
Year	Total Number of Complaints	Airport Related Complaints	Percent of Total	First Time Calls	Percent of Airport Related	Operations	Per Airport Related Complaints
2000	117	90	77%	83	92%	132,823	1,476
2001	91	49	54%	46	94%	134,966	2,754



### 2001 Airport Related Complaints by Month



### 2001 Total Complaints by Callers



### 2001 Airport Related Complaints by Time of Day

