



**Charles M. Schulz  
Sonoma County Airport  
Complaint Summary  
2002**





## **Charles M. Schulz-Sonoma County Airport**

**2002**

### **Complaint Summary**

The Airport recorded a total of 58 complaints in 2002 of which 39 or 67% were airport related. This represents a 36.3% decrease in total complaints from 2001, which recorded 91 complaints. There is no complete explanation for this decrease, although one factor can be attributed to the decrease in Airport Operations after September 11, 2001. Airport operations went down from 134,966 in 2002 to 114,393 in 2001, or down 15.6%, and 2002 operations were significantly lower than the 154,588 operations flown ten years ago.

The complaints were generated from all over the County, at all times of the day and night, involving both corporate jet and general aviation aircraft. In general, the complaints were attributed to noise, low flights, and aircraft maneuvers. A breakdown of the complaints show that noise accounted for the largest percentage with 29% of the total; low flights account for 16%, and maneuver related issues account for 7%. (Please see attached complaint summary).

# Sonoma County Airport 2002 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	Per Airport Related Complaints
2000	117	90	77%	83	92%	132,823	1,476
2001	91	49	54%	46	94%	134,966	2,754
2002	58	39	67%	27	69%	114,393	2,933

## 2002 Analysis

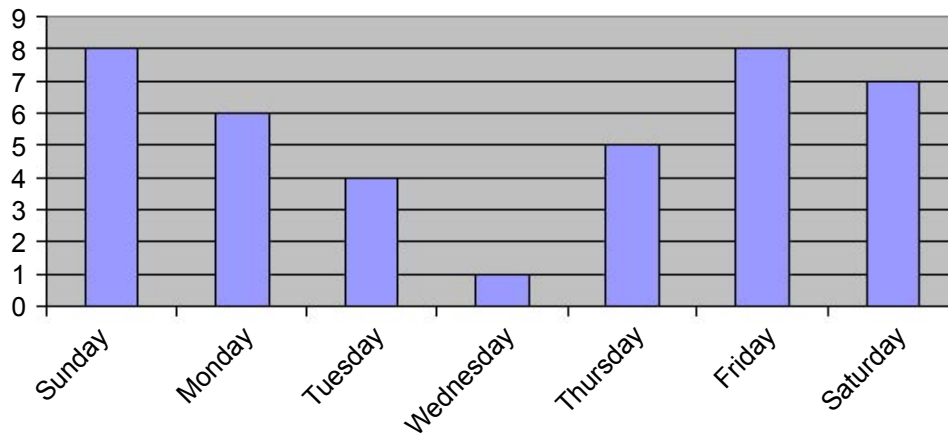
Summary of Operations			Total Complaint Breakdown			
				<u>Complaints</u>	<u>Percent</u>	
Number of Operations	114,393		Noise Related	17	29%	
Total Complaints	58		Low Flight Related	9	16%	
Airport Related Complaints	39		Maneuver Related	4	7%	
Airport Related Complaints	67%		Other (overflights, track, etc)	10	17%	
			Non-Airport Related	18	31%	
Total Complaints by Caller			Airport Related Complaints by Time			
	<u>Complaints</u>	<u>Percent</u>		<u>Time</u>	<u>Complaints</u>	<u>Percent</u>
First Time Caller	41	71%	Day	(07:00-18:00)	36	92%
Frequent Callers (3 or more calls)	12	21%	Evening	(18:00-22:00)	3	8%
Anonymous	5	8%	Night	(22:00-07:00)	0	0%
Airport Related Complaints by Source			Airport Related Complaints by Day			
	<u>Complaints</u>	<u>Percent</u>		<u>Complaints</u>	<u>Percent</u>	
Fire Fighter	2	5%	Sunday	8	21%	
Helicopter	3	8%	Monday	6	15%	
Jet	12	31%	Tuesday	4	10%	
Military	8	21%	Wednesday	1	3%	
Other	1	3%	Thursday	5	13%	
Propeller	4	10%	Friday	8	21%	
Unknown	9	23%	Saturday	7	18%	

### Definition of "Airport Related"

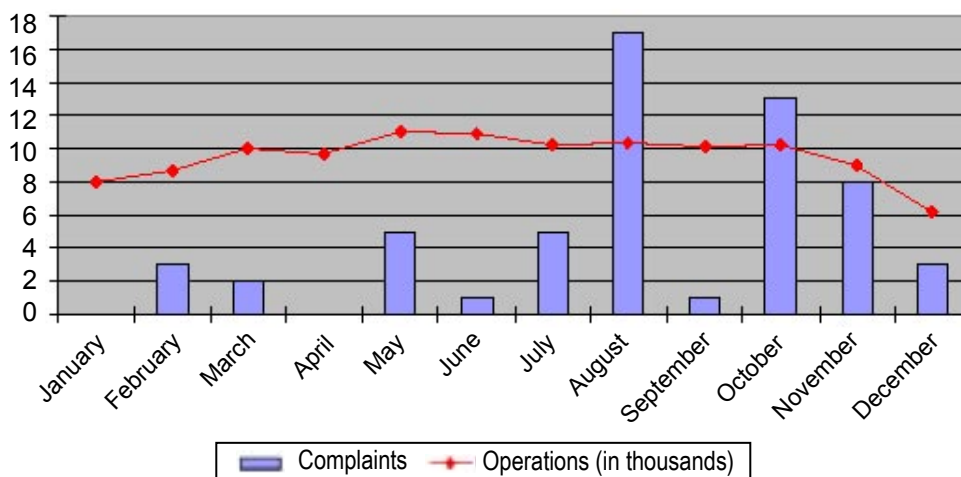
*A complaint will be considered "Airport Related" if it meets any of the following criteria:*

- 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.

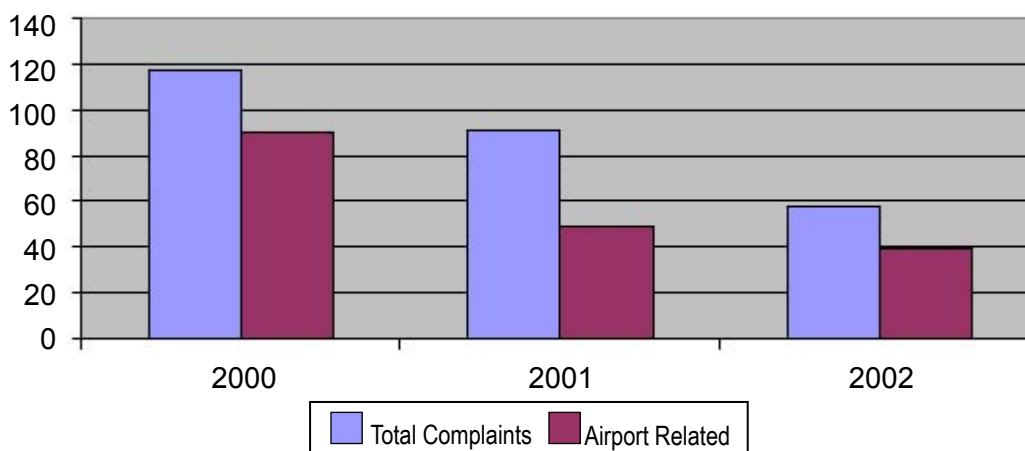
## 2002 Airport Related Complaints by Day of the Week



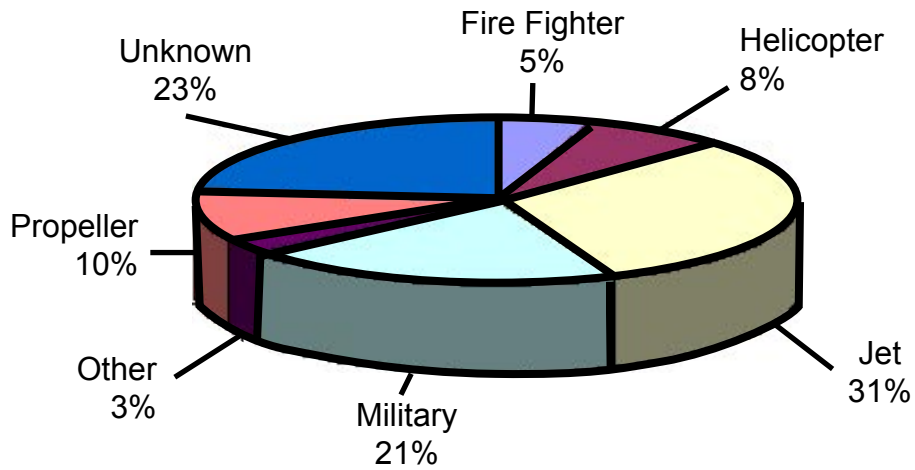
## 2002 Airport Related Complaints by Month



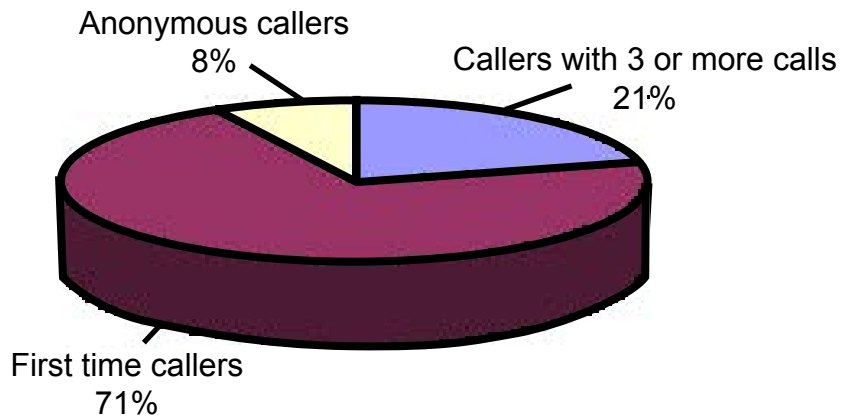
## Complaints by Year



### 2002 Related Complaints by Aircraft Type



### 2002 Total Complaints by Callers



### 2002 Airport Related Complaints by Time of Day

