



**Charles M. Schulz  
Sonoma County Airport  
Complaint Summary  
2003**



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

**2003**

### **Complaint Summary**

The Airport recorded a total of 107 complaints in 2003 of which 86 or 80%, were airport related. This represents a 46% increase of total complaints from 2002, which recorded 58 complaints. There is no complete explanation for this increase, although one factor can be attributed to an increase in Airport Operations. Airport operations went from 114,393 in 2002 to 122,132 in 2003, or up 7%, and 2003 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 30% of the total; low flights account for 26%, and maneuver related issues account for 3%. As in 2002, Windsor residents have been complaining about an increase of loud jet overflights. (Please see attached complaint summary).

# Sonoma County Airport 2003 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
2003	107	86	80%	60	70%	122,132	1,420

## 2003 Analysis

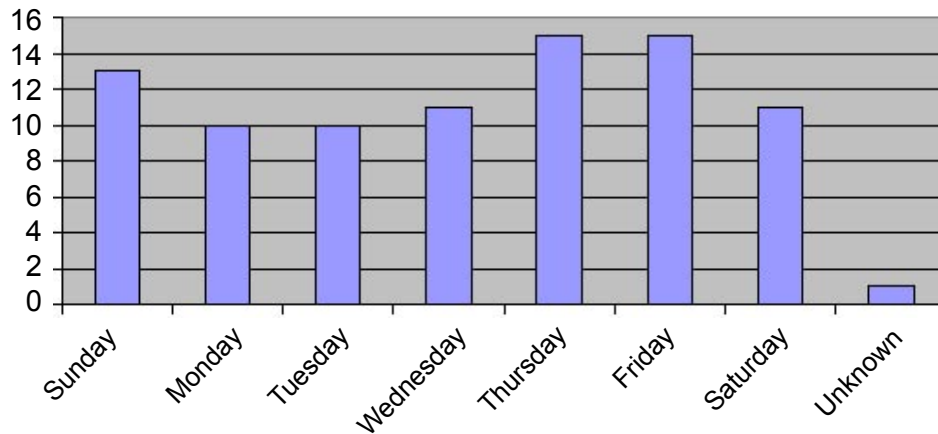
Summary of Operations			Total Complaint Breakdown			
				<u>Complaints</u>	<u>Percent</u>	
Number of Operations		122,132	Noise Related	32	30%	
Total Complaints		107	Low Flight Related	28	26%	
Airport Related Complaints		86	Maneuver Related	3	3%	
Airport Related Complaints		80%	Other (overflights, track, etc)	22	21%	
			Non-Airport Related	22	21%	
Total Complaints by Caller			Airport Related Complaints by Time			
				<u>Time</u>	<u>Complaints</u>	<u>Percent</u>
First Time Caller	86	80%	Day (07:00-18:00)	68	79%	
Frequent Callers (3 or more calls)	18	17%	Evening (18:00-22:00)	10	12%	
Anonymous	3	3%	Night (22:00-07:00)	4	5%	
			Unknown	3	3%	
Airport Related Complaints by Source			Airport Related Complaints by Day			
				<u>Complaints</u>	<u>Percent</u>	
Fire Fighter	3	3%	Sunday	13	15%	
Helicopter	18	21%	Monday	10	12%	
Jet	29	34%	Tuesday	10	12%	
Propeller	13	15%	Wednesday	11	13%	
Other	3	3%	Thursday	15	17%	
Unkown	19	22%	Friday	15	17%	
			Saturday	11	13%	
			Unknown	1	1%	

### Definition of "Airport Related"

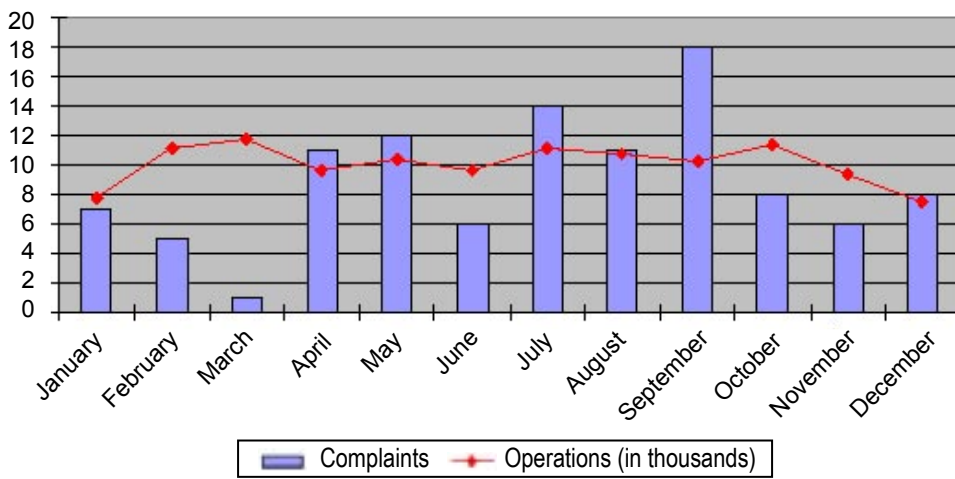
*A complaint will be considered "Airport Related" if it meets any of the following criteria:*

- 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.

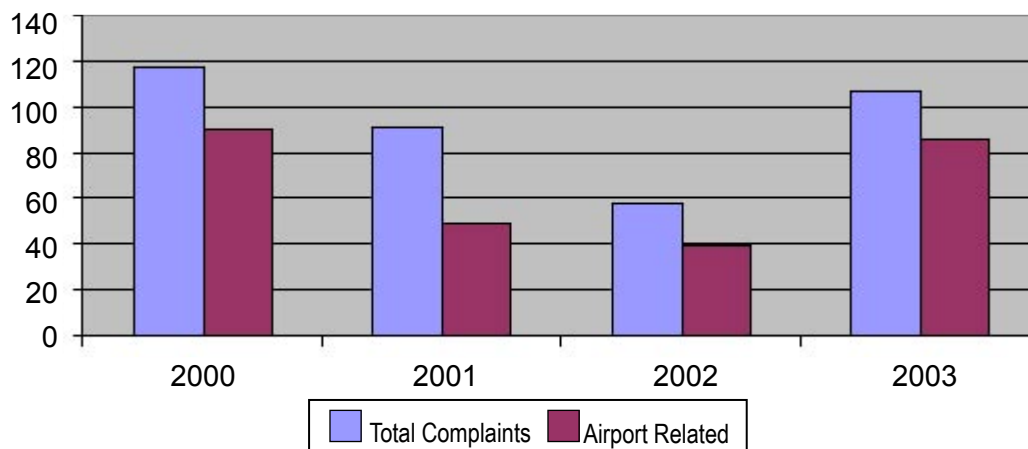
### 2003 Airport Related Complaints by Day of the Week



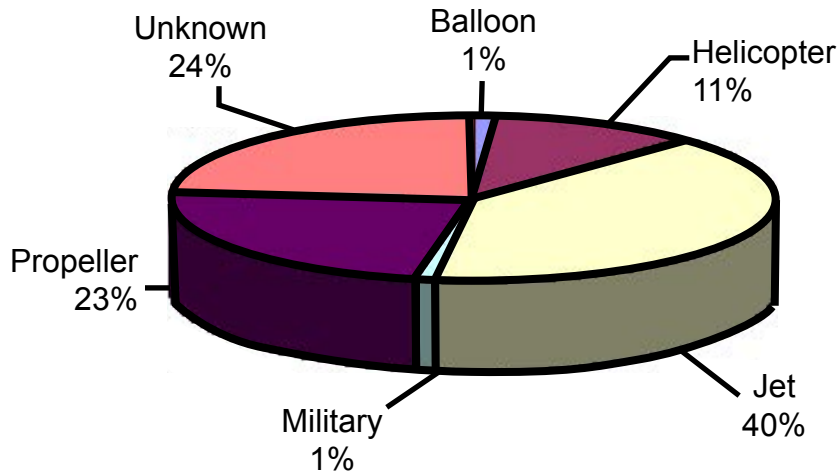
### 2003 Airport Related Complaints by Month



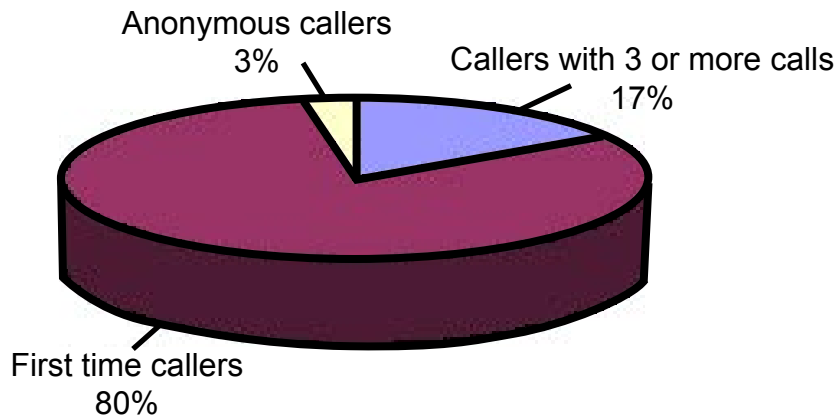
### Complaints by Year



### 2003 Related Complaints by Aircraft Type



### 2003 Total Complaints by Callers



### 2003 Airport Related Complaints by Time of Day

