



**Charles M. Schulz
Sonoma County Airport
Complaint Summary
2004**



Charles M. Schulz-Sonoma County Airport

2004

Complaint Summary

The Airport recorded a total of 196 complaints in 2004 of which 159 or 81%, were airport related. This represents an 83% increase of total complaints from 2003, which recorded 107 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 122,132 in 2003 to 131,763 in 2004, or up 8%, and 2004 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 56% of the total; low flights account for 18%, and maneuver related issues account for 8%. As in 2003, Windsor residents have been complaining about an increase of loud jet overflights. (Please see attached complaint summary).

Sonoma County Airport 2004 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
2004	196	159	81%	64	38%	131,763	829

2004 Analysis

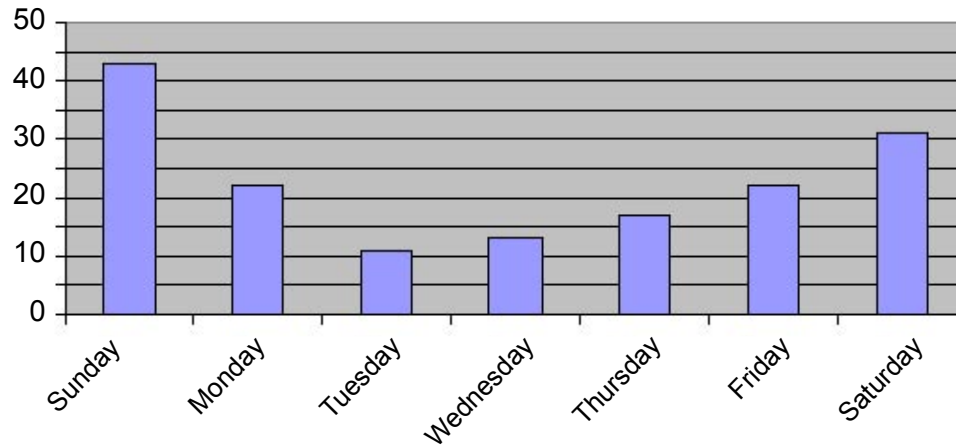
Summary of Operations			Total Complaint Breakdown			
				<u>Complaints</u>	<u>Percent</u>	
Number of Operations		131,763	Noise Related	111	57%	
Total Complaints		196	Low Flight Related	22	11%	
Airport Related Complaints		159	Maneuver Related	0	0%	
Airport Related Complaints		81%	Other (overflights, track, etc)	26	13%	
			Non-Airport Related	37	19%	
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	91	46%	Day	(07:00-18:00)	110	69%
Frequent Callers (3 or more calls)	95	49%	Evening	(18:00-22:00)	34	21%
Anonymous	10	5%	Night	(22:00-07:00)	15	9%
Airport Related Complaints by Source			Airport Related Complaints by Day			
	<u>Complaints</u>	<u>Percent</u>		<u>Complaints</u>	<u>Percent</u>	
Hot Air Balloon	1	1%	Sunday	43	27%	
Helicopter	18	11%	Monday	22	14%	
Jet	70	44%	Tuesday	11	7%	
Military	2	1%	Wednesday	13	8%	
Propeller	30	19%	Thursday	17	11%	
Unkown	38	24%	Friday	22	14%	
			Saturday	31	19%	

Definition of "Airport Related"

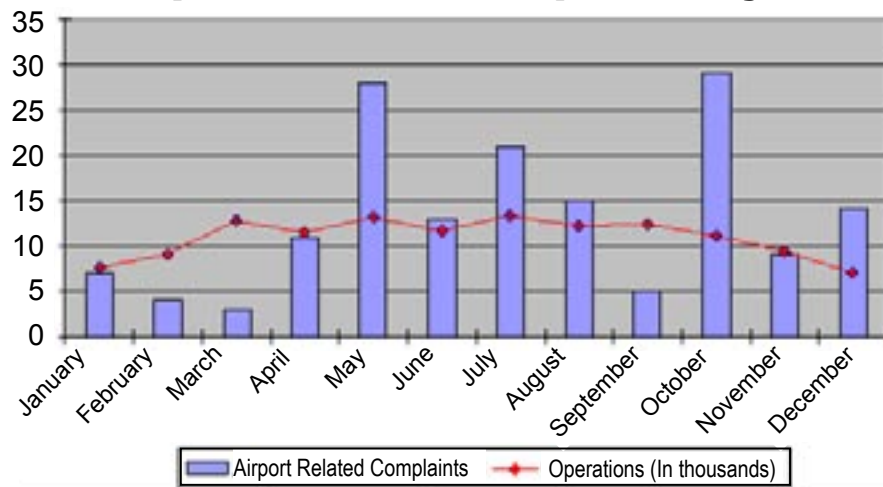
A complaint will be considered "Airport Related" if it meets any of the following criteria:

- 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.

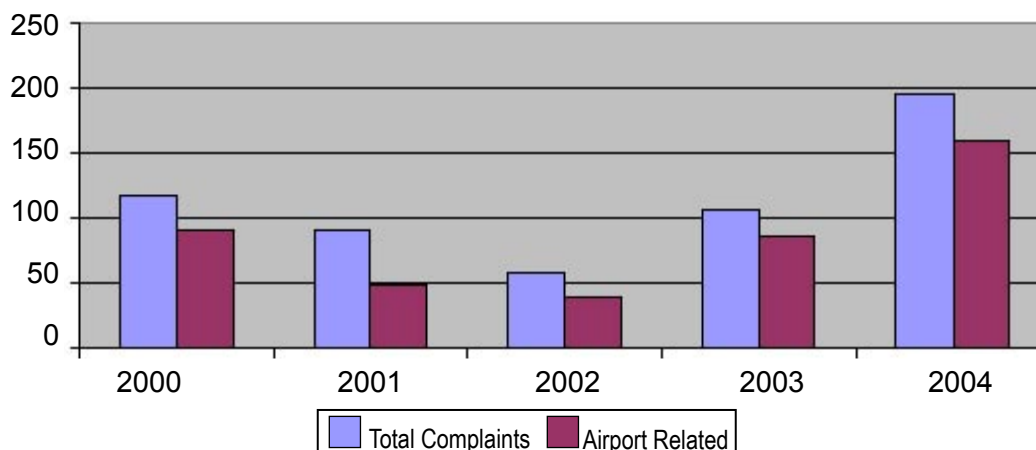
2004 Airport Related Complaints by Day of the Week



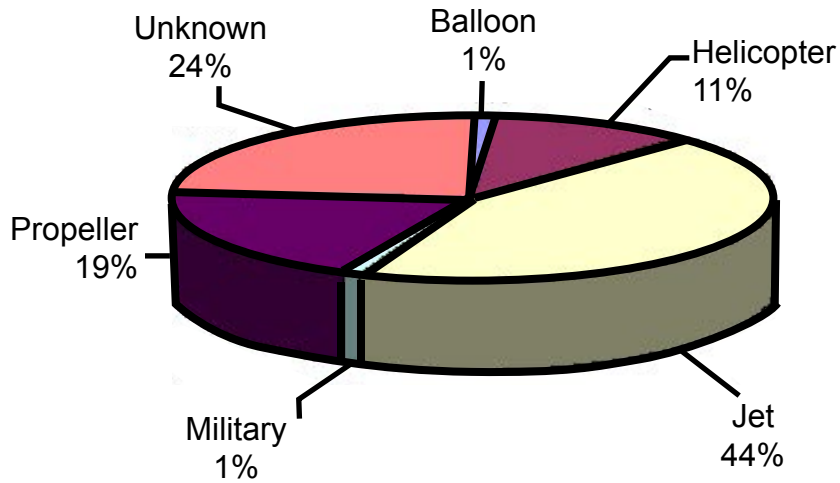
2004 Airport Related Complaints by Month



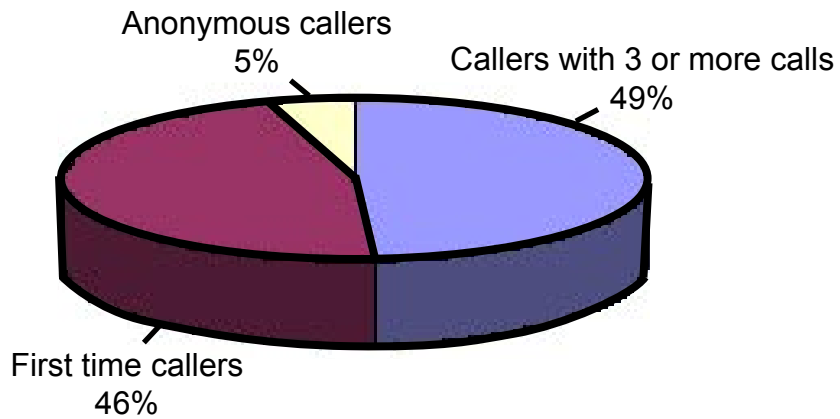
Complaints by Year



2004 Related Complaints by Aircraft Type



2004 Total Complaints by Callers



2004 Airport Related Complaints by Time of Day

