



**Charles M. Schulz
Sonoma County Airport
Complaint Summary
2005**





Charles M. Schulz-Sonoma County Airport

2005

Complaint Summary

The Airport recorded a total of 143 complaints in 2005 of which 116, or 81%, were airport related. This represents a 27% decrease of total complaints from 2004, which recorded 196 complaints. There is no complete explanation for this decrease, although one factor can be attributed to a decrease in Airport Operations. Airport operations went from 131,763 in 2004 to 114,910 in 2005, or down 13%, and 2005 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 13%, and maneuver related issues account for 5%. As in 2004, Windsor residents have been complaining about an increase of loud jet overflights. (Please see attached complaint summary).

The actual number of grievances is partly mitigated by the fact that many of these complaints came from a small number of households with residents who are highly sensitive to aircraft operations. The six households that called most frequently contributed 69 noise complaints, or roughly 48% of the total. Further, one household accounted for 37 complaints, or roughly 26% of the total complaints recorded.

On a positive note, the Airport has been successfully using the digital recorder to identify more offending aircraft. This system consists of a digital recorder connected to an aviation band radio set to the Air Traffic Control Tower frequency. The recorder is used to identify the aircraft that caused the complaint in order to send letters informing them that their operation generated a complaint. With the use of this system we have dramatically improved our ability to identify the offending aircraft.

Sonoma County Airport 2005 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	780
2005	143	116	81%	40	34%	114,910	991

2005 Analysis

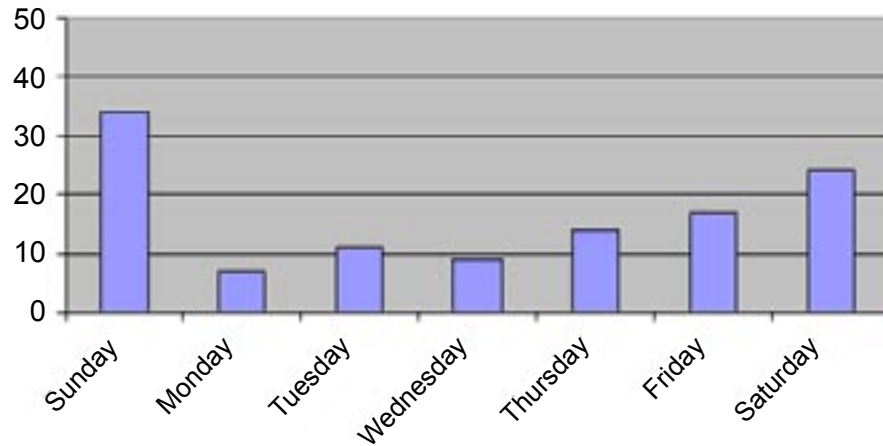
Summary of Operations			Total Complaint Breakdown		
				<u>Complaints</u>	<u>Percent</u>
Number of Operations		114,910	Noise Related	80	56%
Total Complaints		143	Low Flight Related	18	13%
Airport Related Complaints		116	Maneuver Related	8	5%
Airport Related Complaints		81%	Other (overflights, track, etc)	10	7%
			Non-Airport Related	27	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	40	28%	Day (07:00-18:00)	71	61%
Frequent Callers (3 or more calls)	69	48%	Evening (18:00-22:00)	20	17%
Anonymous	34	24%	Night (22:00-07:00)	25	22%
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	34	29%
Helicopter	15	13%	Monday	7	6%
Jet	56	48%	Tuesday	11	9%
Military	5	4%	Wednesday	9	8%
Propeller	17	15%	Thursday	14	12%
Unkown	22	19%	Friday	17	15%
			Saturday	24	21%

Definition of "Airport Related"

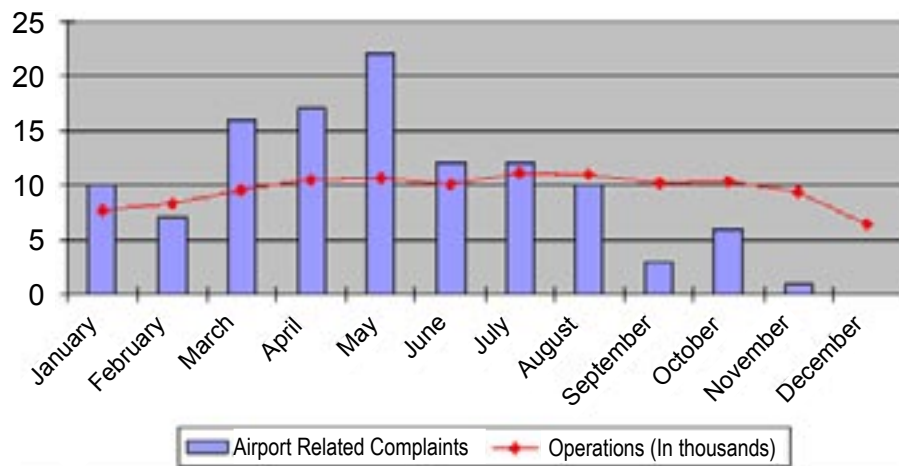
A complaint will be considered "Airport Related" if it meets any of the following criteria:

- 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.

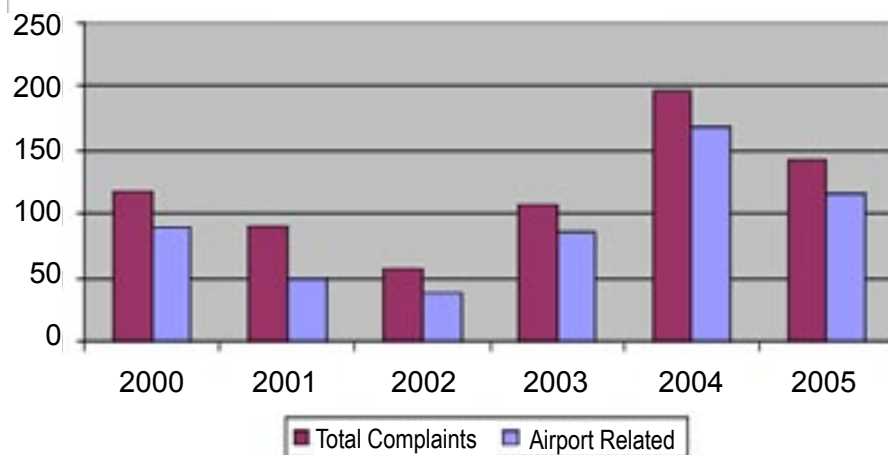
2005 Airport Related Complaints by Day of the Week



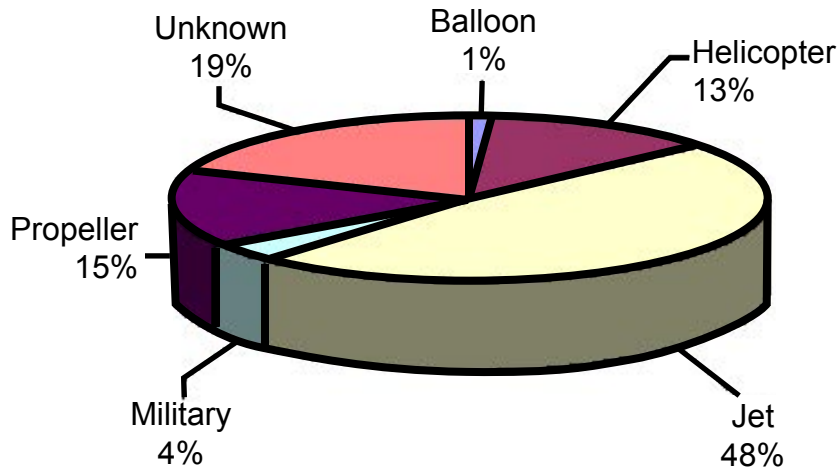
2005 Airport Related Complaints by Month



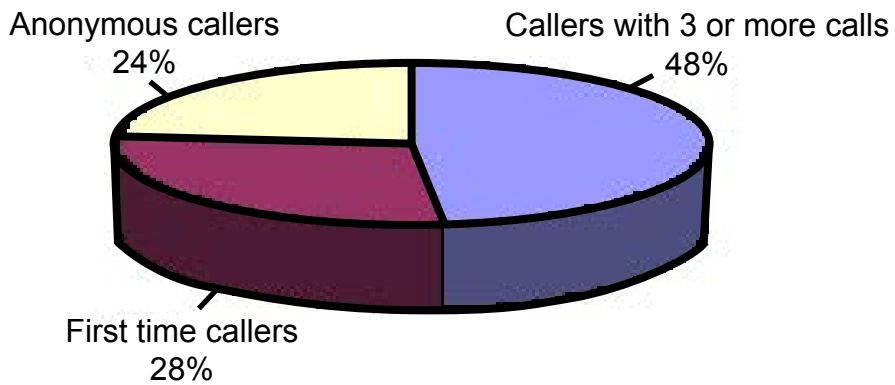
Complaints by Year



2005 Related Complaints by Aircraft Type



2005 Total Complaints by Callers



2005 Airport Related Complaints by Time of Day

