

# **SACRAMENTO COUNTY AIRPORT SYSTEM**

## *Intra-Department Correspondence*

September 13, 2006

**TO: Sacramento County Board of Supervisors**

**CC: G. Hardy Acree, Director  
Robert B. Leonard, Chief Operating Officer  
Cheryl Marcell, Deputy Director, Marketing and Public Relations**

**FROM: Monica R. Newhouse, Airport Noise Program Manager**

**SUBJECT: April 2006 Sacramento County Airport System Noise  
Complaint Report**

Please find attached the April 2006 Noise Complaint Report which is presented in a revised format to better correlate each submitted complaint to a specific flight and the Sacramento County Airport from which said flight originated or was destined.

The methodology previously in place established airport geographic areas by assigning postal codes to each airport based on both the nearest airport and the historically highest percentage of complaints from within each postal code associated with a specific airport. Using that methodology, any complaint coming from within a specific postal code was automatically assigned to the airport to which that postal code had been assigned.

In response to concerns raised by your board and others, a new methodology has been developed to more accurately assign complaints to the airport from which the subject flight originated or was destined. To do this, each complaint submitted is correlated to a flight track determined to be consistent with the date, time, location and other characteristics associated with the complaint. This correlation may be established either automatically or manually through use of the Airport Noise Program Office's Airport Noise and Operations Monitoring software. Complaints correlated to a flight from each SCAS airport are broken out by community and reported under a table for each airport.

At the same time, there are usually a few complaints that cannot be correlated to any flight track. This may be due to a number of reasons, such as radar outages or inaccuracies in the actual complaint submission. Complaints that cannot be correlated to a flight are assigned to each airport based on the previously

established airport geographic areas but are put into a subcategory of uncorrelated complaints, also broken out by community

While the majority of correlated complaints correlate to flights originating from or arriving at Sacramento County Airport System Airports, there are also many that correlate to flights that overfly the region without ever operating to or from a SCAS facility. These complaints are grouped in a category labeled UNK for Unknown Airport. These complaints are still broken out by community

Within each airport category, information provided includes the number of callers, calls, and daytime and nighttime complaints. Nighttime is considered 10PM to 7 AM Pacific time. Within each airport category, it is important to understand that while the sum of correlated and uncorrelated complaints should always add up to the total number of complaints for the given airport, the numbers of callers and calls are not additive in the same manner. This is because while a complaint is either correlated or uncorrelated, a single caller may submit both correlated and uncorrelated complaints; and may do so on a single call or any number of them. However, the ANOMS data does provide the means to capture the total number of callers, calls and complaints for the reporting month, which is reported on the cover memo for each months report. Below is the system wide total of callers, calls and complaints for the month of April 2006.

SCAS - Sacramento County Airport System Total Complaints						
		Callers	Calls	Complaints	Day	Night
<b>Grand Total</b>		<b>40*</b>	<b>209*</b>	<b>789</b>	<b>477</b>	<b>312</b>

Of 789 complaints, 775 (98.2%) were correlated to aircraft radar flight tracks

Obviously, the changes to the report format, while more accurate, make it more challenging to compare the complaint activity of the same month last year to that of this year. For that reason, it is planned to also provide the old complaint report format for as long as it is deemed necessary in order to provide a logical basis for comparison. Due to the workload involved in preparing the report in the new format, namely correlating flight tracks to uncorrelated complaints manually, there is no plan to convert prior reports into the new format.

We hope this format provides more accurate insight into complaint trends associated with SCAS facilities. We also understand that this change may create some initial confusion and will be happy to answer any questions this memo has failed to sufficiently answer.

Sacramento County Airport System  
Aircraft Noise Information Office  
Noise Complaint Hotline  
*Distribution of Monthly Complaints*  
By ZIP Code - April 2006 Total Aircraft Noise Complaints



MCC - McClellan Airfield Total Complaints						
Correlated <sup>1</sup>						
City	Zip Code	Callers	Calls	Complaints	Day	Night
Folsom	95630	3	10	14	12	2
Sacramento	95821	1	3	3	3	0
Sacramento	95829	1	1	1	1	0
Sacramento	95838	1	1	1	0	1
Sacramento	UNK	1	1	1	1	0
<b>Total MCC Correlated</b>		<b>7</b>	<b>16</b>	<b>20</b>	<b>17</b>	<b>3</b>
Uncorrelated <sup>2</sup>						
City	Zip Code	Callers	Calls	Complaints	Day	Night
	None	0	0	0	0	0
<b>Total MCC Uncorrelated</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Correlated and Uncorrelated Totals <sup>3</sup>						
City	Zip Code	Callers	Calls	Complaints	Day	Night
<b>All MCC Total</b>		<b>7*</b>	<b>16*</b>	<b>20</b>	<b>17</b>	<b>3</b>

MHR - Mather Airport Total Complaints						
Correlated						
City	Zip Code	Callers	Calls	Complaints	Day	Night
Cameron Park	95682	1	1	1	0	1
El Dorado Hills	95762	3	19	40	16	24
Fair Oaks	95628	1	1	1	1	0
Folsom	95630	10	85	268	129	139
Mather	95655	1	1	1	1	0
Rescue	95672	1	2	23	5	18
Rocklin	95677	1	1	1	1	0
Sacramento	95829	4	39	42	38	4
<b>Total MHR Correlated</b>		<b>22</b>	<b>149</b>	<b>377</b>	<b>191</b>	<b>186</b>
Uncorrelated						
City	Zip Code	Callers	Calls	Complaints	Day	Night
El Dorado Hills	95762	1	1	1	0	1
Folsom	95630	5	9	10	5	5
Rescue	95672	1	2	2	0	2
<b>Total MHR Uncorrelated</b>		<b>7</b>	<b>12</b>	<b>13</b>	<b>5</b>	<b>8</b>
Correlated and Uncorrelated Totals						
City	Zip Code	Callers	Calls	Complaints	Day	Night
<b>All MHR Total</b>		<b>23*</b>	<b>151*</b>	<b>390</b>	<b>196</b>	<b>194</b>

<sup>1</sup> Correlated: Complaint date, time, and location correlates with an aircraft radar flight track

<sup>2</sup> Uncorrelated: Complaint date, time, and location does not correlate with any aircraft radar flight track

<sup>3</sup> The columns entitled "Callers" and "Calls" are not additive as a single caller on a single call may report a number of complaints which may or may not be correlated to an aircraft flight track.

Sacramento County Airport System

Aircraft Noise Information Office

Noise Complaint Hotline

*Distribution of Monthly Complaints*

*By ZIP Code - April 2006 Total Correlated Complaints*



SAC - Executive Airport Total Complaints						
Correlated						
City	Zip Code	Callers	Calls	Complaints	Day	Night
Folsom	95630	4	5	5	5	0
Sacramento	95829	1	2	2	2	0
Sacramento	95830	1	1	1	1	0
Sacramento	95831	2	4	5	5	0
<b>Total SAC Correlated</b>		<b>8</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>0</b>
Uncorrelated						
City	Zip Code	Callers	Calls	Complaints	Day	Night
	None	0	0	0	0	0
<b>Total SAC Uncorrelated</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Correlated and Uncorrelated Totals						
City	Zip Code	Callers	Calls	Complaints	Day	Night
<b>All SAC Total</b>		<b>8*</b>	<b>12*</b>	<b>13</b>	<b>13</b>	<b>0</b>

SMF - Sacramento International Airport Total Complaints (Correlated and Uncorrelated)						
Correlated						
City	Zip Code	Callers	Calls	Complaints	Day	Night
Carmichael	95608	1	1	1	1	0
El Dorado Hills	95762	2	2	3	1	2
Folsom	95630	6	43	94	32	62
Rescue	95672	1	2	3	1	2
Sacramento	95821	1	1	1	0	1
Sacramento	95829	1	2	2	1	1
Sacramento	95835	1	20	240	201	39
Sacramento	95837	1	1	1	1	0
Sacramento	95864	1	1	1	0	1
West Sacramento	95691	1	1	1	1	0
<b>Total SMF Correlated</b>		<b>16</b>	<b>74</b>	<b>347</b>	<b>239</b>	<b>108</b>
Uncorrelated						
City	Zip Code	Callers	Calls	Complaints	Day	Night
Sacramento	95835	1	1	1	1	0
<b>Total SMF Uncorrelated</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>
Correlated and Uncorrelated Totals						
City	Zip Code	Callers	Calls	Complaints	Day	Night
<b>All SMF Total</b>		<b>16*</b>	<b>74*</b>	<b>348</b>	<b>240</b>	<b>108</b>

UNK - Complaints Correlated To Tracks from Unknown Airports						
Correlated						
City	Zip Code	Callers	Calls	Complaints	Day	Night
Folsom	95630	5	11	13	9	4
North Highlands	95660	1	1	1	1	0
Rescue	95672	1	1	2	1	1
Sacramento	95829	1	2	2	0	2
<b>UNK Total</b>		<b>8</b>	<b>15</b>	<b>18</b>	<b>11</b>	<b>7</b>

**Sacramento County Airport System**  
**Aircraft Noise Information Office**  
 Noise Complaint Hotline  
**Distribution of Monthly Complaints**  
**By ZIP Code - April 2006**



MCC - McClellan Airfield Geographic Area				
City	Zip Code	Callers	Calls	Complaints
North Highlands	95660	1	1	1
Sacramento	95821	1	4	4
Sacramento	95838	1	1	1
<b>MCC Total</b>		<b>3</b>	<b>6</b>	<b>6</b>

MHR - Mather Airport Geographic Area				
City	Zip Code	Callers	Calls	Complaints
Cameron Park	95682	1	1	1
Carmichael	95608	1	1	1
El Dorado Hills	95762	3	19	44
Fair Oaks	95628	1	1	1
Folsom	95630	16	103	404
Mather	95655	1	1	1
Rescue	95672	1	2	30
Sacramento	95829	4	45	49
Sacramento	95830	1	1	1
<b>MHR Total</b>		<b>29</b>	<b>174</b>	<b>532</b>

SAC - Executive Airport Geographic Area				
City	Zip Code	Callers	Calls	Complaints
Sacramento	95831	2	4	5
West Sacramento	95691	1	1	1
<b>SAC Total</b>		<b>3</b>	<b>5</b>	<b>6</b>

SMF - Sacramento International Airport Geographic Area				
City	Zip Code	Callers	Calls	Complaints
Sacramento	95835	1	20	241
Sacramento	95837	1	1	1
Sacramento	95864	1	1	1
<b>SMF Total</b>		<b>3</b>	<b>22</b>	<b>243</b>

UNK - Unknown Airport				
City	Zip Code	Callers	Calls	Complaints
Rocklin	95677	1	1	1
Sacramento	UNK	1	1	1
<b>UNK Total</b>		<b>2</b>	<b>2</b>	<b>2</b>

SCAS - Sacramento County Airport System Total				
		Callers	Calls	Complaints
<b>Grand Total</b>		<b>40</b>	<b>209</b>	<b>789</b>

**Sacramento County Airport System**  
**Aircraft Noise Information Office**  
 Noise Complaint Hotline  
**Distribution of Monthly Complaints**  
**By ZIP Code – April 2005**



MCC - McClellan Airfield Geographic Area				
City	Zip Code	Callers	Calls	Complaints
North Highlands	95660	1	1	1
Rio Linda	95673	1	1	1
Sacramento	95626	1	1	1
Sacramento	95821	2	3	3
Sacramento	95841	1	1	1
Sacramento	95843	1	1	245*
<b>MCC Total</b>		<b>7</b>	<b>8</b>	<b>252</b>

\* - In December of 2005 a single complainer who had kept very detailed records submitted hundreds of noise complaints going back to March of 2005. The 245 complaints shown here represent a significant increase over what was originally reported in the April 2005 complaint report, as do the 792 total complaints for the month of April 2005.

MHR - Mather Airport Geographic Area				
City	Zip Code	Callers	Calls	Complaints
Cameron Park	95682	1	1	1
El Dorado	95623	1	1	3
El Dorado	95762	2	2	3
El Dorado Hills	95762	8	16	57
Fair Oaks	95628	2	2	3
Folsom	95630	15	95	361
Gold River	95670	2	2	14
Mather	95655	1	1	1
Rescue	95672	1	2	54
Sacramento	95829	3	12	23
Sacramento	95830	1	2	2
Shingle Springs	95682	1	2	2
<b>MHR Total</b>		<b>38</b>	<b>138</b>	<b>524</b>

SAC - Executive Airport Geographic Area				
City	Zip Code	Callers	Calls	Complaints
Sacramento	95831	1	3	6
West Sacramento	95691	1	1	1
<b>SAC Total</b>		<b>2</b>	<b>4</b>	<b>7</b>

SMF - Sacramento International Airport Geographic Area				
City	Zip Code	Callers	Calls	Complaints
Davis	UNK	1	1	1
Sacramento	95815	1	1	1
Sacramento	95835	2	2	2
Sacramento	95837	1	4	4
<b>SMF Total</b>		<b>5</b>	<b>8</b>	<b>8</b>

UNK - Unknown Airport				
City	Zip Code	Callers	Calls	Complaints
Unknown	UNK	1	1	1
<b>UNK Total</b>		<b>1</b>	<b>1</b>	<b>1</b>

SCAS - Sacramento County Airport System Total				
		Callers	Calls	Complaints
<b>Grand Total</b>		<b>53</b>	<b>159</b>	<b>792</b>