Relationship of Complaints to Operations at Other Airports

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Agenda

- Forum Request
- Analysis Methodology
- Analysis Results and Airport Observations
- Conclusions
- Discussion



Forum Request

- Analyze complaints and operations data at other large U.S airports
- Determine if a correlation exists between changes in airport operations levels and the number of filed complaints



Analysis Methodology

- Collected complaint data from six large airports across the country for last 10 years (2008-2017)
 - Baltimore-Washington International Thurgood Marshall Airport (BWI)
 - Chicago Midway International Airport (MDW)
 - Chicago O'Hare International Airport (ORD)
 - San Diego International Airport (SAN)
 - Seattle-Tacoma International Airport (SEA)
 - San Francisco International Airport (SFO)



Analysis Methodology

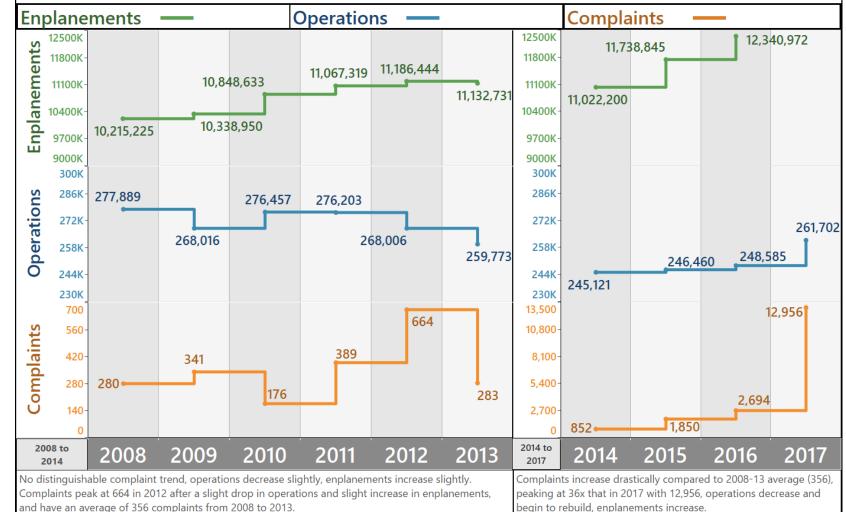
- Compared complaint data from each airport against:
 - FAA airport operations data from the Air Traffic Activity System (ATADS)
 - https://aspm.faa.gov/opsnet/sys/Airport.asp
 - FAA passenger enplanement(boarding) data extracted from the Air Carrier Activity Information System (ACAIS)
 - https://www.faa.gov/airports/planning capacity/passenger allcargo stats/passenger/
- Presenting results showing
 - Graphics with number of complaints along with aircraft operations and enplanements
 - Events that occurred during particular years



- **2**012
 - Extended runway closure
- **2**014
 - Extended runway closure
 - Metroplex implementation began
- **2**015
 - Extended runway closure
 - Continuation of Metroplex implementation
- **2**016
 - Metroplex

Baltimore-Washington Thurgood Marshall International Airport (BWI)

Comparison of Enplanements vs. Operations vs. Complaints between 2008 and 2013 and 2014 and 2017*

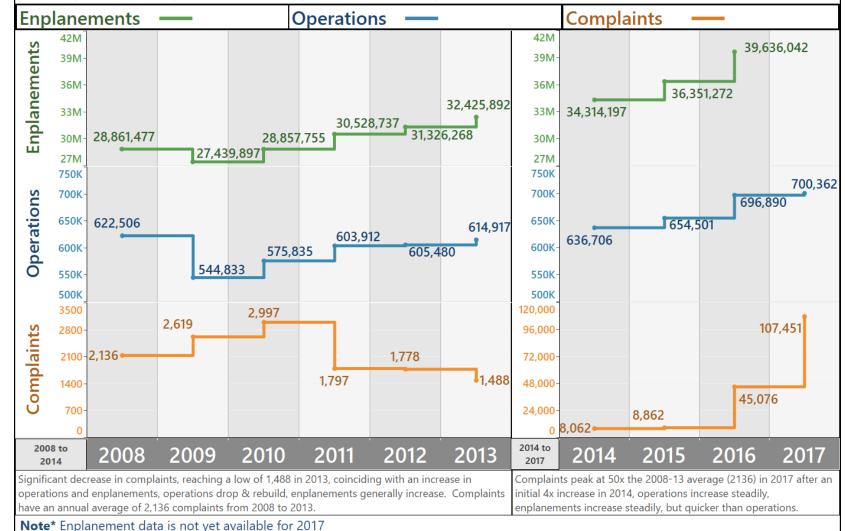




- **2**014
 - Temporary concentration of flight tracks on northerly arrivals
- **2**015
 - Runway safety area construction
 - End to concentration of flight tracks on northerly arrivals
- **2016**
 - Runway safety area construction
 - Metroplex implementation began
- **2**017
 - Runway safety area construction
 - Metroplex implementation concluded

Los Angeles International Airport (LAX)

Comparison of Enplanements vs. Operations vs. Complaints between 2008 and 2013 and 2014 and 2017*

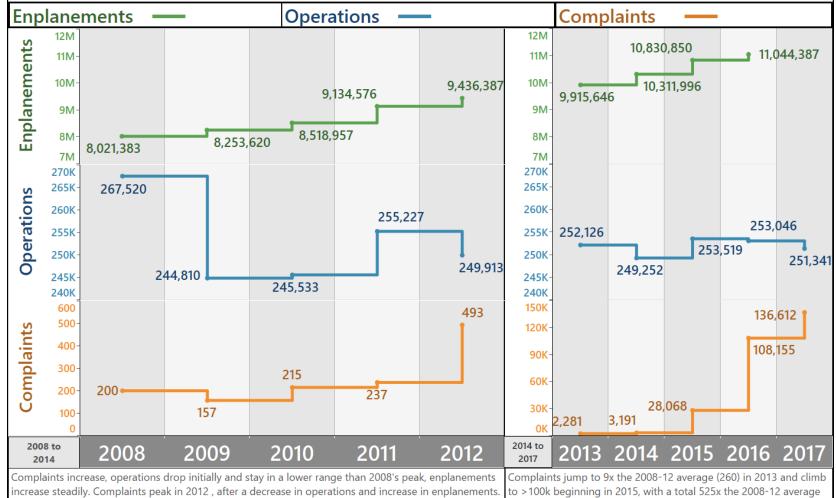




- **2010**
 - Complaint web portal launched
- **2**013
 - NextGen aircraft procedures implemented
- **2**014
 - Citizen software online for complaint filing

Chicago Midway International Airport (MDW)

Comparison of Enplanements vs. Operations vs. Complaints between 2008 and 2012 and 2013 and 2017*



The annual average for complaints between 2008 and 2012 is 260.

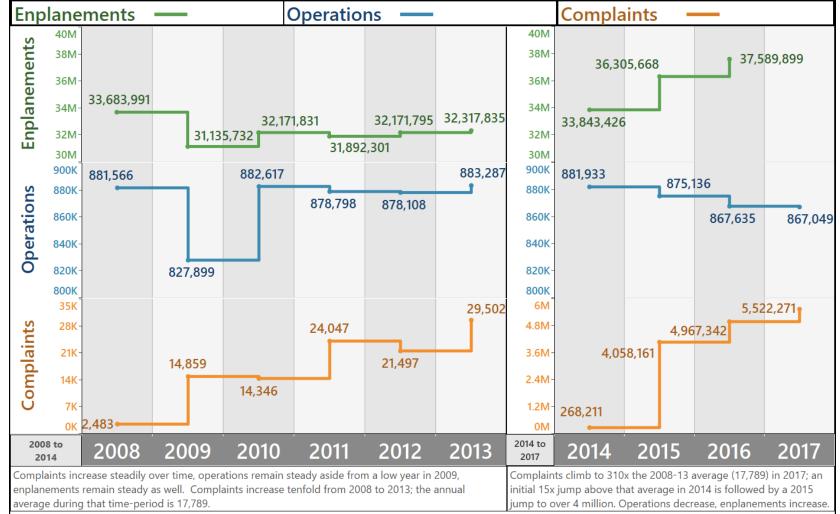
in 2017. Operations remain steady, enplanements increase.



- **2009**
 - New runway opened
- **2**010
 - Complaint web portal launched
- **2**014
 - New runway opened
- **2**015
 - Citizen software online for complaint filing
 - New runway opened

Chicago O'Hare International Airport (ORD)

Comparison of Enplanements vs. Operations vs. Complaints between 2008 and 2013 and 2014 and 2017*

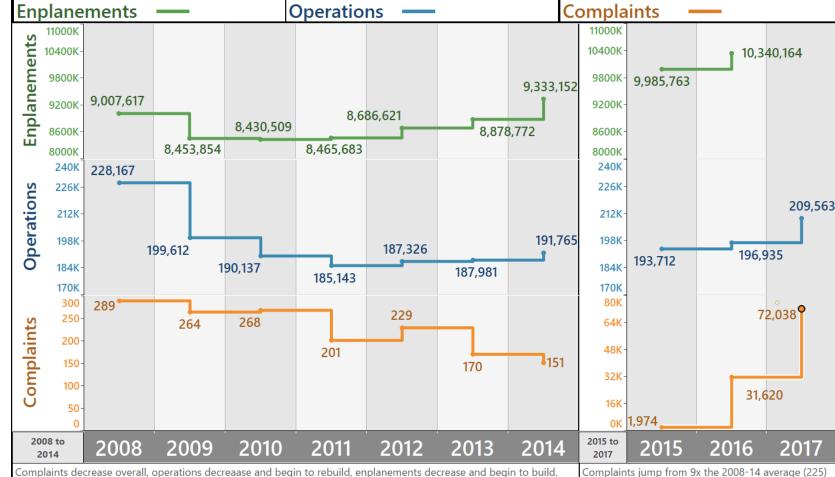




- **2**015
 - Metroplex began implementation
- **2016**
 - Metroplex implementation continued
- **2**017
 - Metroplex



Comparison of Enplanements vs. Operations vs. Complaints between 2008 and 2014 and 2015 and 2017*



Complaints decrease overall, operations decreaase and begin to rebuild, enplanements decrease and begin to build. Complaints reach an overall low in 2014 with 151, coinciding with a marginal uptick in operations and an increase in enplanements, and have an annual average of 225 complaints from 2008 to 2014.

Note* Enplanement data is not yet available for 2017



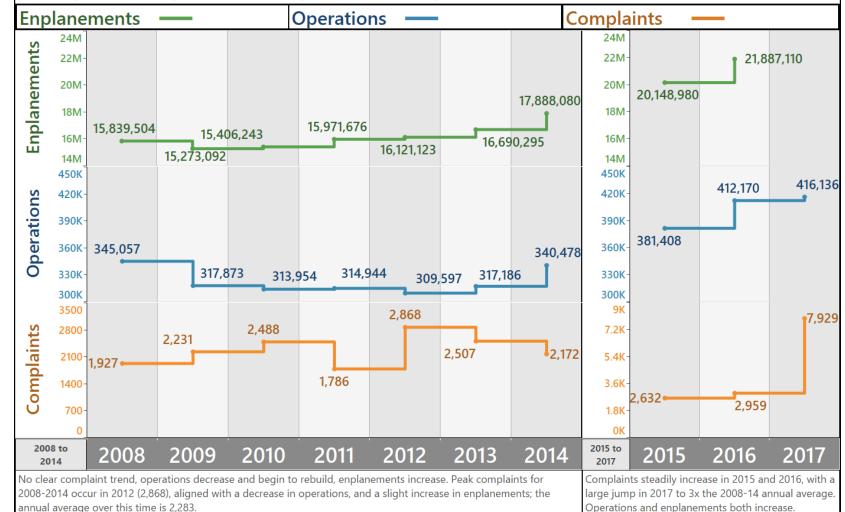
in 2015 to peak in 2017 at 321x the annual average.

Operations increase slightly, enplanements increase.

- **2008**
 - New runway opened
- **2009**
 - New use of third runway
 - Began Part 150 study
- **2**014
 - Part 150 approved
- **2**015
 - Sustainable Master Plan
- **2**016
 - Sustainable Master Plan

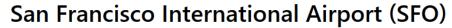
Seattle-Tacoma International Airport (SEA)

Comparison of Enplanements vs. Operations vs. Complaints between 2008 and 2014 and 2015 and 2017*

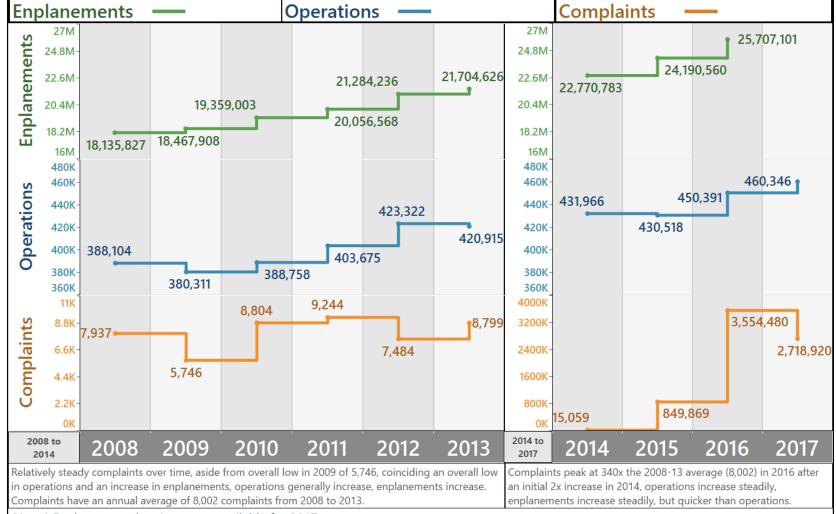




- **2014**
 - Metroplex implementation began
- **2**015
 - Continuation of Metroplex implementation



Comparison of Enplanements vs. Operations vs. Complaints between 2008 and 2013 and 2014 and 2017*





Conclusions

- No clear correlation between increase in aircraft operations and complaints
- Complaint changes better correlate to changes
- Possible changes resulting in an increase in complaints:
 - New aircraft flight procedures
 - New and easier means to file complaints
 - Projects begin and/or completed at airport
 - Runway closures and commissionings



Discussion

