

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

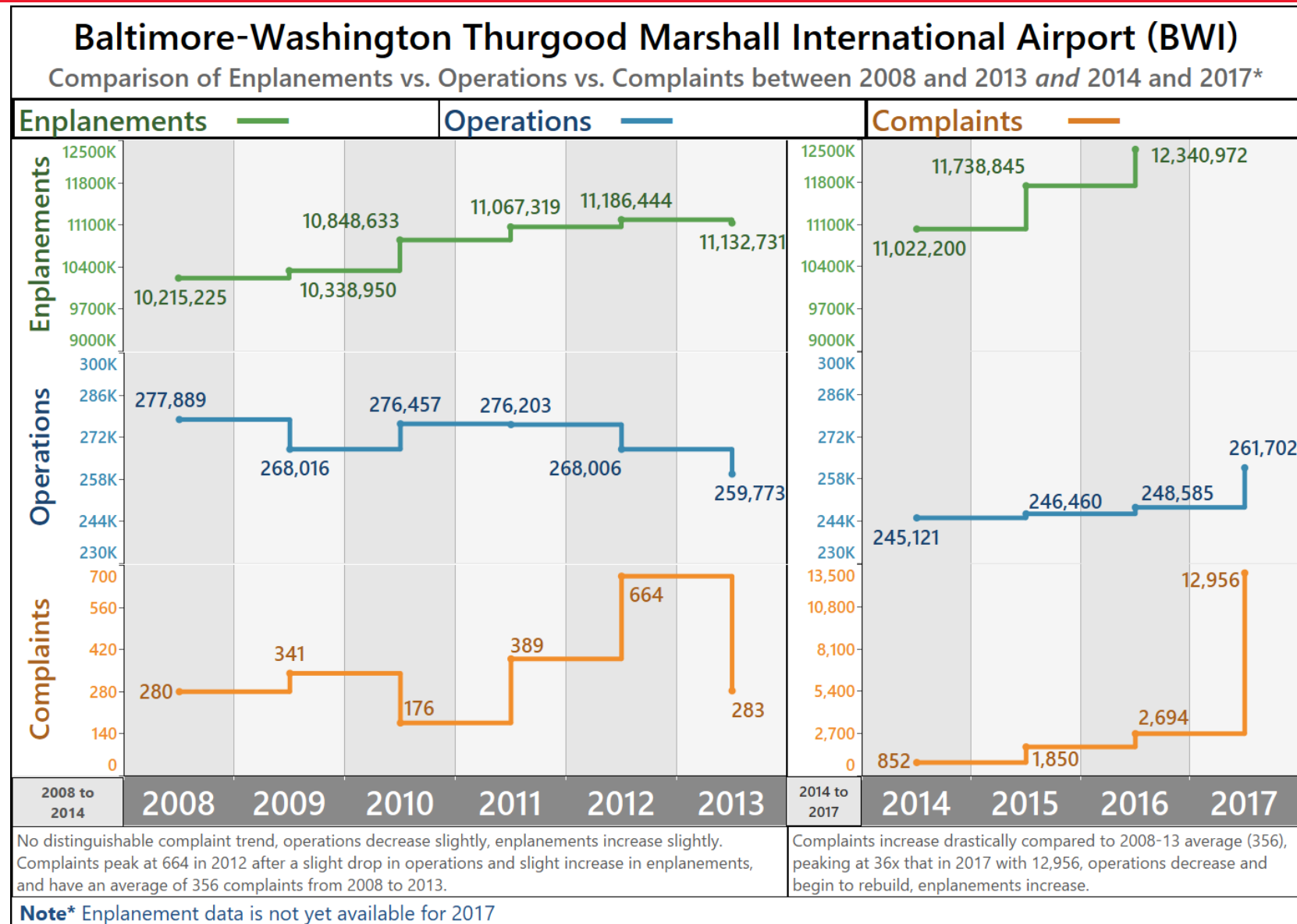
Analysis Methodology

- 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)

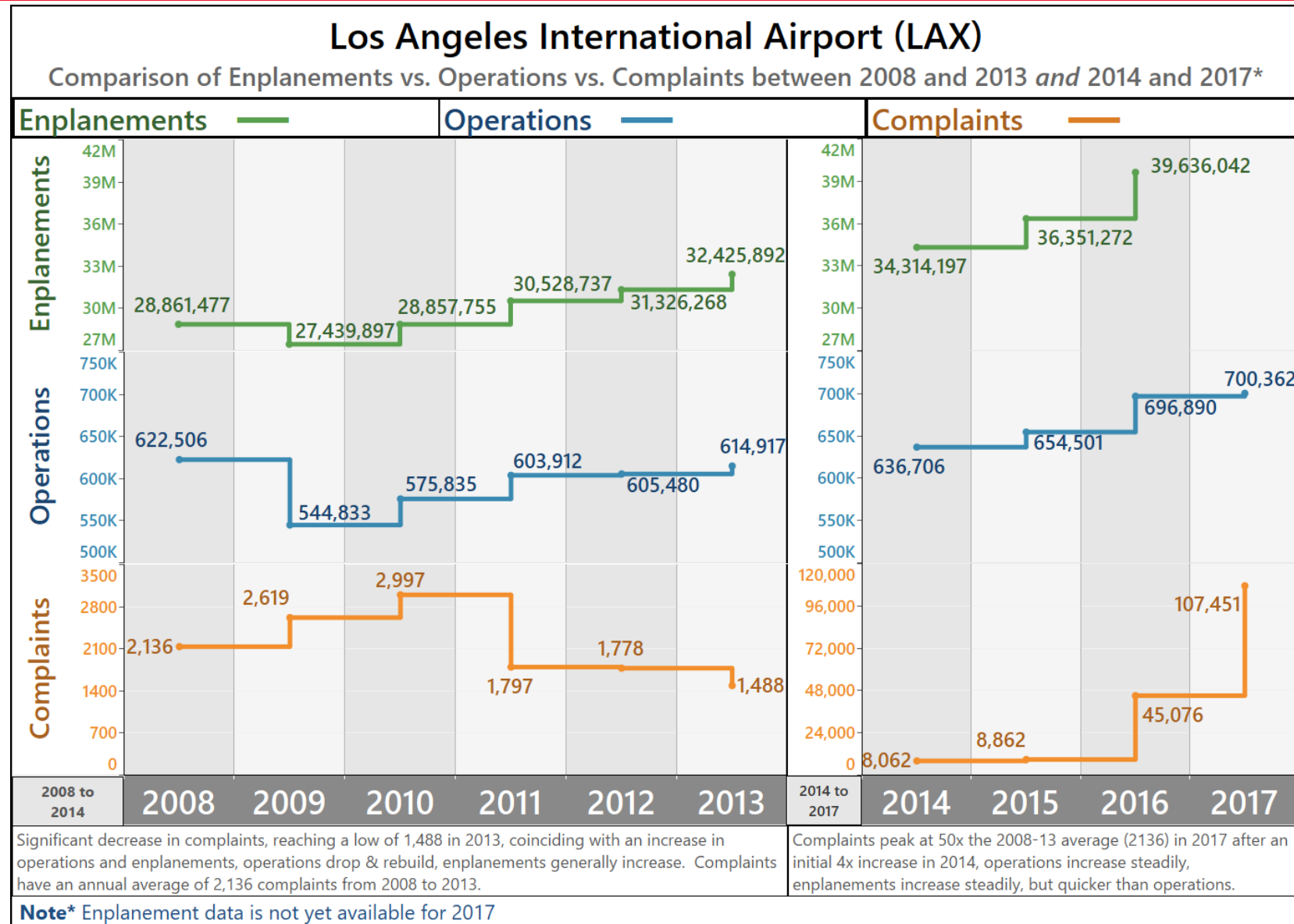
Analysis Methodology

- 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

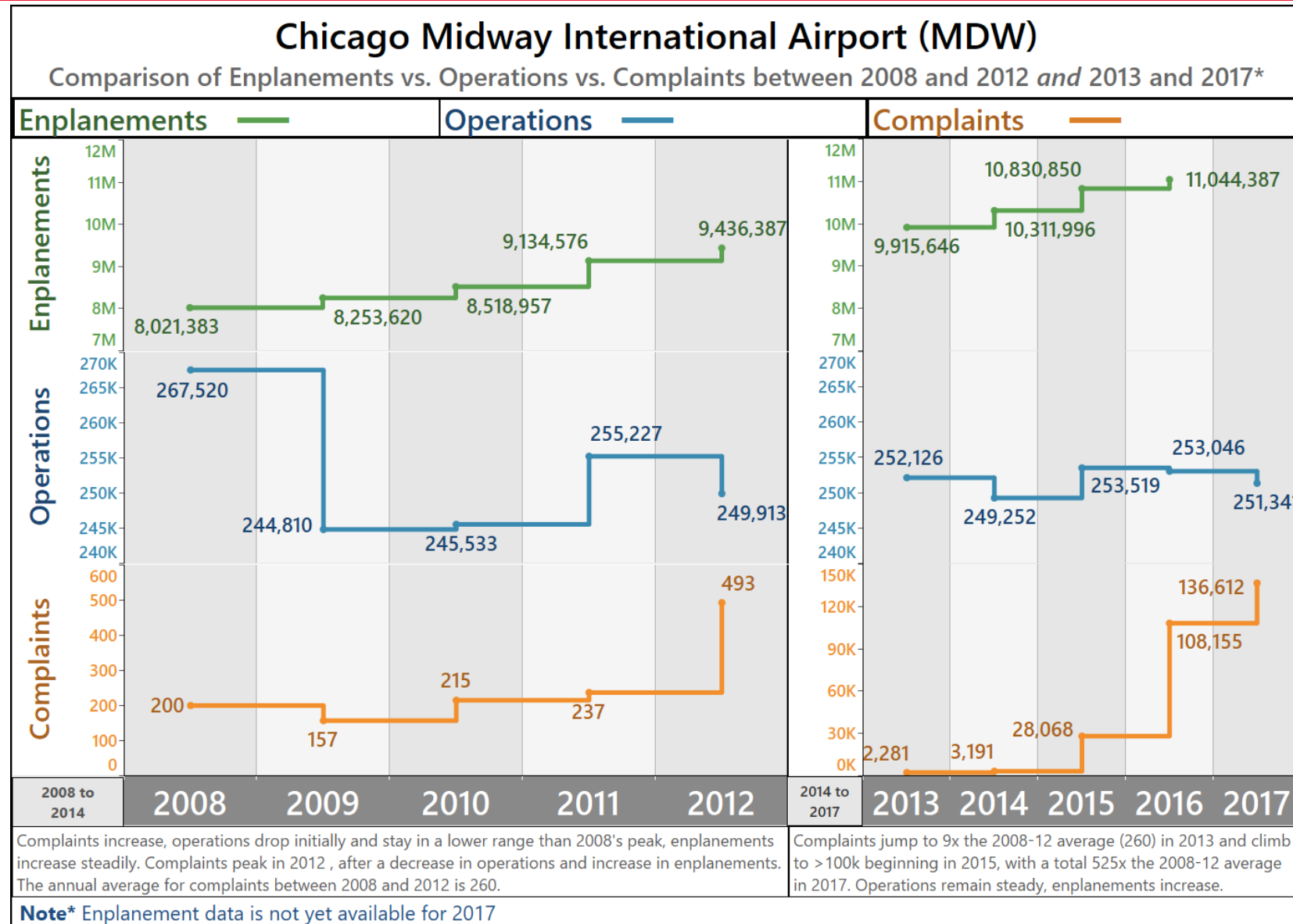
- 2012
 - Extended runway closure
- 2014
 - Extended runway closure
 - Metroplex implementation began
- 2015
 - Extended runway closure
 - Continuation of Metroplex implementation
- 2016
 - Metroplex



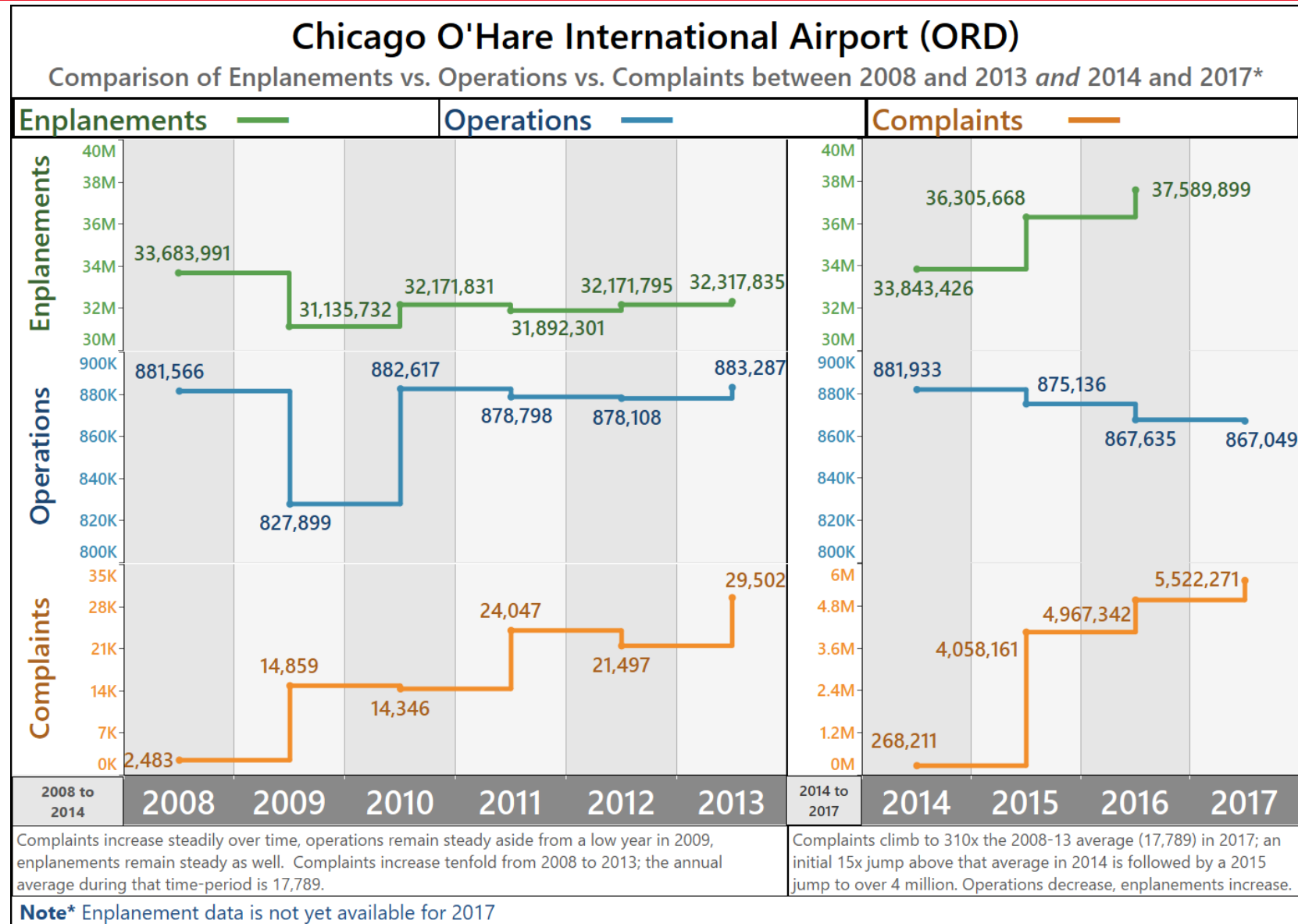
- 2014
 - Temporary concentration of flight tracks on northerly arrivals
- 2015
 - Runway safety area construction
 - End to concentration of flight tracks on northerly arrivals
- 2016
 - Runway safety area construction
 - Metroplex implementation began
- 2017
 - Runway safety area construction
 - Metroplex implementation concluded



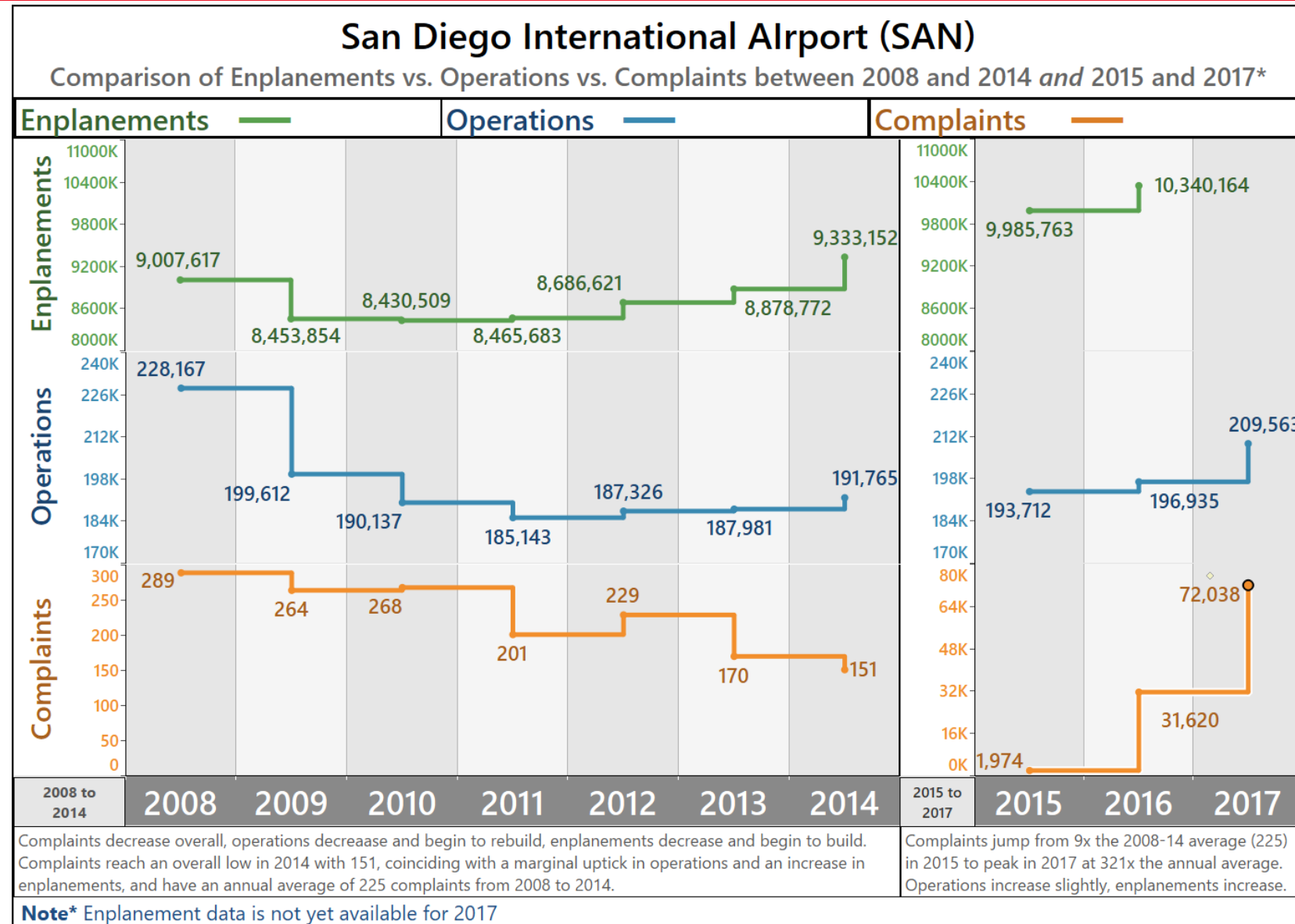
- 2010
 - Complaint web portal launched
- 2013
 - NextGen aircraft procedures implemented
- 2014
 - Citizen software online for complaint filing



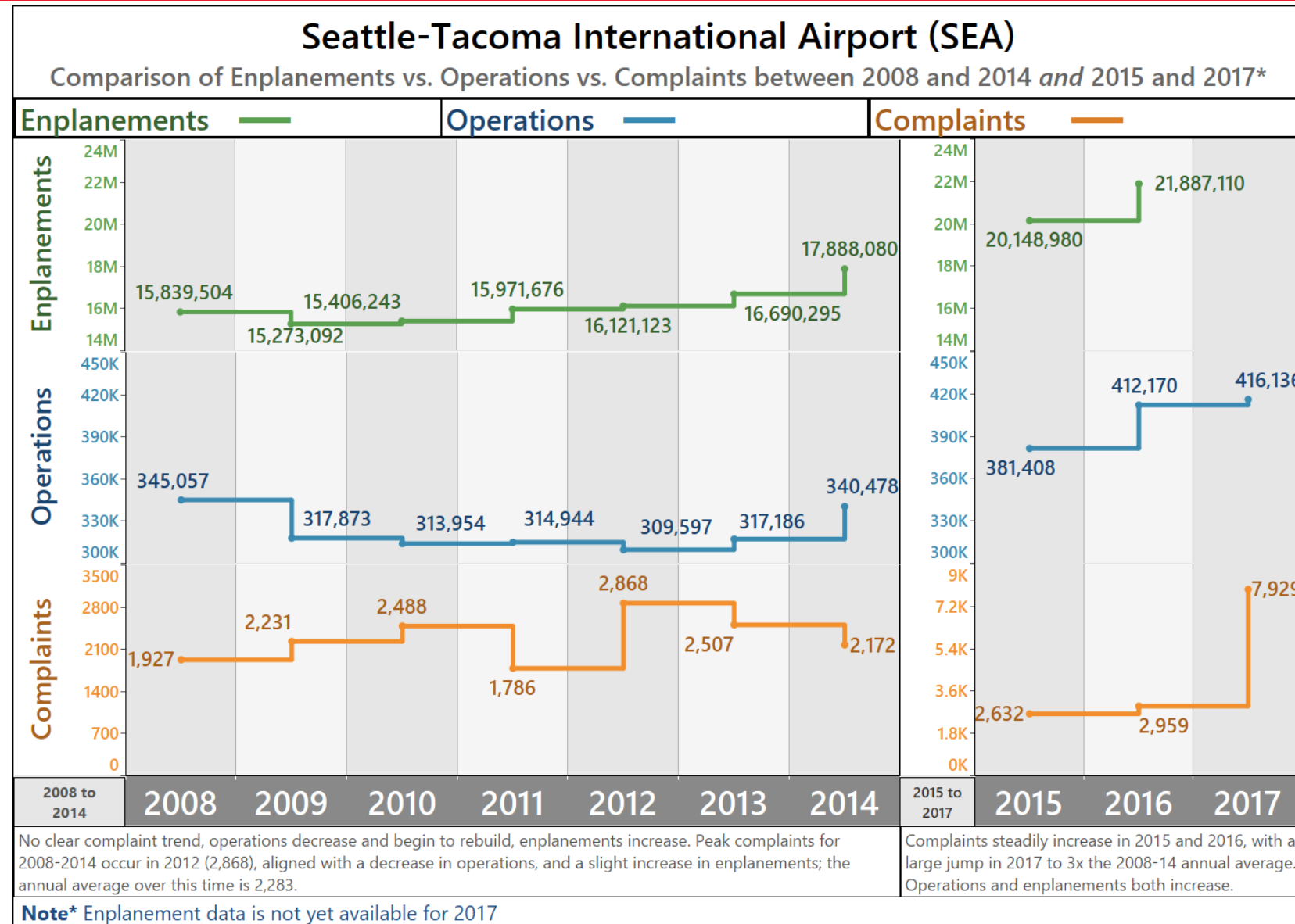
- 2009
 - New runway opened
- 2010
 - Complaint web portal launched
- 2014
 - New runway opened
- 2015
 - Citizen software online for complaint filing
 - New runway opened



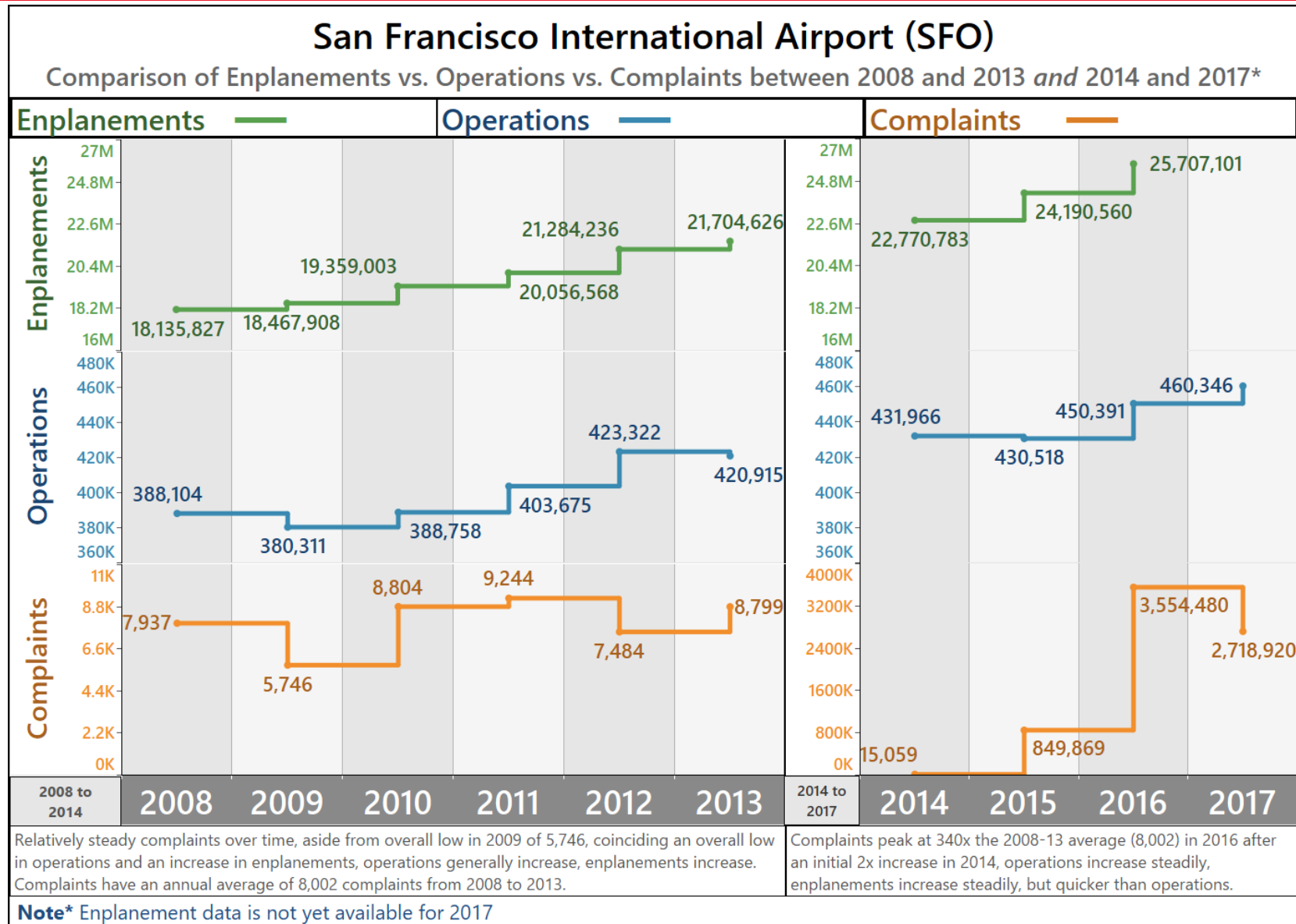
- 2015
 - Metroplex began implementation
- 2016
 - Metroplex implementation continued
- 2017
 - Metroplex



- 2008
 - New runway opened
- 2009
 - New use of third runway
 - Began Part 150 study
- 2014
 - Part 150 approved
- 2015
 - Sustainable Master Plan
- 2016
 - Sustainable Master Plan



- 2014
 - Metroplex implementation began
- 2015
 - Continuation of Metroplex implementation



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