



TRUCKEE TAHOE AIRPORT DISTRICT INTEROFFICE MEMORANDUM

TO: BOARD OF DIRECTORS AND STAFF
FROM: HARDY S. BULLOCK, DIRECTOR OF AVIATION &
COMMUNITY SERVICES
SUBJECT: COMMUNITY ANNOYANCE AND COMMENTER SURVEY
DATE: MAY 28, 2014
ATTACHMENT: GRAPHS & MAP

Door To Door Neighbor Canvas

Staff walked and talked to residents within the Comprehensive Land Use Zone B1 in the Olympic Heights neighborhood on Wednesday May 14, 2014. Kevin Smith, General Manager and Hardy Bullock Director of Aviation and Community Services visited households. This activity is the first phase action to survey the entire B1 zone in Martis Valley Estates and Olympic Heights, additional surveys will transpire in June and July of 2014. Once the entire B1 zone is surveyed staff intends to hold neighborhood outreach meetings, similar to the meetings held in 2007 with the two affected B1 zone neighborhoods, Martis Valley Estates and Olympic Heights.

23 homes were visited, 11 homes did not answer their door although flipbooks providing contact information and information regarding community annoyance reduction programs were dropped off. The remaining 12 homes discussed their views regarding the airport and annoyance with staff. All households made a comment in one form or another that they were aware of the airport's efforts to reduce community annoyance from aircraft overflight. Five households basically said they like the airport, they are not annoyed by aircraft overflight, and they enjoy the airshow. Two household said they're still annoyed by aircraft overflight but there has been improvement. One of those two said they still call, the other said they do not call and said they had no particular reason why they stopped calling. The overall neighborhood sentiment toward the airport was good. All households were aware of the flight path requested by the airport and where it was located relative to their home. For the households that commented on annoyance, a common thread related to low-flying aircraft in the summertime.

The Data Door to Door Survey

Households	Not Home	Home	Still Annoyed but Better	Not Annoyed
23	11	12	2	10

Telephone Survey

While the door to door neighborhood canvas surveys all constituents within the B1 zone, staff wanted to better understand the “Still Annoyed but Better” group. These are commenters included in the current commenter database and known to airport staff. The following summary outlines staff efforts to better understand this group of commenters that have historically called but may have, for whatever reason, stopped calling.

When staff receives a comment from a household regarding aircraft overflight or annoyance the caller is logged into our master commenter database. This database includes callers from 2003 to the present time. Every attempt is made to capture the callers physical address, mailing address, email address, phone number, and comment specific information.

The goal of this survey was to contact by phone a specified number of households that have previously reported annoyance to the airport and understand current reporting behavior as well as why some no longer call. The current database contains approximately 440 commenter households. Staff called 220 households, or one half of the total commenters. Staff called the 110 most recent households who had reported annoyance. This group of households took us back to 2006. Then staff called 110 additional households at random irrespective of date. The term “survey” implies that staff had set criteria regarding questions and answer structure. While this is true we made every attempt to capture anecdotal data regarding commenter behavior. The survey script is outlined below:

Hello we are from the Truckee Tahoe Airport District. We see that you have called regarding annoyance back on XXX. We have a few brief questions to ask you that will help us mitigate annoyance in your neighborhood and understand the factors that influence our long term planning.

- 1. In general has annoyance from aircraft operations and overflight decreased over the past three years? **YES / NO***
- 2. We understand your household has complained to the TTAD regarding noise and annoyance back in XXX. Do you call when annoyed still? **YES / NO***
- 3. If the answer was NO to question #2 is it because:*
 - A. You are no longer annoyed (any and all reasons)*
 - B. You are still annoyed but do not call because you feel your comments fall on deaf ears.*

4. *Are you aware of the extensive work that the TTAD has undertaken to mitigate annoyance in your neighborhood? **YES / NO***

If additional information or discussion is needed I can forward you to our Director of Aviation & Community Services. Thanks for your time today.

The goal is to understand how many of our commenters have become fatigued and what, if any material factors influenced a change in commenter behavior. Noise and annoyance from aircraft overflight is a widely discussed, complex topic. Airports struggle to define criteria that describe common factors associated with community annoyance. Additional layers of complication exist. For example what may be annoying to one household in the month of January may not be annoying in July based on unique attributes associated with this household such as lifestyle, location, neighborhood density, and ambient noise. Also as time goes on factors that create annoyance may become less relevant to one household and more relevant to another. An example of this phenomenon would be a commenter who calls every time a jet departs runway 29 and over flies areas to the west of the airport. Following discussions with staff and explanations regarding airspace, flight path, and annoyance mitigation the caller stops calling. The counterpoint to this example would be a household underneath the left downwind for runway 29. Once the caller is made aware of the fact that their house lies within the primary traffic pattern of the main runway annoyance becomes more relevant, calls to the airport increase, and annoyance from overflight become a primary concern. The Godbe survey addresses community annoyance at a much more sophisticated level and strives to answer questions that are not addressed in this community annoyance survey.

¹Simply put this survey attempts to determine why certain callers stopped calling regarding community annoyance while others continue to call. It is not a measure or indicator of overall community annoyance.

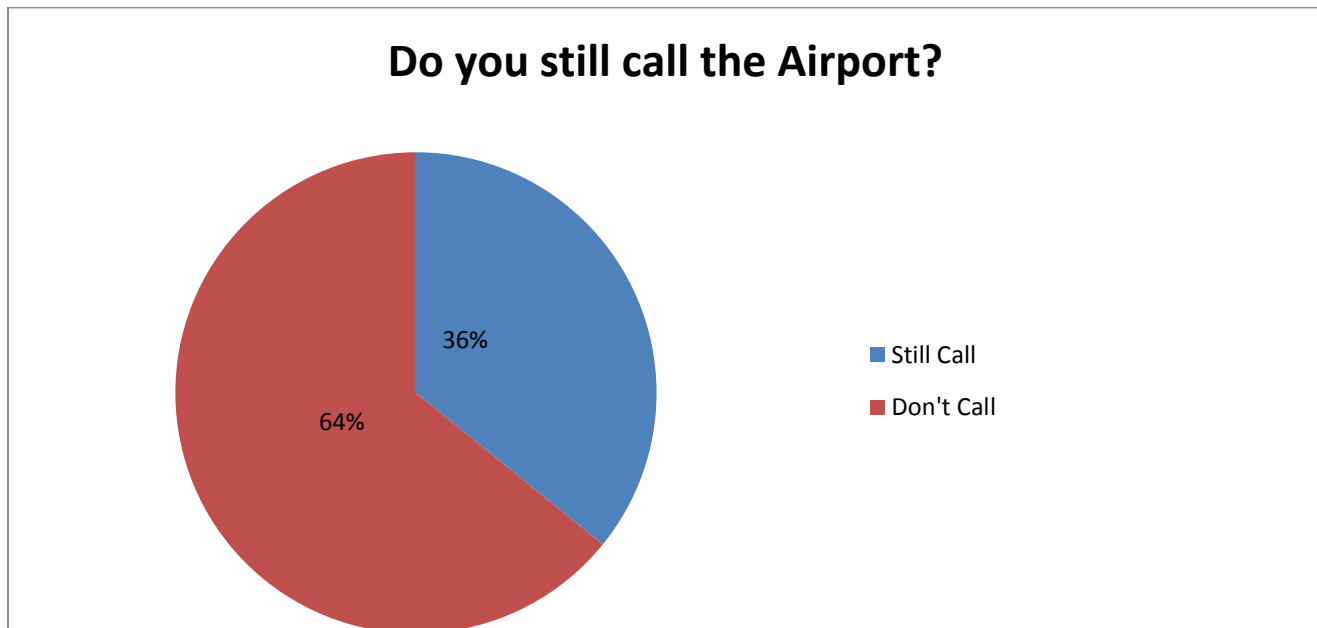
The Data

Called	Disconnected	No Answer	Wrong#	Not Living Here	Busy	Hang up	Left Message	Surveyed
220	69	75 ²	15	4	1	1	2	53

¹ This survey is inherently biased toward households who report annoyance. That is to say that the most vocal opponents of airport operations have an opportunity to respond while the wider constituent population is statistically silent

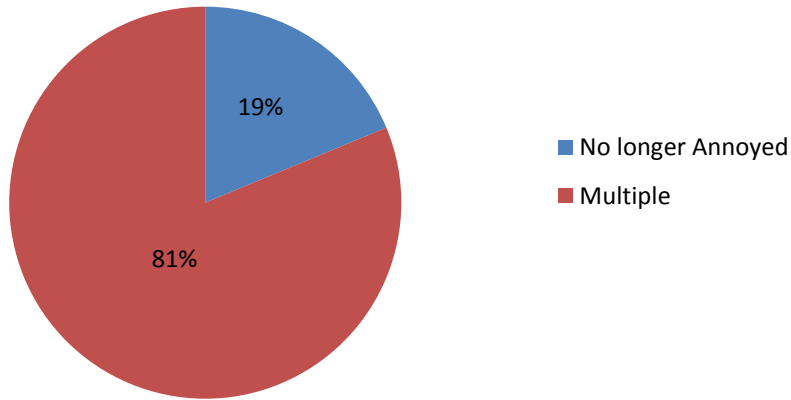
² All households were called twice

Has Annoyance Decreased In The Last 3 Years	Do You Still Call?	I Don't Call Anymore. (34) Households, Why?	Aware Of Mitigation Efforts?
22 said Yes	19 said Yes	6 said no longer annoyed	23 said Yes
31 said no	34 said no	26 said Multiple** ³	30 said No



³ 26 Households had 26 different responses. Subjective responses quantified by relative rank in Table1.0

(34) No longer called, Why?



(See breakout for “Multiple”)
Table 1.0

#1	Comments had no associated action
#2	Was not a high priority
#3	Aware of airport efforts to reduce annoyance
#4	Attended meeting to discuss airport noise
#5	Only annoyed for a portion of the season
#6	Not much the airport can do to change it
#7	Supporter of the airports actions in the community
#8	Not complainer, only one plane, routes, just lear jets

Analysis

220 households is a proxy for our total household commenter population of 440; 53 respondents is a fairly small number statistically speaking. As was noted earlier this group of survey participants is the most recent and relevant concerned citizens of airport operations based on their comment volume. One could assume that most if not all respondents would discuss issues related to noise and annoyance. We found however that this is not the case. Many callers noted awareness related to a decrease in annoyance following the question and answer portion of the survey. The tone of the respondents was not angry or agitated. Most respondents noted appreciation for the outreach. From the survey it was evident that many people who have previously called the airport to report annoyance no longer call. The respondents gave many varied answers to this phenomenon. Some reported that they had accomplished what they felt was required and they no longer needed to call, others expressed an understanding that the District had no direct control of aircraft so a comment was unnecessary. Other respondents claimed that comments fell upon deaf ears. Nearly half of all respondents claimed they understood the extent to which the airport has gone to mitigate noise and annoyance.

The survey by design targeted households who are most vocally concerned about airport operations and have reported annoyance through comments. 42% said annoyance has been reduced over the past three years, 58% said it has not been reduced. 36% of households reported that they still call when annoyed, 64% said they no longer call. The reason why they no longer call is wide and diverse. Some felt the airport had no control over the situation while others felt they had imparted the necessary information and no longer needed to call. The Godbe survey will explain, to a much greater detail, community annoyance from the constituent group not included in this survey. Airport staff routinely encourages the community to call when annoyed. Community outreach is a vital part of any noise abatement program. Public education surrounding the constraints facing airport operators is quintessential in managing appropriate expectation with respect to community annoyance.