COMPLAINT ID: 48790 COMPLAINT TYPE: Off Course OPERATION TYPE: Arrival RUNWAY: 29 A/C TYPE: P28B DATE AND TIME: May 02 2016, 10:10 AM POINT OF CLOSEST APPROACH(PCA): 0.54 nm ALTITUDE AT PCA: 9100 ft



Piston single engine aircraft made high, wide left midfield crosswind to 29 after circling through glider activity area. Spoke to this pilot about patternwork, glider activity area, and residential areas. See 05/31 synopsis for further info.

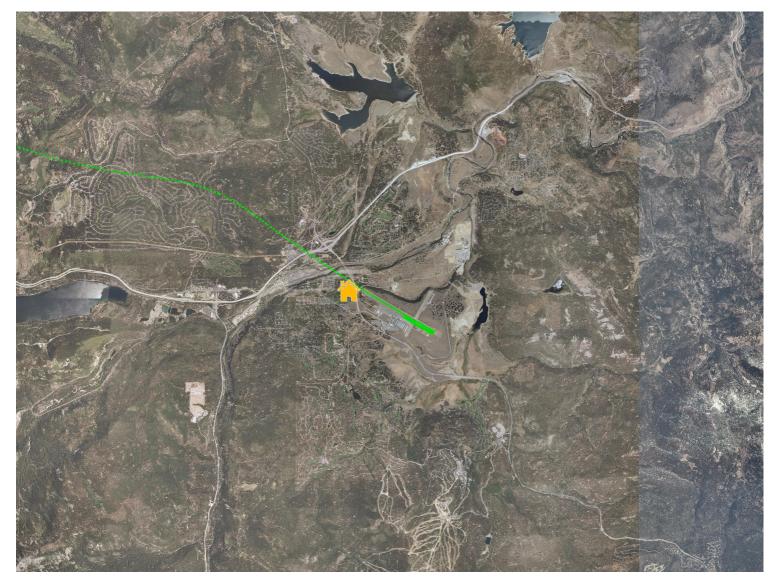
COMPLAINT ID: 48805 COMPLAINT TYPE: Low And Loud OPERATION TYPE: Arrival RUNWAY: 2 A/C TYPE: MSQ2 DATE AND TIME: May 03 2016, 08:47 AM POINT OF CLOSEST APPROACH(PCA): 0.24 nm ALTITUDE AT PCA: 5900 ft



Track does not include 1.5 hours of overflights and touch and go's.

Anonymous commenter "in Martis Camp area" stated aircraft "too low, too loud" No reply info left, no caller ID Management has spoken to this pilot on multiple occasions. Becasue of the nature of this aircraft's operations, staff and pilots are experimenting with routing to keep operations over the field, traffic-permitting, to reduce residential overflights. Use of Runway 02 however does put the aircraft in the area from which the comment came. Staff continues to refine protocols for this pilot and others who fly similar aircraft.

COMPLAINT ID: 48811 COMPLAINT TYPE: Loud Disturbance OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: CL60 DATE AND TIME: May 12 2016, 05:00 PM POINT OF CLOSEST APPROACH(PCA): 0.15 nm ALTITUDE AT PCA: 6300 ft



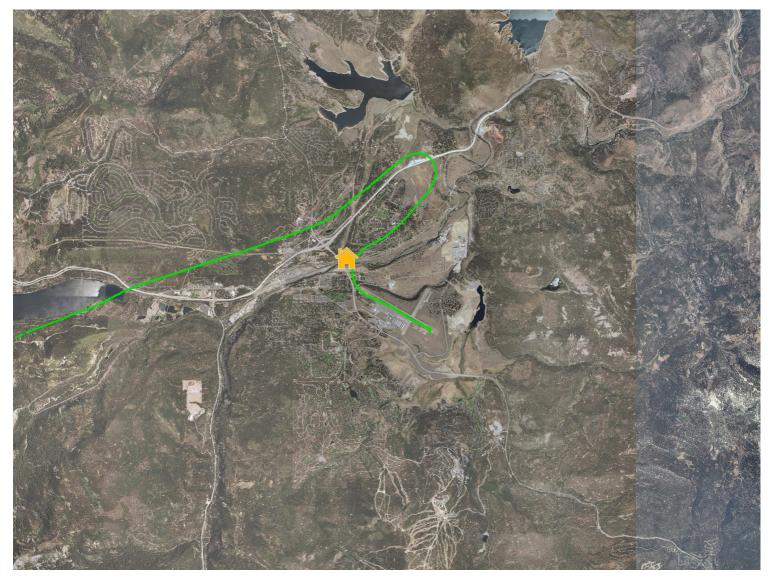
Challenger 600 making a VFR departure from 29. Emailed operator.

COMPLAINT ID: 48970 COMPLAINT TYPE: Curfew OPERATION TYPE: Arrival RUNWAY: 20 A/C TYPE: PA46 DATE AND TIME: May 25 2016, 10:06 PM POINT OF CLOSEST APPROACH(PCA): 0.26 nm ALTITUDE AT PCA: 6600 ft



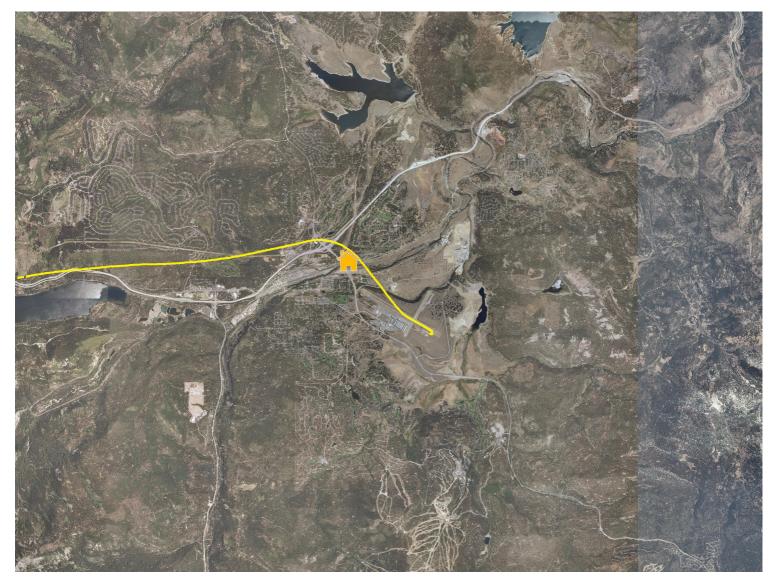
PA46 Arrival 20. 6 minutes after voluntary curfew. Staff emailed and spoke to transient operator.

COMPLAINT ID: 49161 COMPLAINT TYPE: Low OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: BE33 DATE AND TIME: May 28 2016, 05:30 PM POINT OF CLOSEST APPROACH(PCA): 0.12 nm ALTITUDE AT PCA: 6200 ft



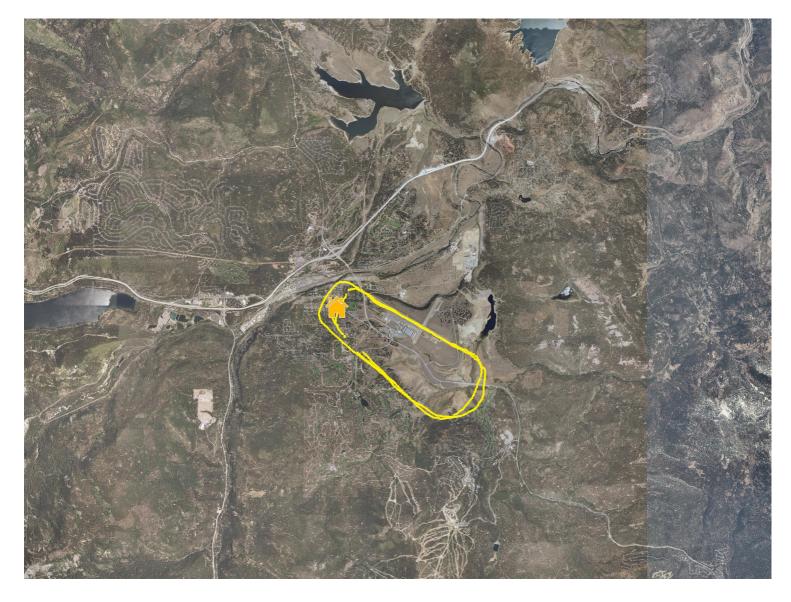
Beech Bonanza departure runway 29. Off course and low. Non-Compliant. Staff spoke to and emailed transient pilot information.

COMPLAINT ID: 49160 COMPLAINT TYPE: Off Course OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: BE35 DATE AND TIME: May 29 2016, 02:10 PM POINT OF CLOSEST APPROACH(PCA): 0.18 nm ALTITUDE AT PCA: 6600 ft



Bonanza departure runway 29. Non-Compliant - staff called and emailed transient pilot.

COMPLAINT ID: 49159 COMPLAINT TYPE: Loud Disturbance OPERATION TYPE: Touch & Go RUNWAY: 29 A/C TYPE: P28B DATE AND TIME: May 31 2016, 09:30 AM POINT OF CLOSEST APPROACH(PCA): 0.85 nm ALTITUDE AT PCA: 6800 ft



Piper Cherokee doing pattern work. Same aircraft as 05/02 but significant effort and time to identify the aircraft. Spoke to transient pilot - see notes from synopsis of 5/02 10:10 comment.

COMPLAINT ID: 49320 COMPLAINT TYPE: Low OPERATION TYPE: Touch & Go RUNWAY: 29 A/C TYPE: C172 DATE AND TIME: Jun 04 2016, 04:00 PM POINT OF CLOSEST APPROACH(PCA): 0.07 nm ALTITUDE AT PCA: 6300 ft



C172. Broken Track - touch and go on 29. Off course and low. Non-compliant however this commenter made multiple comments. Staff spoke to pilot and to commenter.

COMPLAINT ID: 49331 COMPLAINT TYPE: OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: C182 DATE AND TIME: Jun 07 2016, 04:57 PM POINT OF CLOSEST APPROACH(PCA): 0.3 nm ALTITUDE AT PCA: 7700 ft



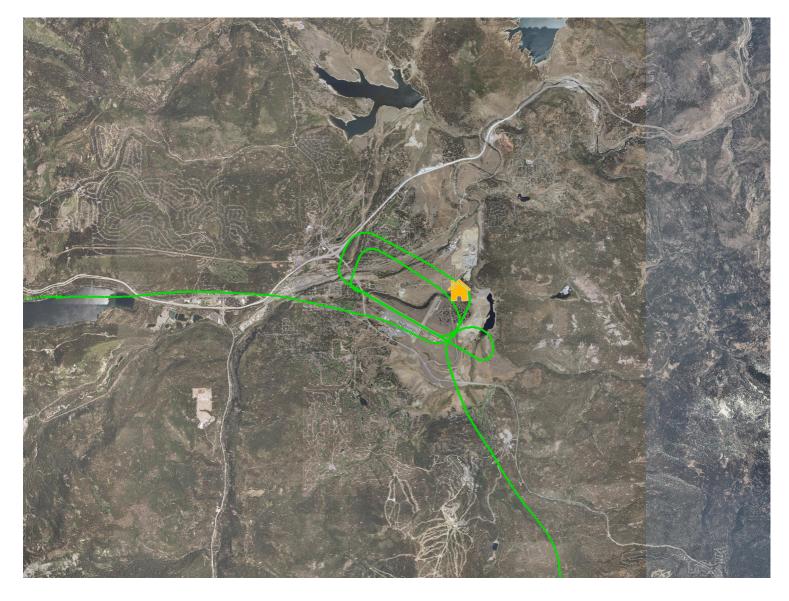
C182. Departure runway 29. Off course. Non-Compliant. No contact info so mailed letter to registry address.

COMPLAINT ID: 49510 COMPLAINT TYPE: Low And Loud OPERATION TYPE: Arrival RUNWAY: 11 A/C TYPE: GLF3 DATE AND TIME: Jun 10 2016, 09:18 AM POINT OF CLOSEST APPROACH(PCA): 0.35 nm ALTITUDE AT PCA: 7300 ft



G3 with hush kit visual arrival to 11. Spoke to Chief pilot. Aircraft will not be coming back.

COMPLAINT ID: 49518 COMPLAINT TYPE: Loud Disturbance OPERATION TYPE: Departure RUNWAY: **11** A/C TYPE: C182 DATE AND TIME: Jun 11 2016, 07:10 PM POINT OF CLOSEST APPROACH(PCA): 0.19 nm ALTITUDE AT PCA: 6900 ft



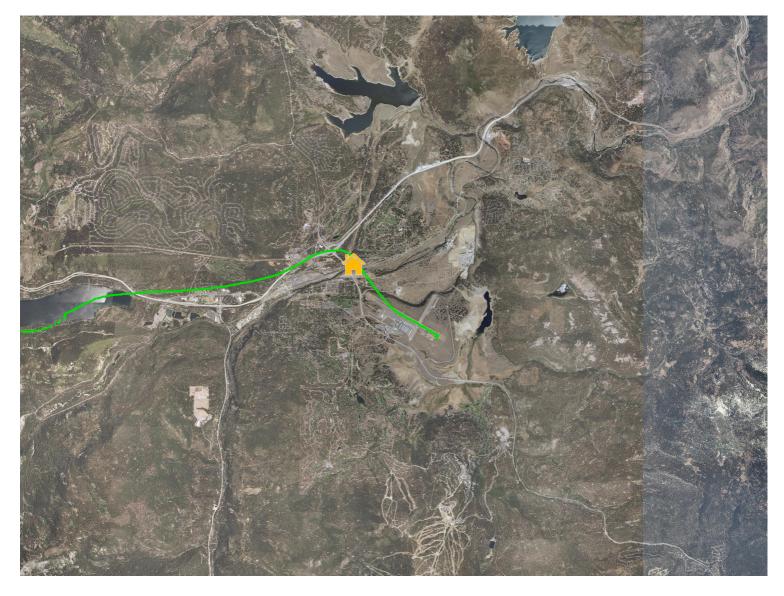
Cessna 182. Left pattern runway 11. Non-Compliant. Emailed operator.

COMPLAINT ID: 49519 COMPLAINT TYPE: Loud Disturbance OPERATION TYPE: Departure RUNWAY: **20** A/C TYPE: **C206** DATE AND TIME: Jun 12 2016, 09:30 AM POINT OF CLOSEST APPROACH(PCA): 0.2 nm ALTITUDE AT PCA: 7000 ft



C206 departed Runway 20 to drop sky divers. Comment from camprground at Martis Valley reservoir stated this is a regular disturbance. Staff forwarded operator info to campground host and suggested the 2 busiesses meet and discuss options.

COMPLAINT ID: 49515 COMPLAINT TYPE: Off Course OPERATION TYPE: Departure RUNWAY: **29** A/C TYPE: C182 DATE AND TIME: Jun 12 2016, 03:48 PM POINT OF CLOSEST APPROACH(PCA): 0.09 nm ALTITUDE AT PCA: 6300 ft



C182. Departure runway 29. Off to the east. Low 481' AGL. Non-compliant. Emailed and spoke to pilot.

COMPLAINT ID: 49562 COMPLAINT TYPE: Off Course OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: BE36 DATE AND TIME: Jun 15 2016, 07:45 AM POINT OF CLOSEST APPROACH(PCA): 0.06 nm ALTITUDE AT PCA: 6100 ft



Bonanza departed over Olympic Heights, low. Emailed pilot.

COMPLAINT ID: 49593 COMPLAINT TYPE: Off Course OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: PC12 DATE AND TIME: Jun 16 2016, 04:24 PM POINT OF CLOSEST APPROACH(PCA): 0.13 nm ALTITUDE AT PCA: 6600 ft



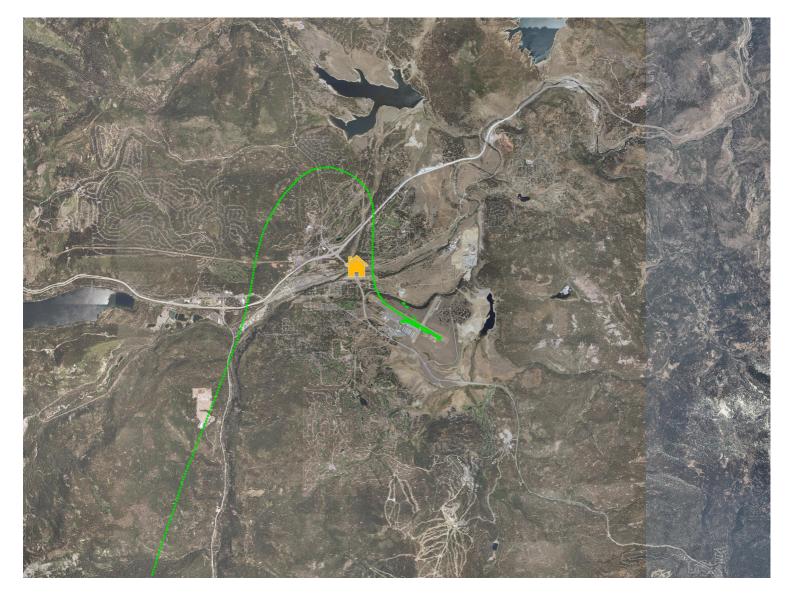
PC12. Departure runway 29. off course. 965' AGL. Non-compliant. Staff spent much time reaching out to this operator, even making handouts for flight crews and spent about a week reaching out to them at every visit.

COMPLAINT ID: 49661 COMPLAINT TYPE: Low OPERATION TYPE: Arrival RUNWAY: 20 A/C TYPE: PC12 DATE AND TIME: Jun 17 2016, 03:38 PM POINT OF CLOSEST APPROACH(PCA): 0.08 nm ALTITUDE AT PCA: 6400 ft



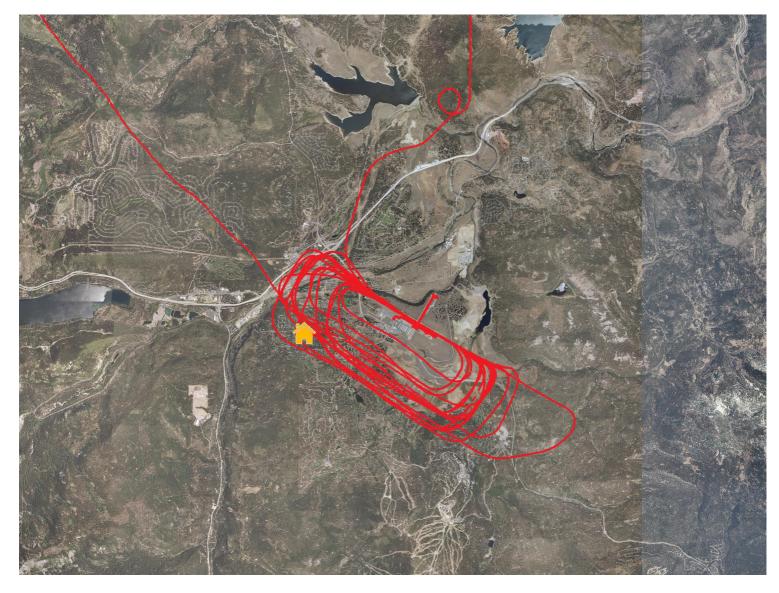
PC12. VFR arrival to Runway 20. Commenting resident is just under 2 miles out on extended centerline. Aircraft was about 400' agl on final at time of comment and slightly offset to the west. Regular PC12 visitor and local home-owner felt she was perfectly executing a typical right traffic arrival to 20 in winds gusting to 30.

COMPLAINT ID: 49867 COMPLAINT TYPE: Low And Loud OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: PC12 DATE AND TIME: Jun 22 2016, 10:58 AM POINT OF CLOSEST APPROACH(PCA): 0.25 nm ALTITUDE AT PCA: 6400 ft



PC12 departure. NAP turn too early and aircraft flew over Olympic Heights. Staff reached out to company executives and handed out custom NAP sheets to flight crews of this operator for a week.

COMPLAINT ID: 50009 COMPLAINT TYPE: OPERATION TYPE: Arrival RUNWAY: 29 A/C TYPE: C182 DATE AND TIME: Jun 24 2016, 05:30 PM POINT OF CLOSEST APPROACH(PCA): 0.23 nm ALTITUDE AT PCA: 7100 ft



Two Bay area flight club aircraft depicted track. Reached out to both and shared NAP info for pattern work and operating at KTRK.

COMPLAINT ID: 50008 COMPLAINT TYPE: Low And Loud OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: GLF4 DATE AND TIME: Jun 24 2016, 05:43 PM POINT OF CLOSEST APPROACH(PCA): 0.1 nm ALTITUDE AT PCA: 6300 ft



Comment: "Approximately 543 pm a jet took off that was extremely close to my house. Almost as if the runway was not even long enough for him to safely take off. It was also so close that it scared my 2.5 year old son who started crying and running into the house and tripped and fell as he was running because he was startled. This plane also did not follow the recommended pattern over the highway while it seems multiple planes before it and after it seemed to have no problem taking off and following the recommended path."

Staff emailed commenter and made outreach to Gulfstream operator.

Staff note: This is good item for discussion: typically larger aircraft depart via SID even in VMC. This was a typical VFR jet departure. It is highly unlikely an aircraft like this can/would make the recommended dog leg along 267 then up to 80 and on course. Staff typically asks operators to fly the SID or use Vx, best angle to gain altitude sooner and then follow 80.

COMPLAINT ID: 50232 COMPLAINT TYPE: Low And Loud OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: C182 DATE AND TIME: Jun 26 2016, 06:12 PM POINT OF CLOSEST APPROACH(PCA): 0.13 nm ALTITUDE AT PCA: 6400 ft



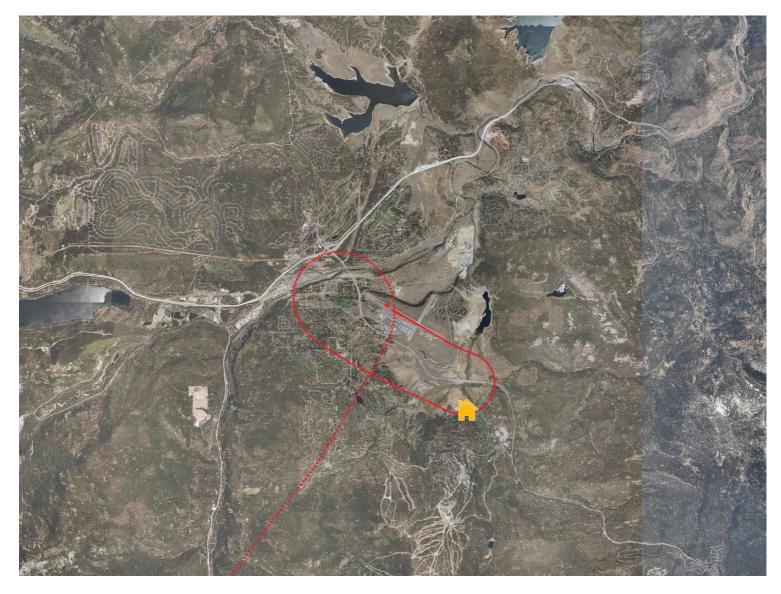
Right turn too early on VFR departure and aircraft overflew Olympic Heights. Spoke to transient pilot, a regular visitor about departures and NAPs and holding runway heading a bit longer before the turn up to the Bypass.

COMPLAINT ID: 50166 COMPLAINT TYPE: Off Course OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: M20T DATE AND TIME: Jun 26 2016, 07:20 PM POINT OF CLOSEST APPROACH(PCA): 0.11 nm ALTITUDE AT PCA: 6400 ft



Mooney departed 29 then headed north to circle for altitude. No contact information other than registry address. Mailed letter with requests to follow roads and avoid flight over residential areas.

COMPLAINT ID: 50248 COMPLAINT TYPE: Low And Loud OPERATION TYPE: Arrival RUNWAY: 29 A/C TYPE: G280 DATE AND TIME: Jun 27 2016, 11:11 AM POINT OF CLOSEST APPROACH(PCA): 0.11 nm ALTITUDE AT PCA: 6500 ft



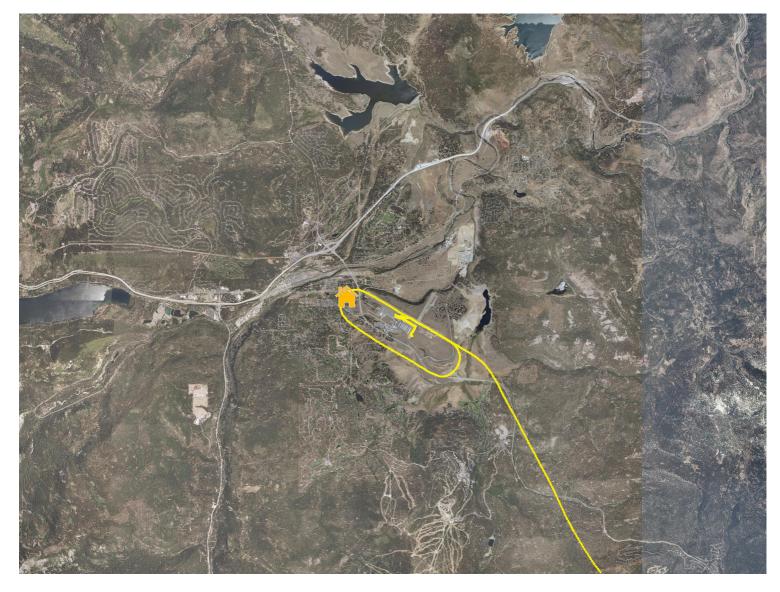
Gulfstream G280 arriving VFR to 29. Comment was that is was very low but base as 6,500' is routine. While the track is largely compliant, staff made outreach to the operator with suggestions for future arrival routes that might eliminate a need to circle.

COMPLAINT ID: 50458 COMPLAINT TYPE: Loud Disturbance OPERATION TYPE: Arrival RUNWAY: 29 A/C TYPE: C172 DATE AND TIME: Jun 28 2016, 07:15 PM POINT OF CLOSEST APPROACH(PCA): 0.13 nm ALTITUDE AT PCA: 6600 ft



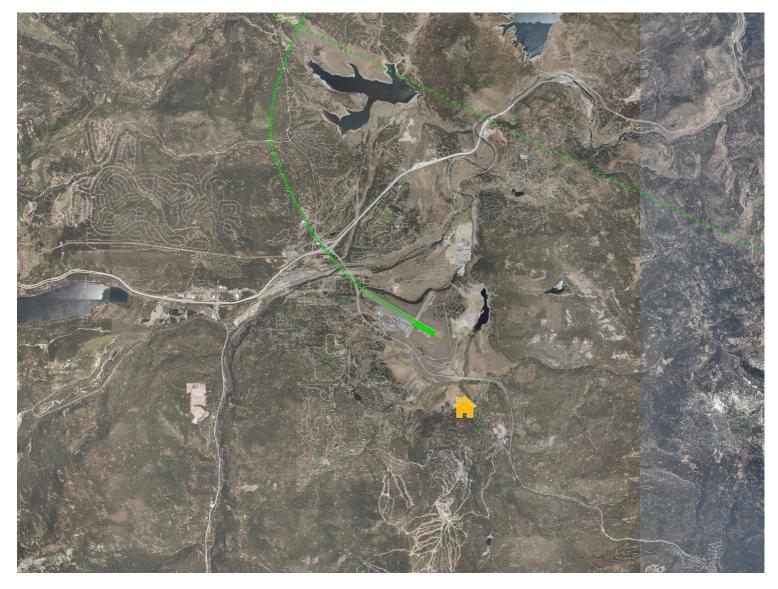
C172, a local training aircraft doing pattern work on 29. Occasional drifting over the western edge of Olympic Heights. Generated 2 comments from the same household. Staff discussed requested pattern procedures with CFI and student pilot.

COMPLAINT ID: 50325 COMPLAINT TYPE: OPERATION TYPE: UNKNOWN RUNWAY: 29 A/C TYPE: C182 DATE AND TIME: Jun 29 2016, 07:38 AM POINT OF CLOSEST APPROACH(PCA): 0.1 nm ALTITUDE AT PCA: 6300 ft



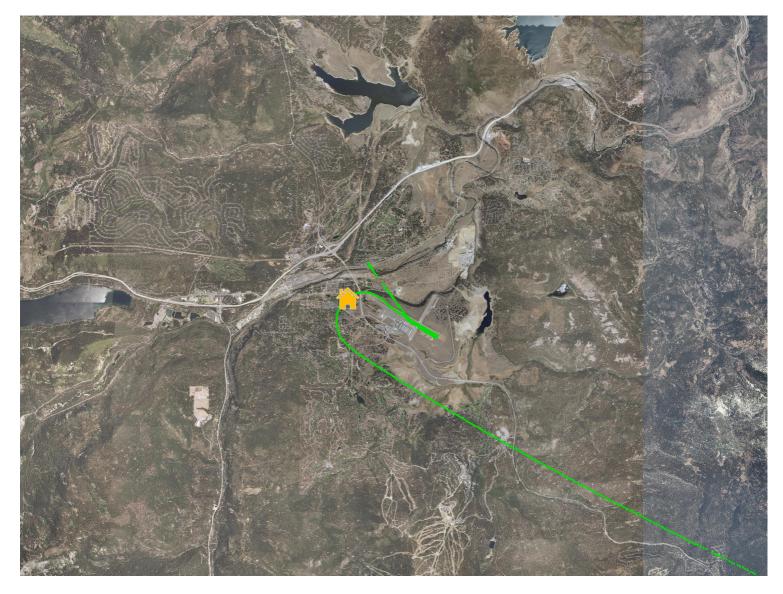
C182 on floats arrival and then T&G on 29. Staff made outreach for pattern work to follow standard NAP.

COMPLAINT ID: 51593 COMPLAINT TYPE: Loud Disturbance OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: GLF5 DATE AND TIME: Jun 30 2016, 06:44 AM POINT OF CLOSEST APPROACH(PCA): 1.49 nm ALTITUDE AT PCA: 5800 ft



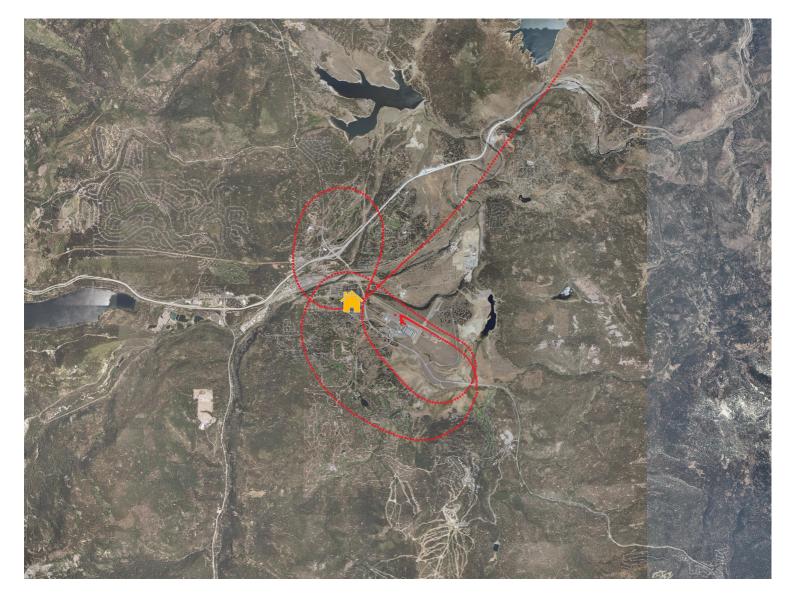
Gulfstream departure at 06:44 AM. 2 comments received about the departure. Staff spoke to chief pilot who apologized and said it won't happen again.

COMPLAINT ID: 50370 COMPLAINT TYPE: Off Course OPERATION TYPE: Departure RUNWAY: 29 A/C TYPE: SR22 DATE AND TIME: Jun 30 2016, 09:37 AM POINT OF CLOSEST APPROACH(PCA): 0.11 nm ALTITUDE AT PCA: 6500 ft



Cirrus departed 29 VMC with a left crosswind then downwind departure. Staff called pilot who claimed he was on the NAP until shown his departure track. Pilot is now aware of proper Bypass departure route.

COMPLAINT ID: 50470 COMPLAINT TYPE: Low And Loud OPERATION TYPE: Arrival RUNWAY: 29 A/C TYPE: C750 DATE AND TIME: Jun 30 2016, 03:48 PM POINT OF CLOSEST APPROACH(PCA): 0.26 nm ALTITUDE AT PCA: 7800 ft



Comment: "Flew right over house- low jet." Citation 10 arrival to 29 - flew over house at 7800' in a left 360 possibly for sequencing, then went around and flew pattern at 7000'. Reached out to operator.