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Memorandum

To: Truckee Tahoe Airport Board of Directors

April 28, 2021

From: David Van Quest, AVCOM Associate – Noise

Subject: Household Annoyance Survey

Truckee Tahoe Airport District (TTAD) staff recently completed a survey of households within the district who have submitted noise comments between 2014 and 2020. The purpose of the survey was to get a sense of caller fatigue, that is households who have reported annoyance in the past but for whatever reason have stopped calling. The survey also attempted to learn what households consider to be their root cause of aircraft annoyance. Survey respondents were asked five questions:

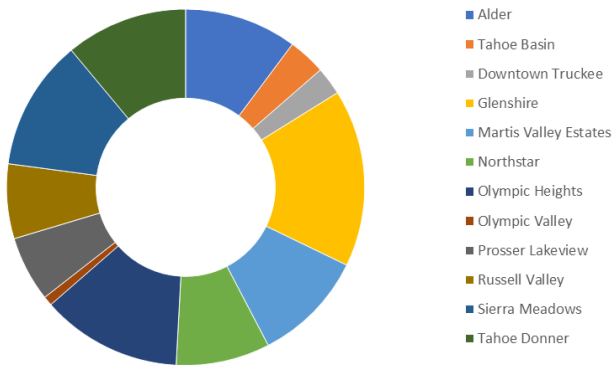
1. In general has annoyance from aircraft operations and overflight decreased over the past three years? **Yes / No**
2. Do you still submit noise comments? **Yes / No**
3. If you no longer submit noise comments is it because:
 - a) You are no longer annoyed (any and all reasons)
 - b) You are still annoyed but feel your comments fall on deaf ears
4. Are you aware of the extensive work TTAD has done to mitigate annoyance in your neighborhood? **Yes / No**
5. What would you say is the root cause of aircraft annoyance for your particular household?

This survey was also done in 2014 using households dating back to 2006 without the inclusion of question 5. Using the same methodology as the 2014 survey, TTAD took the total number of households who submitted comments between 2014 and 2020. This number was 464. TTAD then used half of this number for the survey pool and between December 2020 and February 2021 made phone calls to 232 households. Staff called the most recent 116 households as well as 116 chosen at random. All households were either asked to take the survey at the time of the call or left a voicemail. Of those that received a voicemail roughly 15% returned the call and took the survey. Out of the 232 households 118 (51%) participated in the surveyed. 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. Some phone calls were brief while others lasted over thirty minutes allowing respondents to provide as much feedback as they wanted and to ask questions directly to airport staff.

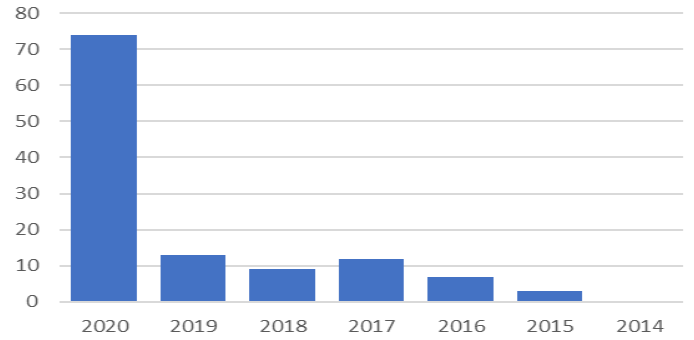
The Data

Called	Disconnected	Not Living Here	No Answer	Declined Survey	Surveyed
232	14	1	2	1	118

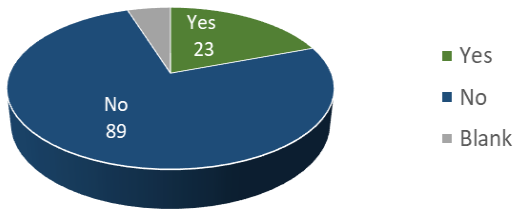
Survey Respondent Neighborhood Distribution



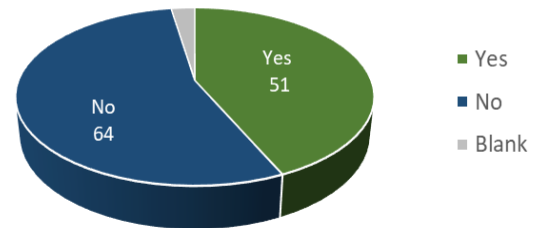
Survey Respondents' Year of Most Recent Noise Comment



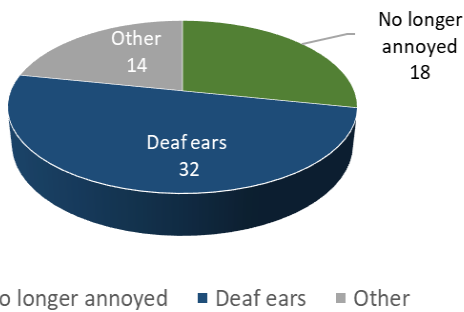
Question 1: In general has annoyance from aircraft operations and overflight decreased over the past three years?



Question 2: Do you still submit noise comments?



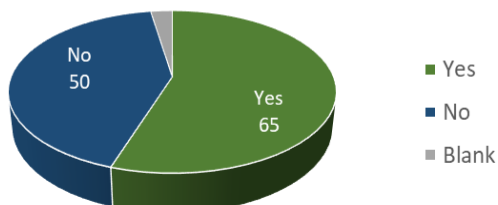
Question 3: If you no longer submit noise comments why? No longer annoyed or think that comments fall on deaf ears?



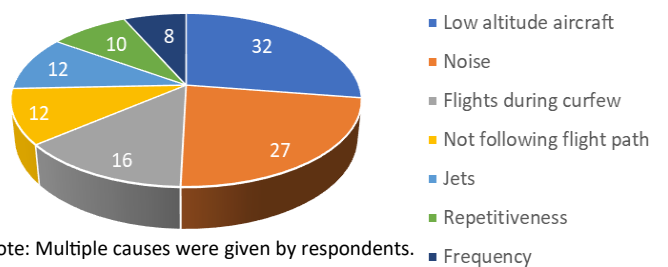
Select reasons respondents are no longer annoyed:

- Repetitive flight training has been reduced/ modified
- Only annoyed by specific events on rare occasions
- Respondent moved
- Felt heard when called
- Only annoyed in Summer

Question 4: Are you aware of the extensive work TTAD has undertaken to mitigate annoyance in your neighborhood?



Question 5: What would you say is the root cause of aircraft annoyance for your particular household?



Note: Multiple causes were given by respondents. Above is a count of common causes mentioned.

Analysis

A broad array of respondents provided input to this survey. The majority of results came from households who contacted the airport within the past year but roughly 40% came from people who had not called in over a year. The vast majority of respondents said that annoyance has increased in the past three years. 43% of respondents said that they still submit noise comments when they are annoyed and 32% of all respondents had submitted just one comment between 2014 – 2020. Of those that no longer call, 50% said they feel their comments fall on deaf ears, 28% said they are no longer annoyed and 22% said it was neither option and gave a number of reasons. Of those who said they are no longer annoyed a common theme was that they noticed a change in the air traffic or that only very specific events annoy them.

Comparing the results to the survey done in 2014 showed some interesting results. While 49% of respondents said annoyance had increased in 2014, a resounding 75% of respondents said it has increased in 2021. Slightly more households appear to submit comments regularly now. The 2021 data shows that 43% of respondents said they still comment compared to 36% in 2014. Contrarily more respondents said they were no longer annoyed in 2021 than in 2014 (28% versus 18%.) Lastly, awareness of TTAD annoyance mitigation efforts appeared to be higher in 2021 (55% compared to 43% in 2014.) There was also a larger number of survey respondents in 2021 (118 compared to 53 in 2014) even though the number of households called was similar (232 in 2021 and 220 in 2014.)

Most people were aware of at least some mitigation efforts made by TTAD to reduce annoyance. Several respondents mentioned that although they are aware of some things TTAD has done they would not call the work extensive. The question of root causes of aircraft annoyance was open ended and thus had the biggest variety of responses, largely based on where a person lives. Although each response was different and many respondents mentioned several causes, some common themes were flights during the voluntary curfew, increase in jet operations, and low altitude aircraft. Annoyance is a complex subject and is experienced differently in each neighborhood around Truckee. Survey respondents for the most part were happy to answer questions and appreciative of TTAD's outreach efforts.