

Distributed on:  
SENT TO COUNCIL: OCT 29 2009

by City Manager's Office  
*Memorandum*

**TO:** HONORABLE MAYOR AND  
CITY COUNCIL

**FROM:** William F. Sherry, A.A.E.

**SUBJECT:** MONTHLY NOISE  
REPORT FOR  
September 2009

**DATE:** October 22, 2009


Approved

Date

10/29/09

**INFORMATION**

Attached for distribution is the Norman Y. Mineta San José International Airport Monthly Noise Report for September 2009.



WILLIAM F. SHERRY, A.A.E.  
Director of Aviation

Attachments



# Monthly Noise Report September 2009



Monthly Noise Report  
Table of Contents - September 2009

	<b>Page</b>
<b>1. Analysis</b>	<b>1</b>
<b>2. Noise Complaint Section</b>	
<b>A. Noise Complaint Summary</b>	<b>3</b>
<b>B. Graph - Complaints for September 2009 by Time of Day</b>	<b>4</b>
<b>C. Graph - Complaints for Year to Date through September 2009</b>	<b>5</b>
<b>D. Graph - Complaints by City Area - April 2009 through September 2009</b>	<b>6</b>
<b>3. Airline Operation Section</b>	
<b>A. Monthly Curfew Intrusions Report</b>	<b>7</b>
<b>B. Curfew (Turbojet) Report Summary/Total Operations</b>	<b>10</b>
<b>C. Curfew Operations VS Total Operations</b>	<b>11</b>
<b>D. Curfew (Turbojet) Report Summary</b>	<b>12</b>
<b>E. Monthly Airline Run-up Report</b>	<b>13</b>
<b>F. Monthly Airline Run-up Summary</b>	<b>14</b>
<b>G. Complaints</b>	<b>15</b>

# Analysis of September 2009 Noise Data

At the direction of the City Council, the Monthly Noise Report (MNR) has been designed to present a comprehensive picture of the Airport's noise impact on the community. The Analysis Section is intended to provide an identification of significant trends relating to observed data captured in the report.

## Terminology

To establish terminology consistent with the Airport Noise Control Program (**ANCP**), the following terminology is used to describe aircraft operations that occur during the curfew period. All aircraft operations occurring during the curfew are referred to as "**Intrusions**". Those intrusions that occur for reasons that are exempted in the **ANCP** (*i.e. weather, mechanical or air traffic control problems*) are defined as "**Intrusions in Compliance**" with the **ANCP**. Those intrusions that are not exempted by the **ANCP** are defined as "**Intrusions in Non-Compliance**". All turbojet curfew intrusions are identified in the **Monthly Curfew Intrusion Report** section.

In the **Noise Complaint Summary** section of the report, the subheading **Commercial Aircraft** contains the following terminology: "**Intrusion Related**" identifies the number of complaints associated with curfew intrusions. The term "**Loud Aircraft**" refers to complaints about the loudness of a particular operation. Additionally, the category titled "**Frequency**" refers to complaints about multiple operations and helps to enhance the quality of the report's data. This assists in sorting the noise report data and clarifies the nature of these complaints.

On October 21, 2003, San Jose City Council approved Ordinance No. 27000 to preserve the existing nighttime noise environment by restructuring the "Curfew" from a weight-based to a noise-based curfew and adding provisions for fines and penalties. The Monthly Noise Report will now reflect the issuance of Administrative Citations as part of the curfew. The statement "**under investigation**" means the operation is in the process of being investigated for curfew compliance; the statement "**citation issued**" means a citation was issued for a non-compliant operation. Additionally, the statement "**under appeal**" means a citation is scheduled for an appeal hearing and no disposition is known; the statement "**citation overturned**" means a citation has been officially overturned by the Airport Commission.

## Operational Impacts

The total scheduled commercial transport category turbojet operations for September 2009 was **100%** Stage 3.

## Noise Complaints

**The Noise Complaint Summary - September 2009** shows an increase in the total number of complaints from **35** in August 2009 to **46** in September 2009 (an increase of **11**). There was a total of **16** complainants, with one complainant accounting for **9** complaints, and another for **7** complaints.

## Monthly Curfew Intrusions Report

**September 2009** resulted in **14** curfew intrusions, a decrease of **24** from August 2009. There were **0** complaints associated with the curfew intrusions. There was **1** operation "**In Non-Compliance**" with the Noise Control Program. A description can be found in the **Monthly Curfew Intrusions Report**.

## **Analysis of September 2009 Noise Data (continued)**

### **General Aviation**

Complaints associated with General Aviation operations changed from **3** in August 2009 to **10** in September 2009. There were **0** complaints associated with the San Jose Police Department helicopter surveillance activity.

### **Monthly Airline Turbojet Run-up Report**

There was a total of **0** airline run-ups during September 2009. This compares with **4** in August 2009. There were **0** High Power Engine run-ups; **0** of which took place during the curfew hours. There were **0** complaints associated with engine run-ups. Engine run-ups were performed in accordance with Federal Aviation Administration and airline safety procedures.

## Noise Complaint Summary - September 2009

### Norman Y. Mineta San Jose International Airport Aircraft Monitoring Center

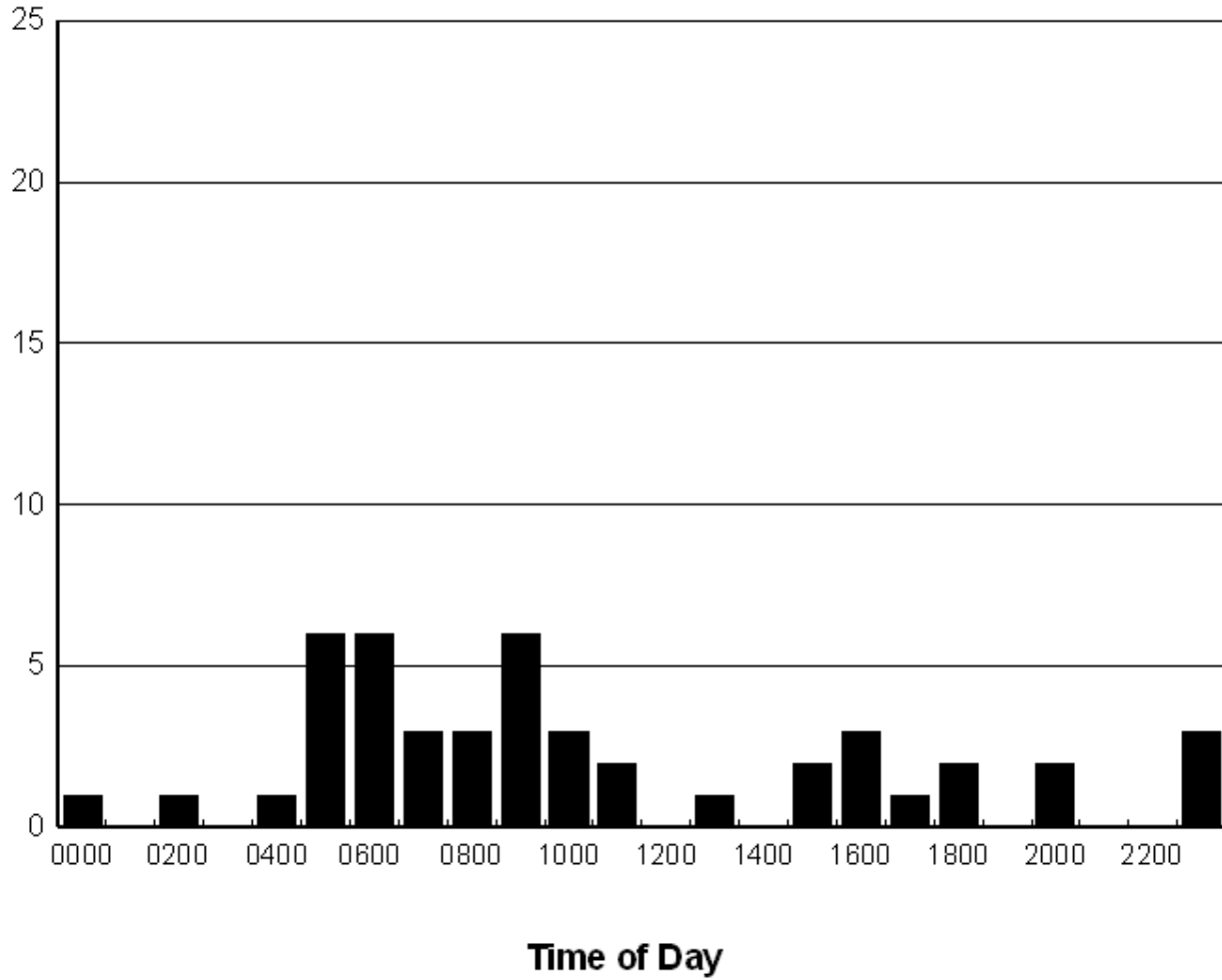
Noise Complaints		Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009
<b>Commercial</b>	Intrusion Related	1	5	5	4	3	0
	Loud	56	41	31	28	29	33
	Frequency	0	0	0	0	0	0
	Overflight	1	0	1	2	0	3
	Other	0	0	0	0	0	0
	<b>Total</b>	<b>58</b>	<b>46</b>	<b>37</b>	<b>34</b>	<b>32</b>	<b>36</b>
<b>General Aviation</b>	Intrusion Related	0	0	0	0	0	0
	Fixed Wing	19	8	15	12	2	8
	Helicopter	1	0	2	0	1	1
	Police Helicopter	0	0	0	1	0	0
	<b>Total</b>	<b>20</b>	<b>8</b>	<b>17</b>	<b>13</b>	<b>3</b>	<b>9</b>
<b>Monthly Noise Complaints</b>		<b>78</b>	<b>54</b>	<b>54</b>	<b>47</b>	<b>35</b>	<b>46</b>

Complaints by Area		Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009
<b>City of San Jose</b>	SJSH - Shasta/Hanchett	2	0	0	0	1	1
	SJRG - Rose Garden	1	0	2	1	0	0
	SJCC - Civic Center	4	1	1	4	1	5
	SJHP - Hensley Park	0	0	0	0	0	0
	SJWG - Willow Glen	4	2	4	10	4	9
	SJO - Other	13	11	6	4	6	10
	<b>Total</b>	<b>24</b>	<b>14</b>	<b>13</b>	<b>19</b>	<b>12</b>	<b>25</b>
<b>City of Santa Clara</b>	SCNA - North Areas	53	38	37	24	16	17
	SCO - Other	0	0	0	2	1	0
	<b>Total</b>	<b>53</b>	<b>38</b>	<b>37</b>	<b>26</b>	<b>17</b>	<b>17</b>
<b>Other (Includes Unknown)</b>	Other Areas	1	2	4	2	6	4
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>4</b>
<b>Monthly Noise Complaints</b>		<b>78</b>	<b>54</b>	<b>54</b>	<b>47</b>	<b>35</b>	<b>46</b>

<b>No. of Citizens Filing Complaints</b>	22	21	22	18	19	16
<b>Average Complaints per Day</b>	2.6	1.7	1.8	1.5	1.1	1.5

# Noise Complaints by Time of Day

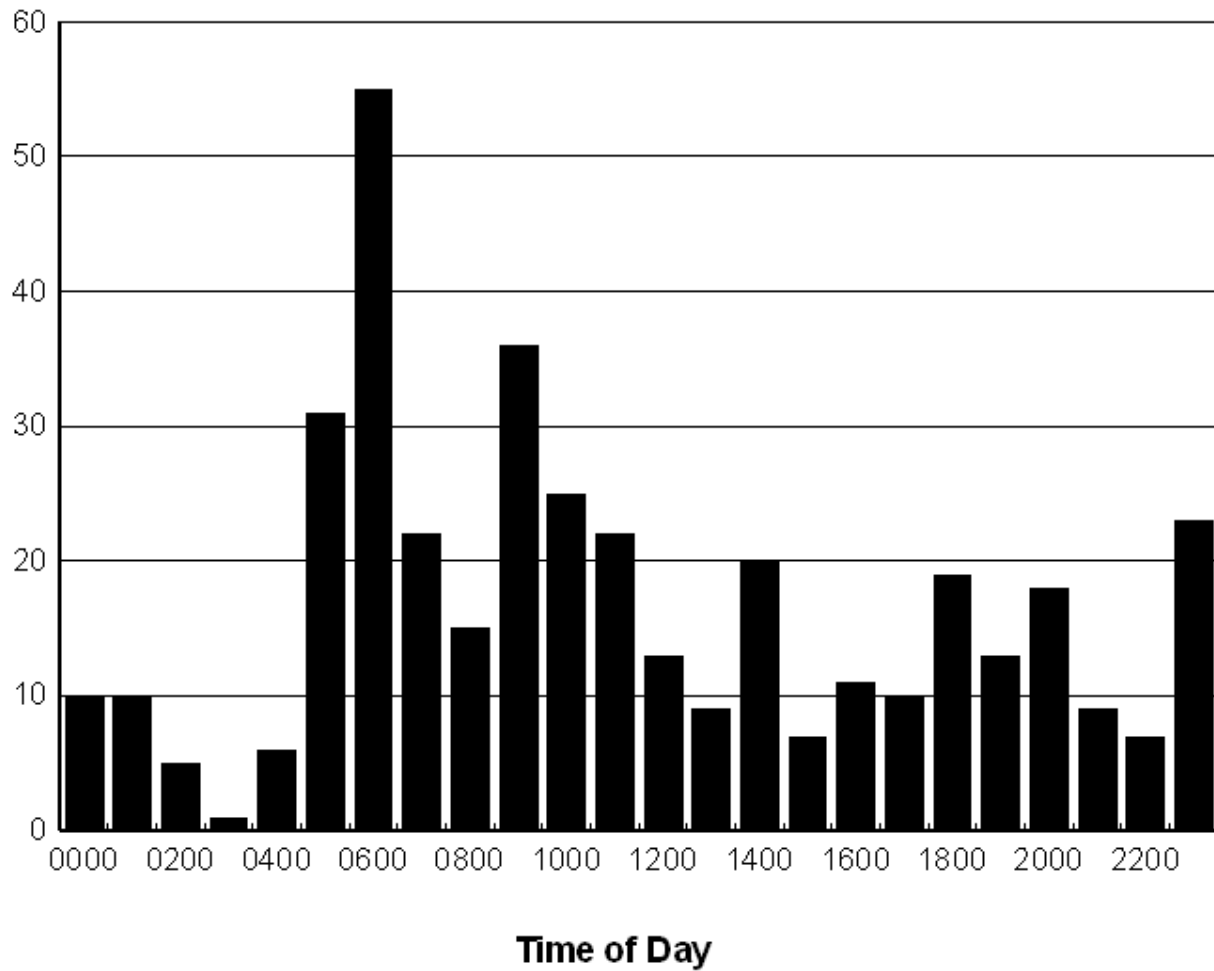
Norman Y. Mineta San Jose International Airport  
Number of Complaints - September 2009



**46 Total Complaints**

## Noise Complaints by Time of Day - YTD

Norman Y. Mineta San Jose International Airport  
Number of Complaints - YTD through September 2009

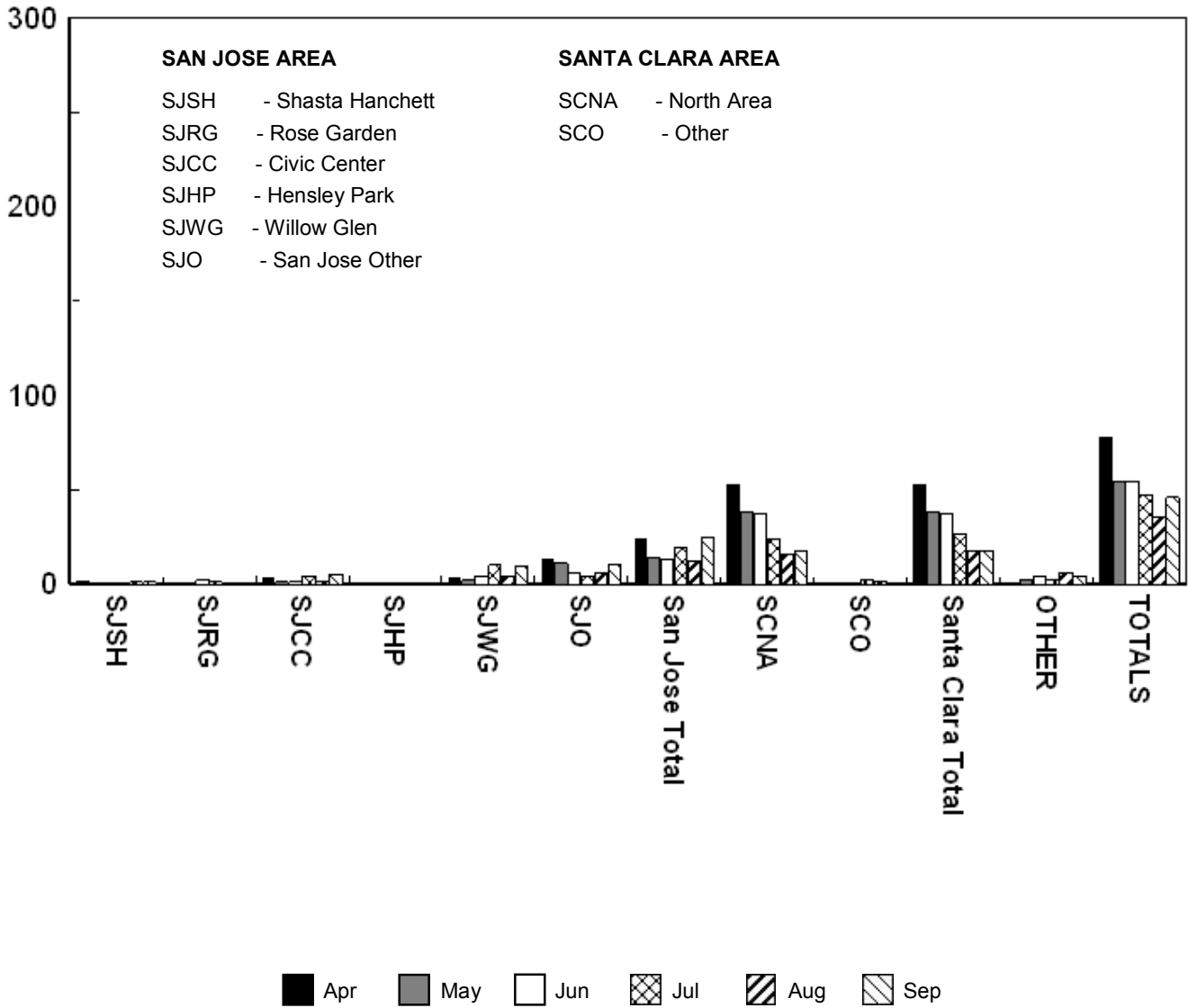


**397 Total Complaints**



## Noise Complaints - City Areas

**Norman Y. Mineta San Jose International Airport - SJC  
Complaints - April 2009 through September 2009**



## Monthly Curfew Intrusion Report - September 2009

### Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

#### Curfew Intrusion Criteria

Curfew intrusion times are validated by ANOMS Noise Monitoring Sites #106 and #110 located at both ends of Runway 30L/12R. **All times are rounded to the nearest minute.**

Date	Time	Carrier	Flight_No	Runway	Aircraft	Comment	Complaints
09/03/09	23:41	AAL	AAL1035	A30L	MD83	WEATHER	0
09/10/09	00:41	AAL	AAL1035	A30L	MD83	MECHANICAL	0
09/11/09	00:00	AAL	AAL1035	A30R	MD83	WEATHER	0
09/11/09	23:36	JBU	JBU174	D30R	A320	ATC	0
09/11/09	23:43	ASA	ASA332	A30L	B734	MECHANICAL	0
09/12/09	00:19	AAL	AAL1035	A30L	MD83	WEATHER	0
09/13/09	23:43	AAL	AAL1035	A12R	MD83	MECHANICAL	0
09/13/09	23:51	JBU	JBU174	D12L	A320	MECHANICAL	0
09/14/09	23:49	AAL	AAL1035	A30L	MD82	MECHANICAL	0
09/22/09	00:23	AAL	AAL1035	A30R	MD83	WEATHER	0
09/22/09	01:13	DAL	DAL1579	A30R	B738	WEATHER	0
09/23/09	05:55	BTJ2	N581MB	A30R	GLF2	CURFEW	0
09/25/09	23:34	AAL	AAL1035	A30R	MD83	MECHANICAL	0
09/26/09	23:30	TRNSP3	N724YS	A30L	B722	OTHER	0

**Total Intrusions = 14**

**Total Complaints = 0**

## Monthly Curfew Intrusion Report - September 2009 (continued)

### KEY

**RUNWAY** - A = Arrival D = Departure (Number)  
**STAGE 2 BTJ** - Older Technology Business Turbojet  
**TRNSP3** - Stage 3 Transport Category Aircraft  
**LIFEFLIGHT** - Medical Emergency Flights  
**OTHER**  
**UNKNOWN**

**ATC** - FAA Air Traffic Control Factors  
**MECHANICAL** - Aircraft Mechanical Delays  
**WEATHER** - Weather Related Factors  
**UNIVERSAL TIME** - 1pm = 13:00 and 11pm = 23:00  
**SECURITY**

### **INTRUSIONS IN COMPLIANCE WITH ANCP**

ATC Related Operations	Total:	1
Mechanical Related Operations	Total:	6
Weather Related Operations	Total:	5
Lifeflight/Medical Emergency Related Operations	Total:	0
Government/Military/Emergency Related Operations	Total:	0
Other	Total:	1

**OTHER:** Flight N724YS (B722) San Jose Sharks Charter

### **INTRUSIONS IN NON-COMPLIANCE WITH ANCP**

**CURFEW:** Flight N581MB, (GLF2) Early Arrival-Citation Issued

Non-Compliant Operations	Total:	1
--------------------------	--------	---

## Curfew (Turbojet) Report Summary - September 2009

Norman Y. Mineta San Jose International Airport  
Aircraft Noise Monitoring Center

### Aircraft Curfew Intrusions

Airline	Arrivals	Departures	Total	Complaints
AAL - AMERICAN AIRLINES	8	0	8	0
ASA - ALASKA AIRLINES	1	0	1	0
DAL - DELTA AIR LINES INC	1	0	1	0
JBU - JETBLUE AIRWAYS	0	2	2	0
<b>Commercial Totals</b>	<b>10</b>	<b>2</b>	<b>12</b>	<b>0</b>
Business Jets Stage 2	1	0	1	0
Transport Jets Stage 3	1	0	1	0
<b>Business/Transport Jet Totals</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>Turbojet Totals</b>	<b>12</b>	<b>2</b>	<b>14</b>	<b>0</b>

Total Operations: 11,793

## Curfew Operations VS Total Operations - September 2009

**Norman Y. Mineta San Jose International Airport  
Aircraft Noise Monitoring Center**

Airline	Curfew Operations			Total Operations*	Curfew as % of Total Operations		
	Compliant	Non Compliant	Total		Compliant	Non Compliant	Total
ALASKA AIRLINES	1	0	1	446	0.22	0.00	0.22
AMERICAN AIRLINES	8	0	8	454	1.76	0.00	1.76
DELTA AIR LINES INC	1	0	1	76	1.32	0.00	1.32
JETBLUE AIRWAYS	2	0	2	224	0.89	0.00	0.89
<b>Totals</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>1200</b>	<b>1.00</b>	<b>0.00</b>	<b>1.00</b>

\*Does not include Cargo or non-scheduled operations.

## Curfew (Turbojet) Report Summary - September 2009

### Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Summary of Curfew Turbojet Operations  
\*\*\*\* Airport Curfew is 11:00 P.M. through 7:00 A.M. \*\*\*\*

Hours	Arrivals	Departures	Total	Complaints
2300 - 2329	0	0	0	0
2330 - 2359	6	2	8	0
0000 - 0029	3	0	3	0
0030 - 0059	1	0	1	0
0100 - 0129	1	0	1	0
0130 - 0159	0	0	0	0
0200 - 0229	0	0	0	0
0230 - 0259	0	0	0	0
0300 - 0329	0	0	0	0
0330 - 0359	0	0	0	0
0400 - 0429	0	0	0	0
0430 - 0459	0	0	0	0
0500 - 0529	0	0	0	0
0530 - 0559	1	0	1	0
0600 - 0629	0	0	0	0
0630 - 0659	0	0	0	0
<b>TOTALS</b>	<b>12</b>	<b>2</b>	<b>14</b>	<b>0</b>

## Monthly Airline Run-up Report - September 2009

Norman Y. Mineta San Jose International Airport  
Aircraft Noise Monitoring Center

Date	Time	Carrier	Runway	Aircraft	Run-up Type	Complaints
-	-	-	-	-	-	

\*No airline run-ups during September, 2009

## Monthly Airline Run-up Summary - September 2009

### Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Carrier	Run-up High Power Over 90%	Run-up Part Power 60% to 90%	Run-up Low Power Less than 60%	Total	Complaints
	-	-	-	-	-
<b>Totals</b>	-	-	-	-	-

\*No airline run-ups during September, 2009



## Complaints - September 2009

### Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Event Date Time	Call Date Time	Event	Resolution
09/01/2009 02:25	09/11/2009 10:44	Mr. D from North Santa Clara reported aircraft noise over his area. Mr. D did not request contact.	Departure by a commercial aircraft. Frequent caller postcard sent on 9/4.
09/03/2009 08:28	09/03/2009 13:52	Mr. M from San Jose reported aircraft noise over his area. Mr. M did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/4.
09/03/2009 09:16	09/03/2009 09:44	Mr. C from Willow Glen reported aircraft noise over his area. Mr. C did not request contact.	Arrival by a commercial aircraft. Frequent caller postcard sent on 9/4.
09/06/2009 08:57	09/06/2009 13:30	Mr. M from San Jose reported aircraft noise over his area. Mr. M did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/11.
09/06/2009 11:37	09/06/2009 13:52	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/11.
09/06/2009 23:43	09/07/2009 23:43	Ms. L from Los Gatos reported aircraft noise over her area. Ms. L did not request contact.	Overflight by commercial aircraft enroute to OAK. Frequent caller postcard sent on 9/11.
09/07/2009 07:58	09/07/2009 08:02	Mr. D from North Santa Clara reported aircraft noise over his area. Mr. D did not request contact.	Departure by a commercial aircraft. Frequent caller postcard sent on 9/11.
09/07/2009 09:38	09/07/2009 09:39	Mr. D from North Santa Clara reported aircraft noise over his area. Mr. D did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/11.
09/07/2009 15:23	09/07/2009 15:43	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/11.
09/08/2009 05:33	09/08/2009 05:34	Mr. E from North Santa Clara reported aircraft noise over his area. Mr. E did not request contact.	Compliant departure by a Stage 3 business jet. Frequent caller postcard sent on 9/11.
09/08/2009 05:34	09/08/2009 05:55	Mr. H from the Civic Center area reported aircraft noise over his area. Mr. H did not request contact.	Compliant departure by a Stage 3 business jet. Frequent caller postcard sent on 9/11.
09/08/2009 05:35	09/08/2009 05:45	Mr. M from North Santa Clara reported aircraft noise over his area. Mr. M did not request contact.	Compliant departure by a Stage 3 business jet. Frequent caller postcard sent on 9/11.
09/08/2009 06:36	09/08/2009 10:26	Mr. C from Willow Glen reported aircraft noise over his area. Mr. C did not request contact.	Arrival by a commercial aircraft. Frequent caller postcard sent on 9/11.
09/09/2009 04:23	09/09/2009 15:55	Ms. W from Willow Glen reported aircraft noise over his area. Mr. W requested contact.	Overflight by aircraft enroute to SFO. Noise staff returned call on 9/9. Frequent caller postcard sent on 9/11.
09/09/2009 10:15	09/10/2009 07:32	Mr. H from the Civic Center area reported aircraft noise over his area. Mr. H did not request contact.	Departure by a Stage 3 business jet. Frequent caller postcard sent on 9/11.
09/09/2009 16:10	09/10/2009 07:35	Mr. H from the Civic Center area reported aircraft noise over his area. Mr. H did not request contact.	Overflight by a medical helicopter. Frequent caller postcard sent on 9/11.
09/09/2009 16:18	09/10/2009 07:29	Mr. H from the Civic Center area reported aircraft noise over his area. Mr. H did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/11.
09/09/2009 18:19	09/09/2009 18:48	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/11.
09/09/2009 23:32	09/10/2009 07:31	Mr. H from the Civic Center area reported aircraft noise over his area. Mr. H did not request contact.	Complaint arrival by a Stage 3 business jet. Frequent caller postcard sent on 9/11.

## Complaints - September 2009

### Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Event Date Time	Call Date Time	Event	Resolution
09/10/2009 00:04	09/10/2009 00:06	Mr. P from Los Gatos reported aircraft noise over his area. Mr. P did not request contact.	Overflight by aircraft enroute to Moffett Field. Frequent caller postcard sent on 9/11.
09/10/2009 18:18	09/10/2009 18:18	Ms. C from Morgan Hill reported aircraft noise over her area. Ms. C requested contact.	Overflight by GA aircraft enroute to South County airport. Noise Staff contacted Ms. C on 9/10. Frequent caller postcard sent on 9/11.
09/11/2009 09:37	09/11/2009 10:07	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/11.
09/11/2009 09:40	09/11/2009 10:09	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/11.
09/11/2009 10:40	09/11/2009 10:44	Mr. D from North Santa Clara reported aircraft noise over his area. Mr. D did not request contact.	Departure by a commercial aircraft. Frequent caller postcard sent on 9/18.
09/11/2009 13:59	09/11/2009 14:04	Ms. S from Willow Glen reported aircraft noise over her area. Ms. S did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 9/18
09/13/2009 06:33	09/13/2009 10:56	Mr. M from North Santa Clara reported aircraft noise over his area. Mr. M did not request contact.	Departure by a commercial aircraft. Frequent caller postcard sent on 9/18.
09/13/2009 06:34	09/13/2009 10:56	Mr. M from North Santa Clara reported aircraft noise over his area. Mr. M did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/18.
09/13/2009 06:35	09/13/2009 10:56	Mr. M from North Santa Clara reported aircraft noise over his area. Mr. M did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/18.
09/13/2009 06:36	09/13/2009 10:56	Mr. M from North Santa Clara reported aircraft noise over his area. Mr. M did not request contact.	Departure by a Stage 3 business jet. Frequent caller postcard sent on 9/18.
09/13/2009 06:47	09/13/2009 10:52	Mr. M from North Santa Clara reported aircraft noise over his area. Mr. M did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/18.
09/13/2009 07:29	09/13/2009 07:40	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/18.
09/13/2009 10:30	09/13/2009 10:30	Mr. M from San Jose reported aircraft noise over his area. Mr. M did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/18.
09/13/2009 23:25	09/13/2009 23:31	Mr. C from Sunnyvale reported aircraft noise over his area. Mr. C did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 9/18.
09/15/2009 15:42	09/16/2009 00:49	Mr. M from San Jose reported aircraft noise over his area. Mr. M did not request contact.	Overflight by aircraft enroute to Moffett Field. Frequent caller postcard sent on 9/18.
09/21/2009 16:25	09/21/2009 17:00	Ms. S from Willow Glen reported aircraft noise over her area. Ms. S did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 9/18.
09/21/2009 20:45	09/21/2009 21:32	Ms. S from Willow Glen reported aircraft noise over her area. Ms. S did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 9/18.
09/22/2009 20:22	09/22/2009 20:24	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 9/23.
09/24/2009 09:43	09/24/2009 09:44	Mr. C from Willow Glen reported aircraft noise over his area. Mr. C did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/2.
09/24/2009 09:54	09/24/2009 09:55	Mr. C from Willow Glen reported aircraft noise over his area. Mr. C did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/2.

## Complaints - September 2009

### Norman Y. Mineta San Jose International Airport Aircraft Noise Monitoring Center

Event Date Time	Call Date Time	Event	Resolution
09/26/2009 17:04	09/26/2009 17:08	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/2.
09/28/2009 08:00	09/28/2009 09:07	Ms. N from San Jose reported aircraft noise over her area. Ms. N did not request contact.	Arrival by commercial aircraft. Frequent caller postcard sent on 10/2.
09/28/2009 11:10	09/28/2009 15:28	Mr. S from North Santa Clara reported aircraft noise over his area. Mr. S did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/2.
09/29/2009 05:30	09/29/2009 05:33	Ms. A from San Jose reported aircraft noise over her area. Ms. A did not request contact.	Compliant departure by a Stage 3 business jet. Frequent caller postcard sent on 10/2.
09/29/2009 05:57	09/29/2009 06:14	Mr. M from North Santa Clara reported aircraft noise over his area. Mr. M did not request contact.	Compliant departure by a Stage 3 business jet. Frequent caller postcard sent on 10/2.
09/29/2009 05:57	09/29/2009 07:03	Mr. S from the Shasta Hanchett area reported aircraft over his area. Mr. S did not request contact.	Compliant departure by a Stage 3 business jet. Frequent caller postcard sent on 10/2.
09/29/2009 07:59	09/29/2009 16:11	Ms. W from Willow Glen reported aircraft noise over her area. Ms. W did not request contact.	Departure by commercial aircraft. Frequent caller postcard sent on 10/2.