



WOOSE Review of OSU Airport's Collected Complaints for October 2006

December 14, 2006

A public records request was made by WOOSE for all complaint records collected by OSU Airport from January 1, 2006 to November 30, 2006. The records provided by Ms. Ferrari were limited because of technical difficulties associated with the Rannoch system. On December 8, 2006 records were provided for complaints from January 1, 2006 through October 31, 2006.

The complaint printout provided by Ms. Ferrari contained 104 complaints entered in the OSU system for the month of October 2006. WOOSE contacted OSU to determine the cause of a discrepancy between the 105 complaints reported by OSU and the 104 complaints provided to WOOSE. We found that at the time the records were delivered to us OSU had, but did not provide, one additional complaint.

The 105 complaints were the basis for OSU Airport's staff report titled "Complaint/Inquiry Report for October 2006."

We have significant concerns regarding this report.

1. Of the 104 complaints listed on the printout furnished to WOOSE, 96 complaints are coded as providing a specific date and time. It appears in only 72 of those 96 complaints there has been an apparent attempt to determine the type of aircraft. Of the 72 complaints, 1 of these aircraft was "unknown" and in 2 instances there was no reasonable match of the complaint with a specific aircraft.
2. Of the 69 complaints for which an aircraft type has been determined, there has been no record as to whether the aircraft was arriving or departing in 48 cases. How the airport staff determined the aircraft type without knowing whether the aircraft was arriving or departing is a mystery.
3. Of the 24 specific complaints for which there has been no code entered for aircraft type, all 24 have been coded as arrivals. How the airport staff can know that the aircraft is an arrival without knowing its type is also a mystery.
4. In none of the cases coded as an arrival or as a departure is the runway or the direction of flight identified.
5. Of the 24 specific complaints as to which no aircraft type has been determined, only 1 has been closed and 23 were still open more than 5 weeks after the close of the month.

6. WOOSE has been furnished with some emails that residents sent to noise@osuairport.org. We have seen examples of complaints which were incorrectly coded by the airport staff and one general complaint which was not entered.
7. The OSU Airport system is not capturing most complaints. For October, 2006 the WOOSE system collected nearly 4 times as many complaints (409 compared to 105) from 3 times as many addresses (46 compared to 15) as OSU.
8. All of the 409 complaint collected by WOOSE were forwarded to the OSU Airport. In 63% of those complaints WOOSE was authorized to release the complainant's personal identifiers including name and address. WOOSE did that. Notwithstanding the fact that the OSU Airport had both the name of the person making the complaint and the address at which the event occurred, the OSU Airport staff has apparently ignored/disregarded all of these complaints. The result is that the OSU report for October grossly understates the actual number of noise complaints in October.

We hope the Airport staff will find these comments constructive in improving their procedures and reporting. We believe it is import for OSU to record the details necessary for their reports to be independently verified and make these records readily available to the public.