

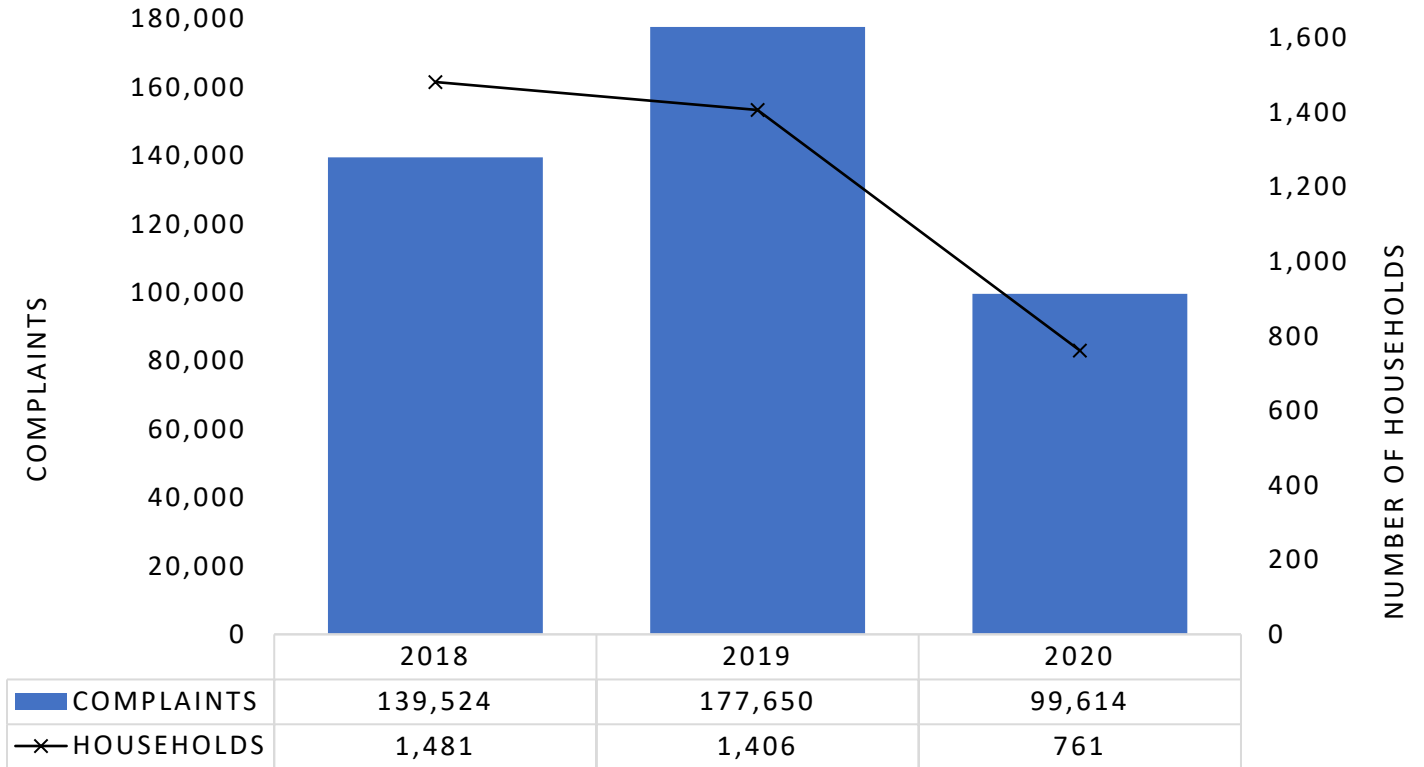


# 2020 MSP COMPLAINT DATA ASSESSMENT

JANUARY 2021

COMMUNITY RELATIONS OFFICE

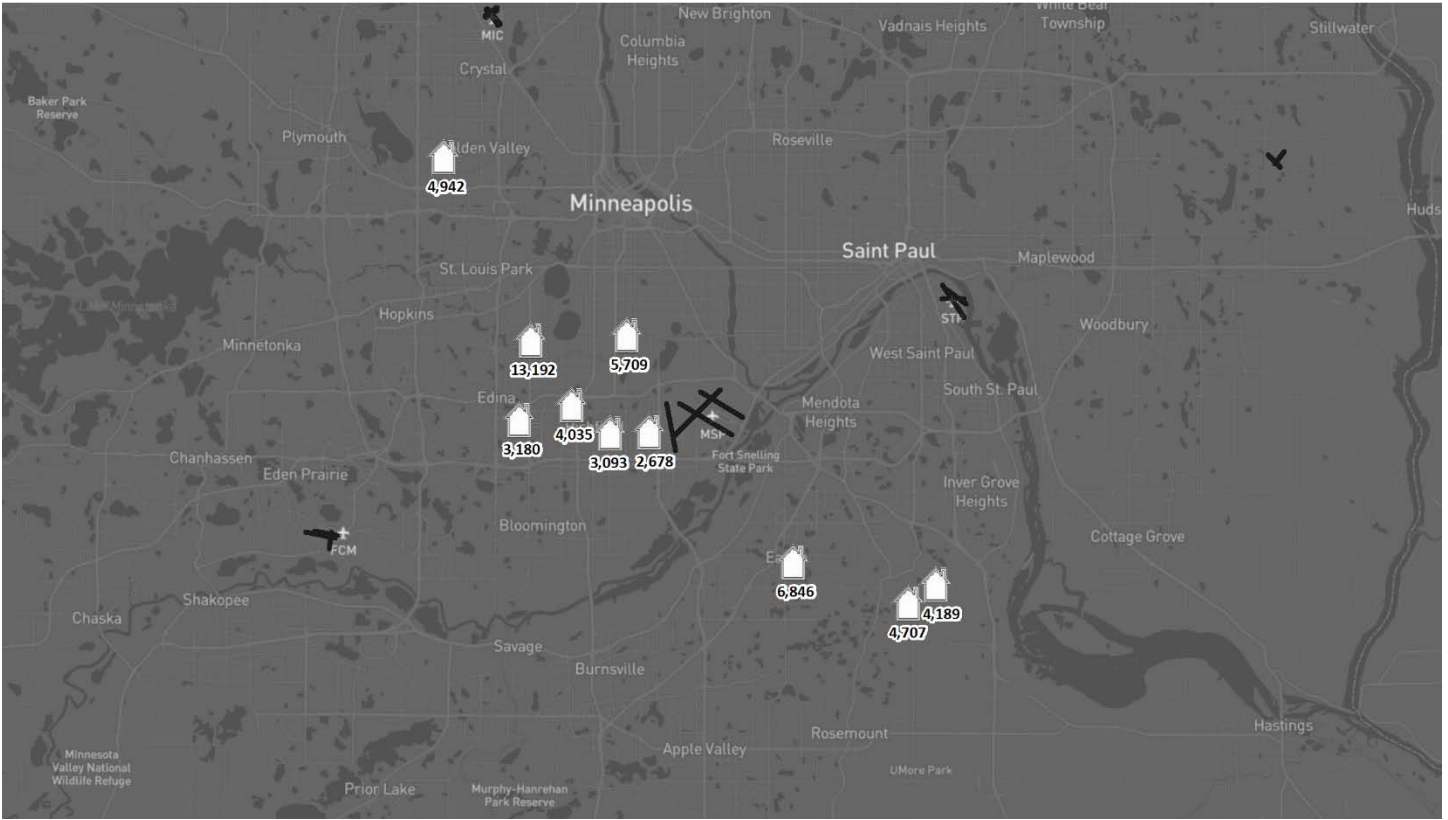
## 2018-2020 ANNUAL COMPLAINTS AND HOUSEHOLDS



## 2020 HOUSEHOLDS FILING COMPLAINTS



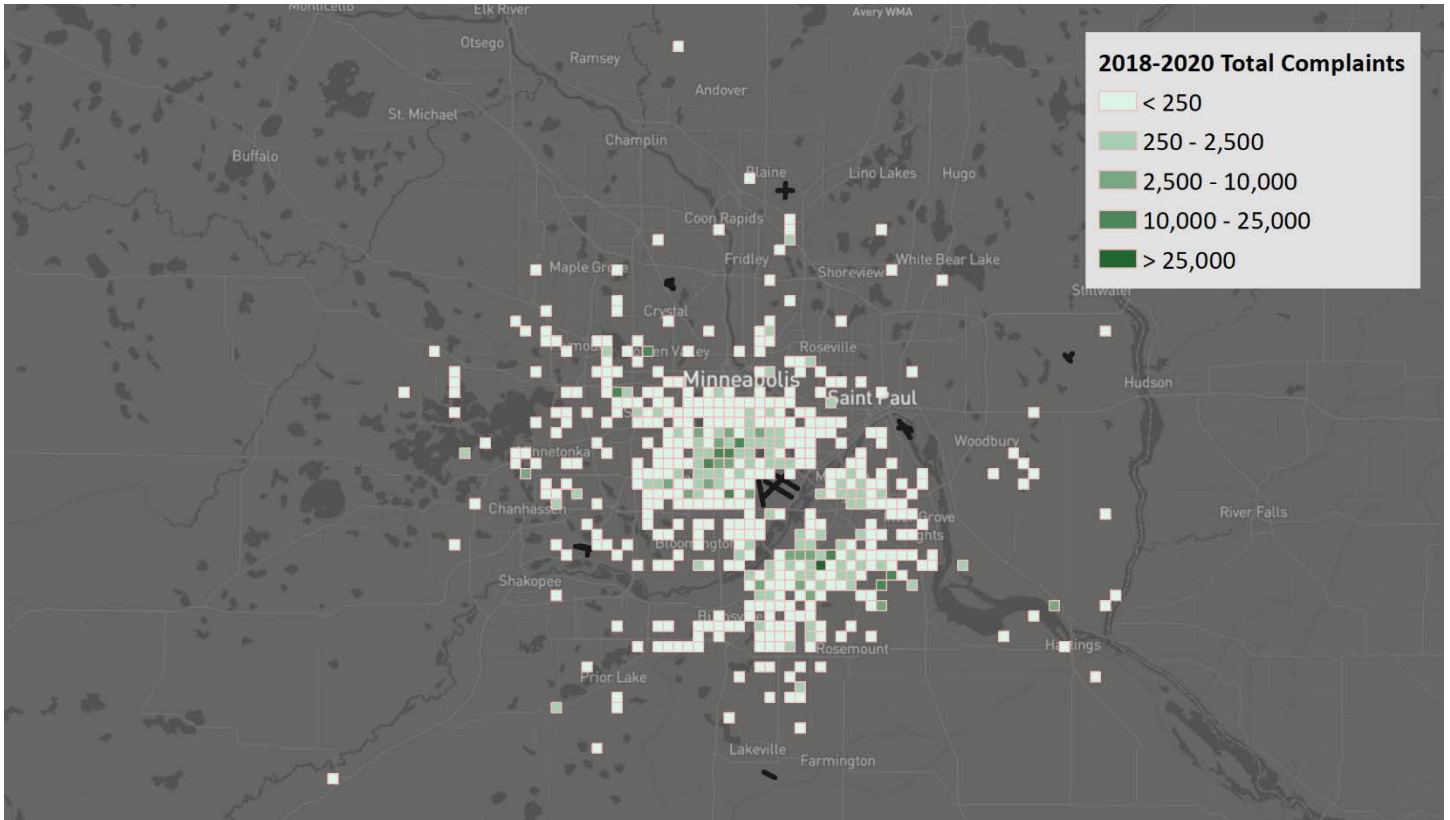
## 2020 TOP 10 HOUSEHOLDS FILING COMPLAINTS



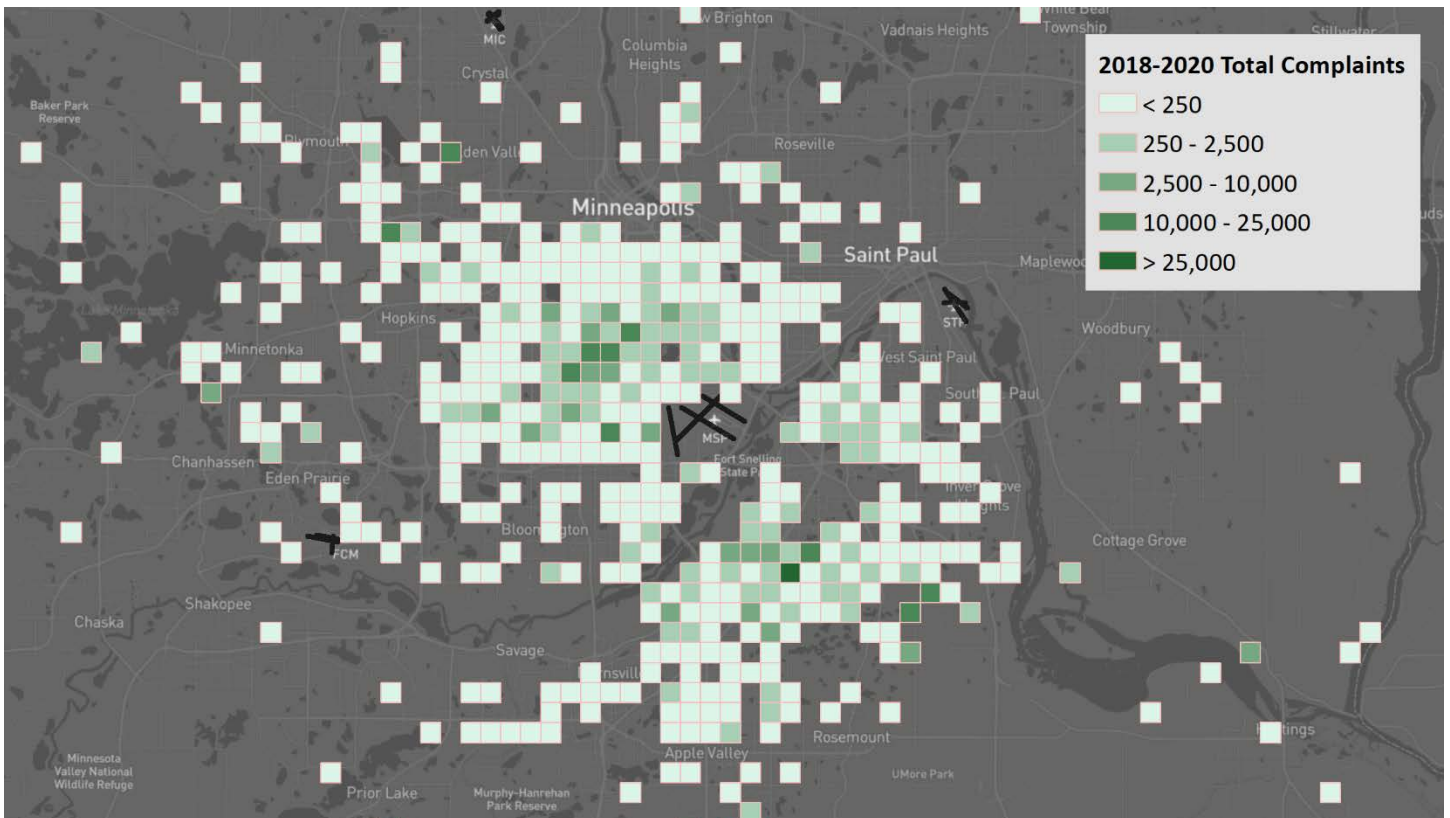
## 2020 NEW HOUSEHOLDS FILING COMPLAINTS



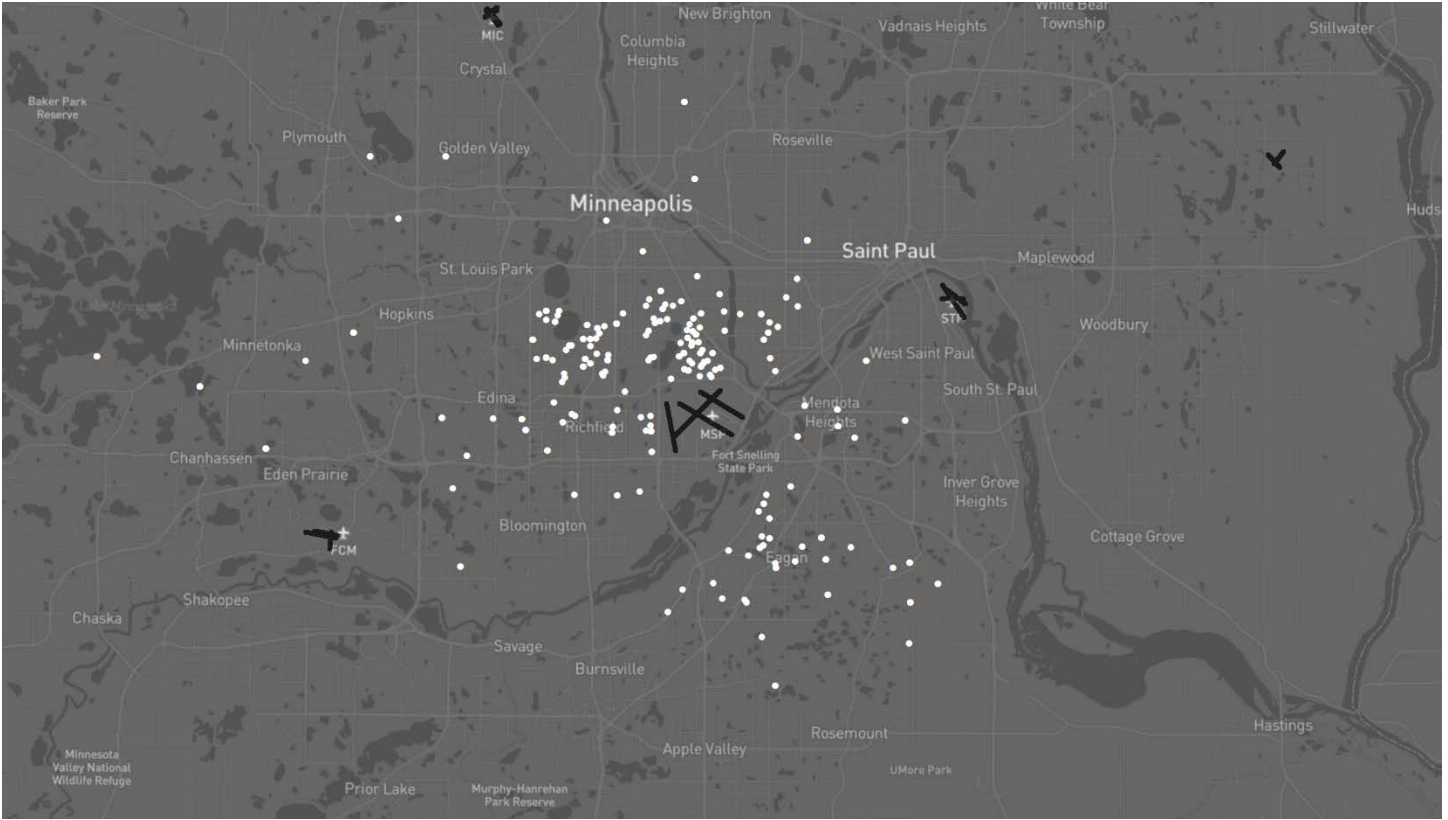
## 2018-2020 TOTAL COMPLAINTS



## 2018 – 2020 TOTAL COMPLAINTS

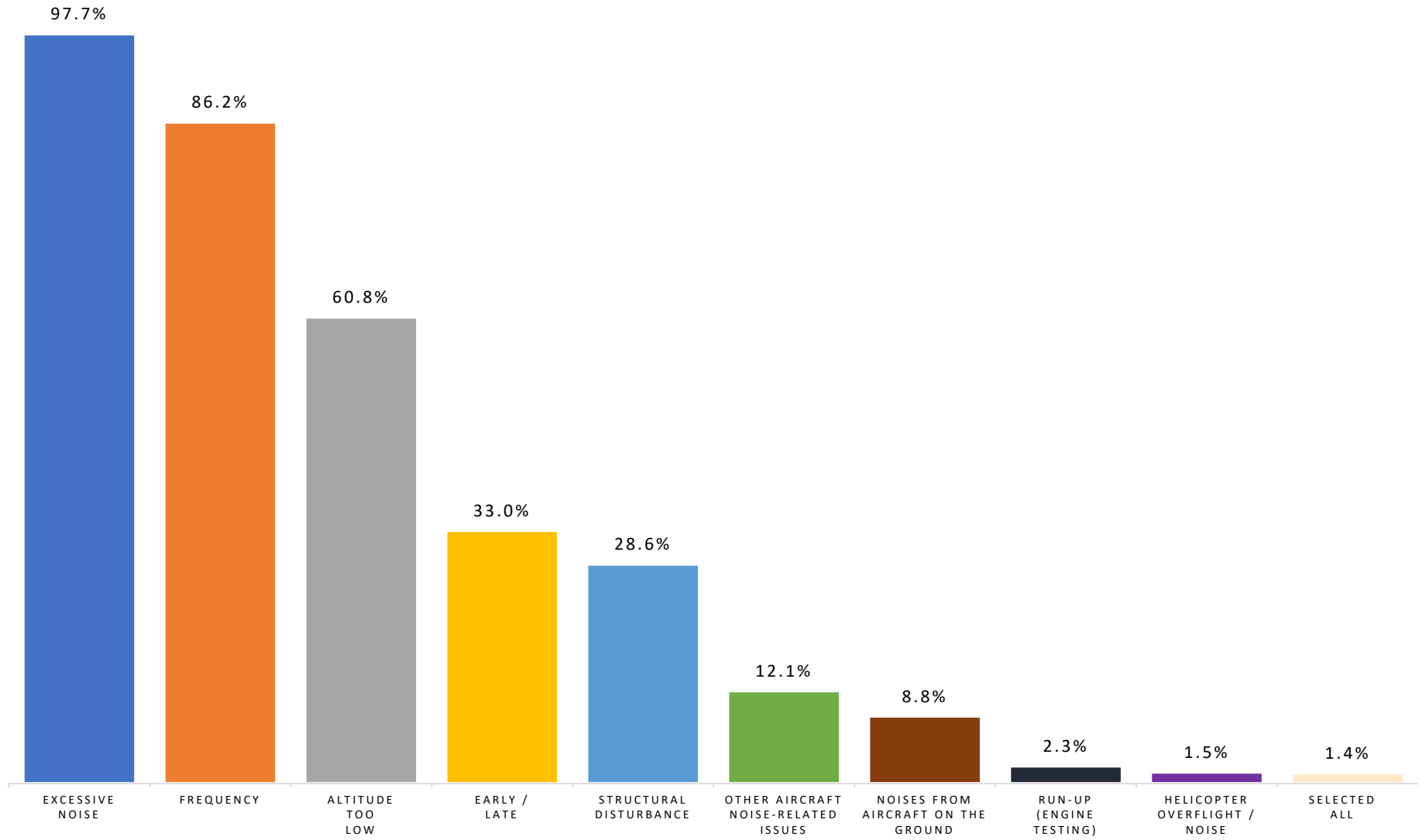


# 2020 GROUND NOISE & RUN UP COMPLAINTS



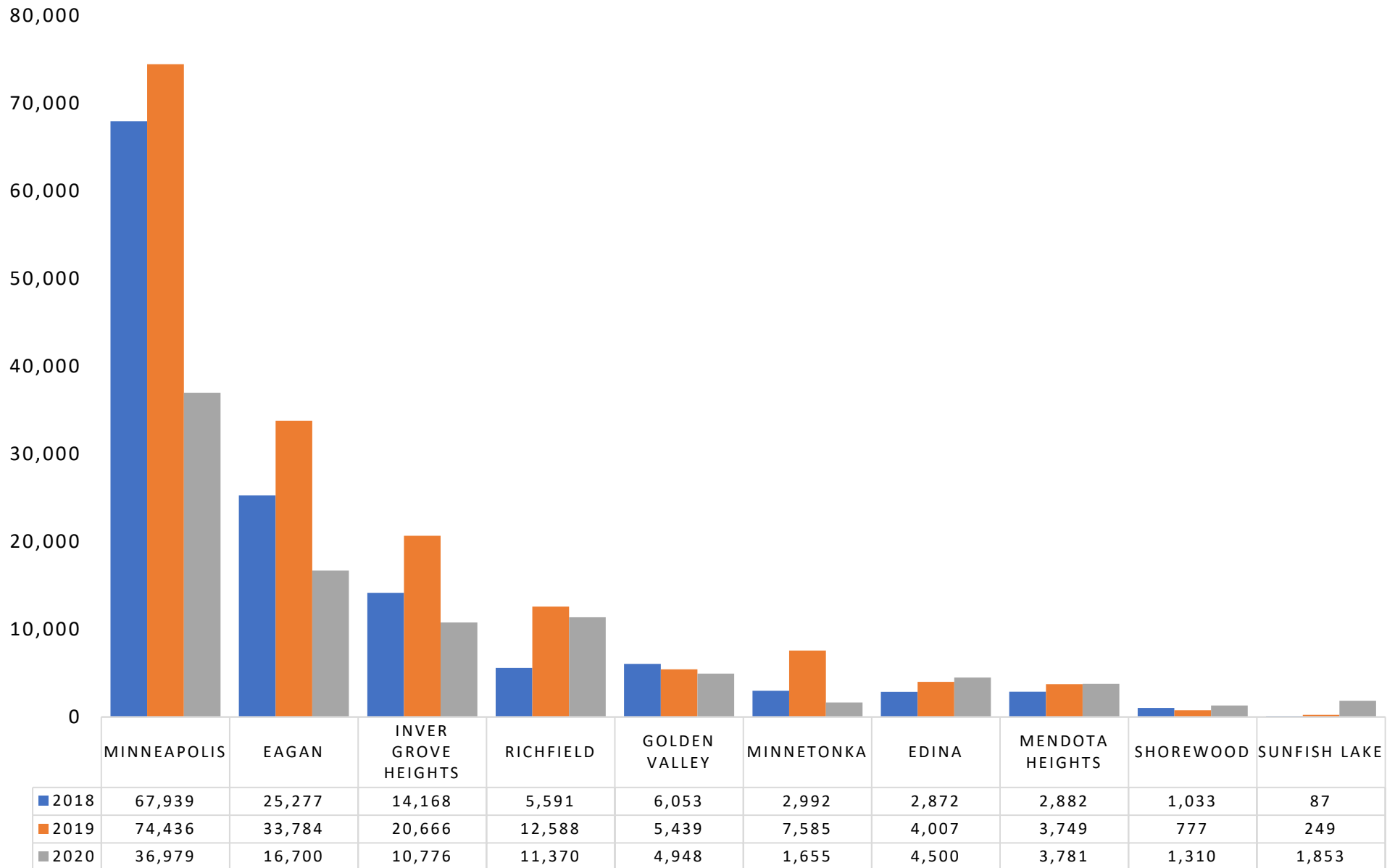


## 2020 COMPLAINTS FILED BY COMPLAINT REASON

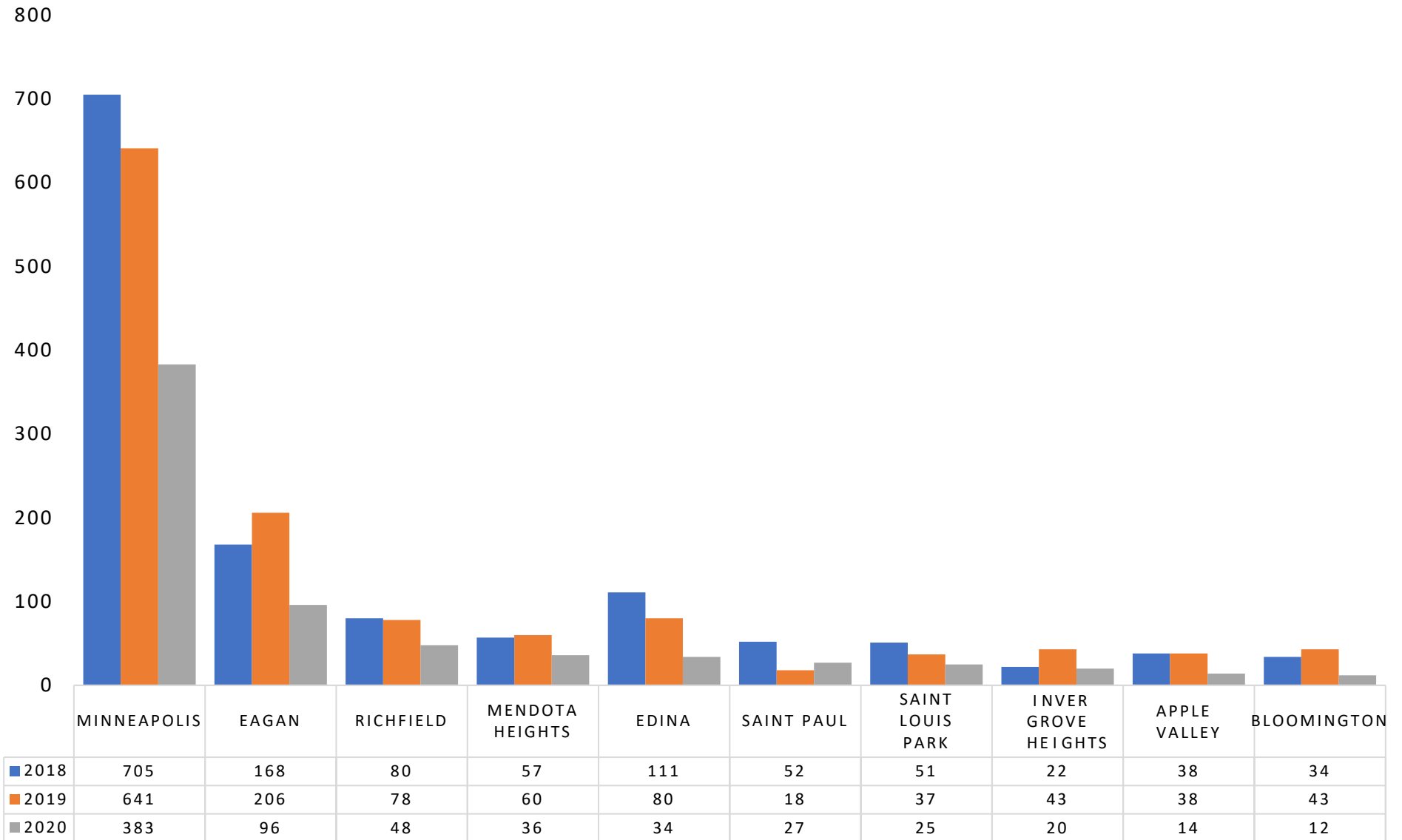


NOTE: BECAUSE MORE THAN ONE OPTION CAN BE SELECTED, THESE DO NOT ADD UP TO 100%. SELECTED ALL INDICATES EVERY COMPLAINT TYPE SELECTED.

## 2018-2020 ANNUAL COMPLAINTS FILED BY TOP 10 CITIES

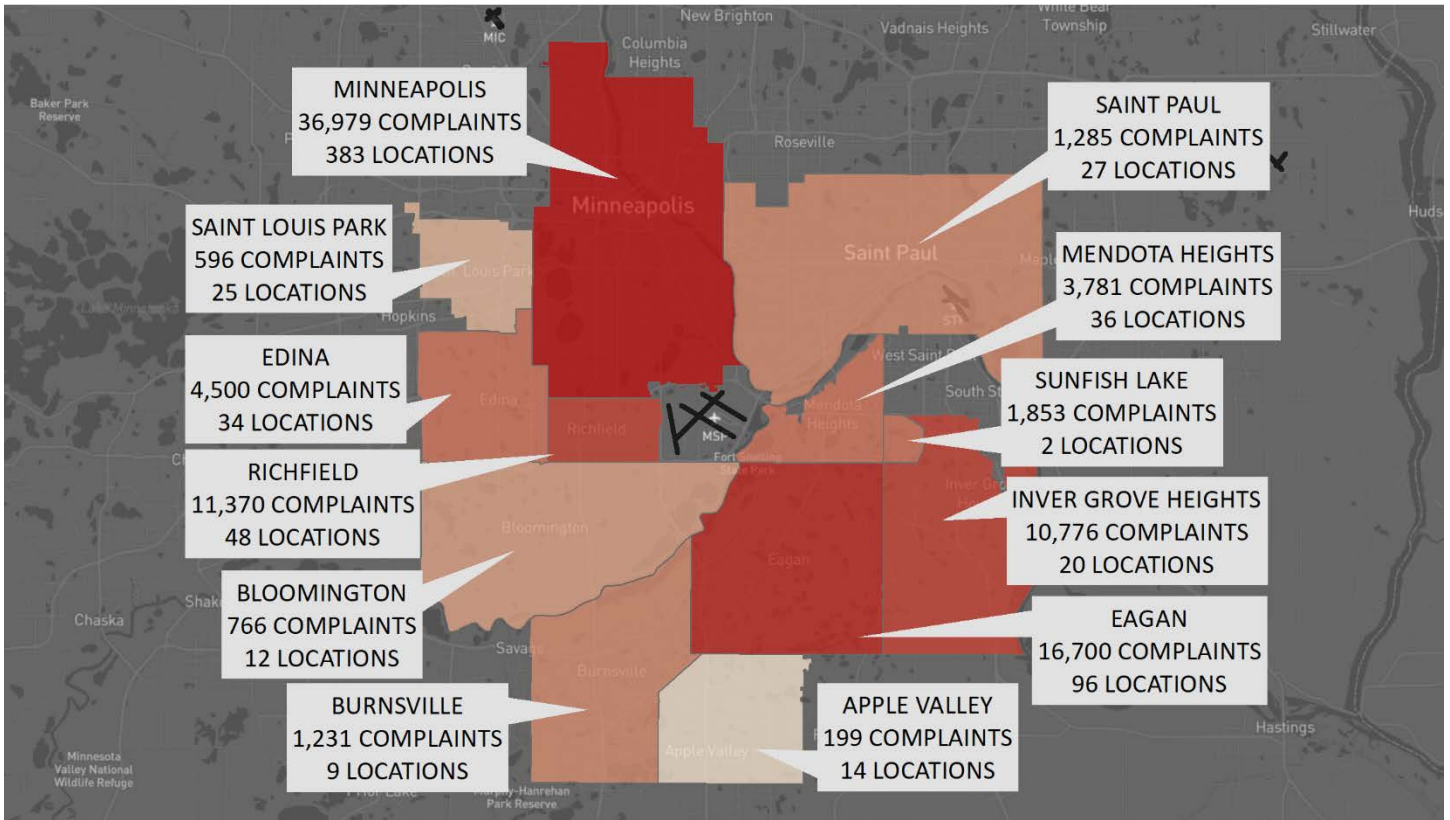


## 2018-2020 ANNUAL HOUSEHOLDS FILING COMPLAINTS BY TOP 10 CITIES

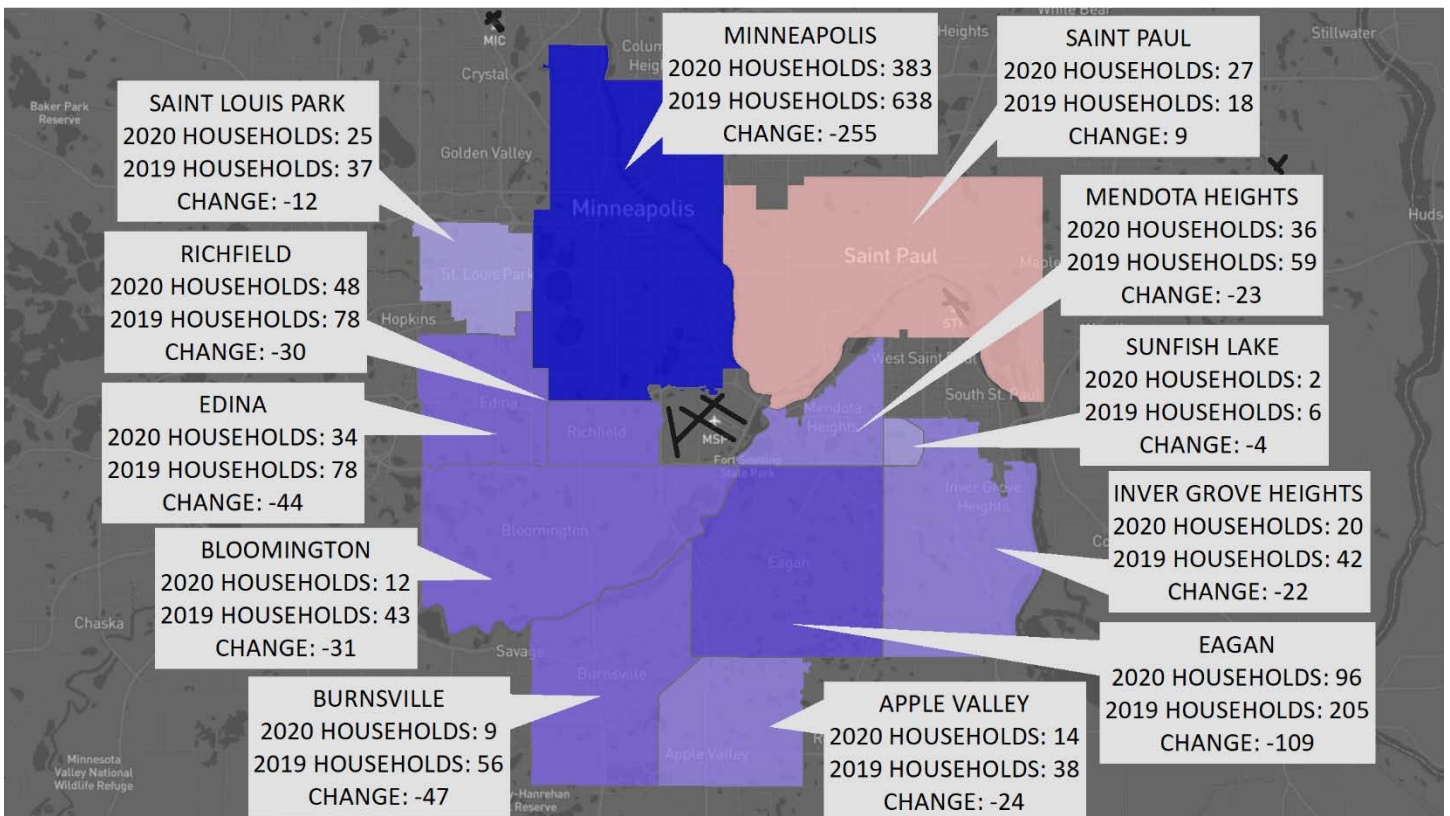




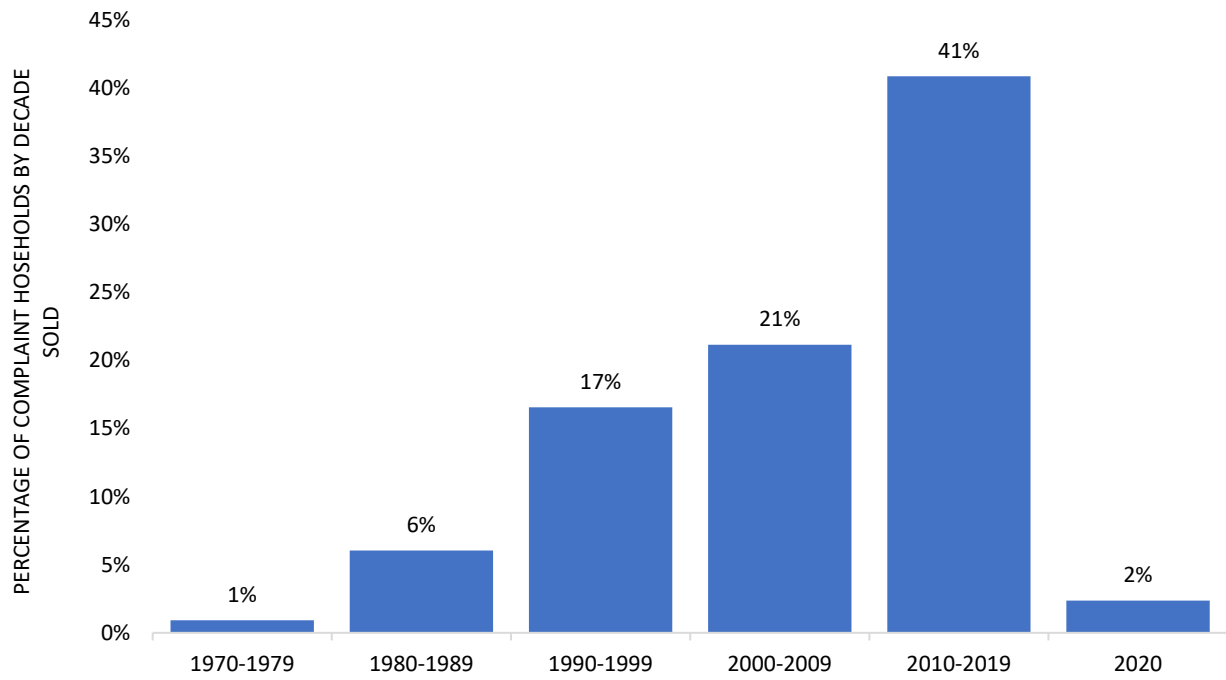
## 2020 COMPLAINTS FILED BY CITY



## 2019 TO 2020 COMPARISON - HOUSEHOLDS FILING COMPLAINTS BY CITY

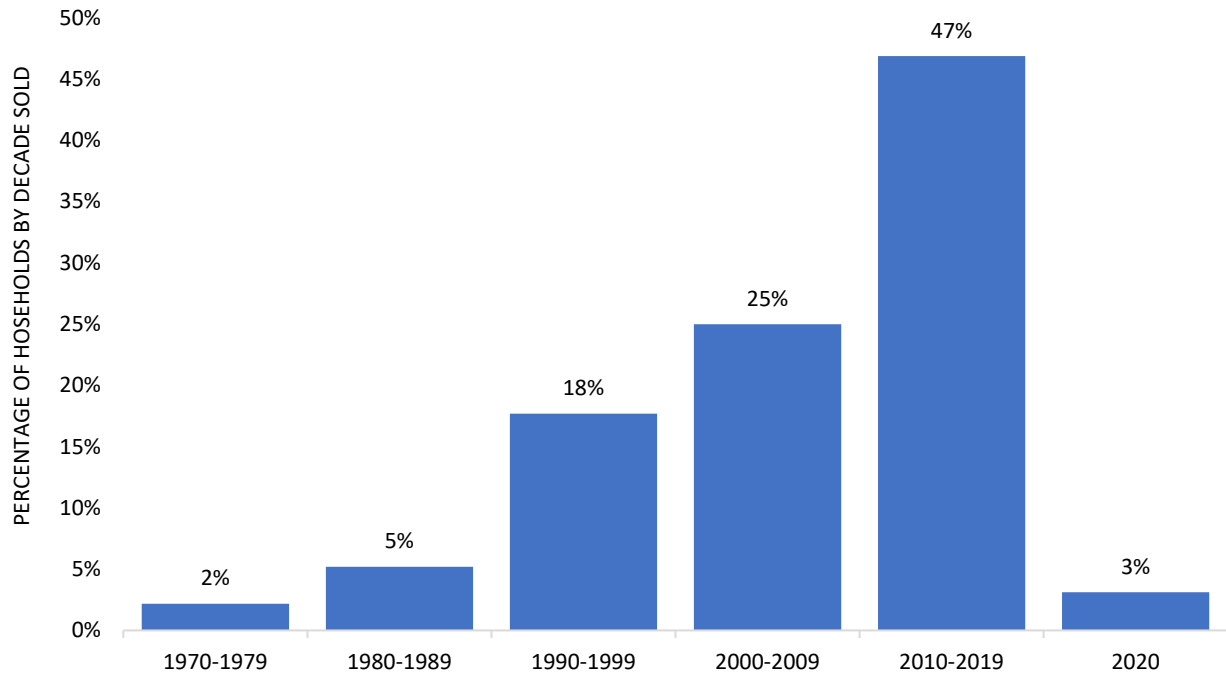


## 2020 HOUSEHOLDS FILING COMPLAINTS BY HOME PURCHASE DATE



*Note: single-family owner-occupied households only based on county parcel data (2020).*

## NUMBER OF HOUSEHOLDS BY HOME PURCHASE DATE

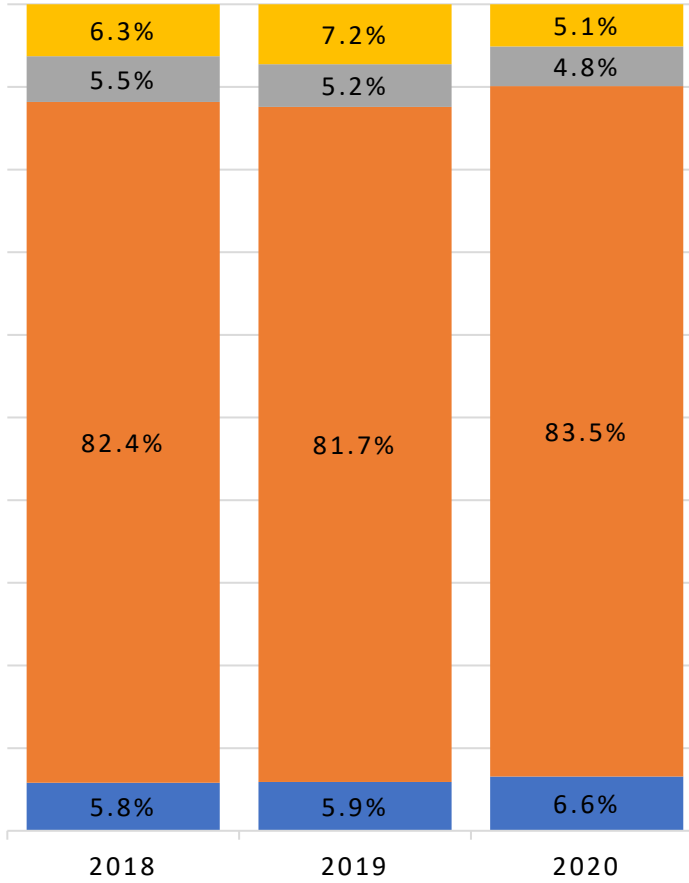


*Note: single-family owner-occupied households within 21.75 miles of MSP with sale date information available only based on county parcel data (2020).*

## 2018-2020 COMPLAINTS AND OPERATIONS BY TIME

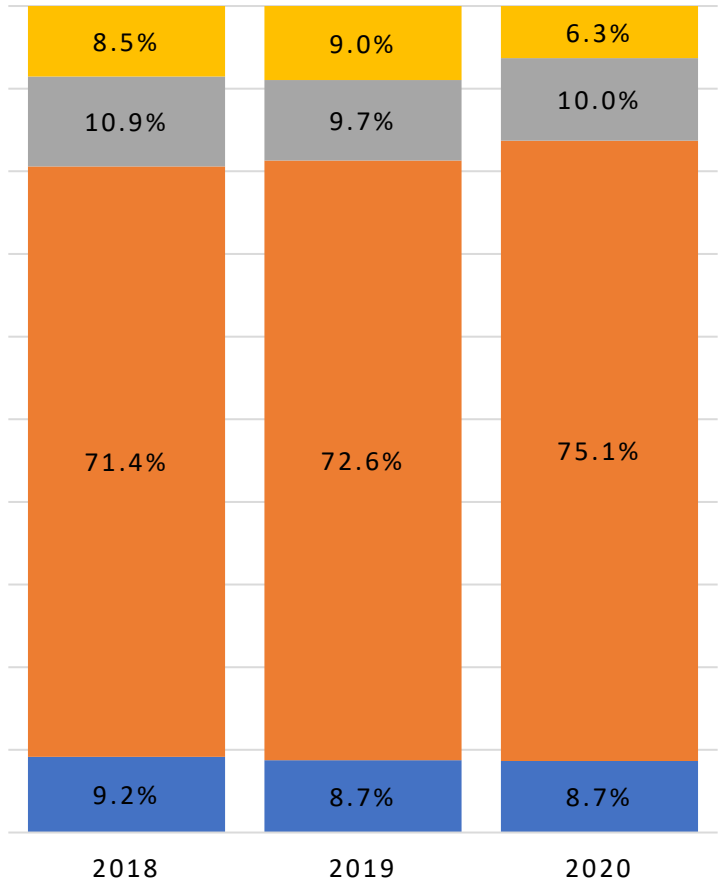
### OPERATIONS BY TIME PERIOD

■ MORNING   
 ■ DAY   
 ■ EVENING   
 ■ NIGHT



### COMPLAINTS BY TIME PERIOD

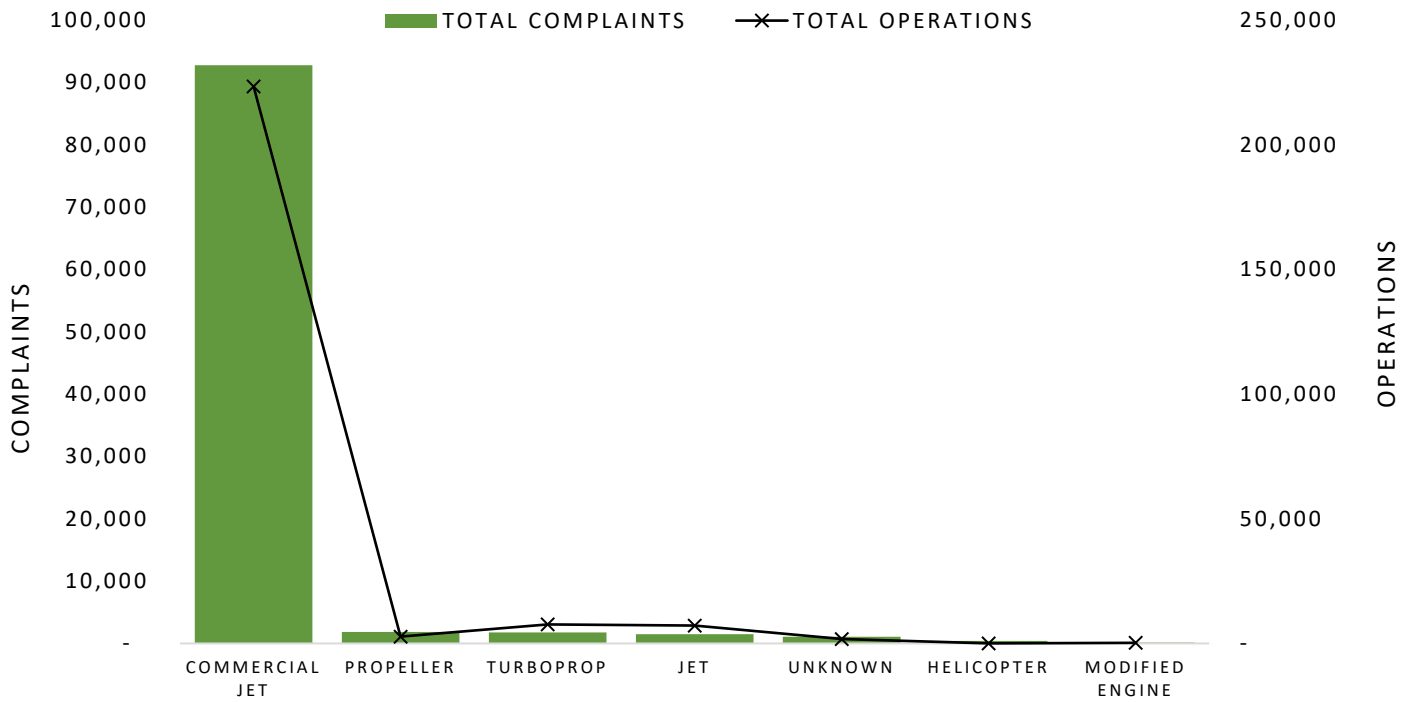
■ MORNING   
 ■ DAY   
 ■ EVENING   
 ■ NIGHT



*Note:*

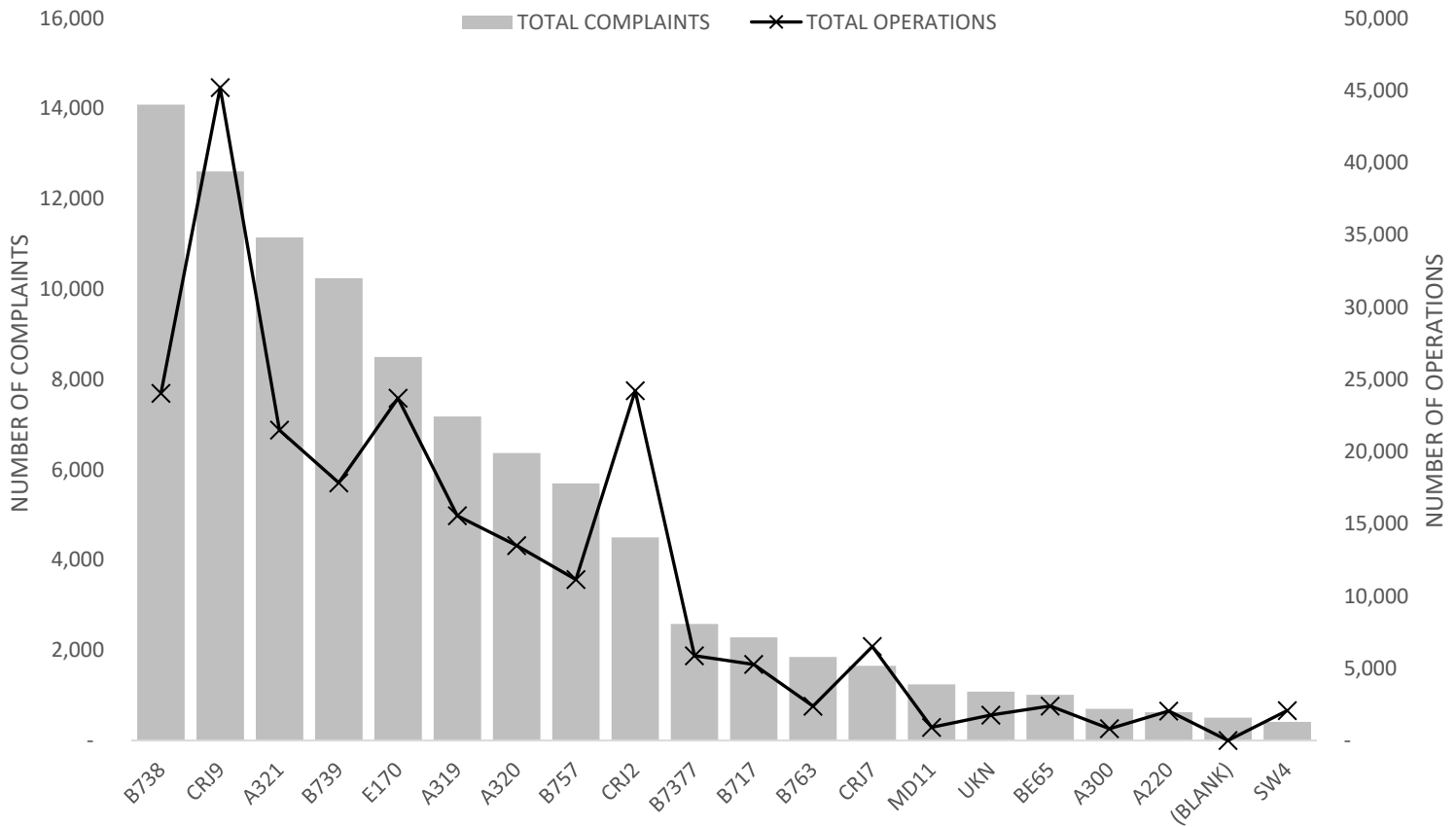
*Morning:* 6:00 AM – 7:30 AM  
*Day:* 7:30 AM – 9:00 PM  
*Evening:* 9:00 PM – 10:30 PM  
*Night:* 10:30 PM – 6:00 AM

## 2020 COMPLAINTS BY AIRCRAFT CATEGORY



Operation Type	Total Operations	Total Complaints	Ratio
Commercial Jet	223,363	92,753	2.4
Propeller	2,727	1,846	1.5
Turboprop	7,643	1,763	4.3
Jet	7,144	1,478	4.8
Unknown	1,761	1,081	1.6
Helicopter	29	403	0.1
Military	270	142	1.9

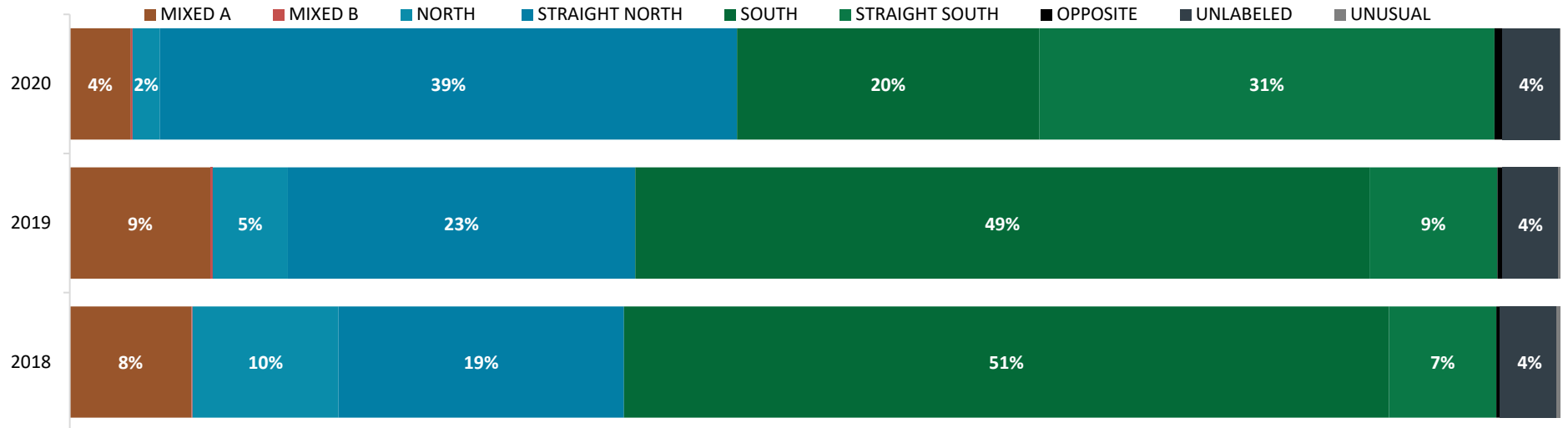
## 2020 COMPLAINTS BY AIRCRAFT TYPE



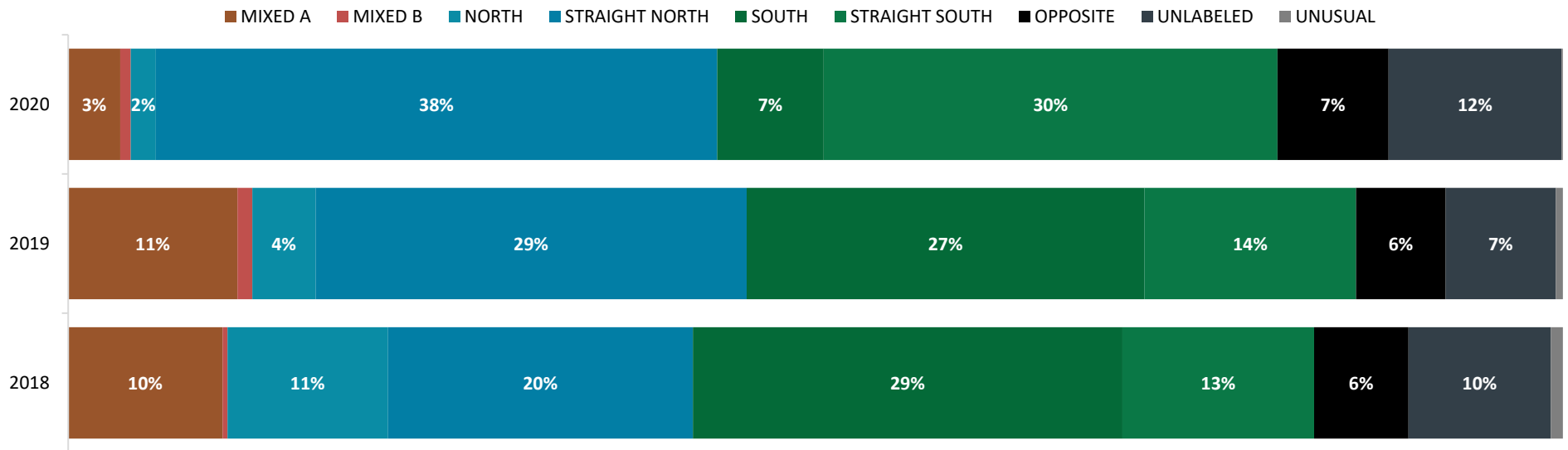
## 2020 TOP 10 FLIGHTS THAT GENERATED COMPLAINTS

Operation Number	Aircraft Type	Flight ID	Date and Time	Number of Complaints	Number of Households
26204946	A124	ADB3613	11/16/2020 23:25	13	11
25960691	A321	DAL518	8/16/2020 20:21	11	9
25470418	B763	FDX1358	1/21/2020 21:46	8	8
25666139	MD11	UPS559	4/22/2020 21:51	9	8
26028951	MD11	UPS559	9/8/2020 21:51	15	8
25609500	MD11	UPS559	3/18/2020 21:47	10	8
25504130	B763	FDX1618	2/6/2020 21:53	9	8
25607165	A306	UPS555	3/17/2020 21:57	8	8
25607150	MD11	UPS559	3/17/2020 21:40	9	8
25728552	A124	ADB300F	5/27/2020 5:56	8	8

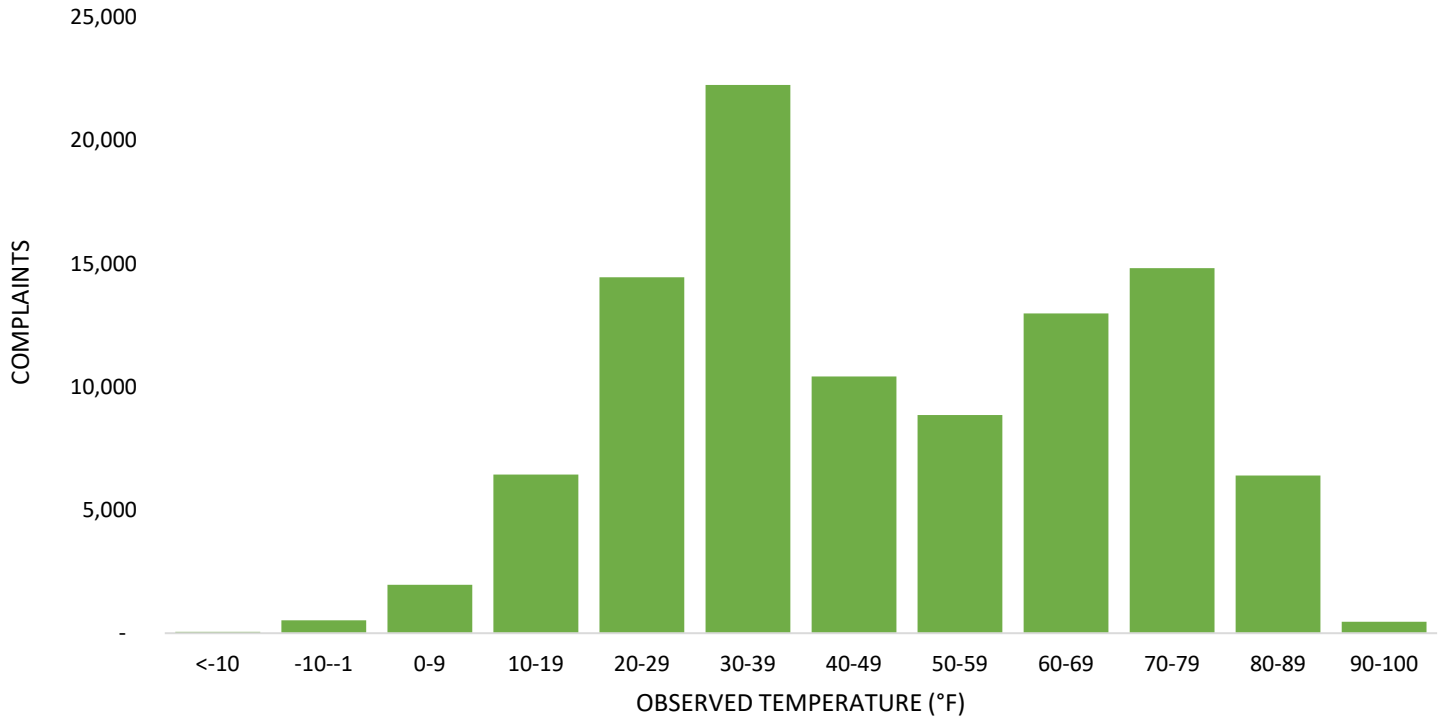
## 2018-2020 COMPLAINTS BY FLOW



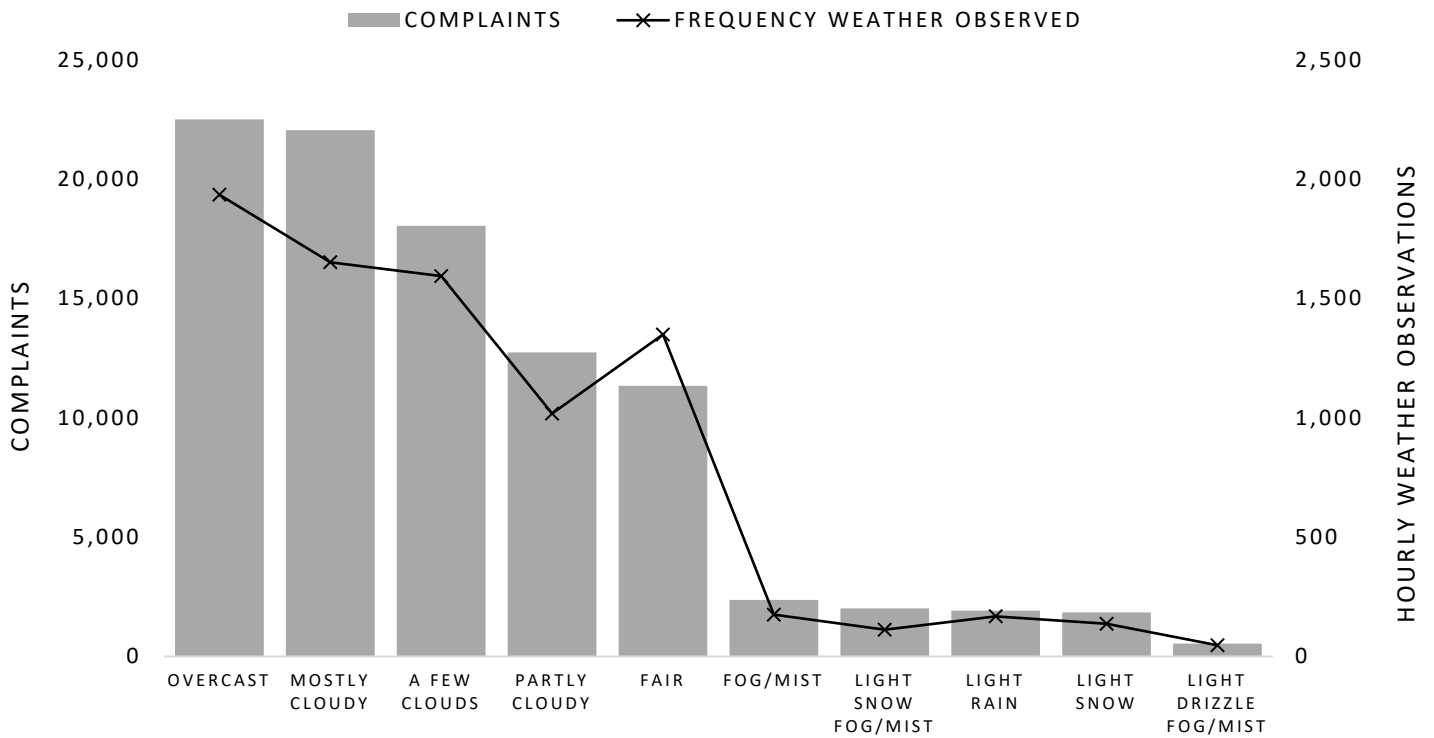
## 2018-2020 TOTAL FLOW



## 2020 COMPLAINTS BY TEMPERATURE



## 2020 COMPLAINTS BY WEATHER







**Metropolitan Airports Commission**

6040 28th Avenue South, Minneapolis, MN 55450

[macnoise.com](http://macnoise.com)

*This report is for informational purposes only.*