



Annual Complaint Report

CHARLOTTE DOUGLAS INTL NOISE DEPARTMENT

2020

Annual Totals & Trends

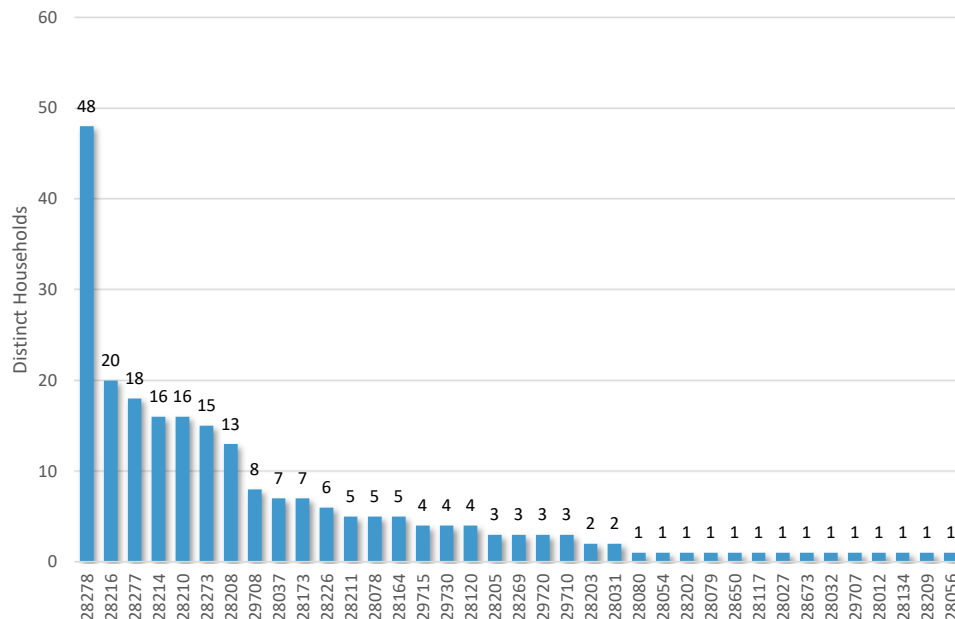
231

Households

55,035

Comments

Distinct Households, Ranking by Zip Code (All)

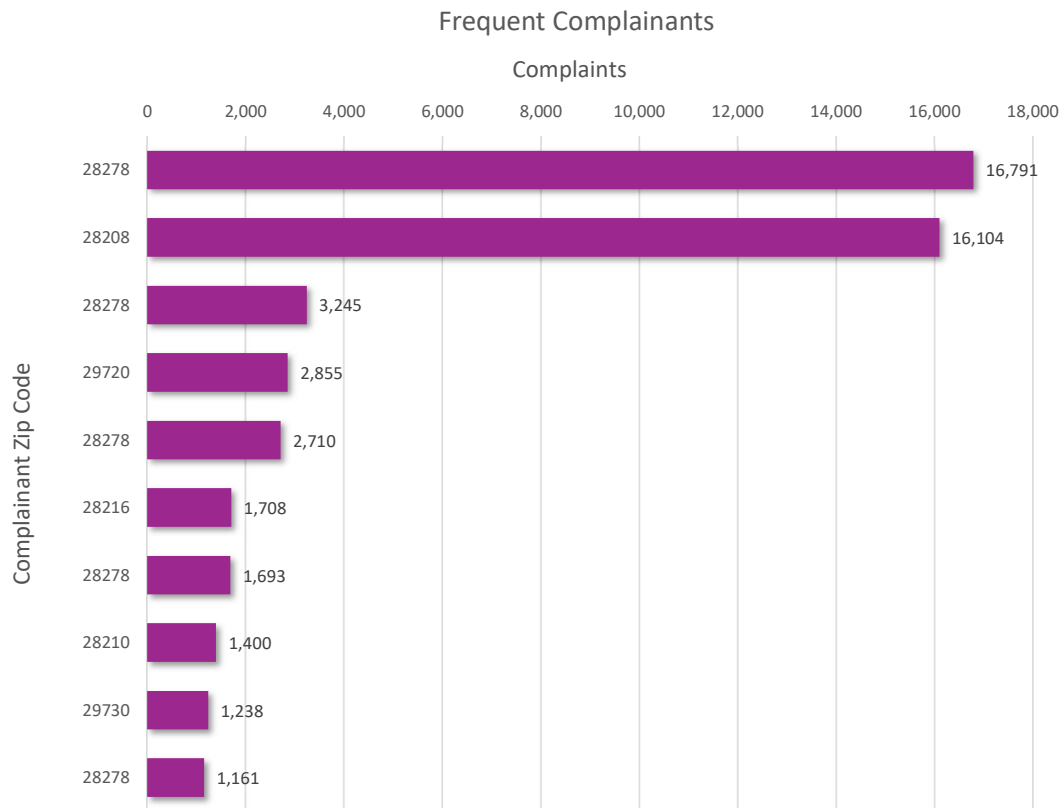


Charlotte Douglas International Airport's 2020 aircraft noise complaints from area residents totaled 55,035 and were generated by 231 distinct households (238.2 complaints per household). This represents a -33.0% change in complaints and a -33.8% change in households from the previous year.

The top-10 reporting households generated 48,905 complaints or 88.9% of the yearly total.

Complaints were geographically concentrated in zip codes: 28278 (27,585), 28208 (16,129), 28216 (3,279) and 29720 (2,857). See Page 3 for a complete list of complaints and the associated number of reporting households.

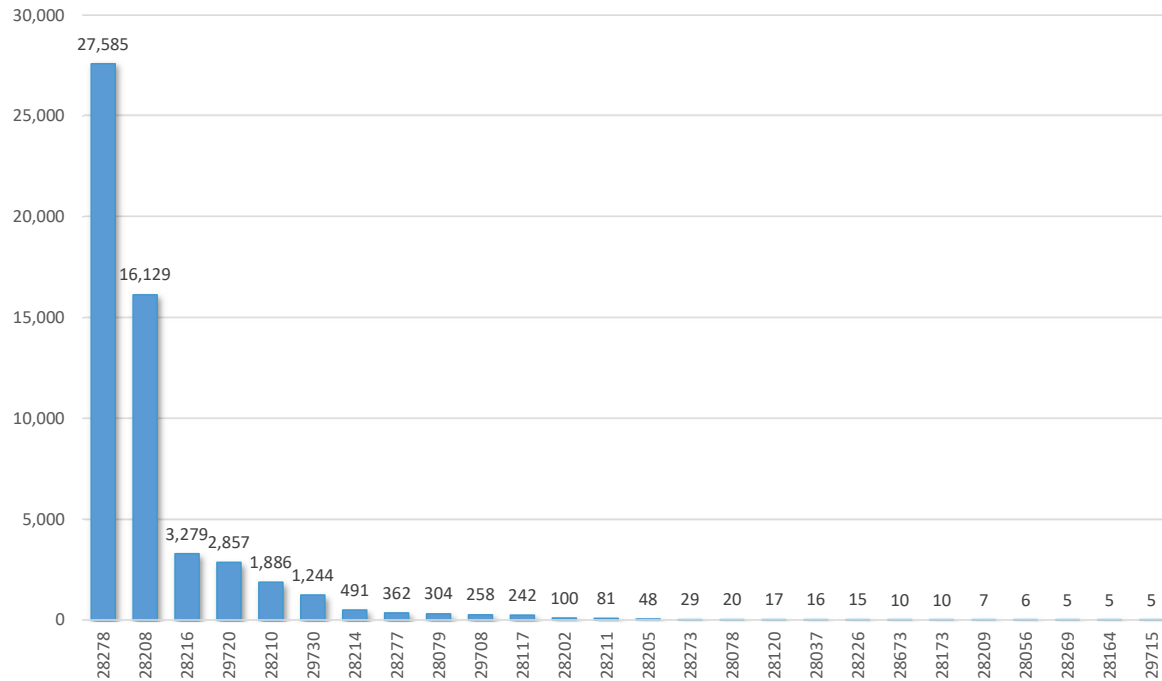
Complainant Ranking (Top-10)



RESIDENT FROM		ZIP CODE	COMPLAINTS THIS YEAR	PERCENT OF YEAR
1	Charlotte	28278	16,791	30.5%
2	Charlotte	28208	16,104	29.3%
3	Charlotte	28278	3,245	5.9%
4	Lancaster	29720	2,855	5.2%
5	Charlotte	28278	2,710	4.9%
6	Charlotte	28216	1,708	3.1%
7	Charlotte	28278	1,693	3.1%
8	Charlotte	28210	1,400	2.5%
9	Rock Hill	29730	1,238	2.2%
10	Charlotte	28278	1,161	2.1%
Top-10 Totals			48,905	88.9%

Complaints this Year

Area Ranking by Zip Code (All)



ZIP CODE	CITY	COMPLAINTS	HOUSEHOLDS	COMPLAINTS/ HOUSEHOLD
28278	Charlotte	27,585	48	574.7
28208	Charlotte	16,129	13	1240.7
28216	Charlotte	3,279	20	164.0
29720	Lancaster	2,857	3	952.3
28210	Charlotte	1,886	16	117.9
29730	Rock Hill	1,244	4	311.0
28214	Charlotte	491	16	30.7
28277	Charlotte	362	18	20.1
28079	Indian Trail	304	1	304.0
29708	Tega Cay	258	8	32.3
28117	Mooresville	242	1	242.0
28202	Charlotte	100	1	100.0
28211	Charlotte	81	5	16.2
28205	Charlotte	48	3	16.0
28273	Charlotte	29	15	1.9
28078	Huntersville	20	5	4.0
28120	Mount Holly	17	4	4.3
28037	Denver	16	7	2.3
28226	Charlotte	15	6	2.5
28056	Gastonia	10	1	10.0
28173	Waxhaw	7	1	7.0
28209	Charlotte	6	5	1.2
28269	Charlotte	6	1	6.0
29715	Fort Mill	5	4	1.3
28673	Sherrills Ford	4	2	2.0
Remaining Zip Codes		34	23	1.5
Totals		55,035	231	238.2

Complaint Map: 2020

Distinct Households - 231 / Complaints - 55,035

NOTES: Noise complaints from households submitted without valid address information are not depicted on the map.

