

Noise Complaints and Information Service Statistics Report

Melbourne Airport – April 2012

Introduction

In this report a complaint, an enquiry or a request for information about aircraft operations received by Airservices Noise Complaints and Information Service (NCIS) is referred to as a contact. Persons making contacts are referred to as clients. The data summarised in this report relates to contacts and clients concerned with operations at Melbourne Airport and exclude those associated with nearby airports such as Essendon and Moorabbin. The results and analysis in this report reflects the data collected at the time of preparation.

Contacts with the NCIS are made via WebTrak¹, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of the analysis and management of issues and identification of causal factors. Personal details collected and stored in the NCIS database are done so in accordance with Airservices privacy guidelines.

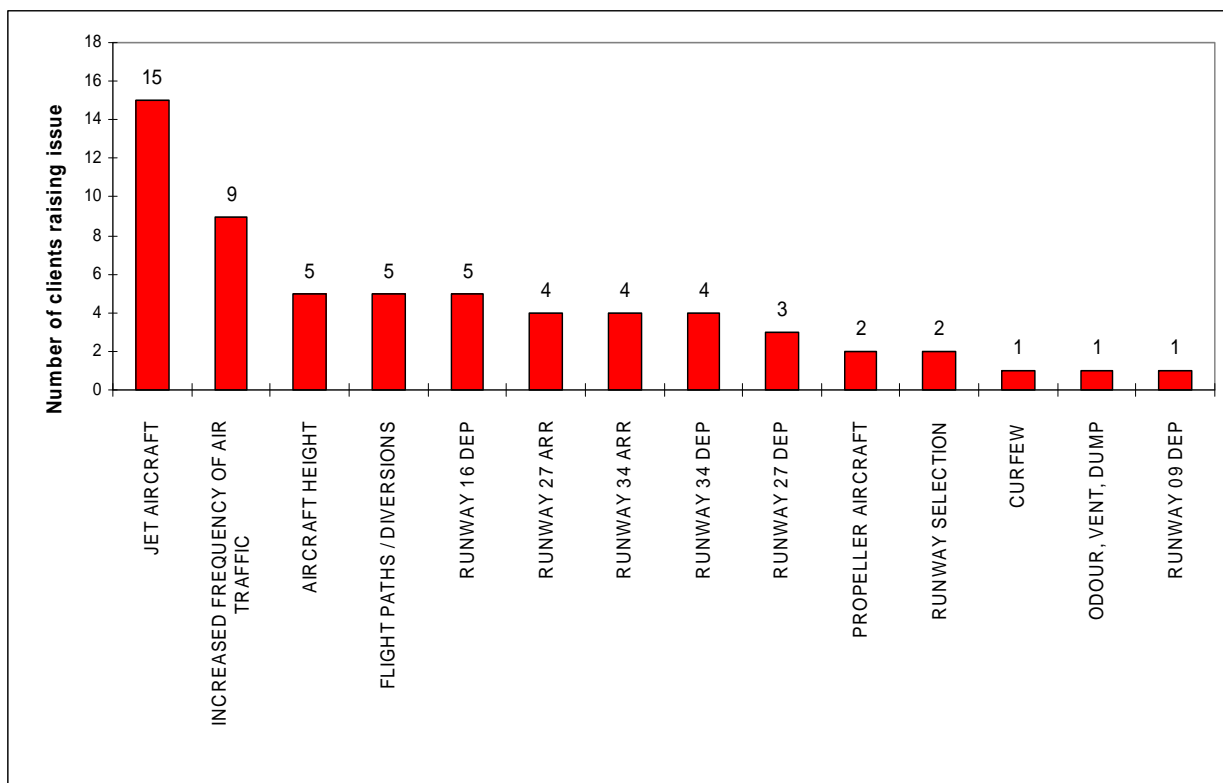
During April 2012, the NCIS recorded 7635 contacts Australia wide. Of these 45 or 0.6% were attributed to operations at Melbourne Airport.

Section 1: Contact Issues at Melbourne Airport.

Contacts with the NCIS are analysed to determine the underlying issue(s) of concern for each client. A single contact can involve multiple issues.

There were 14 issues identified by clients during April 2012. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Melbourne Airport.

Figure 1: Issues identified by clients during April 2012



¹ WebTrak is Airservices online aircraft tracking facility. It allows anyone with access to the internet to obtain information about where and how high aircraft fly over metropolitan areas. It is available via www.airservicesaustralia.com/aircraftnoise/webtrak/

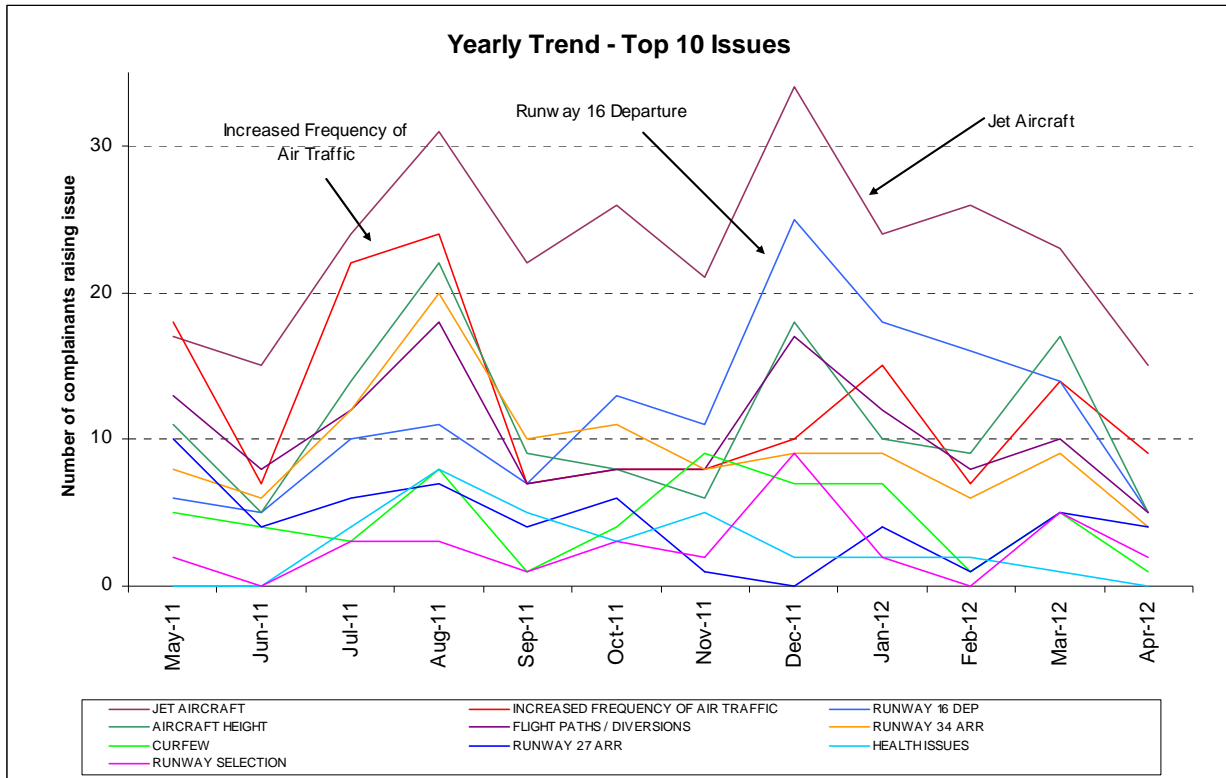
Table 1 lists the issues, the number of clients who raised each issue and the number of contacts that identified the issue, noting that clients may identify multiple issues in each contact. There were two dominant issues, each identified by nine or more clients; Jet Aircraft (15) and Increased Frequency of Air Traffic (9).

Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – April 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	15	31
INCREASED FREQUENCY OF AIR TRAFFIC	9	10
AIRCRAFT HEIGHT	5	14
FLIGHT PATHS / DIVERSIONS	5	5
RUNWAY 16 DEP	5	12
RUNWAY 27 ARR	4	13
RUNWAY 34 ARR	4	4
RUNWAY 34 DEP	4	6
RUNWAY 27 DEP	3	4
PROPELLER AIRCRAFT	2	2
RUNWAY SELECTION	2	2
CURFEW	1	1
ODOUR, VENT, DUMP	1	1
RUNWAY 09 DEP	1	1

Contact and client information for Melbourne airport is reported on a monthly basis. This enables the NCIS to track ongoing issues and to better focus resources in addressing key community concerns.

**Figure 2: Top ten issues raised by clients over the past 12 months
May 2011 to April 2012**



The yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (May 2011 to April 2012) is shown in Figure 2. Over this period the dominant issues raised by clients were; Jet Aircraft, Increased Frequency of Air Traffic and Runway 16 Departures.

The number of clients and issues of concern has been relatively stable over the year. Historically it is noticed that the cooler months bring about more use of runway 34 and the warmer months bring about more use of runway 16. As a result contacts regarding the issue of runway 34 arrivals spiked in August 2011 and contacts regarding the issue of runway 16 departures spiked in December 2011.

Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period May 2011 to April 2012.

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	278	12
INCREASED FREQUENCY OF AIR TRAFFIC	149	12
RUNWAY 16 DEP	141	12
AIRCRAFT HEIGHT	134	12
FLIGHT PATHS / DIVERSIONS	126	12
RUNWAY 34 ARR	112	12
CURFEW	55	12
RUNWAY 27 ARR	52	11
HEALTH ISSUES	32	9
RUNWAY SELECTION	32	10
PROPELLER AIRCRAFT	23	10
RUNWAY 16 ARR	18	7
RUNWAY 27 DEP	17	9
RUNWAY 34 DEP	14	8
RUNWAY 09 DEP	10	7
OTHER*	7	4
ODOUR, VENT, DUMP	5	5
RUNWAY 09 ARR	3	2

* Not enough details were provided by client to assign an issue to the contact

Table 2 provides an aggregate of the monthly number of clients raising each issue for the 12 months to April 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Operations on the northern end of the north / south runway (16 Arrivals and 34 Departures) have attracted far fewer contacts during the past 12 months than operations on the southern end of the north / south runway (16 Departures and 34 Arrivals). However runway usage statistics show from 2007 – 2011 64% of north / south runway movements are northern operations (16 Arrivals and 34 Departures).

Section 2: Melbourne Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts received by the NCIS for each Melbourne suburb for April 2012. There were a total of 21 clients and 45 contacts from 17 suburbs, which corresponds to a daily average of 1.5 contacts.

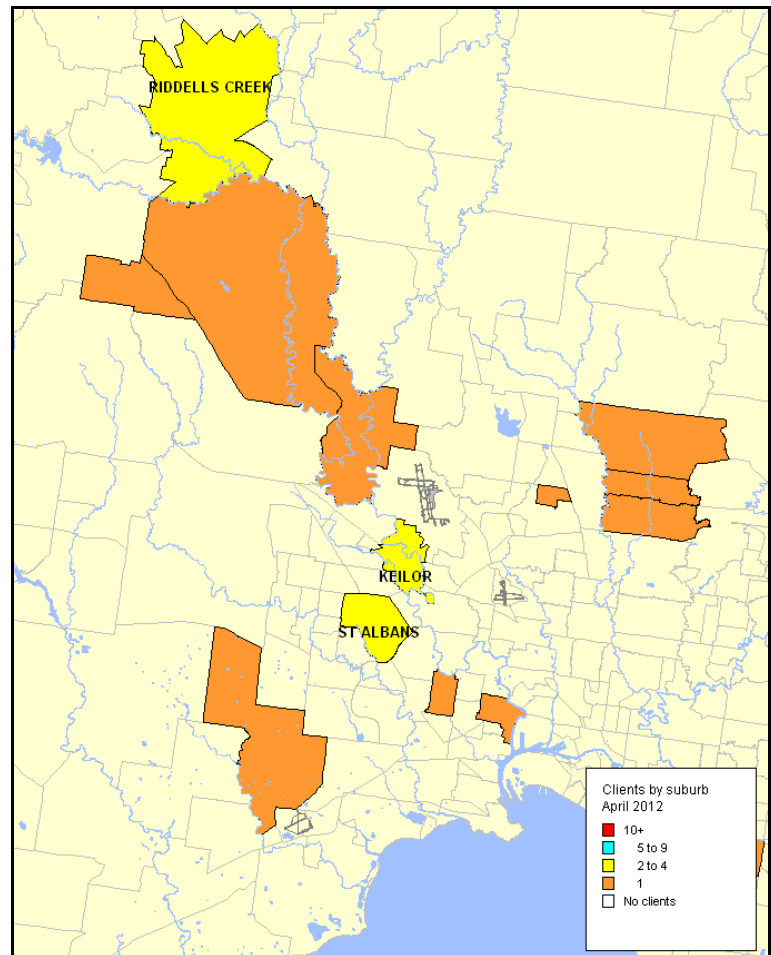
The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during April 2012.

During April, 20% of all contacts attributed to Melbourne Airport were lodged by one client from the suburb of Epping.

Table 3.
Melbourne Suburbs
Client and Contact numbers
April 2012

Suburb	Clients	Contacts
BRAYBROOK	1	1
BULLA	1	3
CADELLO	1	1
DALLAS	1	2
EPPING	1	9
FOOTSCRAY	1	1
GEELONG	1	1
GISBORNE SOUTH	1	1
KEILOR	3	4
LALOR	1	2
MALVERN EAST	1	1
RIDDELLS CREEK	2	4
ST ALBANS	2	9
SUNBURY	1	1
THOMASTOWN	1	1
TRUGANINA	1	1
WINDSOR	1	3
Total	21	45

Figure 3.
Clients Density Map Melbourne
Airport April 2012



Section 3: Trends for Clients at Melbourne Airport.

The daily count of clients and contacts for the month of April is shown in Figure 4. During April there were up to four clients making contact with the NCIS on any single day. There were two days where this occurred; Thursday 19th (4 clients made 5 contacts) and Sunday 22nd (4 clients made 15 contacts).

Figure 4. Clients and Contacts by day for April 2012

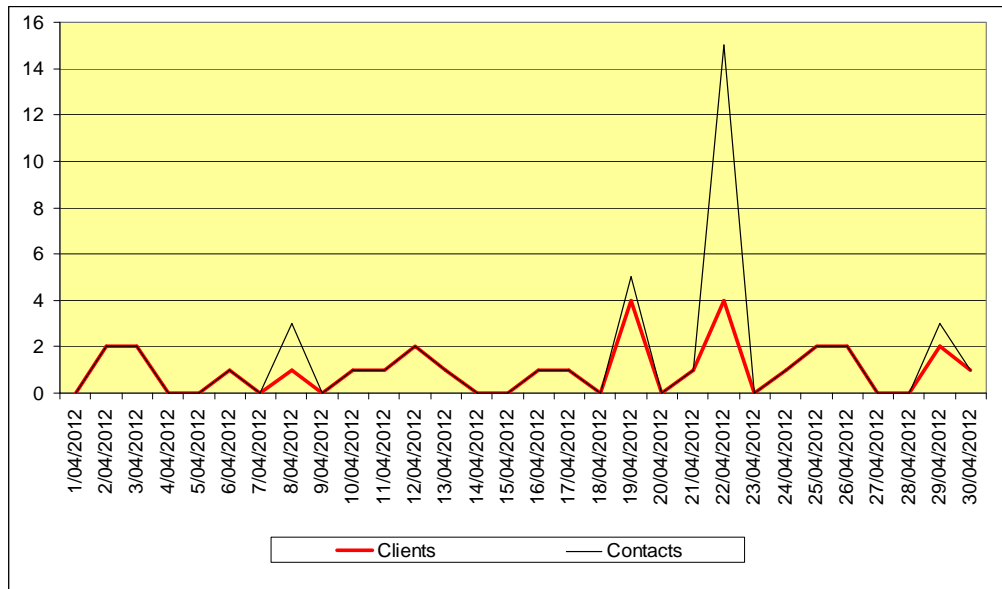


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in October (173). The last 12 months has seen a fluctuation in contacts with the number of clients remaining fairly steady. Overall Figure 5 demonstrates there is a poor correlation between the number of clients and the number of contacts.

Figure 5. Monthly client and contact numbers over the last 12 months

