

Noise Complaints and Information Service Statistics Report

Melbourne Airport – December 2011

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 out of Melbourne Airport and exclude those associated with nearby airports such as Essendon and Moorabin. The results and analysis in this report reflects the data collected at the time of preparation.

Contacts made with the NCIS are done 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 complaint management, analysis 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.

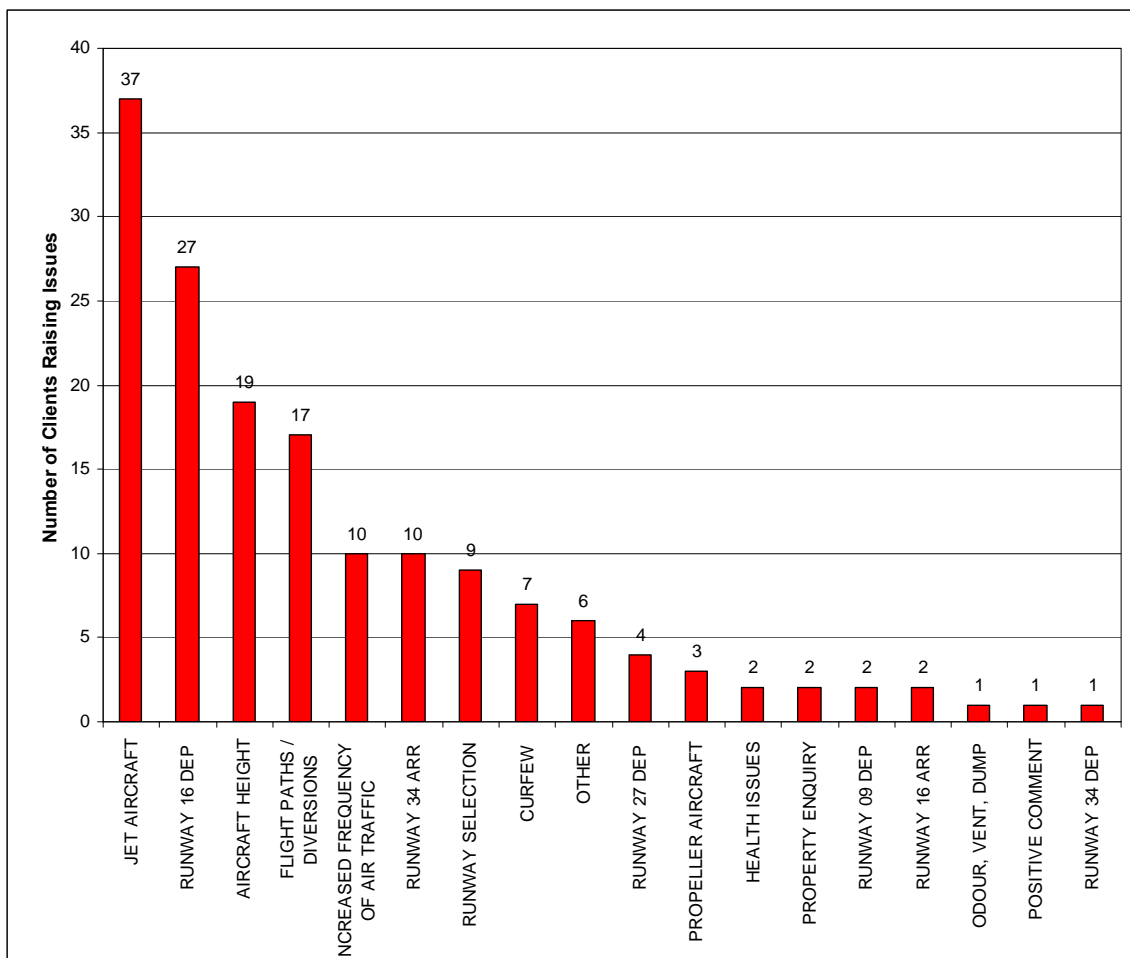
During December 2011, the NCIS recorded 5581 contacts Australia wide. Of these 151 or 2.7% were attributed to operations at Melbourne Airport.

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 18 issues identified by clients during December 2011. 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 December 2011



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/
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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 27 or more clients; Jet Aircraft (37) and Runway 16 Departures (27).

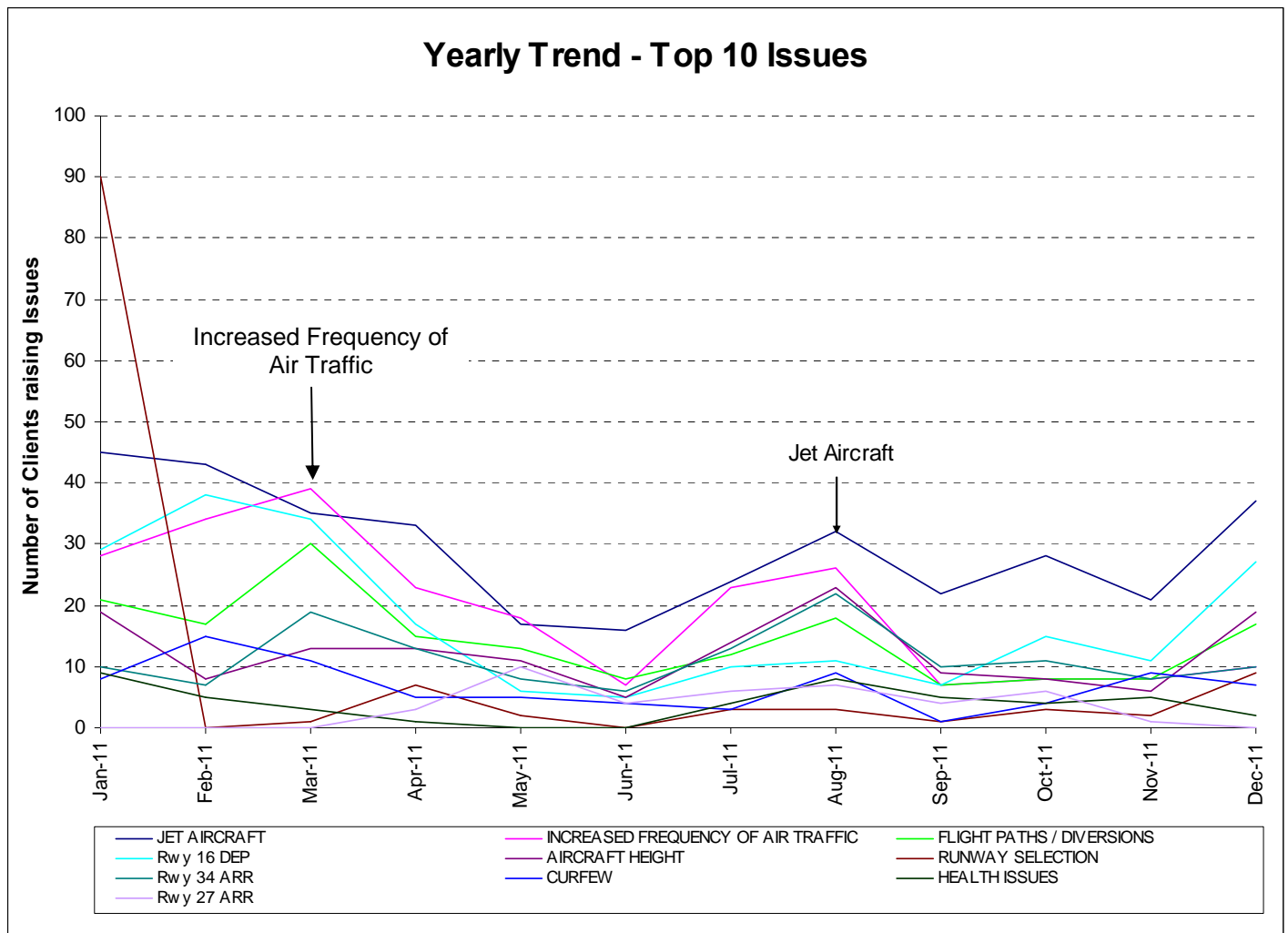
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - December 2011

Issue	Number of Clients	Number of Contacts
RUNWAY 09 DEP	2	2
RUNWAY 16 ARR	2	2
RUNWAY 16 DEP	27	105
RUNWAY 27 DEP	4	4
RUNWAY 34 ARR	10	15
RUNWAY 34 DEP	1	2
AIRCRAFT HEIGHT	19	22
*OTHER	6	6
CURFEW	7	12
FLIGHT PATHS / DIVERSIONS	17	23
HEALTH ISSUES	2	2
INCREASED FREQUENCY OF AIR TRAFFIC	10	12
JET AIRCRAFT	37	123
ODOUR, VENT, DUMP	1	1
POSITIVE COMMENT	1	1
PROPELLER AIRCRAFT	3	3
PROPERTY ENQUIRY	2	2
RUNWAY SELECTION	9	14

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

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
January 2011 to December 2011**



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

The number of clients and issues of concern has been relatively stable over the year, with the exception of the peak in January 2011 with respect to Runway selection that corresponded to runway works on the East West Runway.

Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period January 2011 to December 2011.

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	487	12
INCREASED FREQUENCY OF AIR TRAFFIC	305	12
FLIGHT PATHS / DIVERSIONS	279	12
Rwy 16 DEP	261	12
AIRCRAFT HEIGHT	209	12
RUNWAY SELECTION	133	10
Rwy 34 ARR	187	12
CURFEW	118	12
*OTHER	63	9
HEALTH ISSUES	55	10
Rwy 27 ARR	55	8
Rwy 34 DEP	25	9
PROPELLER AIRCRAFT	27	10
Rwy 16 ARR	28	9
PROPERTY ENQUIRY	20	8
Rwy 27 DEP	20	6
Rwy 09 DEP	15	8
ODOUR, VENT, DUMP (DOTARS)	5	4
HELICOPTER	2	1
POSITIVE COMMENT	3	2
GROUND RUNNING (AIRPORT)	1	1
Rwy 09 ARR	1	1

* 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 December 2011 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 67% of all the clients' issues raised in the last 12 months are contained in the first five issues of Table 2.

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 December 2011. There were a total of 45 clients and 150 contacts from 32 suburbs, which corresponds to a daily average of 4.8 contacts per day.

The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients whom the NCIS dealt with during December 2011.

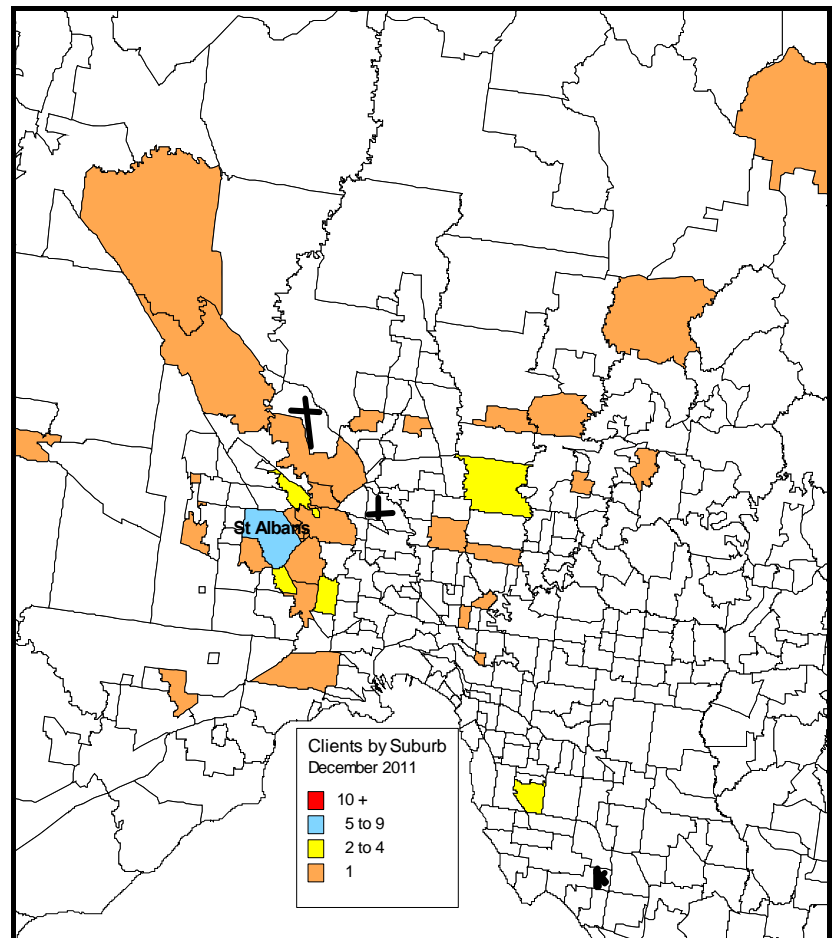
There was one suburb, St Albans, which had 6 clients (coloured blue in Figure 3) for the month of December. During December, 16% of all contacts attributed to Melbourne Airport were lodged by one client from Keilor East.

Table 3.
Melbourne Suburbs
Client and Contact numbers
December 2011

Suburb	Clients	Contacts
Albion	3	49
Altona North	1	1
Attwood	1	1
Bentleigh	2	2
Braybrook	2	2
Cairnlea	1	3
Caroline Springs	1	1
Clifton Hill	1	1
Coburg	1	1
Cremorne	1	1
Dallas	1	1
Diggers Rest	1	1
Doreen	1	1
Eltham North	1	1
Fitzroy	1	2
Kealba	1	1
Keilor	4	15
Keilor East	1	24
Keilor Park	1	1
Kinglake West	1	1
Lalor	1	1
Melton	1	1
Mill Park	1	1
Reservoir	2	2
St Albans	6	17
Sunbury	1	2
Sunshine	1	1
Sunshine North	1	4
Thornbury	1	1
Truganina	1	8
Tullamarine	1	1
Watsonia	1	1
Total 45		150

Figure 3.

Clients Density Map
Melbourne Airport
December 2011



Section 3: Trends for Clients at Melbourne Airport.

The daily count of clients and contacts for the month of December is shown in Figure 4. During December there were up to 7 individuals making contact with the NCIS on any single day. There were four days where 6 or more clients contacted the NCIS; Wednesday 14th (15 contacts from 7 clients), Friday 16th (7 contacts from 7 clients) Tuesday 20th (9 contacts from 6 clients) and Monday 26th (7 contacts from 6 clients).

Figure 4. Clients and Contacts by day for December 2011

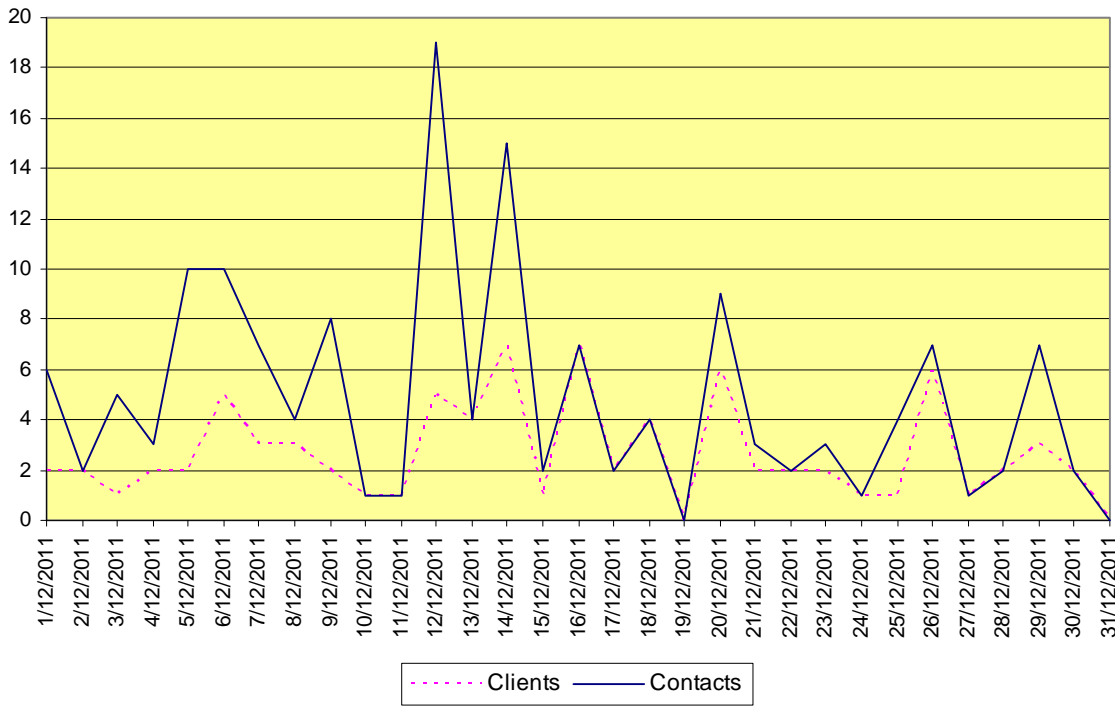


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in January (287) followed by a 5 month period of declining contact numbers. The last 6 months has seen a fluctuation in contacts with the number of clients remaining 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

