

Noise Complaints and Information Service Statistics Report

Perth 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 Perth Airport and exclude those associated with nearby airports such as Jandakot. 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.

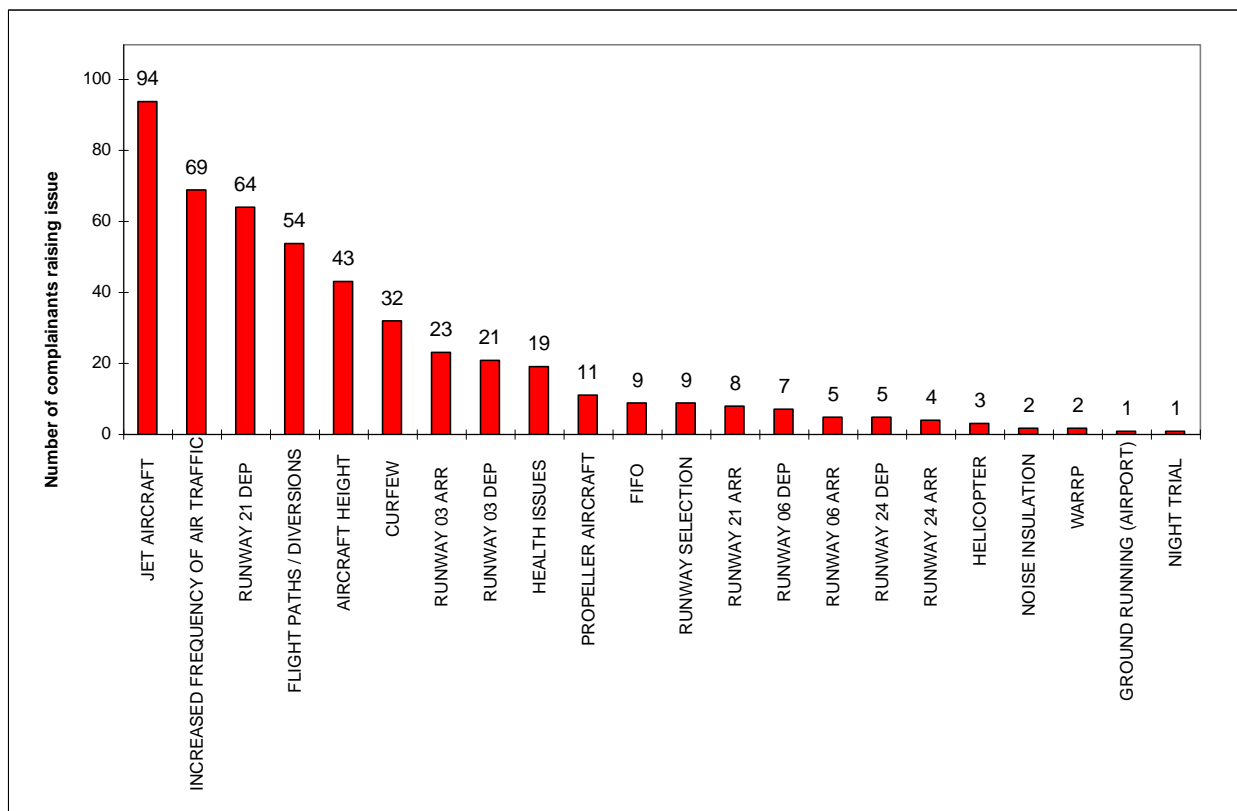
During April 2012, the NCIS recorded 7635 contacts Australia wide. Of these 2473 or 32.4% were attributed to operations at Perth Airport.

Section 1: Contact Issues at Perth 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 22 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 Perth 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/

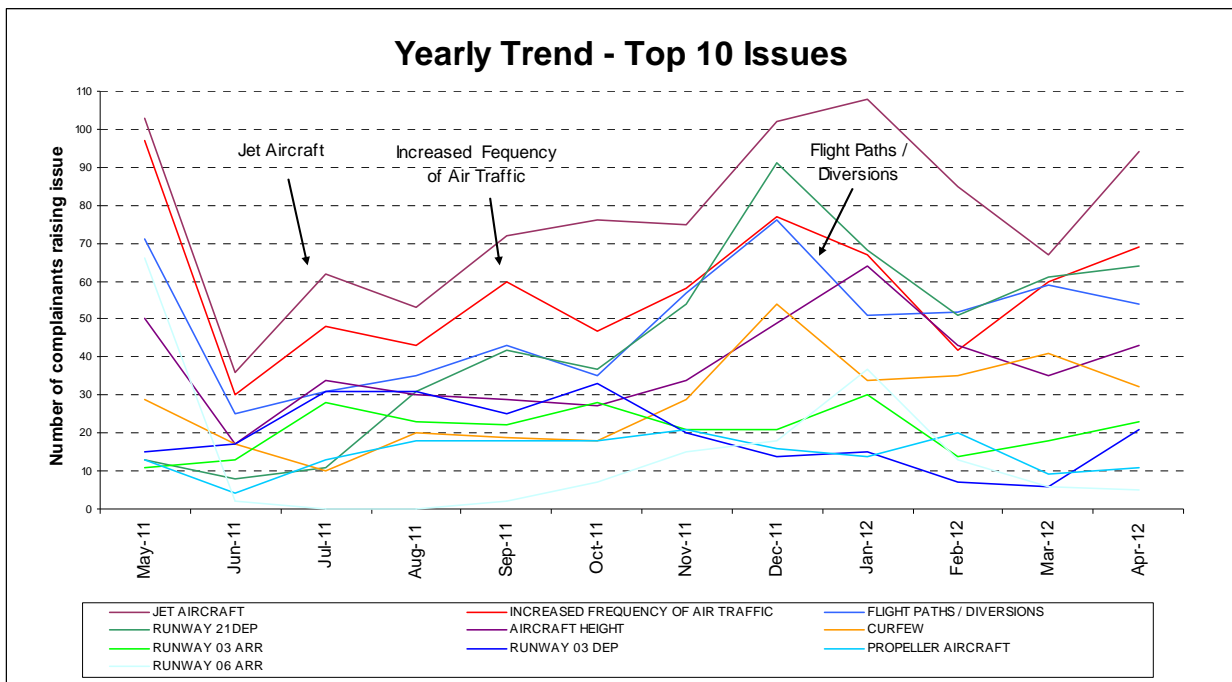
Table 1 lists the issues, the number of clients who raised each issue and the number of contacts that identified the issue, noting that clients may identify multiple issues in each contact. There were four dominant issues, each identified by 54 or more clients; Jet Aircraft (94), Increased Frequency of Air Traffic (69), Runway 21 Departures (64) and Flight Paths / Diversions (54).

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	94	1125
INCREASED FREQUENCY OF AIR TRAFFIC	69	115
RUNWAY 21 DEP	64	162
FLIGHT PATHS / DIVERSIONS	54	115
AIRCRAFT HEIGHT	43	366
CURFEW	32	68
RUNWAY 03 ARR	23	675
RUNWAY 03 DEP	21	63
HEALTH ISSUES	19	27
PROPELLER AIRCRAFT	11	145
FIFO	9	9
RUNWAY SELECTION	9	58
RUNWAY 21 ARR	8	11
RUNWAY 06 DEP	7	295
RUNWAY 06 ARR	5	23
RUNWAY 24 DEP	5	21
RUNWAY 24 ARR	4	45
HELICOPTER	3	5
NOISE INSULATION	2	2
WARRP	2	6
GROUND RUNNING (AIRPORT)	1	1
NIGHT TRIAL	1	1

Contact and client information for Perth 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 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 are; Jet Aircraft, Increased Frequency of Air Traffic and Flight Paths / Diversions.

The crossing runway was closed for maintenance between 6 June and 27 August. Suburbs in line with the crossing runway would have experienced a 3 month period of respite. The period following the resumption of the use of the cross runway, September to December, corresponds to an increase in certain issues (Jet Aircraft, Increased Frequency of Air Traffic, Flight Paths/Diversions, Aircraft Height and Curfew), perhaps as some areas become overflow again.

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	933	12
INCREASED FREQUENCY OF AIR TRAFFIC	698	12
FLIGHT PATHS / DIVERSIONS	589	12
RUNWAY 21 DEP	531	12
AIRCRAFT HEIGHT	455	12
CURFEW	338	12
RUNWAY 03 ARR	252	12
RUNWAY 03 DEP	235	12
PROPELLER AIRCRAFT	175	12
RUNWAY 06 ARR	171	10
HEALTH ISSUES	140	12
RUNWAY 21 ARR	123	12
RUNWAY 06 DEP	102	12
RUNWAY SELECTION	93	12
RUNWAY 24 DEP	74	11
RUNWAY CLOSURE	68	5
RUNWAY 24 ARR	54	12
WARRP	43	12
OTHER*	29	6
HELICOPTER	28	10
NOISE INSULATION	20	9
GROUND RUNNING (AIRPORT)	15	9
FIFO	9	1
NIGHT TRIAL	3	3
ODOUR, VENT, DUMP	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 April 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 73.3% of all the clients' issues raised in the last 12 months are contained in the first seven issues of Table 2.

Section 2: Perth Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts received by the NCIS for each Perth suburb for April 2012. There were a total of 129 clients and 2467 contacts from 60 suburbs (6 contacts did not identify a suburb), which corresponds to a daily average of 82.2 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.

There was one suburb which had ten clients (coloured red in Figure 3) for the month of April. The suburb was Guildford. Guildford is affected by runway 03 departures and runway 21 arrivals. The largest number of contacts from a single client was 1068 (43.3%) from the suburb of Canning Vale. During April 2012 80.7% of contacts for Perth Airport came from five clients.

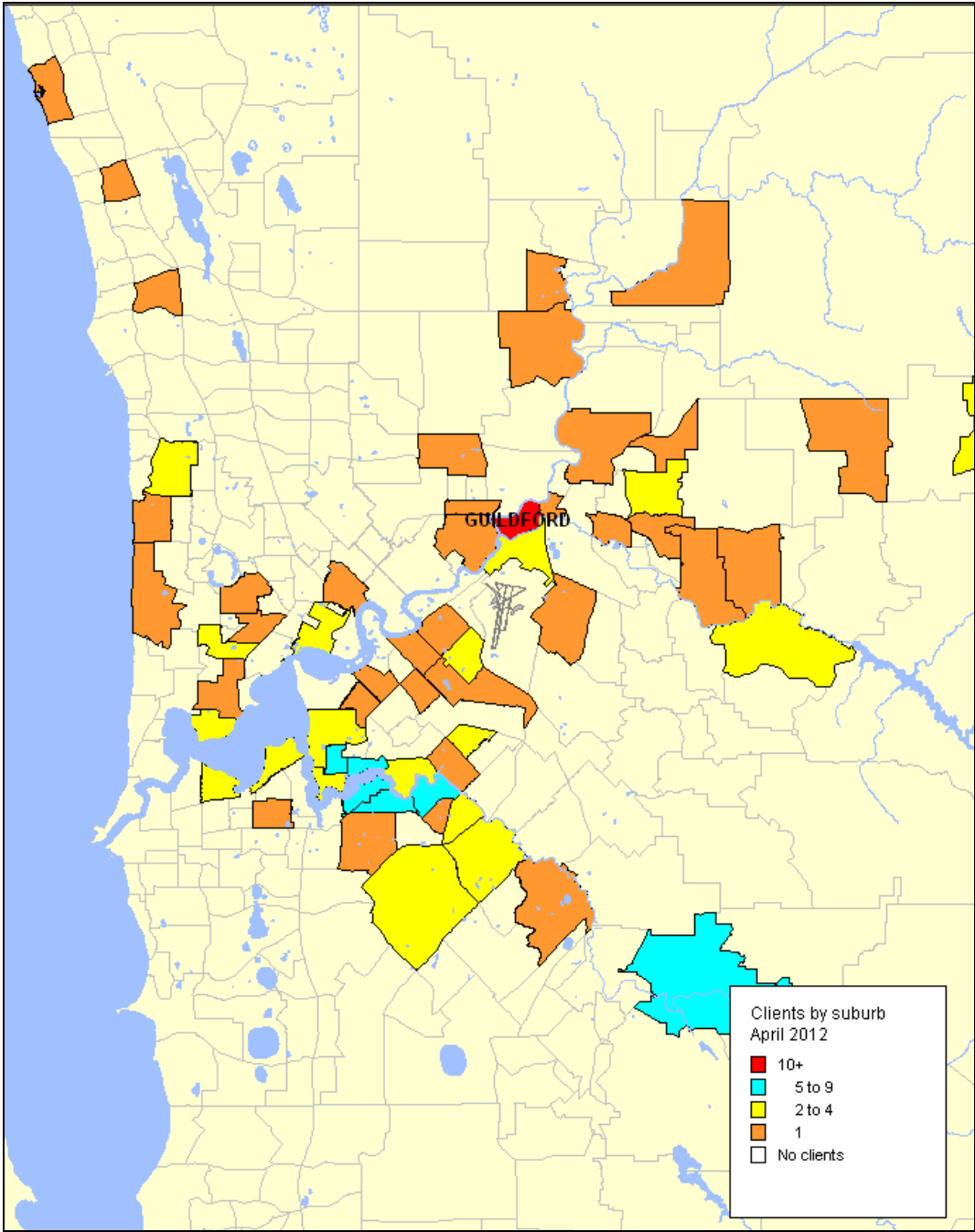
Table 3 Perth Suburbs Client and Contact numbers April 2012

Suburb	Clients	Contacts
APPLECROSS	2	2
ATTADALE	2	2
AVELEY	1	1
BASSENDAN	1	2
BEECHBORO	1	31
BELLEVUE	1	1
BELMONT	1	3
BOORAGOON	1	1
BRIGADOON	1	3
CANNING VALE	2	1069
CANNINGTON	1	1
CARLISLE	1	27
CHIDLOW	2	6
CITY BEACH	1	3
CLOVERDALE	2	2
COMO	2	36
CRAIGIE	1	1
CURRAMBINE	1	2
DALKEITH	3	4
DARLINGTON	1	1
EDEN HILL	1	1
FERNDALE	8	451
GLEN FORREST	1	1
GOSNELLS	1	3
GREENMOUNT	1	126
GUILDFORD	10	16
HENLEY BROOK	1	3
HIGH WYCOMBE	1	8
JANE BROOK	1	1
KARRINYUP	2	4
KENSINGTON	1	3

Suburb	Clients	Contacts
KEWDALE	1	2
LANGFORD	3	8
LYNWOOD	1	1
MANNING	6	12
MIDDLE SWAN	1	1
MINDARIE	1	1
MOUNT LAWLEY	1	1
NEDLANDS	1	2
PAULLS VALLEY	3	180
PERTH	2	3
QUEENS PARK	3	5
RIVERTON	9	36
RIVERVALE	1	6
ROLEYSTONE	6	118
SALTER POINT	3	13
SCARBOROUGH	1	1
SHELLEY	6	11
SHENTON PARK	2	4
SOUTH GUILDFORD	4	7
STONEVILLE	1	206
SUBIACO	1	1
SWAN VIEW	2	5
THORNLIE	3	7
VICTORIA PARK	1	7
WATERFORD	5	7
WEMBLEY	1	1
WILLETTON	1	1
WILSON	2	2
WOODBIDGE	1	3
Total	129	2467

Figure 3.

Clients Density Map Perth Airport April 2012



Section 3: Trends for Clients at Perth Airport.

The daily count of clients and contacts for the month of April is shown in Figure 4. During April there were up to 25 clients making contact with the NCIS on any single day. There were five days where more than 14 clients contacted the NCIS; Tuesday 3rd (16 clients made 120 contacts), Wednesday 4th (14 clients made 264 contacts), Tuesday 10th (14 clients made 35 contacts), Saturday 14th (14 clients made 74 contacts) and Tuesday 17th (25 clients made 41 contacts).

Figure 4. Clients and Contacts by day for April 2012

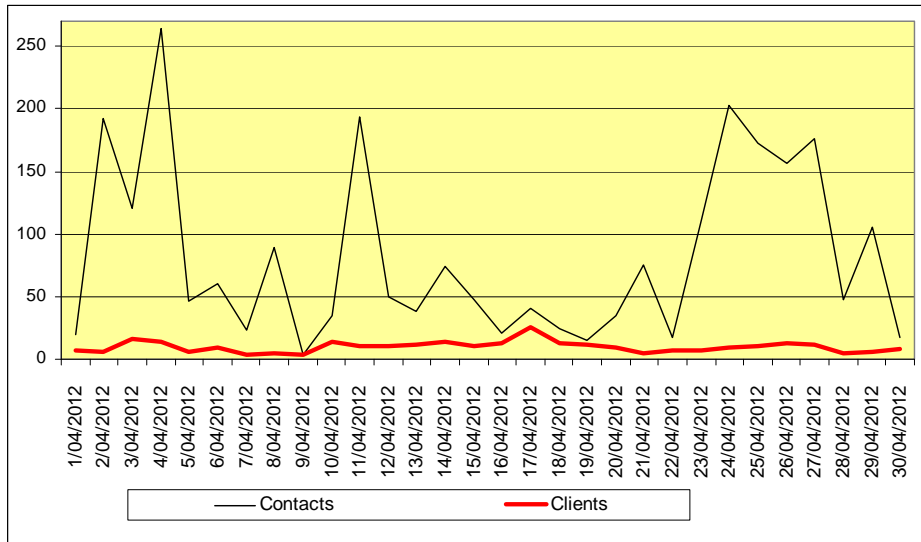
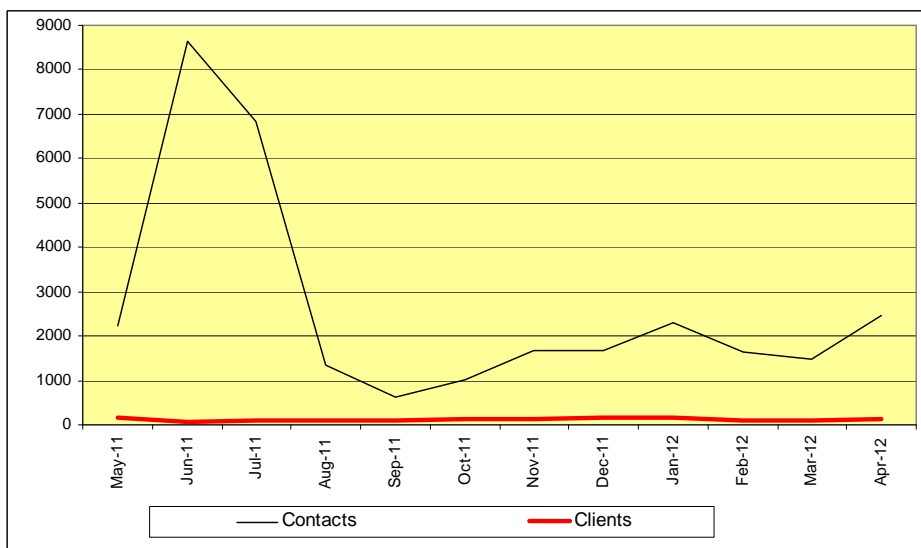


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The number of contacts with the NCIS peaked during June 2011 (8630). Interestingly during this 12 month period June has the lowest number of clients (58), well short of the monthly average of 121.5 clients. The month of May 2011 saw 176 clients make 2243 contacts. 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



During June – July 2011 one client made 14,560 contacts. This represents 94.2% of the total contacts for June – July 2011.