

# **Noise Complaints and Information Service Statistics Report**

Perth Airport – July 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 WebTrak<sup>1</sup>, 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.

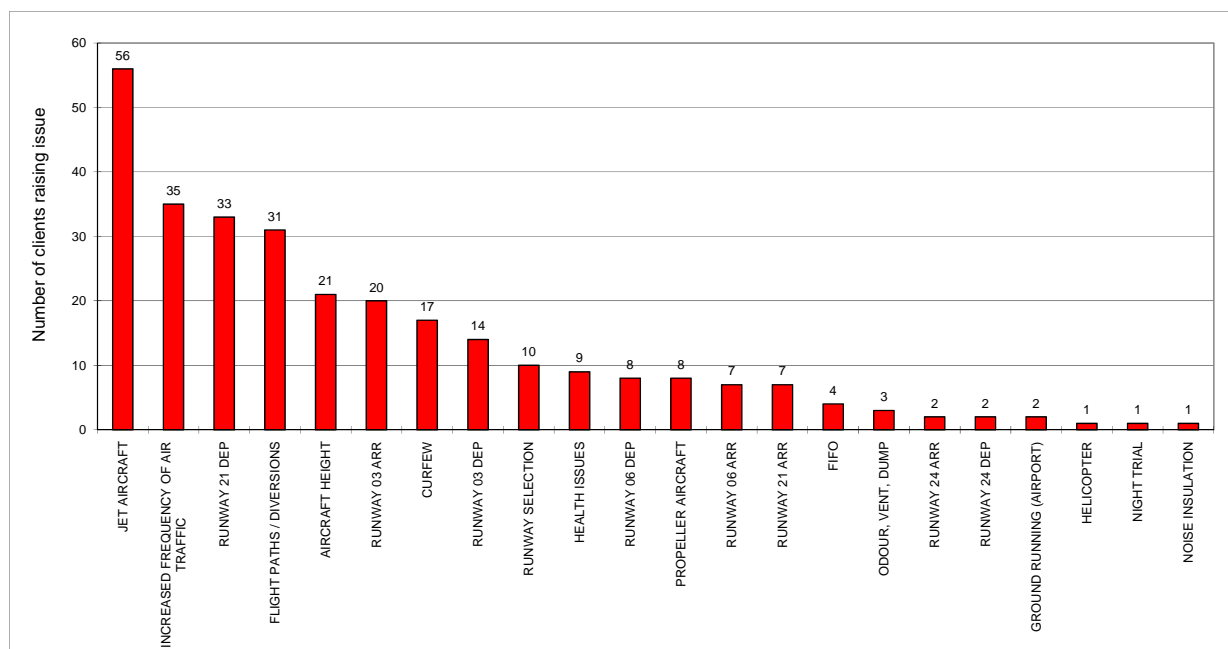
During July 2012, the NCIS recorded 7777 contacts Australia wide. Of these 2587 or 33.3% were attributed to operations at Perth Airport.

### 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 July 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 July 2012**



<sup>1</sup> 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/](http://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 31 or more clients; Jet Aircraft (56), Increased Frequency of Air Traffic (35), Runway 21 Departures (33) and Flight Paths / Diversions (31).

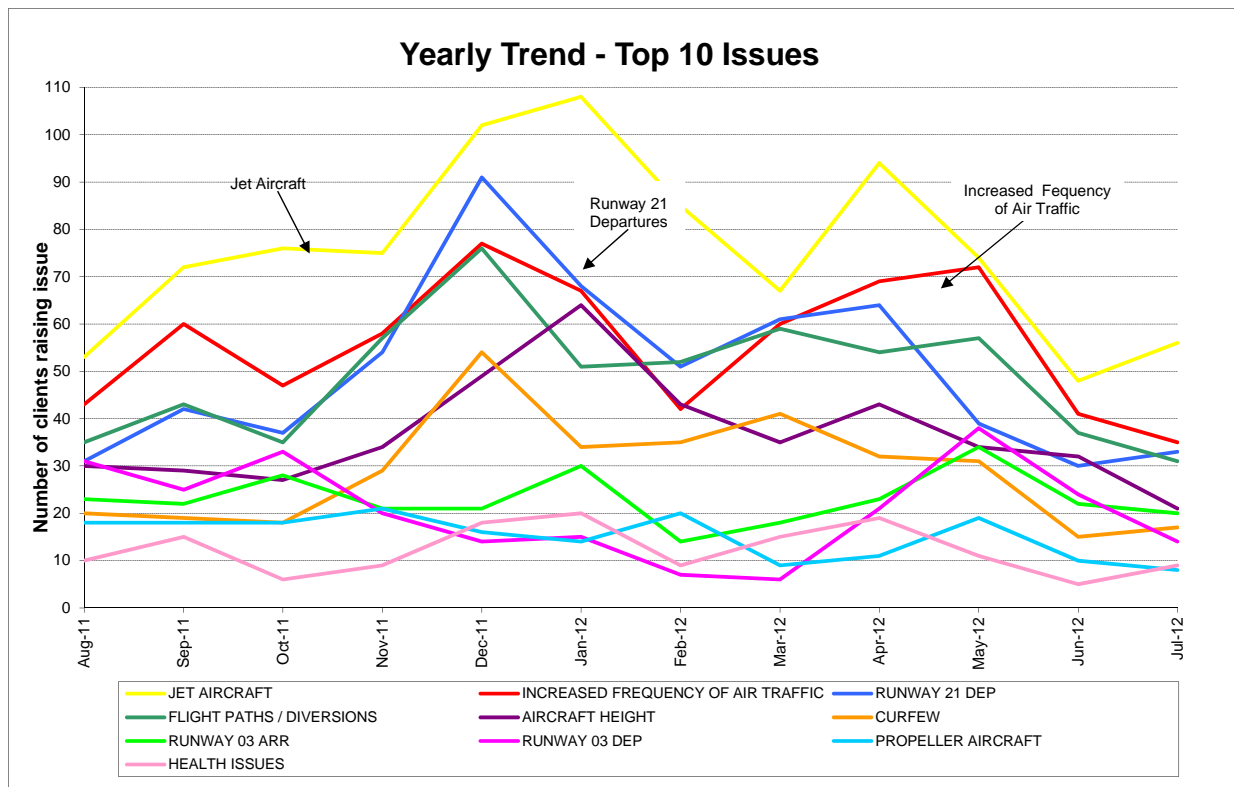
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - July 2012**

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	56	811
INCREASED FREQUENCY OF AIR TRAFFIC	35	123
RUNWAY 21 DEP	33	91
FLIGHT PATHS / DIVERSIONS	31	109
AIRCRAFT HEIGHT	21	101
RUNWAY 03 ARR	20	430
CURFEW	17	24
RUNWAY 03 DEP	14	70
RUNWAY SELECTION	10	72
HEALTH ISSUES	9	14
RUNWAY 06 DEP	8	284
PROPELLER AIRCRAFT	8	20
RUNWAY 06 ARR	7	17
RUNWAY 21 ARR	7	8
FIFO	4	5
ODOUR, VENT, DUMP	3	3
RUNWAY 24 ARR	2	30
RUNWAY 24 DEP	2	2
GROUND RUNNING (AIRPORT)	2	2
HELICOPTER	1	3
NIGHT TRIAL	1	1
NOISE INSULATION	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** contains the yearly trend for the number of clients raising an issue on a monthly basis (August 2011 to July 2012). Although there are a total of 25 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Runway 21 Departures.

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



During May, June and July 2012 there has been limited use of runway 06 / 24 mainly due to ground works at Perth Airport. This has led to a spike in contacts regarding runway 03 departures.

**Table 2** provides an aggregate of the number of clients raising issues for the 12 months to July 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern. Please note, per month, any one client may raise a number of issues and may be counted multiple times throughout this list.

**Table 2: Summary of the issues raised and the number of clients raising the issue over the period August 2011 to July 2012.**

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	910	12
INCREASED FREQUENCY OF AIR TRAFFIC	671	12
RUNWAY 21 DEP	601	12
FLIGHT PATHS / DIVERSIONS	587	12
AIRCRAFT HEIGHT	441	12
CURFEW	345	12
RUNWAY 03 ARR	276	12
RUNWAY 03 DEP	248	12
PROPELLER AIRCRAFT	182	12
HEALTH ISSUES	146	12
RUNWAY 21 ARR	128	12
RUNWAY 06 ARR	119	11
RUNWAY SELECTION	112	12
RUNWAY 06 DEP	103	12
RUNWAY 24 ARR	55	12
RUNWAY 24 DEP	44	11
WARRP	33	10
HELICOPTER	29	11
RUNWAY CLOSURE	19	2
NOISE INSULATION	18	10
FIFO	16	3
GROUND RUNNING (AIRPORT)	15	9
NIGHT TRIAL	8	6
ODOUR, VENT, DUMP	5	3
OTHER*	3	3

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

Note 62.8% of all the clients' issues raised in the last 12 months are contained in the first five 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 July 2012. There were a total of 84 clients and 2587 contacts from 52 suburbs (one client did not indicate a suburb), which corresponds to a daily average of 83 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 July 2012.

There were two suburbs which had four clients for the month of July. These suburbs were Roleystone (4) and South Guildford (4). The largest number of contacts from a single client was 1503 (58%) from the suburb of Canning Vale.

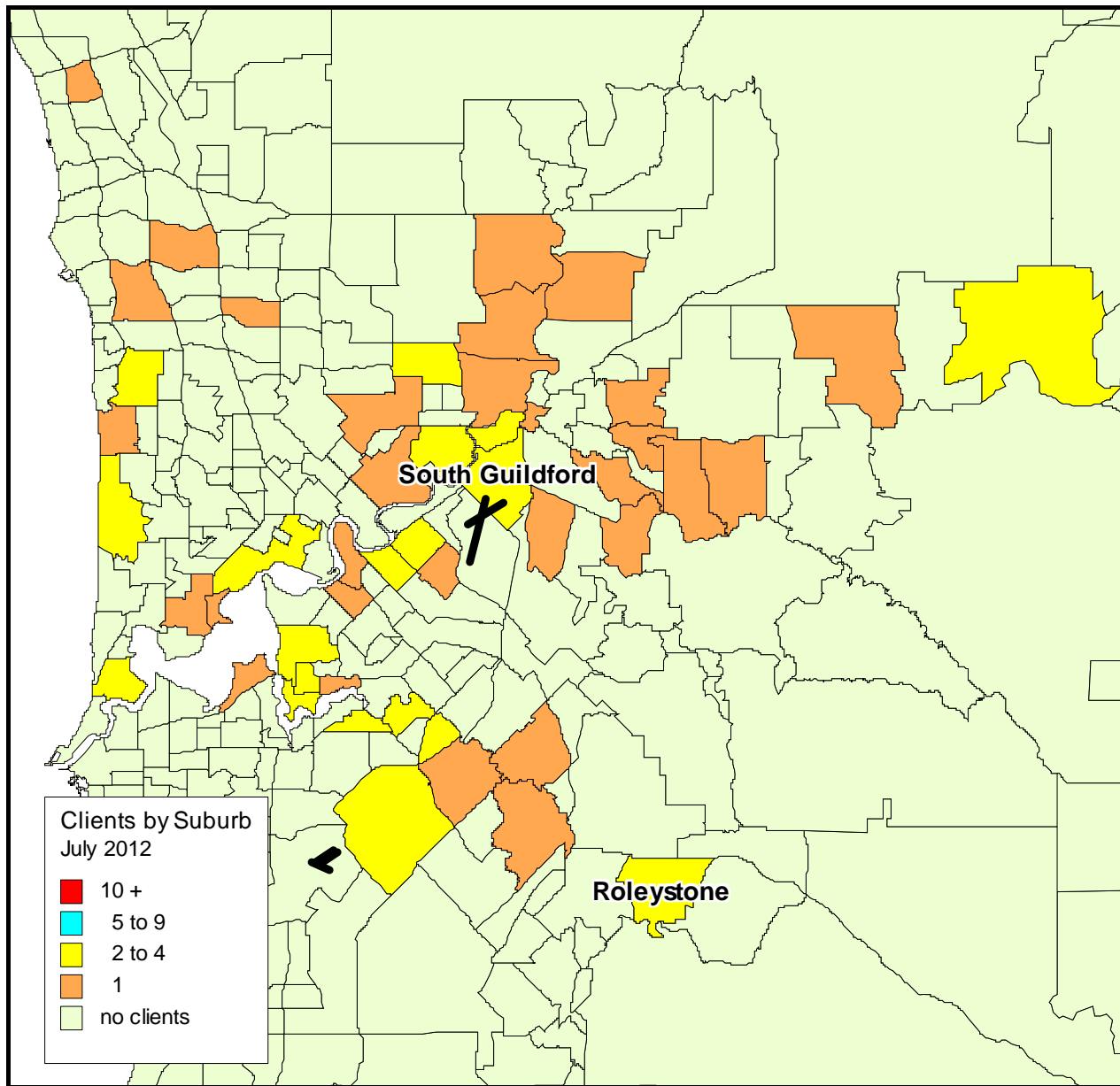
**Table 3: Perth Suburbs Client and Contact numbers July 2012**

Suburb	Clients	Contacts
Applecross	1	1
Aveley	1	1
Bassendean	3	3
Bayswater	1	1
Beechboro	2	38
Belmont	2	10
Burswood	1	1
Canning Vale	3	1505
Caversham	1	2
Chidlow	2	8
City Beach	2	4
Cloverdale	1	1
Como	2	32
Crawley	1	1
Currambine	1	2
Darlington	1	2
Duncraig	1	4
Ferndale	3	190
Girrawheen	1	1
Glen Forrest	1	1
Gooseberry Hill	1	1
Gosnells	1	6
Greenmount	1	160
Guildford	3	4
Helena Valley	1	2
Henley Brook	1	1
Herne Hill	1	1

Suburb	Clients	Contacts
High Wycombe	1	4
Karrinyup	2	6
Kingsley	1	1
Langford	2	3
Maddington	1	1
Manning	3	3
Morley	1	2
Mosman Park	2	2
Nedlands	1	1
Paulls Valley	1	22
Perth	2	3
Piara Waters	1	1
Riverton	3	8
Rivervale	3	9
Roleystone	4	161
Salter Point	3	195
Scarborough	1	3
South Guildford	4	4
Stoneville	1	160
Swan View	1	3
Thornlie	1	1
Victoria Park	1	3
Waterford	1	2
West Swan	1	4
Woodbridge	1	1
<b>Total</b>	<b>84</b>	<b>2587</b>

Figure 3.

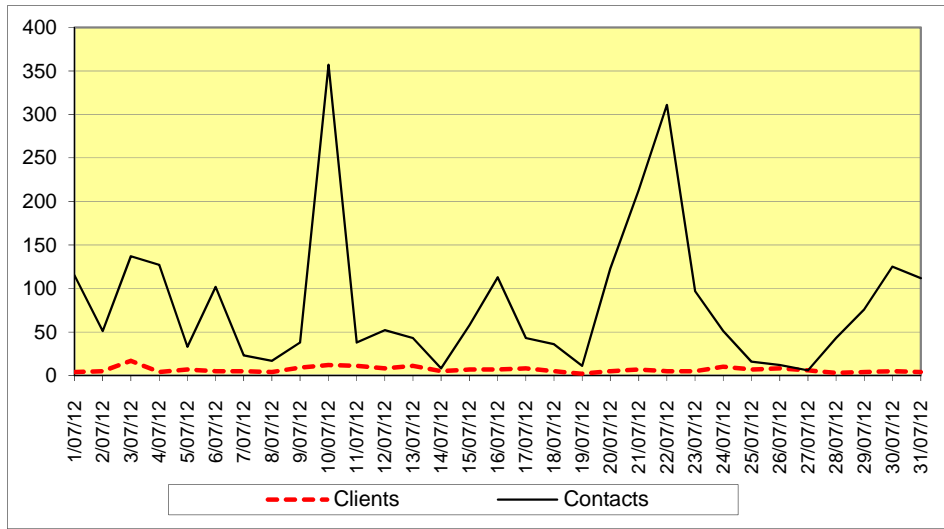
Clients Density Map Perth Airport July 2012



### Section 3: Trends for Clients at Perth Airport.

**Figure 4** shows the daily count of clients and contacts for the month of July. During July there were up to 17 clients making contact with the NCIS on any single day. There were five days where 10 or more clients contacted the NCIS; Tuesday 3<sup>rd</sup> (17 clients made 137 contacts), Tuesday 10<sup>th</sup> (12 clients made 357 contacts), Wednesday 11<sup>th</sup> (11 clients made 38 contacts), Friday 13<sup>th</sup> (11 clients made 43 contacts) and Tuesday 24<sup>th</sup> (10 clients made 51 contacts).

**Figure 4: Clients and Contacts by day for July 2012**



**Figure 5** shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients is 116 per month, the average number of contacts is 1766 per month. December 2011 has the highest total number of clients (161). February 2012 has the highest total number of contacts (2587). During this period 39.6% or 8,403 contacts are attributed to one client. 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**

