

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

Sydney 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 Sydney Airport and exclude those associated with nearby airports such as Bankstown and Camden. The results and analysis in this report reflects the data collected at the time of preparation.

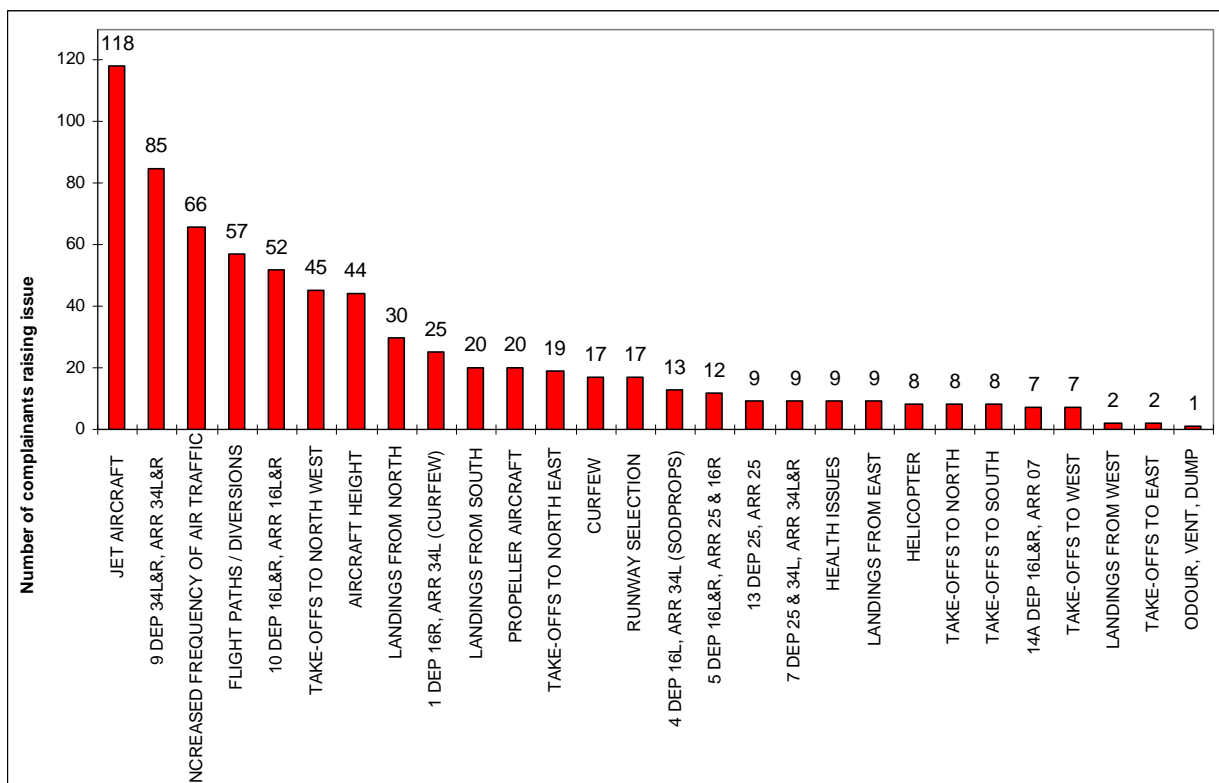
Contacts with the NCIS are made via WebTrak<sup>1</sup>, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of the analysis and management of issues and identification of causal factors. Personal details collected and stored in the NCIS database are done so in accordance with Airservices privacy guidelines.

During April 2012, the NCIS recorded 7635 contacts Australia wide. Of these 2627 or 34.4% were attributed to operations at Sydney Airport.

### Section 1: Contact Issues at Sydney 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 28 issues identified by clients during March 2012. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Sydney Airport.

**Figure 1. Issues identified by clients during April 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 three dominant issues, each identified by 66 or more clients; Jet Aircraft (118), Mode 9 Operations Dep 34L&R, Arr 34L&R (85) and Increased Frequency of Air Traffic (66).

**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	118	2393
9 DEP 34L&R, ARR 34L&R	85	1598
INCREASED FREQUENCY OF AIR TRAFFIC	66	119
FLIGHT PATHS / DIVERSIONS	57	121
10 DEP 16L&R, ARR 16L&R	52	856
TAKE-OFFS TO NORTH WEST	45	1457
AIRCRAFT HEIGHT	44	258
LANDINGS FROM NORTH	30	821
1 DEP 16R, ARR 34L (CURFEW)	25	30
LANDINGS FROM SOUTH	20	31
PROPELLER AIRCRAFT	20	25
TAKE-OFFS TO NORTH EAST	19	30
CURFEW	17	28
RUNWAY SELECTION	17	35
4 DEP 16L, ARR 34L (SODPROPS)	13	36
5 DEP 16L&R, ARR 25 & 16R	12	22
13 DEP 25, ARR 25	9	15
7 DEP 25 & 34L, ARR 34L&R	9	18
HEALTH ISSUES	9	10
LANDINGS FROM EAST	9	17
HELICOPTER	8	9
TAKE-OFFS TO NORTH	8	11
TAKE-OFFS TO SOUTH	8	8
14A DEP 16L&R, ARR 07	7	12
TAKE-OFFS TO WEST	7	17
LANDINGS FROM WEST	2	3
TAKE-OFFS TO EAST	2	2
ODOUR, VENT, DUMP	1	1

Contact and client information for Sydney 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**

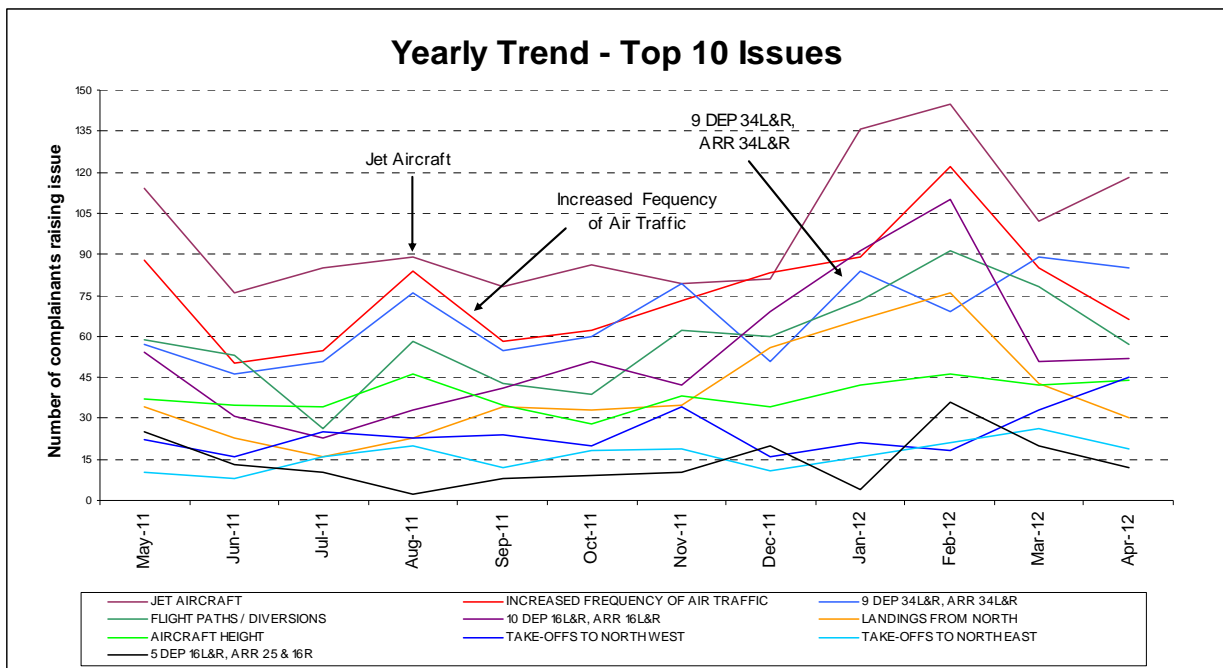


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (May 2011 to April 2012). Although there are a total of 34 issues recorded in the NCIS's database, this figure has been limited to the top 10 issues for the previous 12 months. Over this period the three most dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Mode 9 (Dep 34L&R, Arr 34L&R) operations.

The parallel modes, Mode 9 and Mode 10, are required to be used during periods of high traffic. As a result the peaks in the issue of Frequency of Air Traffic and Jet Aircraft operations align with those periods where there is a peak in the issue of Mode 9 or 10.

The issues trend for Mode 10 (parallel operations landing from the north) tends to have a distinct peak during the summer months which reflects the usual dominant wind direction at this time of the year, from the south to the north.

Mode 5 (Dep 16L&R, Arr 25 & 16R) operations peaked in February due to the Westerly winds that we experienced during the month.

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

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1189	12
INCREASED FREQUENCY OF AIR TRAFFIC	915	12
9 DEP 34L&R, ARR 34L&R	802	12
FLIGHT PATHS / DIVERSIONS	699	12
10 DEP 16L&R, ARR 16L&R	648	12
LANDINGS FROM NORTH	469	12
AIRCRAFT HEIGHT	461	12
TAKE-OFFS TO NORTH WEST	297	12
TAKE-OFFS TO NORTH EAST	196	12
5 DEP 16L&R, ARR 25 & 16R	169	12
1 DEP 16R, ARR 34L (CURFEW)	164	12
CURFEW	161	12
RUNWAY SELECTION	156	12
14A DEP 16L&R, ARR 07	141	11
PROPELLER AIRCRAFT	140	12
7 DEP 25 & 34L, ARR 34L&R	136	12
TAKE-OFFS TO NORTH	129	12
LANDINGS FROM EAST	121	12
LANDINGS FROM WEST	120	12
LANDINGS FROM SOUTH	120	12
TAKE-OFFS TO SOUTH	115	12
HEALTH ISSUES	96	12
TAKE-OFFS TO WEST	85	11
HELICOPTER	70	12
4 DEP 16L, ARR 34L (SODPROPS)	65	11
TAKE-OFFS TO EAST	61	12
13 DEP 25, ARR 25	50	8
NOISE INSULATION	24	10
12 DEP 07, ARR 07	21	7
OTHER*	19	7
ODOUR, VENT, DUMP	16	9
GROUND RUNNING (AIRPORT)	13	6
8 DEP 25 & 34L&R, ARR 34L&R	7	4
15 DEP 34R, ARR 34L	5	5
6A DEP 34L & 07, ARR 34L	4	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 53.9% of all clients' raising issues in the last 12 months are contained in the first five issues of Table 2.

## Section 2: Sydney Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts for each Sydney suburb for April 2012. There were a total of 196 clients and 2624 contacts from 95 suburbs, which corresponds to a daily average of 87.5 contacts per day. Note there were 3 contacts that did not provide a suburb; these do not appear in Table 3 nor in Figure 3.

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.

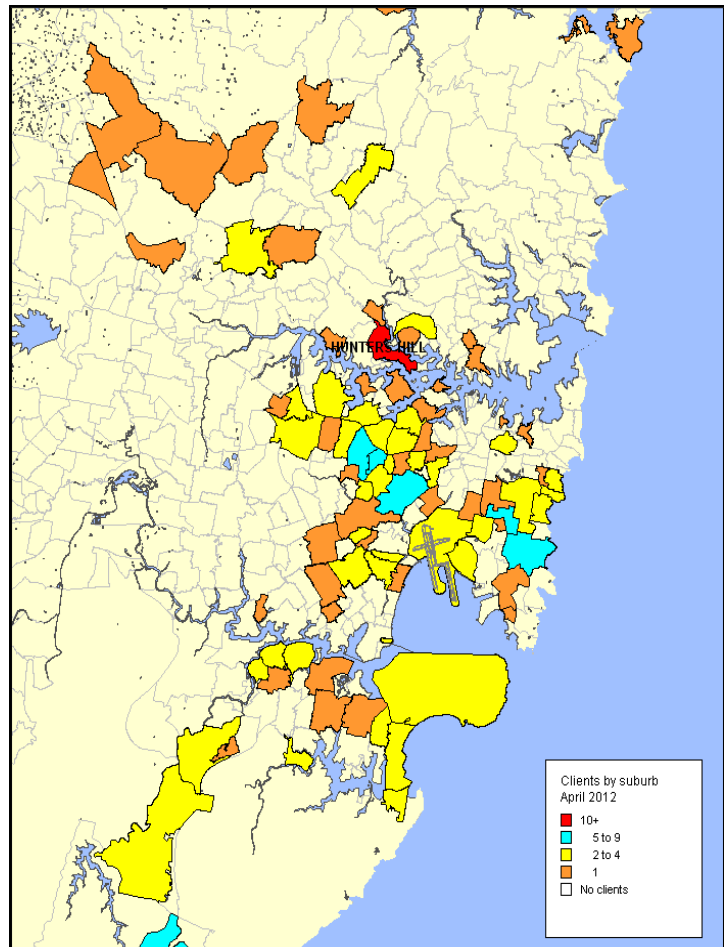
There was one suburb which had 10 clients (coloured red in Figure 3) for the month of April. The suburb was Hunters Hill. During April 1,960 (74.7%) of all contacts attributed to Sydney Airport were lodged by one client from Kellyville.

**Table 3. Sydney Suburbs Client and Contact numbers – April 2012**

Suburb	Clients	Contacts	Suburb	Clients	Contacts
ABBOTSFORD	1	1	EARLWOOD	1	1
ANNANDALE	1	3	EAST RYDE	1	1
ASHBURY	1	1	EASTLAKES	3	16
ASHFIELD	5	5	ELIZABETH BAY	1	1
BANKSIA	2	2	ENGADINE	2	2
BARDWELL PARK	2	3	EPPING	1	1
BARDWELL VALLEY	1	2	FIVE DOCK	3	5
BEROWRA	1	4	GLENWOOD	1	1
BEROWRA HEIGHTS	1	1	GRAYS POINT	2	2
BEXLEY	2	10	HABERFIELD	4	4
BIRCHGROVE	1	1	HEATHCOTE	2	2
BONNET BAY	2	4	HELENSBURGH	6	10
BOTANY	3	8	HOMEBUSH	2	2
BRIGHTON-LE-SANDS	1	1	HOMEBUSH WEST	1	1
BRONTE	2	2	HORNSBY	1	1
BUNDEENA	4	5	HUNTERS HILL	10	29
BURWOOD	1	2	HURLSTONE PARK	4	8
CAMPERDOWN	1	10	HURSTVILLE	1	1
CARINGBAH	1	1	JANNALI	1	1
CARLINGFORD	4	16	KELLYVILLE	1	1960
CASTLE HILL	1	1	KENSINGTON	1	1
CHERRYBROOK	1	4	KINGSFORD	6	17
CHURCH POINT	1	1	KINGSGROVE	1	9
CLOVELLY	2	2	KURNELL	2	3
COMO	2	3	LANE COVE	2	4
CONCORD	4	46	LEICHHARDT	2	2
COOGEE	2	2	LEWISHAM	2	2
CRONULLA	3	3	LILYFIELD	2	2
CROWS NEST	1	1	MAROUBRA	5	8
CROYDON	4	11	MARRICKVILLE	7	13
DACEYVILLE	1	1	MASCOT	3	15
DOLLS POINT	2	2	MATRAVILLE	1	1
DOUBLE BAY	1	1	MIRANDA	1	1
DRUMMOYNE	1	1	NEWPORT	1	1
DULWICH HILL	4	8	NEWTOWN	3	3

Suburb	Clients	Contacts
NORTH SYDNEY	1	1
OYSTER BAY	2	6
PADDINGTON	2	2
PEAKHURST HEIGHTS	1	2
PETERSHAM	1	1
PHILLIP BAY	1	1
PUTNEY	1	1
RANDWICK	3	4
RIVERVIEW	1	4
ROCKDALE	4	6
ROSEBERY	1	1
ROZELLE	1	1
SOUTH HURSTVILLE	1	1
ST PETERS	1	1
STANMORE	2	6
STANWELL TOPS	1	2
STRATHFIELD	2	155
SUMMER HILL	7	111
SYLVANIA	1	2
TURRAMURRA	2	2
WARRIMOO	1	1
WAVERLEY	1	1
WINSTON HILLS	1	1
WOOLOOWARE	2	2
YARRAWARRAH	1	9
<b>Total</b>	<b>196</b>	<b>2624</b>

**Figure 1 Clients density map for Sydney Airport - April 2012**



### Section 3: Trends for Clients at Sydney 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 individuals making contact with the NCIS on any single day. There were four days where 19 or more clients contacted the NCIS; Sunday 15<sup>th</sup> (19 clients made 84 contacts), Saturday 21<sup>st</sup> (22 clients made 102 contacts), Sunday 22<sup>nd</sup> (19 clients made 143 contacts) and Monday 23<sup>rd</sup> (25 clients made 252 contacts).

**Figure 4 Clients and Contacts by day for April 2012**

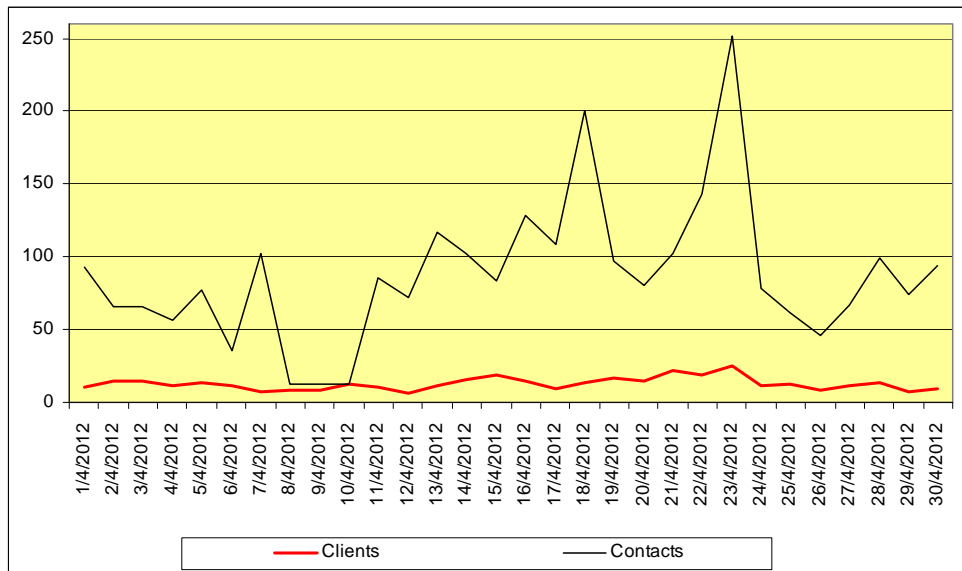


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the monthly average for clients was 187 and the average for contacts was 2521. The last six months has seen a marked variation in contacts with a peak in November 2011 and March 2012 due to Mode 10 (Dep 16L&R, Arr 16L&R) operations without a noticeable increase of clients. 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**

