

Noise Complaints and Information Service Statistics Report

Sydney Airport – January 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 out of 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.

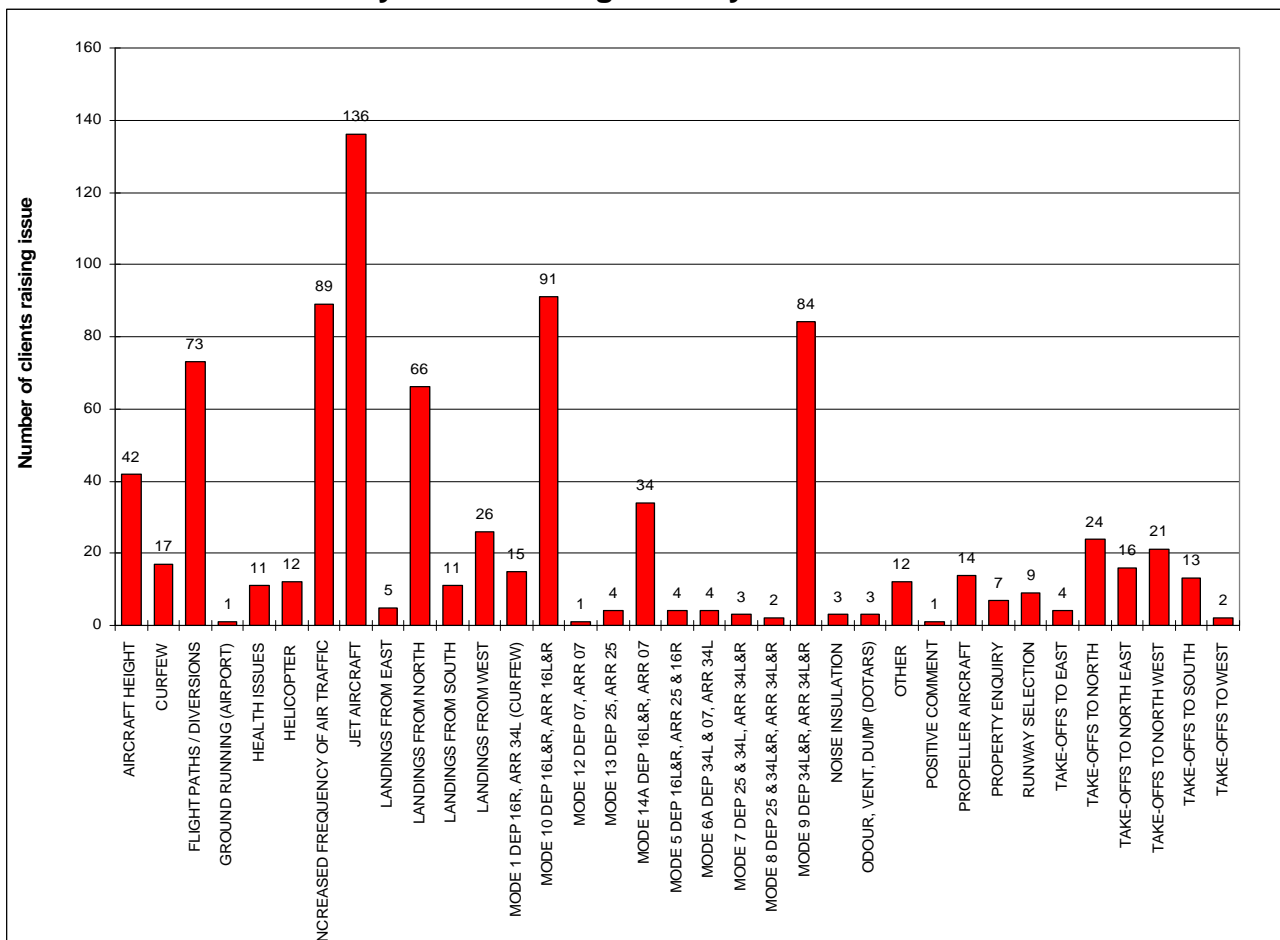
Contacts made with the NCIS are done via WebTrak¹, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of complaint management, analysis of issues and identification of causal factors. Personal details collected and stored in the NCIS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

During January 2012, the NCIS recorded 8638 contacts Australia wide. Of these 2773 or 32.1% 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 35 issues identified by clients during January 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 January 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 84 or more clients; Jet Aircraft (136), Mode 10 Operations (Dep16L&R, Arr 16L&R - 91), Increased Frequency of Air Traffic (89) and Mode 9 Operations (Dep 34L&R, Arr 34L&R - 84).

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

Issue	Number of Clients	Number of Contacts
AIRCRAFT HEIGHT	42	126
CURFEW	17	20
FLIGHT PATHS / DIVERSIONS	73	224
GROUND RUNNING (AIRPORT)	1	1
HEALTH ISSUES	11	16
HELICOPTER	12	15
INCREASED FREQUENCY OF AIR TRAFFIC	89	270
JET AIRCRAFT	136	2524
LANDINGS FROM EAST	5	9
LANDINGS FROM NORTH	66	933
LANDINGS FROM SOUTH	11	13
LANDINGS FROM WEST	26	65
MODE 1: DEP 16R, ARR 34L (CURFEW)	15	16
MODE 10: DEP 16L&R, ARR 16L&R	91	1081
MODE 12: DEP 07, ARR 07	1	1
MODE 13: DEP 25, ARR 25	4	5
MODE 14A: DEP 16L&R, ARR 07	34	79
MODE 5: DEP 16L&R, ARR 25 & 16R	4	9
MODE 6A: DEP 34L & 07, ARR 34L	4	4
MODE 7: DEP 25 & 34L, ARR 34L&R	3	8
MODE 8: DEP 25 & 34L&R, ARR 34L&R	2	3
MODE 9: DEP 34L&R, ARR 34L&R	84	1510
NOISE INSULATION	3	3
ODOUR, VENT, DUMP	3	3
OTHER*	12	15
POSITIVE COMMENT	1	1
PROPELLER AIRCRAFT	14	19
PROPERTY ENQUIRY	7	9
RUNWAY SELECTION	9	15
TAKE-OFFS TO EAST	4	4
TAKE-OFFS TO NORTH	24	46
TAKE-OFFS TO NORTH EAST	16	237
TAKE-OFFS TO NORTH WEST	21	1158
TAKE-OFFS TO SOUTH	13	14
TAKE-OFFS TO WEST	2	6

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

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
December 2011 to January 2012**

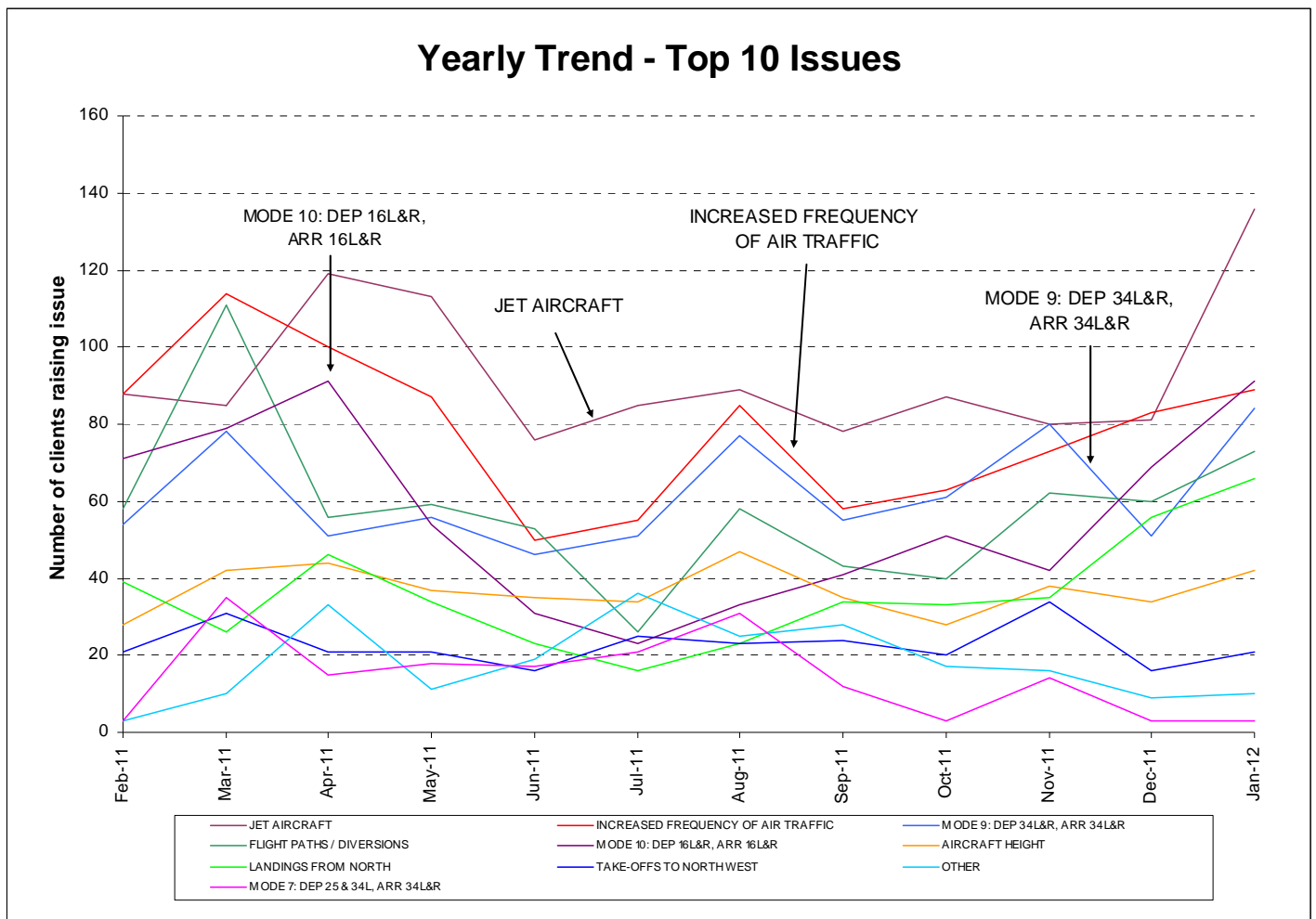


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (February 2011 to January 2012). Although there are a total of 39 issues recorded in the NCIS’s database, this figure has been limited to the top 10 issues for the previous 12 months. 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).

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 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.

Table 2: Summary of the issues raised and the number of clients raising the issue over the period February 2011 to January 2012.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1117	12
INCREASED FREQUENCY OF AIR TRAFFIC	945	12
MODE 9: DEP 34L&R, ARR 34L&R	744	12
FLIGHT PATHS / DIVERSIONS	699	12
MODE 10: DEP 16L&R, ARR 16L&R	676	12
AIRCRAFT HEIGHT	444	12
LANDINGS FROM NORTH	431	12
TAKE-OFFS TO NORTH WEST	273	12
OTHER*	217	12
MODE 7: DEP 25 & 34L, ARR 34L&R	175	12
MODE 14A: DEP 16L&R, ARR 07	174	11
TAKE-OFFS TO NORTH EAST	165	12
MODE 5: DEP 16L&R, ARR 25 & 16R	158	12
RUNWAY SELECTION	142	12
TAKE-OFFS TO SOUTH	138	12
LANDINGS FROM WEST	135	12
PROPERTY ENQUIRY	134	12
TAKE-OFFS TO NORTH	133	12
MODE 1: DEP 16R, ARR 34L (CURFEW)	128	12
CURFEW	124	12
LANDINGS FROM SOUTH	116	12
PROPELLER AIRCRAFT	114	12
LANDINGS FROM EAST	105	12
TAKE-OFFS TO WEST	105	12
HEALTH ISSUES	96	12
TAKE-OFFS TO EAST	80	12
MODE 4: DEP 16L, ARR 34L (SODPROPS)	70	11
HELICOPTER	63	12
MODE 13: DEP 25, ARR 25	43	9
NOISE INSULATION	24	11
MODE 12: DEP 07, ARR 07	20	7
POSITIVE COMMENT	16	10
GROUND RUNNING (AIRPORT)	15	8
PRM	15	9
ODOUR, VENT, DUMP	13	8
MODE 8: DEP 25 & 34L&R, ARR 34L&R	8	5
MODE 15: DEP 34R, ARR 34L	7	6
MODE 6A: DEP 34L & 07, ARR 34L	4	1
SACL RESA RWY 07 25 CLOSURE	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 January 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 52% of all the clients' issues raised 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 January 2012. There were a total of 233 clients and 2773 contacts from 105 suburbs, which corresponds to a daily average of 89.4 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 January 2012.

There were three suburbs which had 10 or more clients (coloured red in Figure 3) for the month of January. These were; Leichhardt (20), Hunters Hill (16) and Drummoyne (10). During January, 69.2% of all contacts attributed to Sydney Airport were lodged by one client from Kellyville.

Table 3. Sydney Suburbs Client and Contact numbers – January 2011

SUBURB	Clients	Contacts	SUBURB	Clients	Contacts
Not Specified	3	8	Grays Point	1	1
Abbotsford	1	2	Gymea Bay	1	2
Alexandria	1	1	Heathcote	1	1
Annandale	2	2	Henley	1	1
Ashfield	6	13	Hornsby	1	1
Balmain	1	1	Hornsby Heights	1	1
Balmain East	1	1	Hunters Hill	16	38
Banksia	2	6	Huntleys Point	1	1
Bardwell Park	1	1	Hurlstone Park	2	4
Baulkham Hills	2	3	Hurstville	4	7
Bellevue Hill	1	1	Kellyville	1	1919
Beverly Hills	1	1	Kensington	7	7
Bexley	9	48	Killara	2	2
Bondi Junction	1	1	Kingsford	2	4
Bonnet Bay	2	12	Kingsgrove	1	6
Botany	1	1	Kurnell	4	5
Bundeena	1	3	Lane Cove	1	1
Camperdown	1	1	Leichhardt	20	30
Caringbah	2	4	Lilyfield	2	2
Centennial Park	1	1	Lindfield	1	1
Concord	3	4	Longueville	2	2
Coogee	1	1	Manly Vale	1	1
Cronulla	3	3	Maroubra	3	3
Croydon	2	3	Marrickville	3	3
Darling Point	1	1	Marsfield	2	2
Double Bay	2	2	Mascot	3	5
Drummoyne	10	11	McMahons Point	1	2
Dulwich Hill	1	1	Mortdale	4	18
East Ryde	2	2	Newtown	5	5
Eastgardens	1	2	North Rocks	1	1
Eastlakes	2	253	North Ryde	4	7
Enmore	1	1	Paddington	2	3
Ermington	2	2	Padstow	2	2
Five Dock	1	1	Panania	1	1
Forest Lodge	1	2	Peakhurst	2	3
Forestville	1	1	Peakhurst Heights	1	2
Gladesville	1	1	Penshurst	5	5
Glebe	2	2	Picnic Point	2	3
Glenhaven	1	1	Pymble	2	4
Gordon	2	6	Pyrmont	1	1

Table 3. Sydney Suburbs Client and Contact numbers – January 2011

SUBURB	Clients	Contacts
Queens Park	1	1
Ramsgate	2	2
Randwick	1	1
Revesby	1	1
Riverview	1	1
Rooty Hill	1	10
Rosebery	2	3
Russell Lea	1	1
Sans Souci	3	3
St Peters	2	2
Stanmore	2	4
Strathfield	2	92
Summer Hill	2	109

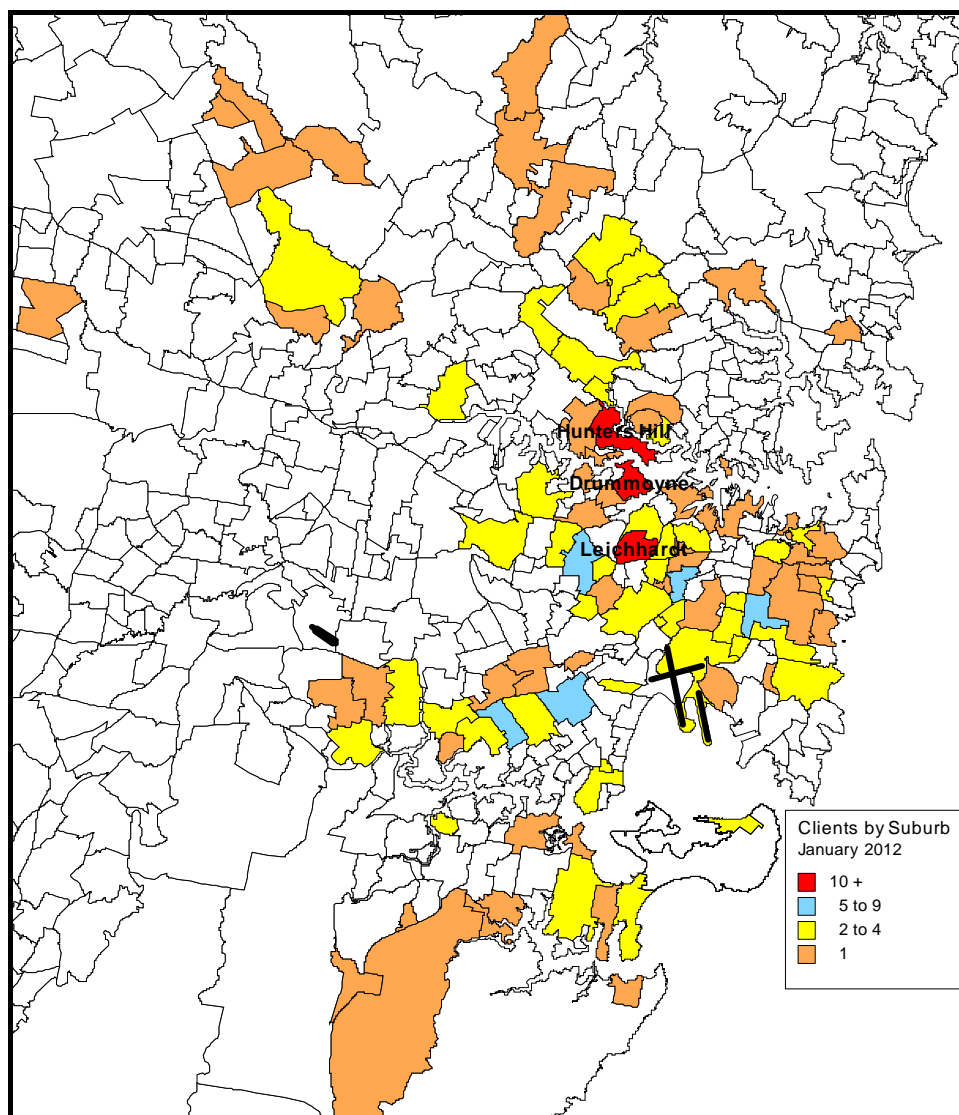
SUBURB	Clients	Contacts
Sydenham	2	2
Sydney	1	3
Sylvania	1	2
Taren Point	1	2
Wahroonga	1	1
Waverley	2	3
West Pymble	1	3
Winston Hills	1	1
Woollahra	1	1
Woolooware	1	4
Yarrawarrah	1	1
Zetland	2	2

Total Clients 233

Total Contacts 2773

**Clients Density Map
Sydney Airport
January 2012**

Figure 3.



Section 3: Trends for Clients at Sydney Airport.

The daily count of clients and contacts for the month of January is shown in Figure 4. During January there were up to 25 individuals making contact with the NCIS on any single day. There were three days where 20 or more clients contacted the NCIS; Tuesday 24th (44 contacts from 25 clients), Tuesday 17th (99 contacts from 21 clients), and Monday 23rd January (89 contacts from 21 clients).

Figure 4. Clients and Contacts by day for January 2012

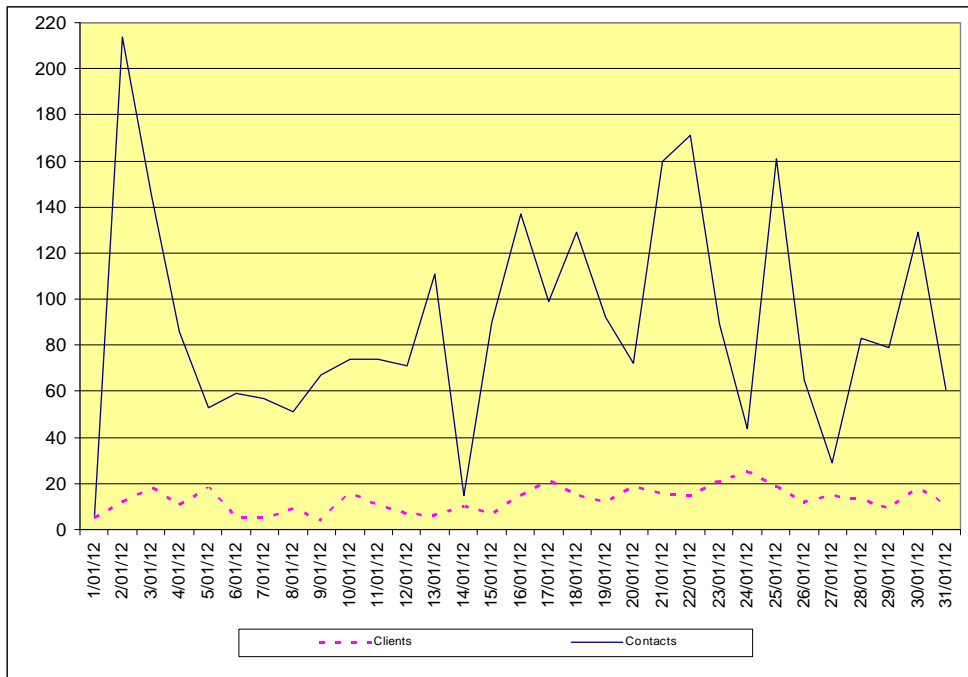


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The monthly rate for clients has been between 148 (June) and 244 (April) with an average of 187 clients per month. For December and January (last two months) the monthly rate was towards the upper end of this range, 172 and 233. Contact numbers tend to be around 2400 contacts per month. The last five months has seen a marked increase in the variation in 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

