

Noise Complaints and Information Service Statistics Report

Sydney Airport – June 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.

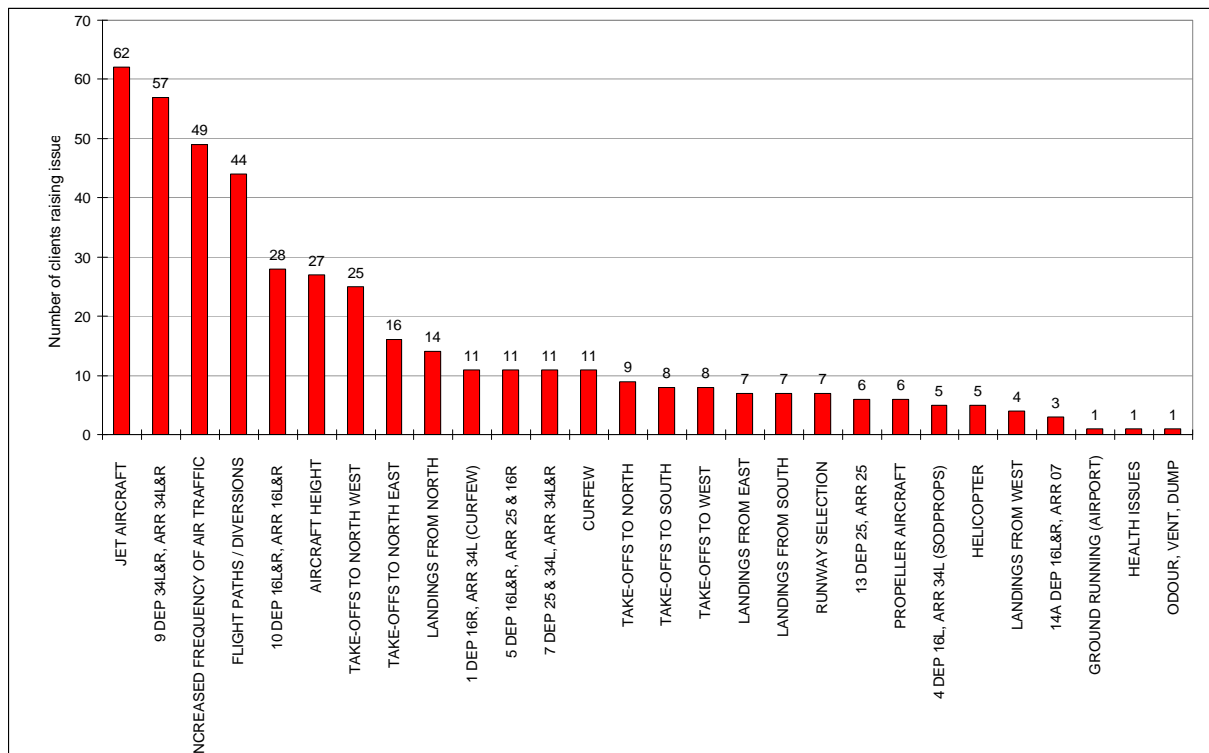
Contacts with the NCIS are made via WebTrak¹, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of the analysis and management of issues and identification of causal factors. Personal details collected and stored in the NCIS database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

During June 2012, the NCIS recorded 6552 contacts Australia wide. Of these 2491 or 38% 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 June 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 June 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 44 or more clients; Jet Aircraft (62), Mode 9 Operations Dep 34L&R, Arr 34L&R (57), Increased Frequency of Air Traffic (49) and Flight Paths / Diversions (44).

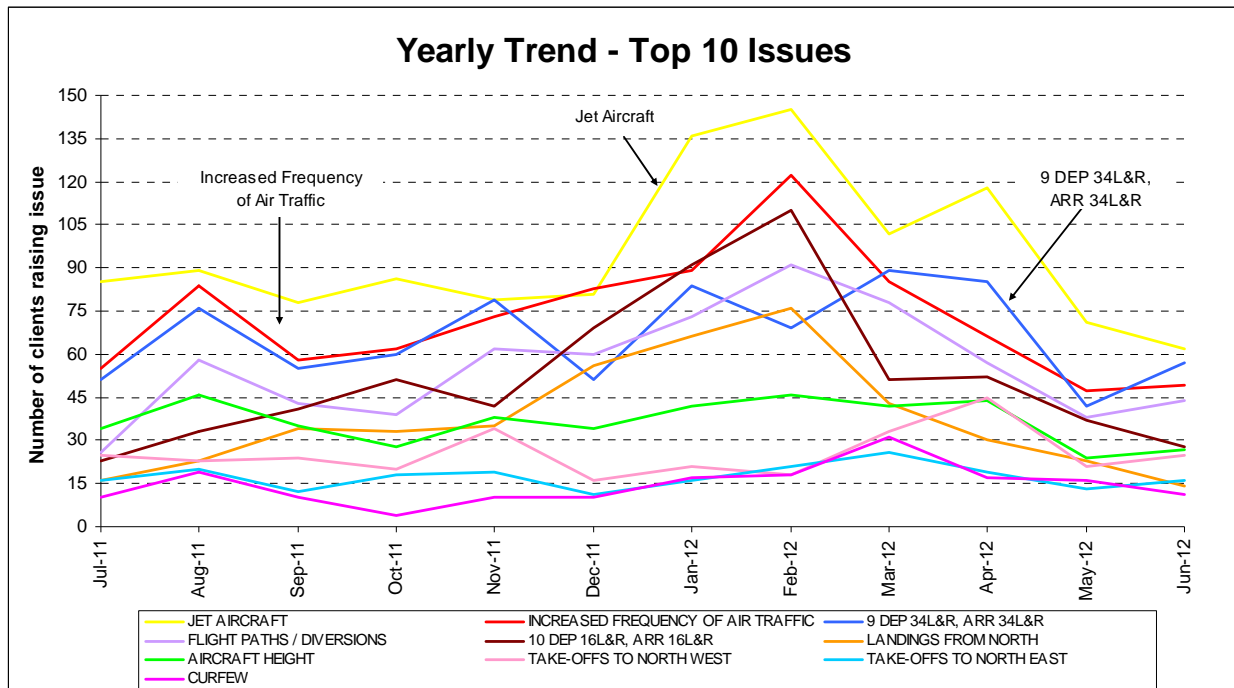
Table 1 List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - June 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	62	2262
9 DEP 34L&R, ARR 34L&R	57	1327
INCREASED FREQUENCY OF AIR TRAFFIC	49	86
FLIGHT PATHS / DIVERSIONS	44	85
10 DEP 16L&R, ARR 16L&R	28	985
AIRCRAFT HEIGHT	27	156
TAKE-OFFS TO NORTH WEST	25	1270
TAKE-OFFS TO NORTH EAST	16	25
LANDINGS FROM NORTH	14	960
1 DEP 16R, ARR 34L (CURFEW)	11	17
5 DEP 16L&R, ARR 25 & 16R	11	15
7 DEP 25 & 34L, ARR 34L&R	11	36
CURFEW	11	17
TAKE-OFFS TO NORTH	9	17
TAKE-OFFS TO SOUTH	8	10
TAKE-OFFS TO WEST	8	16
LANDINGS FROM EAST	7	10
LANDINGS FROM SOUTH	7	7
RUNWAY SELECTION	7	12
13 DEP 25, ARR 25	6	6
PROPELLER AIRCRAFT	6	11
4 DEP 16L, ARR 34L (SODPROPS)	5	13
HELICOPTER	5	5
LANDINGS FROM WEST	4	5
14A DEP 16L&R, ARR 07	3	3
GROUND RUNNING (AIRPORT)	1	2
HEALTH ISSUES	1	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 contains the yearly trend for the number of clients raising an issue on a monthly basis (July 2011 to June 2012). Although there are a total of 35 issues, figure 2 displays 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 Operations Dep 34L&R, Arr 34L&R.

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



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 of this time of the year, from the south to the north.

Table 2 provides an aggregate of each issue raised by clients for the 12 months to June 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

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

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1132	12
INCREASED FREQUENCY OF AIR TRAFFIC	873	12
9 DEP 34L&R, ARR 34L&R	798	12
FLIGHT PATHS / DIVERSIONS	669	12
10 DEP 16L&R, ARR 16L&R	628	12
LANDINGS FROM NORTH	449	12
AIRCRAFT HEIGHT	440	12
TAKE-OFFS TO NORTH WEST	305	12
TAKE-OFFS TO NORTH EAST	207	12
CURFEW	173	12
1 DEP 16R, ARR 34L (CURFEW)	167	12
5 DEP 16L&R, ARR 25 & 16R	165	12
RUNWAY SELECTION	155	12
14A DEP 16L&R, ARR 07	142	12
LANDINGS FROM EAST	141	12
PROPELLER AIRCRAFT	139	12
TAKE-OFFS TO NORTH	128	12
7 DEP 25 & 34L, ARR 34L&R	120	12
LANDINGS FROM WEST	119	11
LANDINGS FROM SOUTH	115	12
TAKE-OFFS TO SOUTH	112	12
HEALTH ISSUES	93	12
TAKE-OFFS TO WEST	87	11
HELICOPTER	69	11
4 DEP 16L, ARR 34L (SODPROPS)	62	11
13 DEP 25, ARR 25	54	9
TAKE-OFFS TO EAST	54	10
NOISE INSULATION	22	9
12 DEP 07, ARR 07	20	6
ODOUR, VENT, DUMP	19	10
OTHER*	16	6
GROUND RUNNING (AIRPORT)	14	7
8 DEP 25 & 34L&R, ARR 34L&R	5	3
15 DEP 34R, ARR 34L	4	4
6A DEP 34L & 07, ARR 34L	4	1

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

Note 53.2% 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 during June 2012. There were a total of 115 clients and 2491 contacts from 72 suburbs (three clients did not indicate a suburb). This corresponds to a daily average of 83 contacts.

Figure 3 is a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during June 2012.

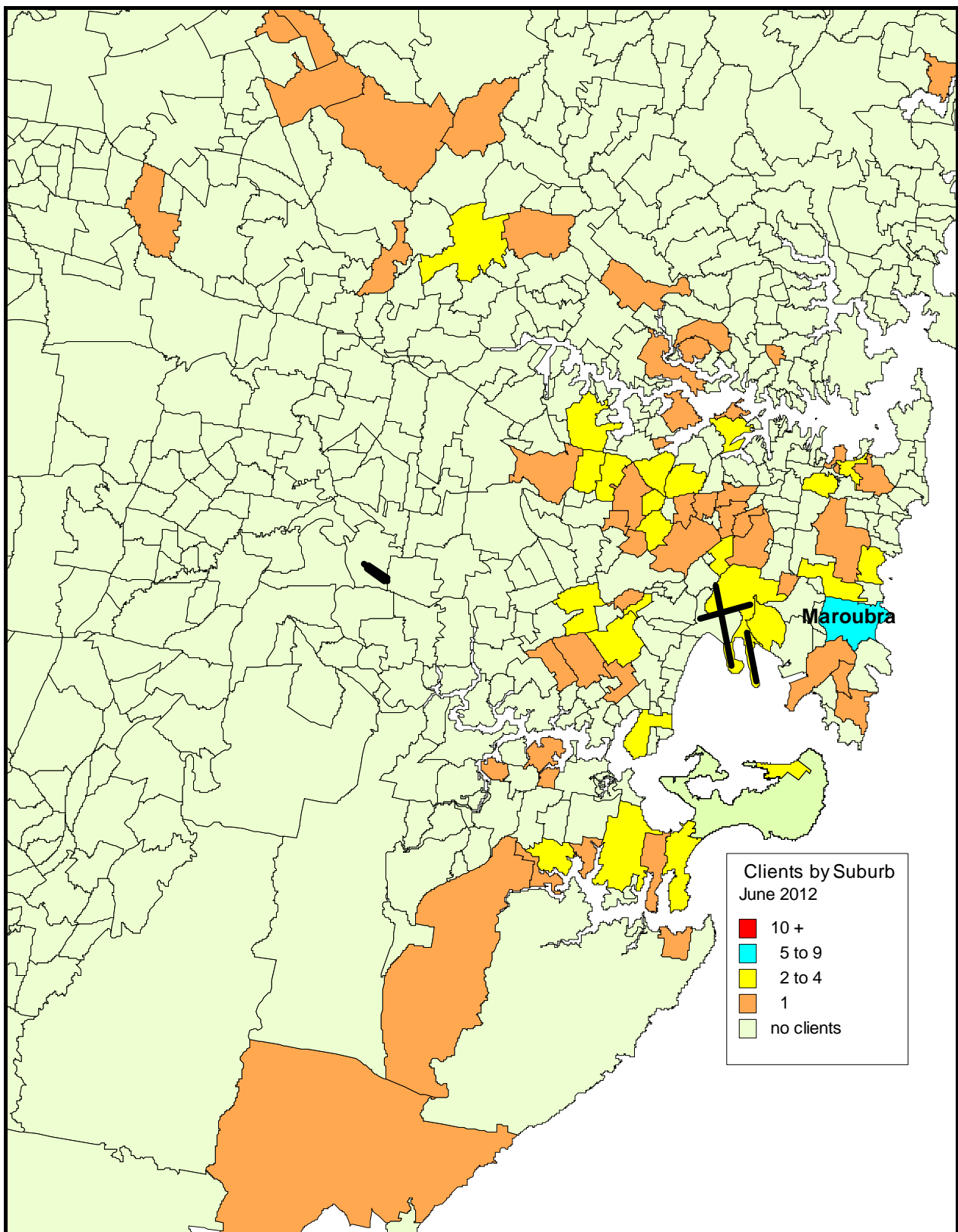
The suburb with the highest number of clients for the month of June was Maroubra (coloured blue in Figure 3). During June, 1,893 (76%) of all contacts attributed to Sydney Airport were lodged by a single client from the suburb of Kellyville.

Table 3: Sydney Suburbs Client and Contact numbers – June 2012

Suburb	Clients	Contacts
NOT SPECIFIED	3	10
ALEXANDRIA	1	1
ASHBURY	1	1
ASHFIELD	1	1
BALMAIN	2	2
BARDWELL PARK	1	1
BARDWELL VALLEY	2	69
BELLEVUE HILL	1	2
BEXLEY	2	9
BIRCHGROVE	1	1
BONNET BAY	1	5
BOTANY	2	4
BUNDEENA	1	1
BURWOOD	2	2
CAMPERDOWN	1	4
CARINGBAH	2	5
CARINGBAH SOUTH	1	1
CARLINGFORD	4	137
CARLTON	1	1
CASTLE HILL	1	1
CHERRYBROOK	1	1
CHIFLEY	1	1
CONCORD	2	48
COOGEE	4	5
CRONULLA	2	2
CROWS NEST	1	2
CROYDON	2	3
DARLING POINT	1	1
DOONSIDE	1	1
DOUBLE BAY	2	2
DRUMMOYNE	1	1
DULWICH HILL	2	2
EASTLAKES	1	1
EPPING	1	5
ERSKINEVILLE	1	3
GRAYS POINT	1	2
GYMEA BAY	2	3
HABERFIELD	3	3

Suburb	Clients	Contacts
HELENSBURGH	1	2
HUNTERS HILL	1	1
HURLSTONE PARK	1	1
HURSTVILLE	1	1
KAREELA	1	2
KELLYVILLE	1	1893
KINGSFORD	2	3
KINGSGROVE	2	15
KURNELL	3	3
LANE COVE	1	1
LEICHHARDT	4	5
LITTLE BAY	1	1
MAROUBRA	5	8
MARRICKVILLE	1	1
MASCOT	3	11
MATRAVILLE	1	1
NEWTOWN	1	1
NORTH NARRABEEN	1	1
NORTH RYDE	1	3
NORTHMEAD	1	1
OYSTER BAY	1	3
PADDINGTON	2	2
PENSHURST	1	3
PETERSHAM	1	5
RANDWICK	1	1
RIVERVIEW	1	2
RODD POINT	1	1
SANS SOUCI	3	3
ST PETERS	3	4
STANMORE	1	4
STANWELL TOPS	1	2
STRATHFIELD	1	40
SUMMER HILL	3	118
WOOLOOWARE	1	3
YOWIE BAY	1	1
TOTAL	115	2491

Figure 3 Clients Density Map for Sydney Airport - June 2012



Section 3: Trends for Clients at Sydney Airport.

Figure 4 shows the daily count of clients and contacts for the month of June. During June there were up to 18 clients making contact with the NCIS on any single day. There were three days where 13 or more clients contacted the NCIS; Monday 18th (18 clients made 125 contacts), Tuesday 19th (14 clients made 133 contacts) and Wednesday 27th (13 clients made 93 contacts).

Figure 4: Clients and Contacts by day for June 2012

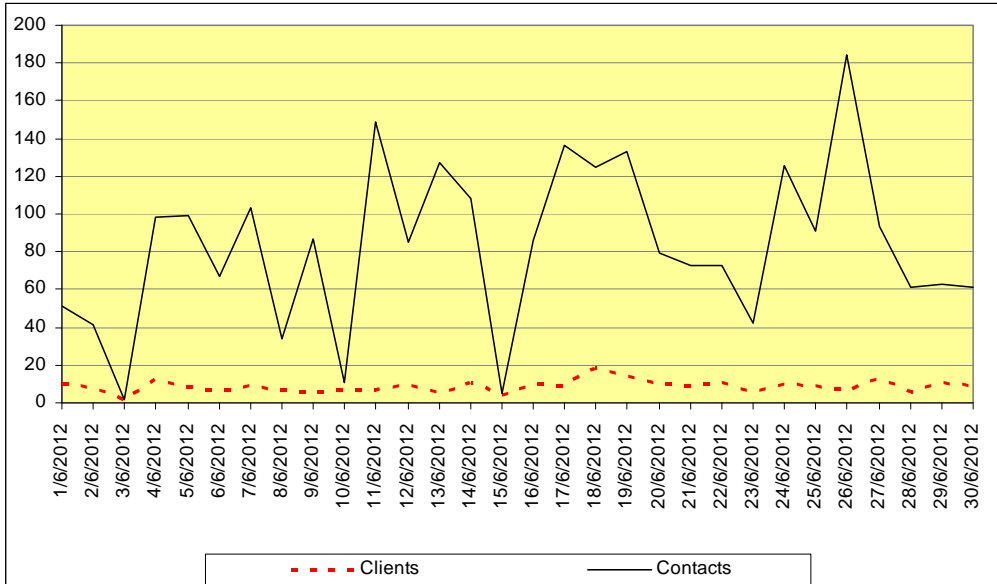


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the monthly average for clients was 178 and the average for contacts was 2492. The 12 month period has seen a marked variation in contacts with a peak in November 2011 and March 2012 due to Mode 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

