

Noise Complaints and Information Service Statistics Report

Sydney Airport – March 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.

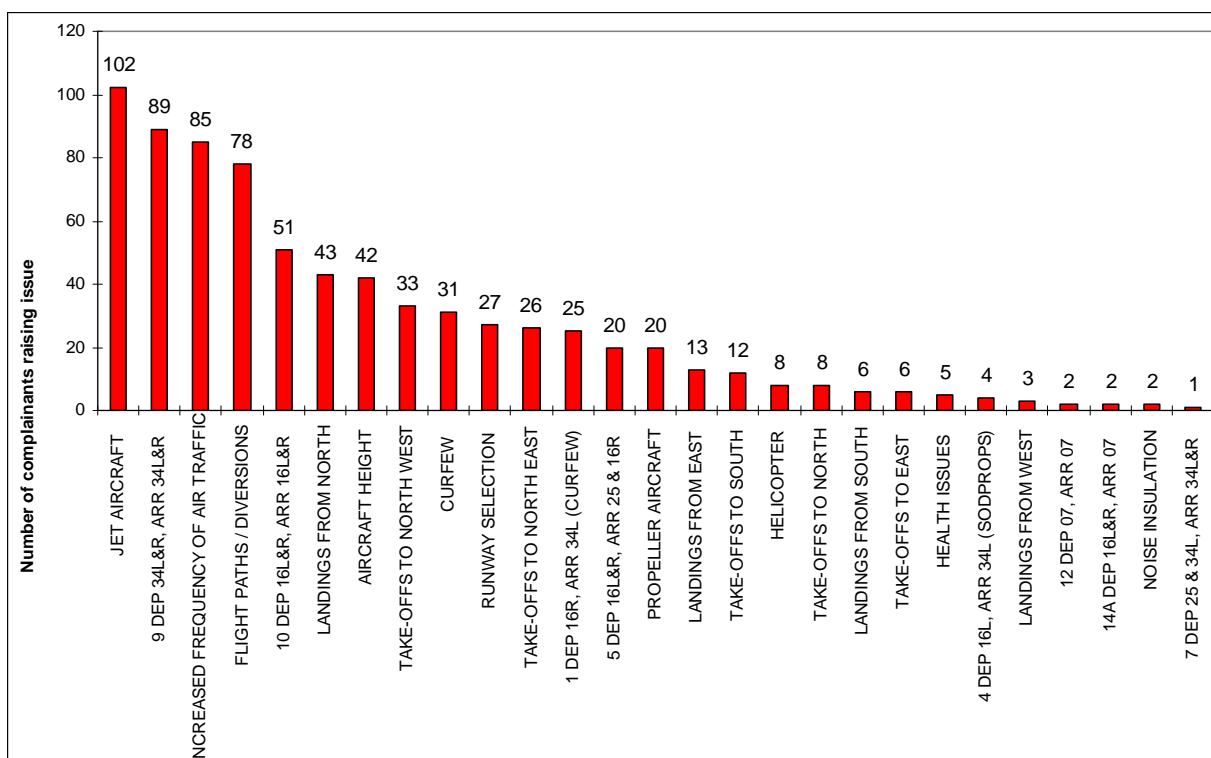
Contacts with the NCIS are made via WebTrak¹, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of the analysis and management of issues and identification of causal factors. Personal details collected and stored in the NCIS database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

During March 2012, the NCIS recorded 7277 contacts Australia wide. Of these 3358 or 46.1% 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 27 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 March 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 78 or more clients; Jet Aircraft (102), Mode 9 Operations Dep 34L&R, Arr 34L&R (89), Increased Frequency of Air Traffic (85) and Flight Paths / Diversions (78).

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

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	102	2781
9 DEP 34L&R, ARR 34L&R	89	2081
INCREASED FREQUENCY OF AIR TRAFFIC	85	136
FLIGHT PATHS / DIVERSIONS	78	121
10 DEP 16L&R, ARR 16L&R	51	1098
LANDINGS FROM NORTH	43	1080
AIRCRAFT HEIGHT	42	116
TAKE-OFFS TO NORTH WEST	33	918
CURFEW	31	40
RUNWAY SELECTION	27	56
TAKE-OFFS TO NORTH EAST	26	1084
1 DEP 16R, ARR 34L (CURFEW)	25	34
5 DEP 16L&R, ARR 25 & 16R	20	165
PROPELLER AIRCRAFT	20	25
LANDINGS FROM EAST	13	151
TAKE-OFFS TO SOUTH	12	17
HELICOPTER	8	10
TAKE-OFFS TO NORTH	8	12
LANDINGS FROM SOUTH	6	11
TAKE-OFFS TO EAST	6	10
HEALTH ISSUES	5	5
4 DEP 16L, ARR 34L (SODPROPS)	4	9
LANDINGS FROM WEST	3	7
12 DEP 07, ARR 07	2	2
14A DEP 16L&R, ARR 07	2	6
NOISE INSULATION	2	2
7 DEP 25 & 34L, ARR 34L&R	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
April 2011 to March 2012**

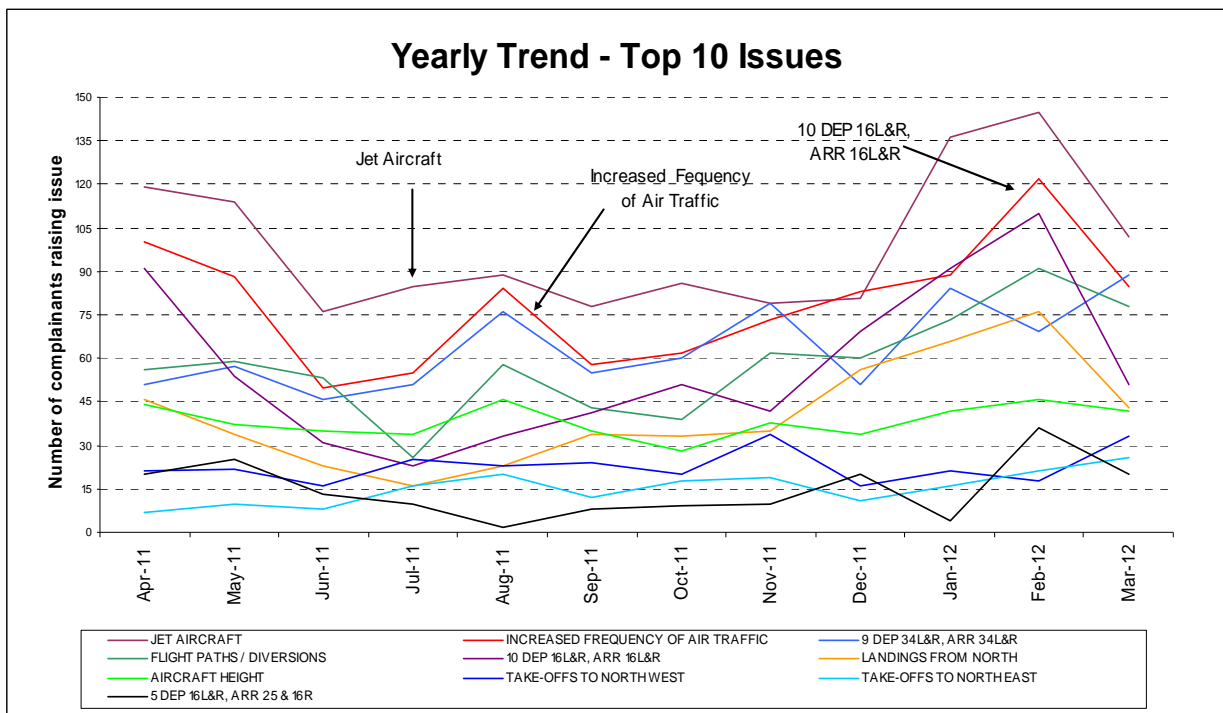


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (April 2011 to March 2012). Although there are a total of 34 issues recorded in the NCIS's database, this figure has been limited to the top 10 issues for the previous 12 months. Over 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 April 2011 to March 2012.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1190	12
INCREASED FREQUENCY OF AIR TRAFFIC	949	12
9 DEP 34L&R, ARR 34L&R	768	12
FLIGHT PATHS / DIVERSIONS	698	12
10 DEP 16L&R, ARR 16L&R	687	12
LANDINGS FROM NORTH	485	12
AIRCRAFT HEIGHT	461	12
TAKE-OFFS TO NORTH WEST	273	12
TAKE-OFFS TO NORTH EAST	184	12
5 DEP 16L&R, ARR 25 & 16R	177	12
RUNWAY SELECTION	157	12
14A DEP 16L&R, ARR 07	152	11
CURFEW	152	12
1 DEP 16R, ARR 34L (CURFEW)	145	12
7 DEP 25 & 34L, ARR 34L&R	142	12
TAKE-OFFS TO NORTH	132	12
TAKE-OFFS TO SOUTH	132	12
PROPELLER AIRCRAFT	131	12
LANDINGS FROM WEST	126	12
LANDINGS FROM EAST	125	12
LANDINGS FROM SOUTH	116	12
HEALTH ISSUES	97	12
TAKE-OFFS TO WEST	83	11
HELICOPTER	71	12
TAKE-OFFS TO EAST	64	12
4 DEP 16L, ARR 34L (SODPROPS)	62	11
13 DEP 25, ARR 25	42	8
NOISE INSULATION	25	11
OTHER*	23	8
12 DEP 07, ARR 07	22	8
ODOUR, VENT, DUMP	16	9
GROUND RUNNING (AIRPORT)	13	6
8 DEP 25 & 34L&R, ARR 34L&R	8	5
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 March 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 66.2% of all the clients' issues raised in the last 12 months are contained in the first seven 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 March 2012. There were a total of 205 clients and 3358 contacts from 91 suburbs, which corresponds to a daily average of 108 contacts per day. Note there were 13 contacts from two clients who did not provide an address.

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 March 2012.

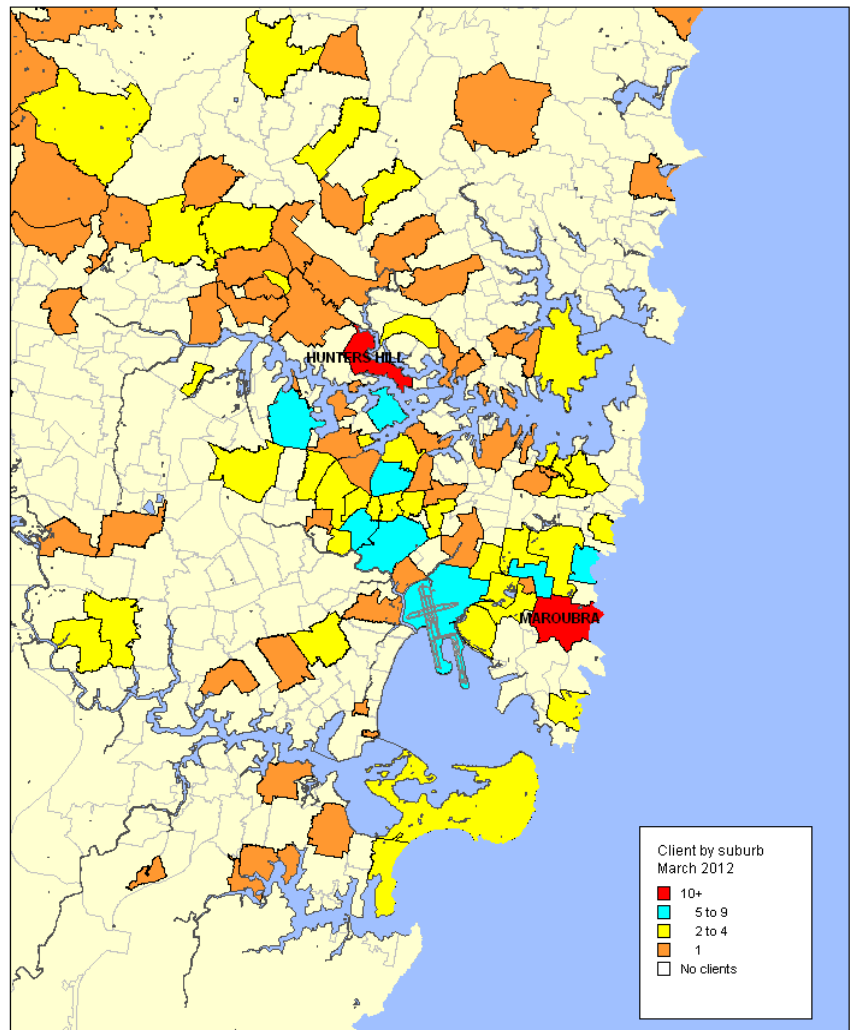
There were two suburbs which had 10 or more clients (coloured red in Figure 3) for the month of March. These were; Hunters Hill (11) and Maroubra (10). During March, 85.2% of all contacts attributed to Sydney Airport were lodged by four clients from Eastlakes (3 clients) and Kellyville (1 client).

Table 3. Sydney Suburbs Client and Contact numbers – March 2012

Suburb	Clients	Contacts	Suburb	Clients	Contacts
ABBOTSFORD	1	1	GYMEA BAY	1	2
ALEXANDRIA	1	1	HABERFIELD	1	1
ANNANDALE	2	3	HELENSBURGH	2	2
ARNCLIFFE	1	1	HENLEY	1	2
ASHBURY	1	1	HORNSBY	2	2
ASHFIELD	3	9	HUNTERS HILL	11	19
BAULKHAM HILLS	1	1	HURLSTONE PARK	2	2
BEECROFT	1	1	HURSTVILLE	1	1
BELLEVUE HILL	2	3	KELLYVILLE	1	1791
BELROSE	1	1	KENSINGTON	2	2
BEXLEY	2	8	KENTHURST	1	1
BOTANY	2	4	KINGSFORD	7	20
BRONTE	2	4	KIRRIBILLI	1	1
CAMMERAY	1	1	KURNELL	2	2
CAMPERDOWN	1	10	LANE COVE	4	6
CARINGBAH	1	2	LEICHHARDT	5	12
CARLINGFORD	4	9	LEPPINGTON	1	1
CASTLE HILL	3	5	LEWISHAM	2	2
CHATSWOOD	1	2	LILYFIELD	3	14
CONCORD	5	42	LINDFIELD	1	1
COOGEE	5	6	LITTLE BAY	3	8
CRANEBROOK	1	1	MAROUBRA	10	15
CRONULLA	3	4	MARRICKVILLE	7	15
CROYDON	2	2	MASCOT	5	16
DACEYVILLE	1	1	MCMAHONS POINT	1	1
DARLING POINT	2	3	MONA VALE	1	1
DOLLS POINT	1	1	MORTDALE	1	2
DOUBLE BAY	3	4	MORTLAKE	1	1
DRUMMOYNE	6	7	NEWTOWN	4	4
DULWICH HILL	6	7	NORTH ROCKS	1	1
EASTLAKES	3	1069	NORTH RYDE	2	3
FIVE DOCK	1	3	NORTH WAHROONGA	1	28
GORDON	2	5	PADDINGTON	1	1
GRAYS POINT	3	3	PAGEWOOD	2	4
GREENWICH	1	1	PETERSHAM	3	4

Suburb	Clients	Contacts
POTTS POINT	1	1
RAMSGATE	1	1
RANDWICK	3	13
RODD POINT	2	2
ROOTY HILL	1	4
ROSEBERY	2	2
ROZELLE	1	3
STANMORE	3	5
STRATHFIELD	2	19
SUMMER HILL	3	54
SYDNEY	2	4
SYLVANIA	1	1
TEMPE	1	2
TURRAMURRA	2	2
WEST PYMBLE	1	1
WEST RYDE	1	2
WINSTON HILLS	1	1
WOLLSTONECRAFT	1	1
WOOLLAHRA	2	5
YARRAWARRAH	1	7
YOWIE BAY	1	1
Other	13	2
Total	205	3358

Figure 1 Clients density map for Sydney Airport - March 2012



Section 3: Trends for Clients at Sydney Airport.

The daily count of clients and contacts for the month of March is shown in Figure 4. During March there were up to 21 individuals making contact with the NCIS on any single day. There were three days where 18 or more clients contacted the NCIS; Friday 2nd (137 contacts from 18 clients), Wednesday 14th (166 contacts from 21 clients), and Thursday 15th (221 contacts from 21 clients).

Figure 4 Clients and Contacts by day for March 2012

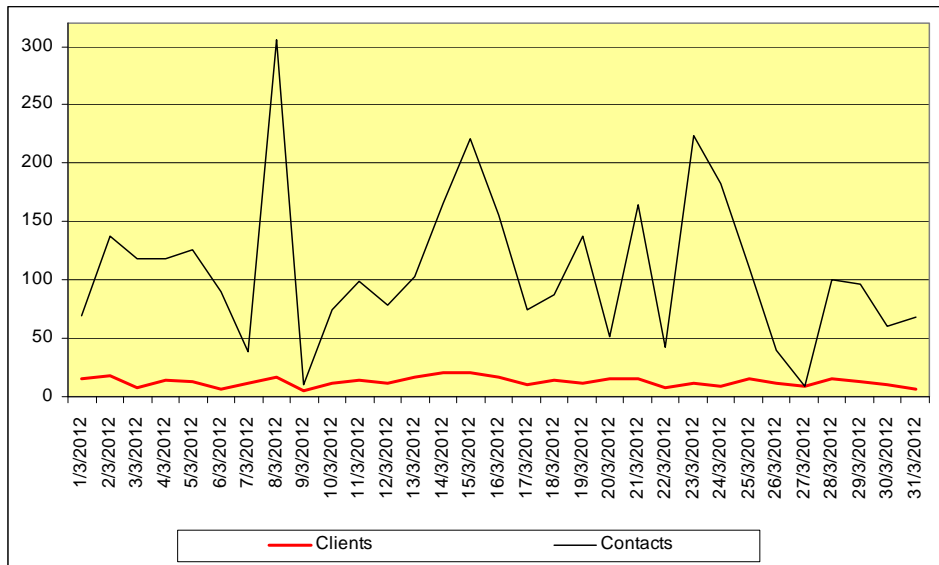


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Client numbers have been slowly increasing since September 2011, with a monthly average number of 191 clients. The monthly average of contact numbers over this 12 month period is 2514 contacts per month. The last six months has seen a marked variation in contacts with a peak in November 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

