

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

Sydney Airport – May 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.

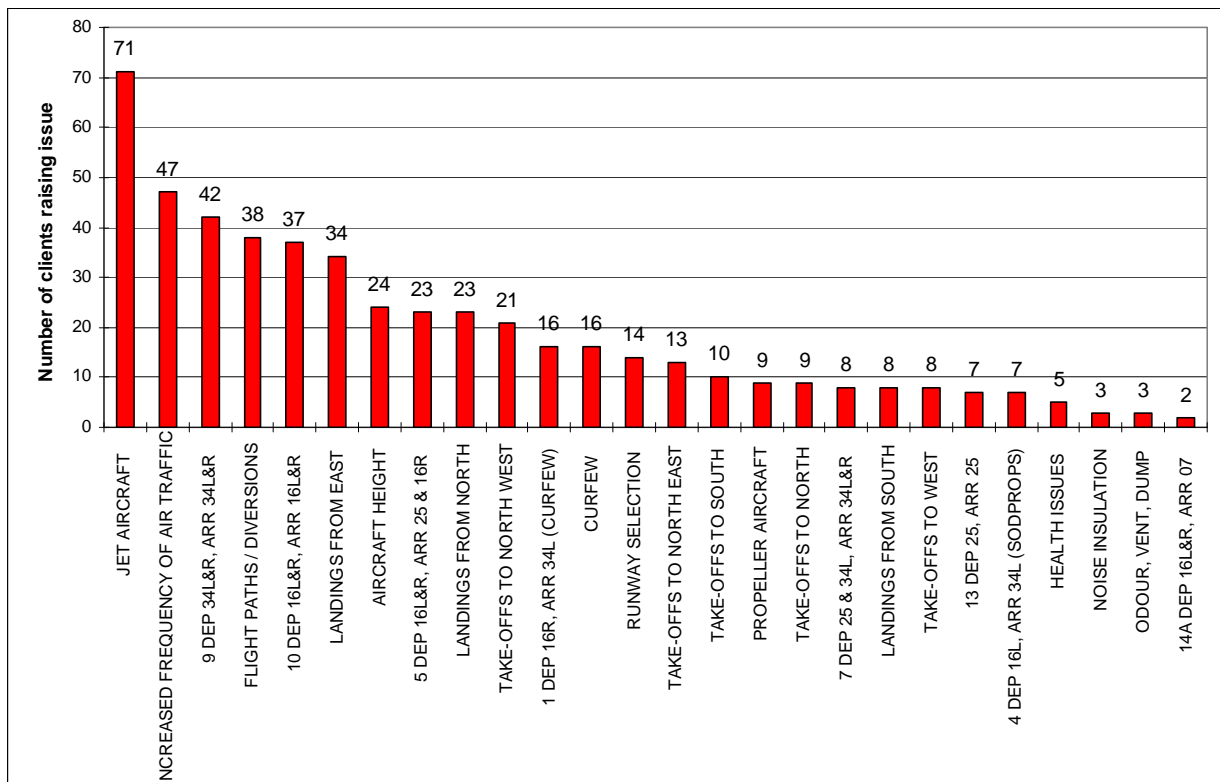
Contacts with the NCIS are made via WebTrak<sup>1</sup>, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of the analysis and management of issues and identification of causal factors. Personal details collected and stored in the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

During May 2012, the NCIS recorded 6343 contacts Australia wide. Of these 1923 or 30.3% 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 26 issues identified by clients during May 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 May 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 six dominant issues, each identified by 34 or more clients; Jet Aircraft (71), Increased Frequency of Air Traffic (47), Mode 9 Operations Dep 34L&R, Arr 34L&R (42), Flight Paths / Diversions (38), Mode 10 Operations Dep 16L&R, Arr 16L&R (37) and Landings from East (34).

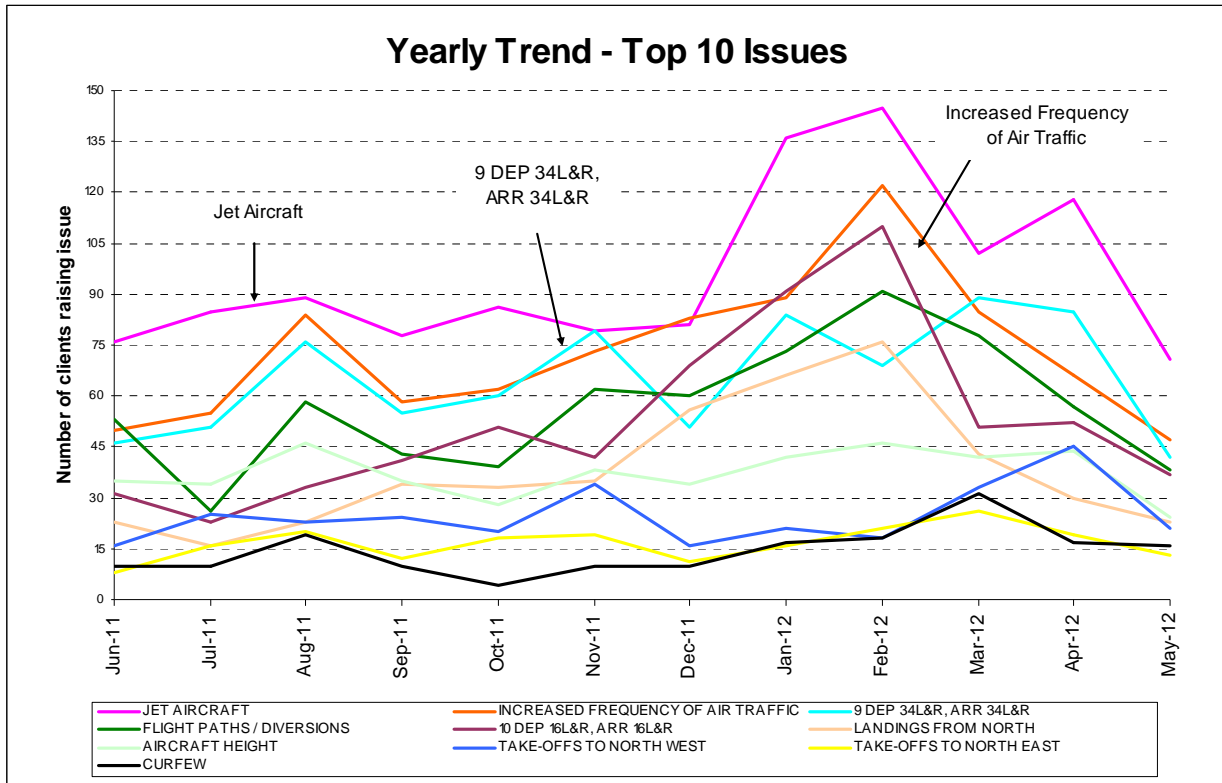
**Table 1 List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - May 2012**

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	71	1793
INCREASED FREQUENCY OF AIR TRAFFIC	47	88
9 DEP 34L&R, ARR 34L&R	42	1170
FLIGHT PATHS / DIVERSIONS	38	60
10 DEP 16L&R, ARR 16L&R	37	608
LANDINGS FROM EAST	34	45
AIRCRAFT HEIGHT	24	189
5 DEP 16L&R, ARR 25 & 16R	23	34
LANDINGS FROM NORTH	23	591
TAKE-OFFS TO NORTH WEST	21	1095
1 DEP 16R, ARR 34L (CURFEW)	16	17
CURFEW	16	17
RUNWAY SELECTION	14	22
TAKE-OFFS TO NORTH EAST	13	19
TAKE-OFFS TO SOUTH	10	11
PROPELLER AIRCRAFT	9	16
TAKE-OFFS TO NORTH	9	20
7 DEP 25 & 34L, ARR 34L&R	8	28
LANDINGS FROM SOUTH	8	9
TAKE-OFFS TO WEST	8	26
13 DEP 25, ARR 25	7	8
4 DEP 16L, ARR 34L (SODPROPS)	7	26
HEALTH ISSUES	5	5
NOISE INSULATION	3	3
ODOUR, VENT, DUMP	3	3
14A DEP 16L&R, ARR 07	2	2

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 (June 2011 to May 2012). Although there are a total of 34 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  
June 2011 to May 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 at this time of the year, from the south to the north.

**Table 2** provides an aggregate of the number of clients raising issues for the 12 months to May 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 June 2011 to May 2012.**

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1146	12
INCREASED FREQUENCY OF AIR TRAFFIC	874	12
9 DEP 34L&R, ARR 34L&R	787	12
FLIGHT PATHS / DIVERSIONS	678	12
10 DEP 16L&R, ARR 16L&R	631	12
LANDINGS FROM NORTH	458	12
AIRCRAFT HEIGHT	448	12
TAKE-OFFS TO NORTH WEST	296	12
TAKE-OFFS TO NORTH EAST	199	12
CURFEW	172	12
1 DEP 16R, ARR 34L (CURFEW)	168	12
5 DEP 16L&R, ARR 25 & 16R	167	12
RUNWAY SELECTION	156	12
14A DEP 16L&R, ARR 07	143	12
LANDINGS FROM EAST	141	12
PROPELLER AIRCRAFT	141	12
7 DEP 25 & 34L, ARR 34L&R	126	12
TAKE-OFFS TO NORTH	122	12
LANDINGS FROM SOUTH	121	12
LANDINGS FROM WEST	119	11
TAKE-OFFS TO SOUTH	115	12
HEALTH ISSUES	95	12
TAKE-OFFS TO WEST	86	11
HELICOPTER	66	11
4 DEP 16L, ARR 34L (SODPROPS)	63	11
TAKE-OFFS TO EAST	58	11
13 DEP 25, ARR 25	57	9
NOISE INSULATION	24	10
12 DEP 07, ARR 07	21	7
ODOUR, VENT, DUMP	18	9
OTHER*	16	6
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

Note 64.9% of all clients' raising issues 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 during May 2012. There were a total of 128 clients and 1923 contacts from 80. This corresponds to a daily average of 62 contacts.

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

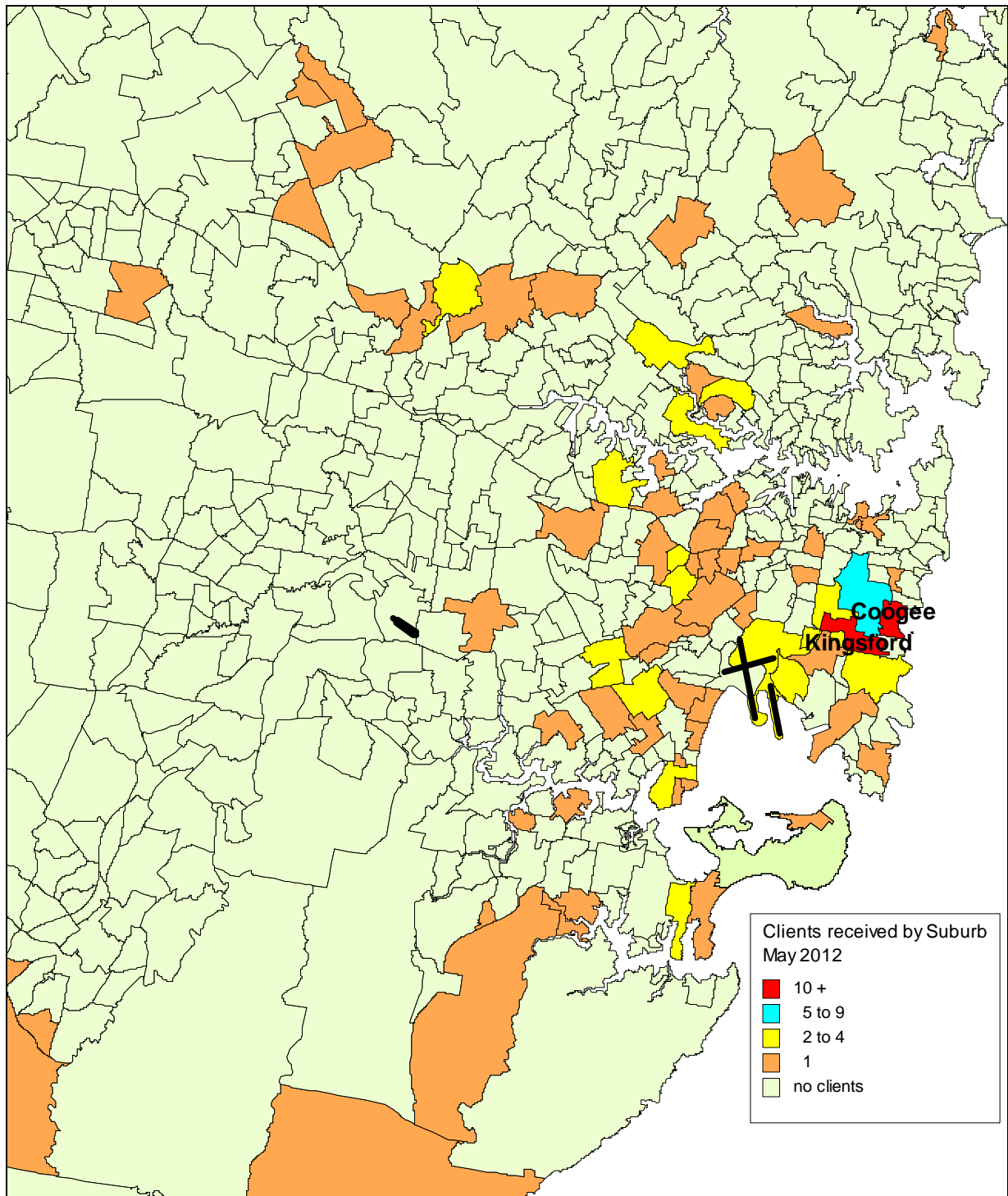
There were two suburbs which had 10 or more clients (coloured red in Figure 3) for the month of April. These were; Kingsford (11) and Coogee (10). During May 1,459 (75.9%) of all contacts attributed to Sydney Airport were lodged by a single client.

**Table 3: Sydney Suburbs Client and Contact numbers – May 2012**

Suburb	Clients	Contacts
NOT SPECIFIED	1	3
ABBOTSFORD	1	1
ASHFIELD	1	4
BANKSTOWN	1	1
BARDWELL PARK	1	1
BELROSE	1	1
BEXLEY	3	11
BONNET BAY	1	3
BOTANY	2	2
BRIGHTON-LE-SANDS	1	1
BURRANEER	1	1
CAMPERDOWN	1	7
CARINGBAH SOUTH	1	1
CARLINGFORD	1	11
CARLTON	1	1
CASTLE COVE	1	1
CHURCH POINT	1	1
CONCORD	3	42
COOGEE	10	19
CRONULLA	1	2
DACEYVILLE	2	3
DARLING POINT	1	1
DOLLS POINT	1	1
DOUBLE BAY	1	1
DULWICH HILL	2	3
EARLWOOD	1	1
EASTLAKES	2	5
EPPING	1	2
FIVE DOCK	1	2
GLENWOOD	1	1
GRAYS POINT	1	1
GYMEA BAY	1	1
HELENSBURGH	1	1
HUNTERS HILL	3	3
HURSTVILLE	1	1
KELLYVILLE	1	1459
KENSINGTON	2	2
KINGSFORD	11	14
KINGSGROVE	2	13
KURNELL	1	1
LANE COVE	3	3

Suburb	Clients	Contacts
LANE COVE WEST	1	1
LEICHHARDT	1	1
LEWISHAM	1	1
LILYFIELD	1	1
LITTLE BAY	1	2
MAROUBRA	2	2
MARRICKVILLE	1	1
MARRICKVILLE SOUTH	1	1
MASCOT	4	16
MATRAVILLE	1	2
MONTEREY	1	1
MORTDALE	1	1
NORTH ROCKS	2	4
NORTH RYDE	2	3
NORTHMEAD	1	1
OYSTER BAY	1	5
PAGEWOOD	1	1
PETERSHAM	1	1
PYMBLE	1	1
RAMSGATE	1	1
RANDWICK	6	10
ROCKDALE	1	1
ROOTY HILL	1	2
ROSEMEADOW	1	3
ROZELLE	1	1
SANDRINGHAM	1	1
SANS SOUCI	2	2
SPIT JUNCTION	1	1
ST PETERS	1	1
STANMORE	1	1
STRATHFIELD	1	100
SUMMER HILL	2	99
SURRY HILLS	1	3
SYDNEY SOUTH	1	1
WATERLOO	1	1
WAVERLEY	1	2
WINSTON HILLS	1	1
WOOLOOWARE	2	3
YARRAWARRAH	1	8
<b>Total</b>	<b>128</b>	<b>1923</b>

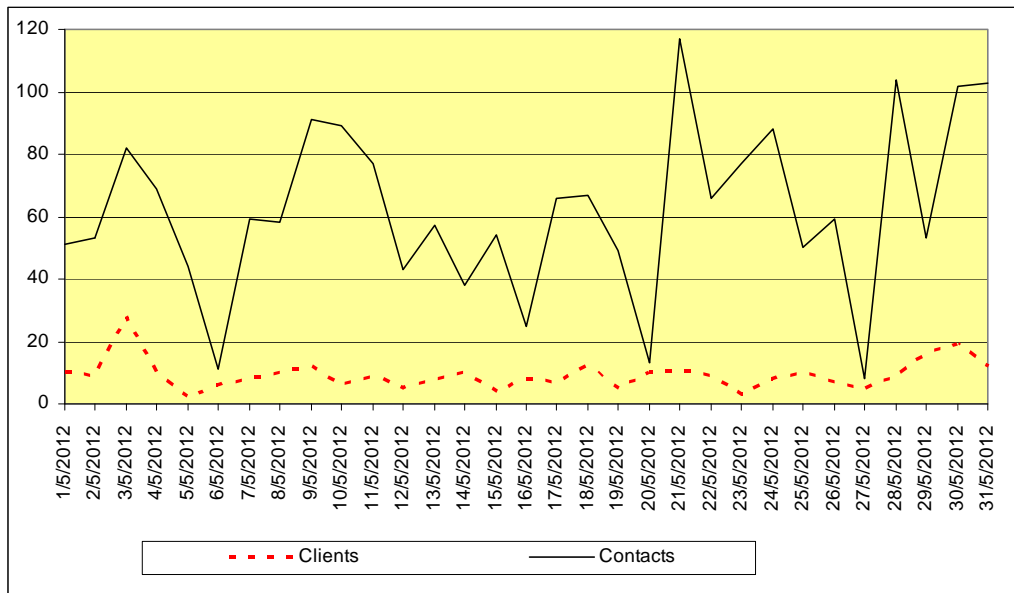
**Figure 3 Clients density map for Sydney Airport - May 2012**



**Section 3: Trends for Clients at Sydney Airport.**

**Figure 4** shows the daily count of clients and contacts for the month of May. During May there were up to 28 clients making contact with the NCIS on any single day. There were three days where 16 or more clients contacted the NCIS; Thursday 3<sup>rd</sup> (28 clients made 82 contacts), Tuesday 29<sup>th</sup> (16 clients made 53 contacts), and Wednesday 30<sup>th</sup> (19 clients made 102 contacts).

**Figure 4: Clients and Contacts by day for May 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 181 and the average for contacts was 2495. 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**

