

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

Melbourne Airport – August 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 Melbourne Airport and exclude those associated with nearby airports such as Essendon and Moorabbin. 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.

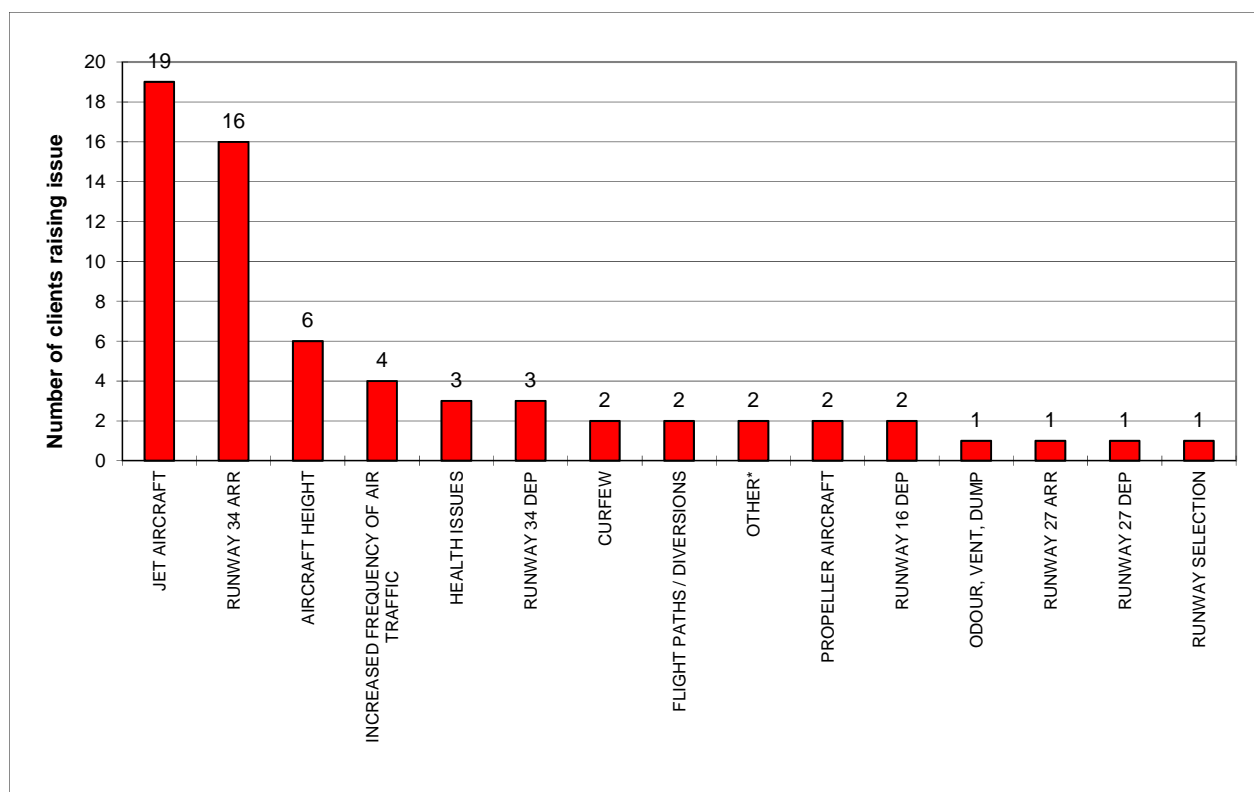
During August 2012, the NCIS recorded 7408 contacts Australia wide. Of these 84 or 1.1% were attributed to operations at Melbourne Airport.

### Section 1: Contact Issues at Melbourne 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 15 issues identified by clients during August 2012. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Melbourne Airport.

**Figure 1: Issues identified by clients during August 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 two dominant issues, each identified by 16 or more clients; Jet Aircraft (19) and Runway 34 Arrivals (16).

**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – August 2012**

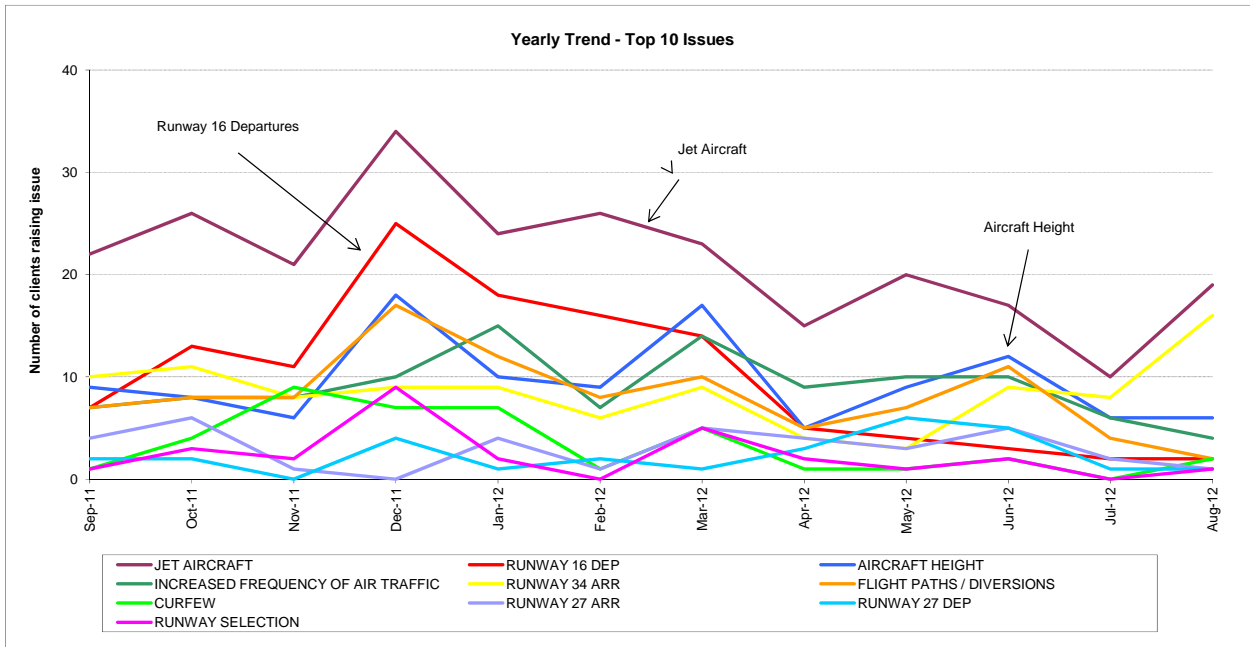
<b>Issue</b>	<b>Number of Clients</b>	<b>Number of Contacts</b>
JET AIRCRAFT	19	71
RUNWAY 34 ARR	16	65
AIRCRAFT HEIGHT	6	7
INCREASED FREQUENCY OF AIR TRAFFIC	4	5
HEALTH ISSUES	3	3
RUNWAY 34 DEP	3	3
CURFEW	2	2
FLIGHT PATHS / DIVERSIONS	2	3
OTHER*	2	2
PROPELLER AIRCRAFT	2	2
RUNWAY 16 DEP	2	4
ODOUR, VENT, DUMP	1	1
RUNWAY 27 ARR	1	1
RUNWAY 27 DEP	1	1
RUNWAY SELECTION	1	1

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

Contact and client information for Melbourne 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 (September 2011 to August 2012). Although there are a total of 19 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the dominant issues raised by clients were; Jet Aircraft, Runway 16 Departures and Aircraft Height.

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



The number of clients and issues of concern has been relatively stable over the year. Historically it is noticed that during cooler months there is more use of runway 34 and during warmer months there is more use of runway 16. As a result contacts regarding the issue of runway 34 arrivals spiked in August 2012 and contacts regarding the issue of runway 16 departures spiked in December 2011.

**Table 2** provides an aggregate of the number of clients raising issues for the 12 months to August 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern. Please note, per month, any one client may raise a number of issues and may be counted multiple times throughout this list.

**Table 2: Summary of clients raising issues over the period September 2011 - August 2012.**

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	257	12
RUNWAY 16 DEP	120	12
AIRCRAFT HEIGHT	115	12
INCREASED FREQUENCY OF AIR TRAFFIC	108	12
RUNWAY 34 ARR	102	12
FLIGHT PATHS / DIVERSIONS	99	12
CURFEW	40	11
RUNWAY 27 ARR	36	11
RUNWAY 27 DEP	28	11
RUNWAY SELECTION	28	10
HEALTH ISSUES	25	10
PROPELLER AIRCRAFT	24	10
RUNWAY 34 DEP	19	9
RUNWAY 16 ARR	15	7
RUNWAY 09 DEP	7	5
ODOUR, VENT, DUMP	6	6
RUNWAY 09 ARR	5	4
OTHER*	3	2
GROUND RUNNING (AIRPORT)	1	1

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

Operations from the northern end of the north / south runway (16 Arrivals and 34 Departures) have attracted far fewer contacts during the past 12 months than operations from the southern end of the north / south runway (16 Departures and 34 Arrivals). However runway usage statistics show from 2007 – 2011 64% of north / south runway movements are northern operations (16 Arrivals and 34 Departures).

77.2% of the total clients raising issues have raised an issue in the top six of Table 2.

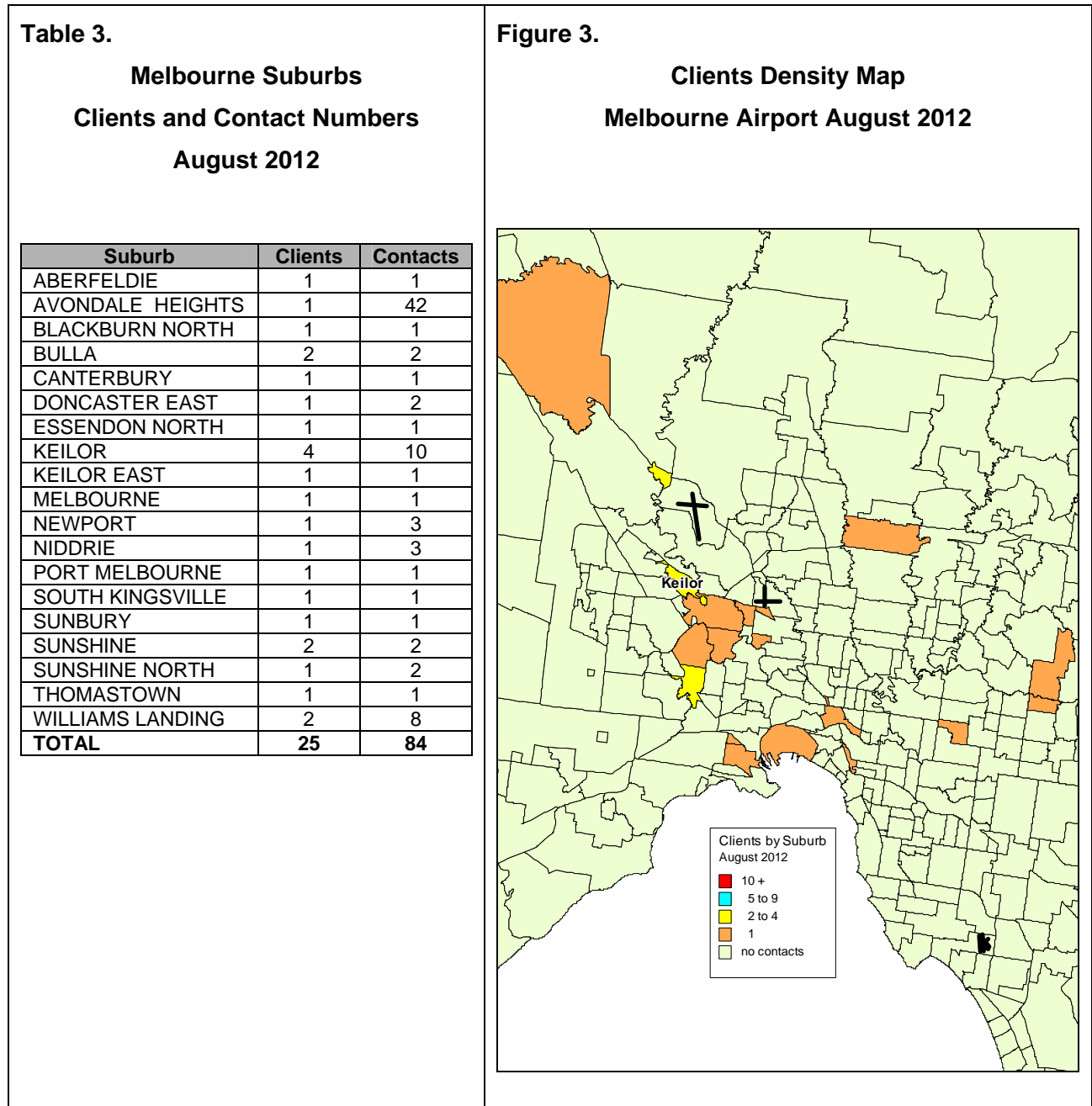
**Section 2: Melbourne Airport Clients and Contacts by Suburb.**

**Table 3** lists the number of clients and the number of contacts received by the NCIS for each Melbourne suburb for August 2012. There were a total of 25 clients and 84 contacts from 19 suburbs. This corresponds to a daily average of 2.7 contacts.

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

The suburb with the highest number of clients during the month of August was Keilor (4).

**Table 3. Melbourne Suburbs Client and Contact numbers August 2012**



### Section 3: Trends for Clients at Melbourne Airport.

**Figure 4** shows the daily count of clients and contacts for the month of August. During August there were up to five clients making contact with the NCIS on any single day. There were three days where three or more clients contacted the NCIS; Tuesday 28<sup>th</sup> (3 clients made 3 contacts), Wednesday 29<sup>th</sup> (5 clients made 10 contacts) and Thursday 30<sup>th</sup> (4 clients made 6 contacts)

**Figure 4. Clients and Contacts by day for August 2012**

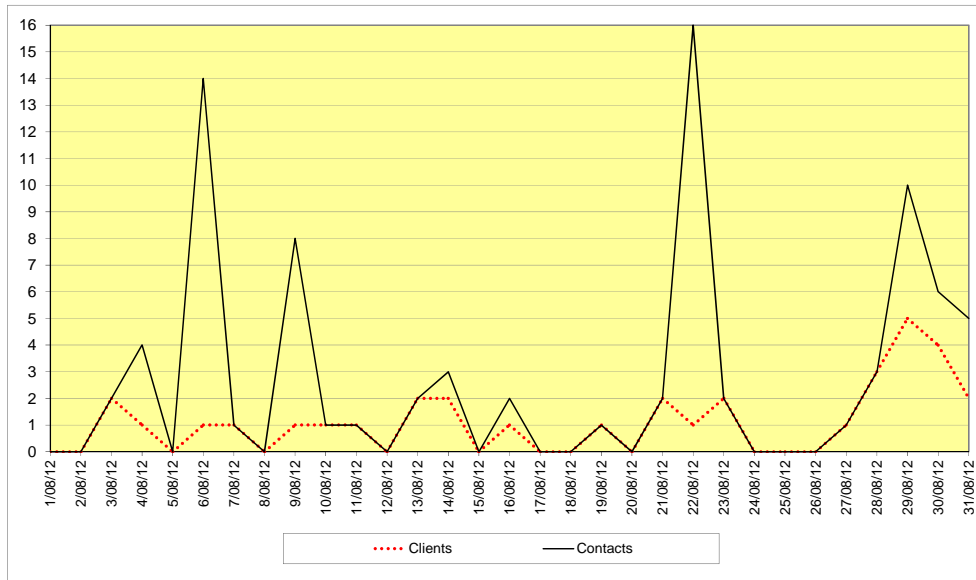


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers peaked in October 2011 (173), client numbers peaked in December 2011 (46). The last 12 months has seen a fluctuation in contacts with the number of clients remaining fairly steady. Overall Figure 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**

