

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

Melbourne Airport – September 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.

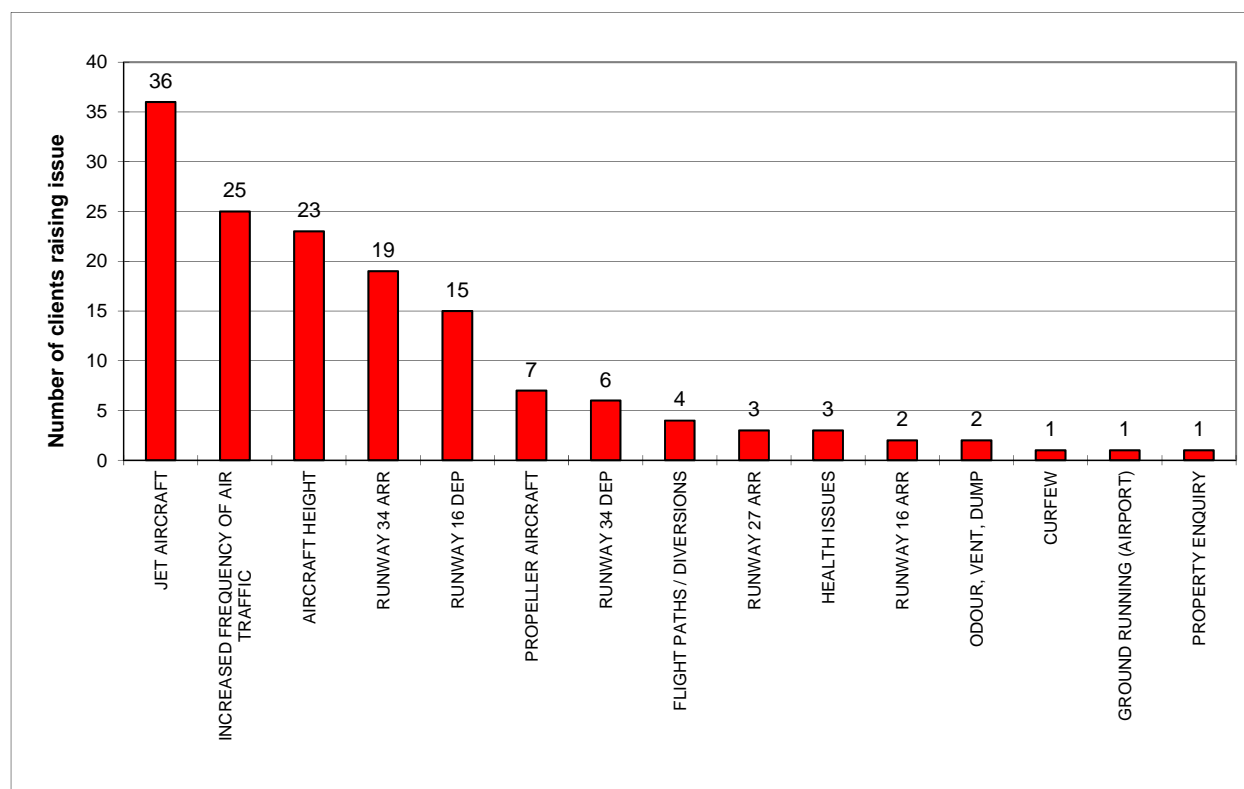
During September 2012, the NCIS recorded 7488 contacts Australia wide. Of these 149 or 2% were attributed to operations at Melbourne Airport.

### 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 September 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 September 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 three dominant issues, each identified by 23 or more clients; Jet Aircraft (36), Increased Frequency of Air Traffic (25) and Aircraft Height (23).

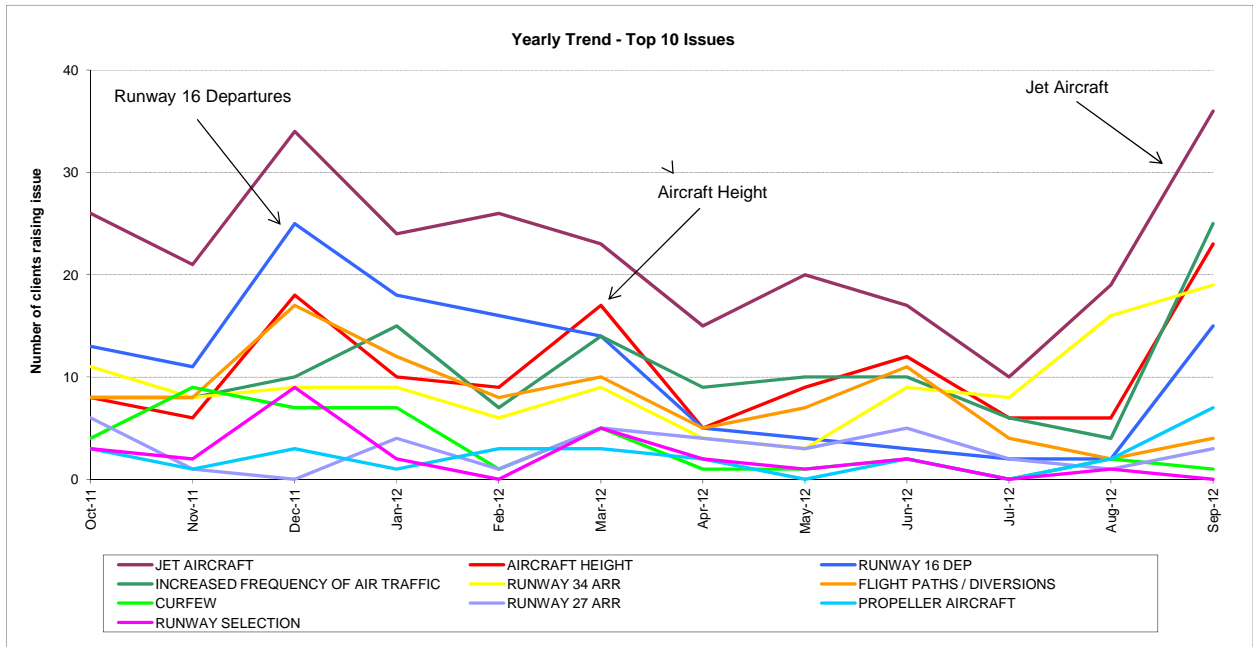
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – September 2012**

<b>Issue</b>	<b>Number of Clients</b>	<b>Number of Contacts</b>
JET AIRCRAFT	36	91
INCREASED FREQUENCY OF AIR TRAFFIC	25	32
AIRCRAFT HEIGHT	23	41
RUNWAY 34 ARR	19	26
RUNWAY 16 DEP	15	28
PROPELLER AIRCRAFT	7	7
RUNWAY 34 DEP	6	11
FLIGHT PATHS / DIVERSIONS	4	4
RUNWAY 27 ARR	3	3
HEALTH ISSUES	3	3
RUNWAY 16 ARR	2	2
ODOUR, VENT, DUMP	2	2
CURFEW	1	1
GROUND RUNNING (AIRPORT)	1	1
PROPERTY ENQUIRY	1	1

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 (October 2011 to September 2012). Although there are a total of 20 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, Aircraft Height and Runway 16 Departures.

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

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	271	12
AIRCRAFT HEIGHT	129	12
RUNWAY 16 DEP	128	12
INCREASED FREQUENCY OF AIR TRAFFIC	126	12
RUNWAY 34 ARR	111	12
FLIGHT PATHS / DIVERSIONS	96	12
CURFEW	40	11
RUNWAY 27 ARR	35	11
PROPELLER AIRCRAFT	27	10
RUNWAY SELECTION	27	9
RUNWAY 27 DEP	26	10
RUNWAY 34 DEP	25	10
HEALTH ISSUES	23	10
RUNWAY 16 ARR	12	7
ODOUR, VENT, DUMP	7	6
RUNWAY 09 DEP	5	4
RUNWAY 09 ARR	4	3
OTHER*	3	2
GROUND RUNNING (AIRPORT)	2	2
PROPERTY ENQUIRY	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).

78.4% 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 September 2012. There were a total of 48 clients and 149 contacts from 19 suburbs (one client did not indicate a suburb). This corresponds to a daily average of 5 contacts.

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

The suburb with the highest number of clients during the month of September was Keilor.

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

Table 3. Melbourne Suburbs Clients and Contact Numbers September 2012			Figure 3. Clients Density Map Melbourne Airport September 2012
Suburb	Clients	Contacts	
NOT SPECIFIED	1	1	
BRAYBROOK	1	1	
BULLA	3	8	
CAMPBELLFIELD	1	1	
DIAMOND CREEK	1	1	
DONCASTER EAST	1	1	
ELTHAM	1	1	
ESSENDON NORTH	2	3	
KANGAROO GROUND	1	1	
KEALBA	1	1	
KEILOR	23	114	
NEWPORT	2	4	
NIDDRIE	1	1	
SEAHOLME	1	2	
SOUTH KINGSVILLE	1	1	
ST ALBANS	1	2	
SUNBURY	1	1	
SUNSHINE	1	1	
THOMASTOWN	1	1	
WILLIAMS LANDING	3	3	
<b>TOTAL</b>	<b>48</b>	<b>149</b>	

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

Figure 4 shows the daily count of clients and contacts for the month of September. During September there were up to eight clients making contact with the NCIS on any single day. There were four days where six or more clients contacted the NCIS; Wednesday 12<sup>th</sup> (6 clients made 6 contacts), Saturday 15<sup>th</sup> (6 clients made 15 contacts), Wednesday 19<sup>th</sup> (8 clients made 16 contacts) and Thursday 27<sup>th</sup> (7 clients made 9 contacts)

Figure 4. Clients and Contacts by day for September 2012

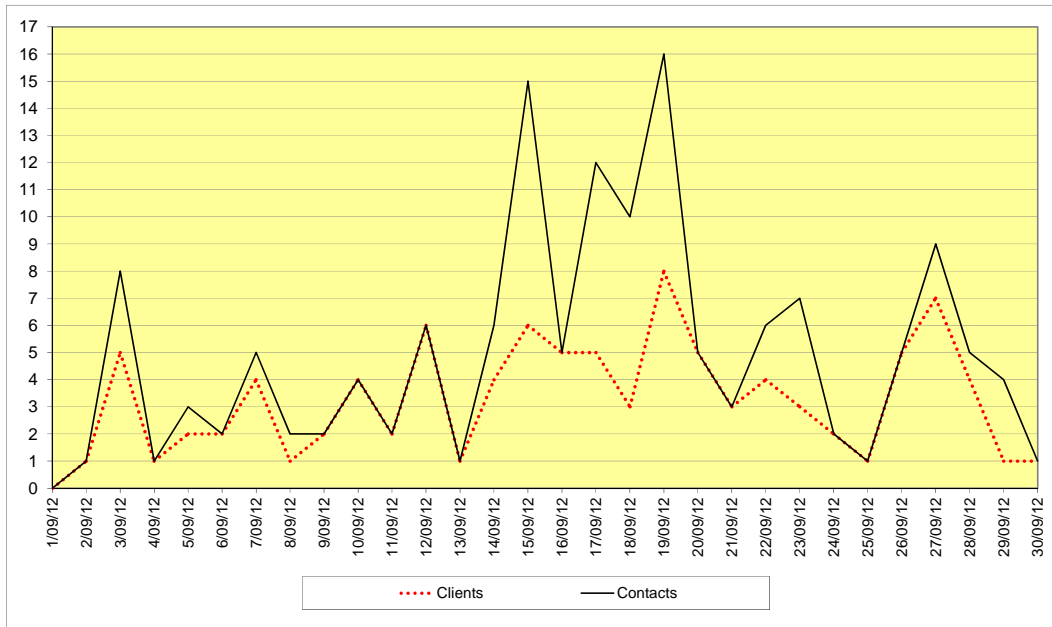


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers peaked in October 2011 (173) client numbers peaked in September 2012 (48). The last 12 months has seen a fluctuation in contacts with the number of clients remaining fairly steady. Overall Figure 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

