

Noise Complaints and Information Service Statistics Report

Perth 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 Perth Airport and exclude those associated with nearby airports such as Jandakot. 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.

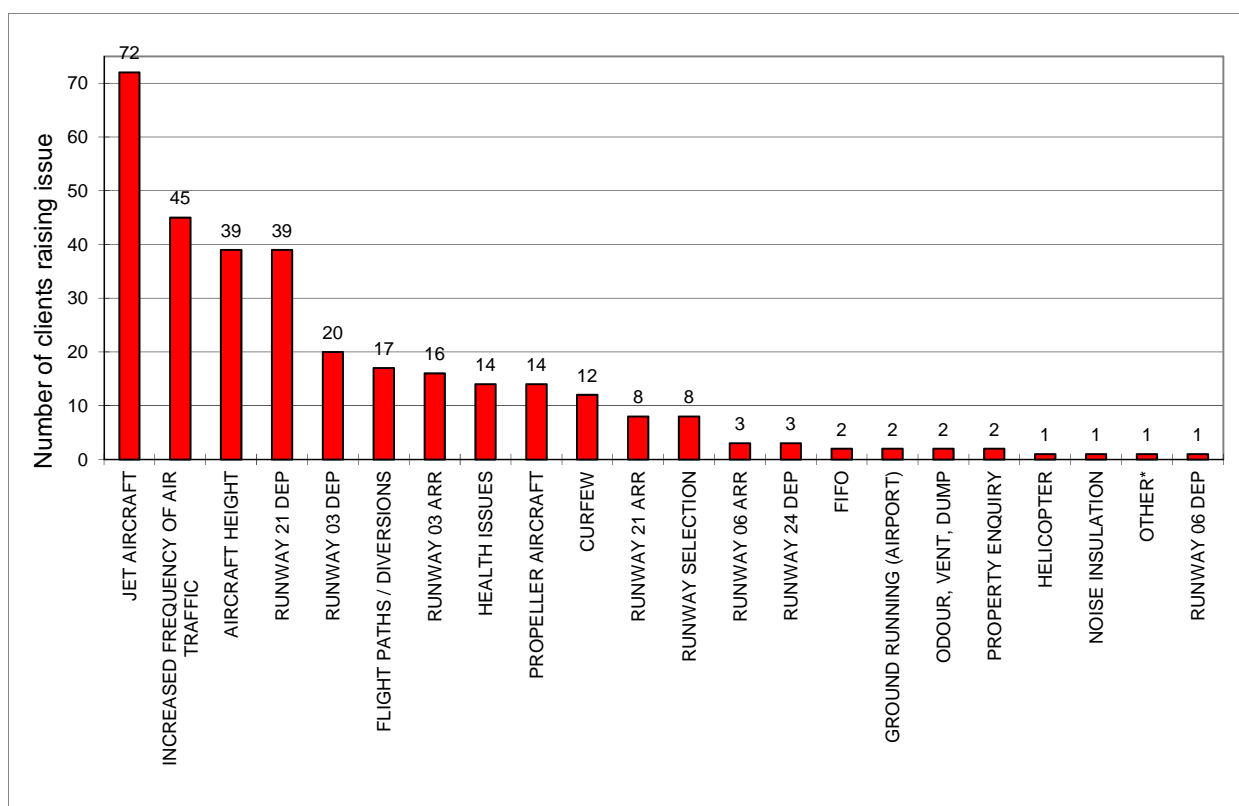
During August 2012, the NCIS recorded 7408 contacts Australia wide. Of these 3442 or 46.5% were attributed to operations at Perth Airport.

Section 1: Contact Issues at Perth 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 22 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 Perth Airport.

Figure 1: Issues identified by clients during August 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 39 or more clients; Jet Aircraft (72), Increased Frequency of Air Traffic (45), Aircraft Height (39) and Runway 21 Departures (39).

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

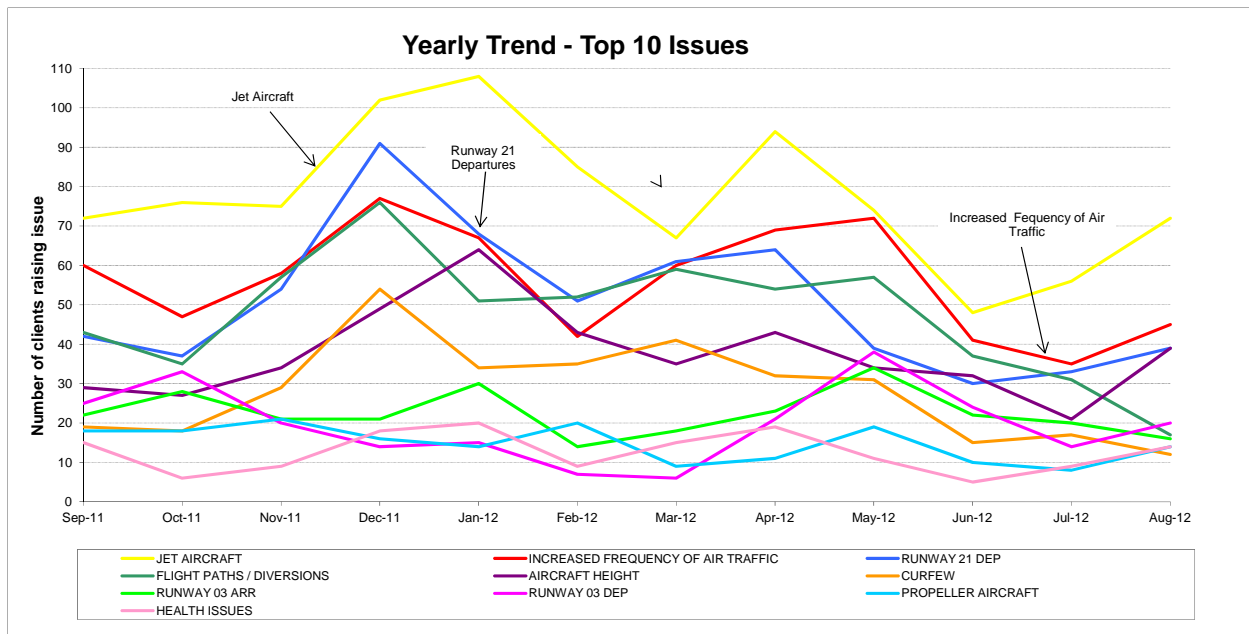
Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	72	771
INCREASED FREQUENCY OF AIR TRAFFIC	45	82
AIRCRAFT HEIGHT	39	83
RUNWAY 21 DEP	39	83
RUNWAY 03 DEP	20	174
FLIGHT PATHS / DIVERSIONS	17	30
RUNWAY 03 ARR	16	500
HEALTH ISSUES	14	23
PROPELLER AIRCRAFT	14	20
CURFEW	12	28
RUNWAY 21 ARR	8	16
RUNWAY SELECTION	8	9
RUNWAY 06 ARR	3	3
RUNWAY 24 DEP	3	3
FIFO	2	2
GROUND RUNNING (AIRPORT)	2	2
ODOUR, VENT, DUMP	2	2
PROPERTY ENQUIRY	2	2
HELICOPTER	1	1
NOISE INSULATION	1	1
OTHER*	1	1
RUNWAY 06 DEP	1	1

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

Contact and client information for Perth 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 25 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Runway 21 Departures.

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



During May, June, July and August 2012 there has been limited use of runway 06 / 24 mainly due to ground works at Perth Airport.

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 the issues raised and the number of clients raising the issue over the period September 2011 to August 2012.

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	929	12
INCREASED FREQUENCY OF AIR TRAFFIC	673	12
RUNWAY 21 DEP	609	12
FLIGHT PATHS / DIVERSIONS	569	12
AIRCRAFT HEIGHT	450	12
CURFEW	337	12
RUNWAY 03 ARR	269	12
RUNWAY 03 DEP	237	12
PROPELLER AIRCRAFT	178	12
HEALTH ISSUES	150	12
RUNWAY 21 ARR	123	12
RUNWAY 06 ARR	122	12
RUNWAY SELECTION	117	12
RUNWAY 06 DEP	103	12
RUNWAY 24 ARR	54	11
RUNWAY 24 DEP	47	12
HELICOPTER	28	11
WARRP	27	9
FIFO	18	4
NOISE INSULATION	16	10
GROUND RUNNING (AIRPORT)	11	9
NIGHT TRIAL	8	6
ODOUR, VENT, DUMP	7	4
OTHER*	3	3
PROPERTY ENQUIRY	2	1
RUNWAY CLOSURE	1	1

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

Note 63.5% of all the clients' issues raised in the last 12 months are contained in the first five issues of Table 2.

Section 2: Perth Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts received by the NCIS for each Perth suburb for August 2012. There were a total of 104 clients and 3442 contacts from 54 suburbs (two clients did not indicate a suburb), which corresponds to a daily average of 111 contacts.

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 August 2012.

There were two suburbs which had seven clients for the month of August. These suburbs were Ferndale and Guildford. The largest number of contacts from a single client was 2,156 (63%) from the suburb of Canning Vale.

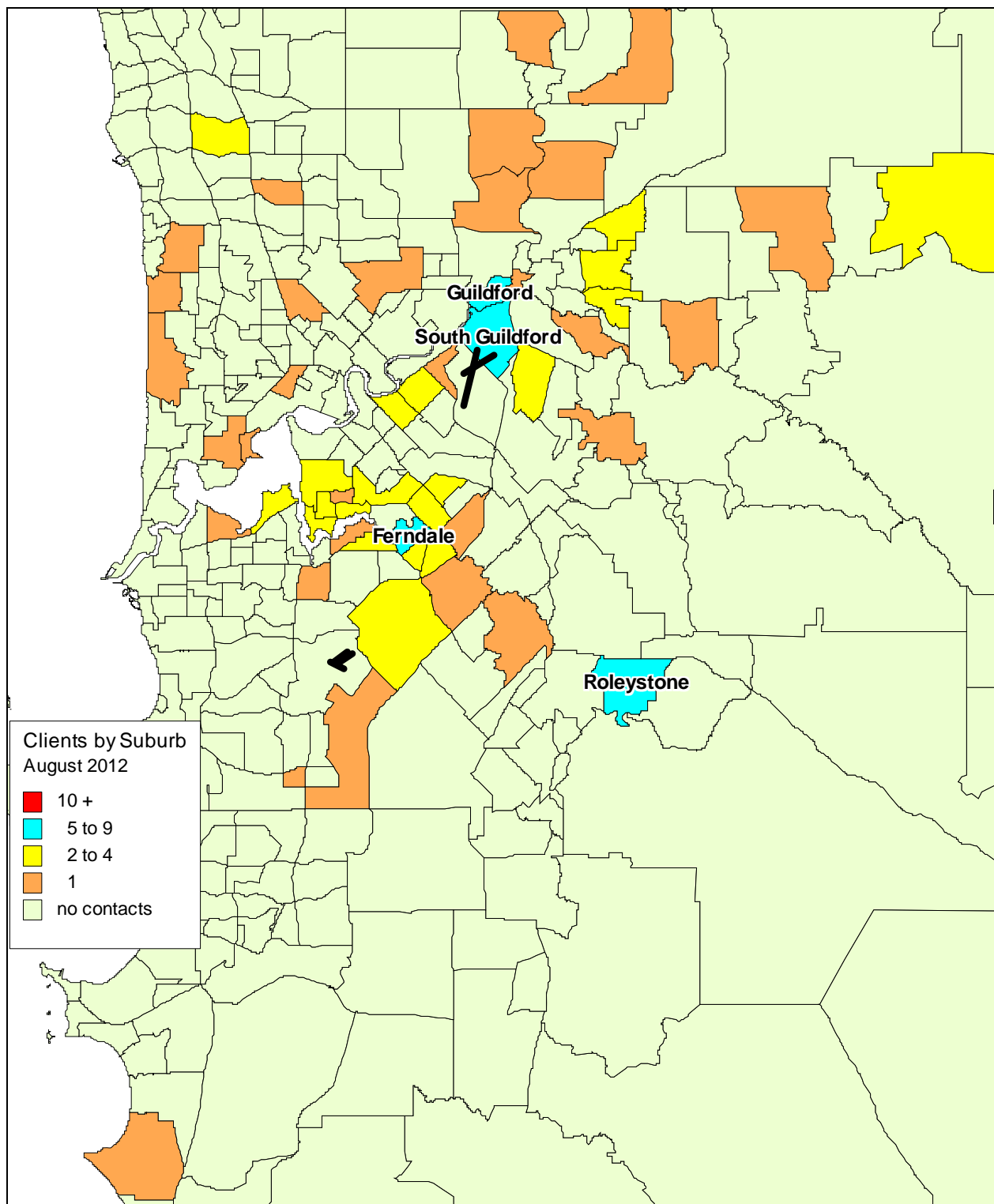
Table 3: Perth Suburbs Client and Contact numbers August 2012

Suburb	Clients	Contacts
NOT SPECIFIED	2	2
APPLECROSS	2	2
ATTADALE	1	1
BANJUP	1	1
BECKENHAM	1	1
BELMONT	2	7
BENTLEY	2	2
BRIGADOON	1	3
BULL CREEK	1	3
CANNING VALE	3	2158
CANNINGTON	2	4
CHIDLOW	3	4
CITY BEACH	1	1
COMO	2	28
CRAWLEY	1	1
FERNDALE	7	345
GIRRAWHEEN	1	1
GLEN FORREST	1	1
GOSNELLS	1	4
GREENMOUNT	2	3
GUILDFORD	7	7
HAMMOND PARK	1	1
HELENA VALLEY	1	1
HENLEY BROOK	1	10
HERNE HILL	1	1
HIGH WYCOMBE	2	3
JANE BROOK	2	5
KALAMUNDA	1	5
KARAWARA	1	1

Suburb	Clients	Contacts
KARRINYUP	1	1
KINGSLEY	2	2
LANGFORD	2	12
LYNWOOD	3	20
MANNING	2	3
MORLEY	1	1
NEDLANDS	1	1
PORT KENNEDY	1	1
QUEENS PARK	2	4
REDCLIFFE	1	1
RIVERTON	3	22
RIVERVALE	3	3
ROLEYSTONE	6	265
SALTER POINT	3	312
SCARBOROUGH	1	16
SHELLEY	1	1
SOUTH GUILDFORD	5	7
STONEVILLE	1	128
SWAN VIEW	2	12
THE VINES	1	1
THORNLIE	1	1
WATERFORD	3	5
WEST PERTH	1	1
WEST SWAN	1	13
WOODBIDGE	1	2
YOKINE	1	1
Total	104	3442

Figure 3.

Clients Density Map Perth Airport August 2012



Section 3: Trends for Clients at Perth Airport.

Figure 4 shows the daily count of clients and contacts for the month of August. During August there were up to 15 clients making contact with the NCIS on any single day. There were five days where 13 or more clients contacted the NCIS; Wednesday 1st (13 clients made 92 contacts), Friday 10th (14 clients made 196 contacts), Wednesday 15th (14 clients made 100 contacts), Monday 20th (15 clients made 199 contacts) and Friday 24th (13 clients made 164 contacts).

Figure 4: Clients and Contacts by day for August 2012

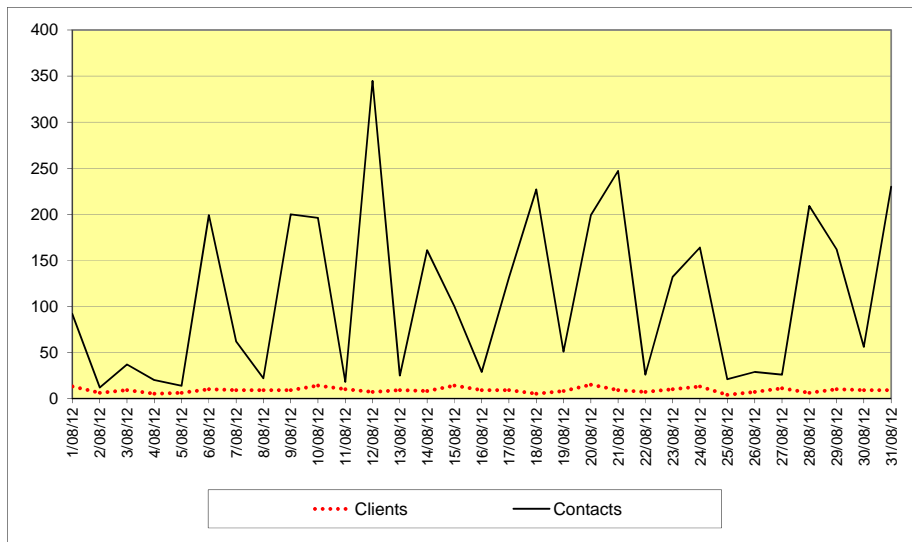


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients is 117 per month, the average number of contacts is 1,940 per month. December 2011 has the highest total number of clients (161). August 2012 has the highest total number of contacts (3,442). During this 12 month period 41.7% or 9,708 contacts are attributed to one client. 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

