

Noise Complaints and Information Service Statistics Report

Perth 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 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.

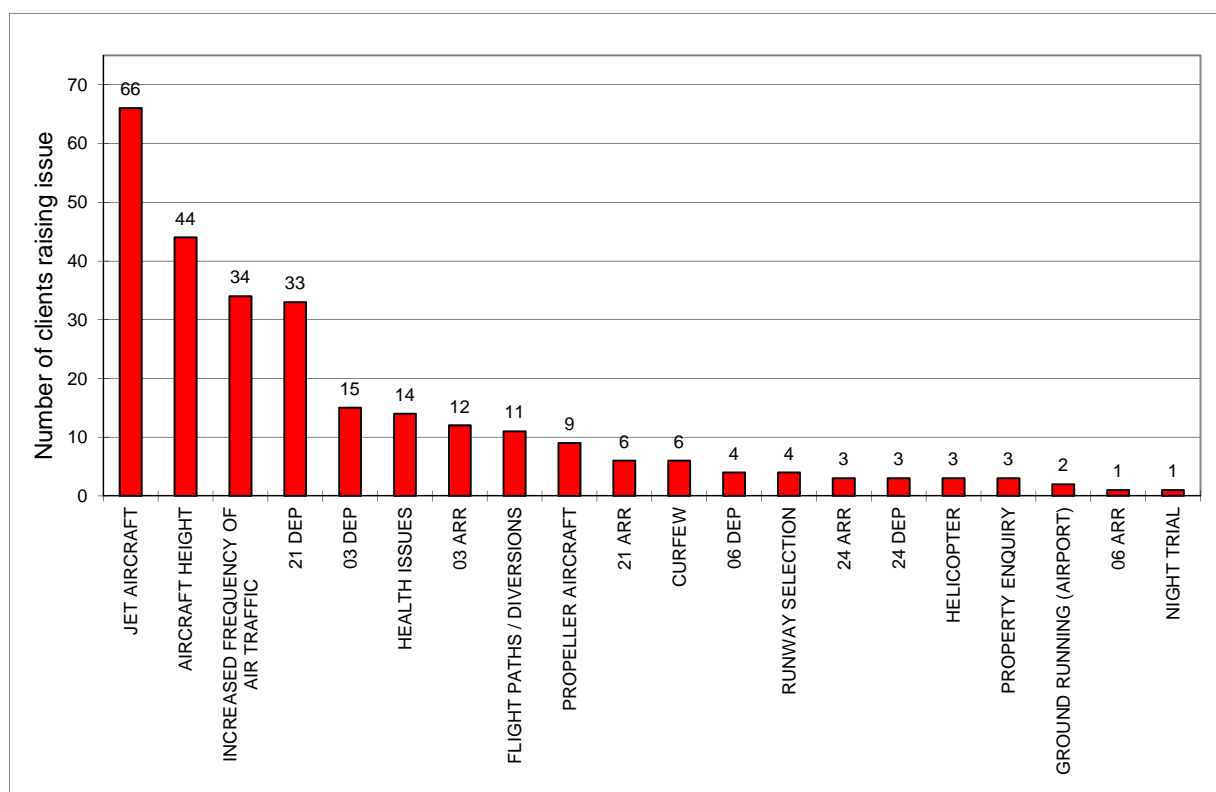
During September 2012, the NCIS recorded 7488 contacts Australia wide. Of these 3492 or 46.7% were attributed to operations at Perth Airport.

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 20 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 Perth Airport.

Figure 1: Issues identified by clients during September 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 33 or more clients; Jet Aircraft (66), Aircraft Height (44), Increased Frequency of Air Traffic (34) and Runway 21 Departures (33).

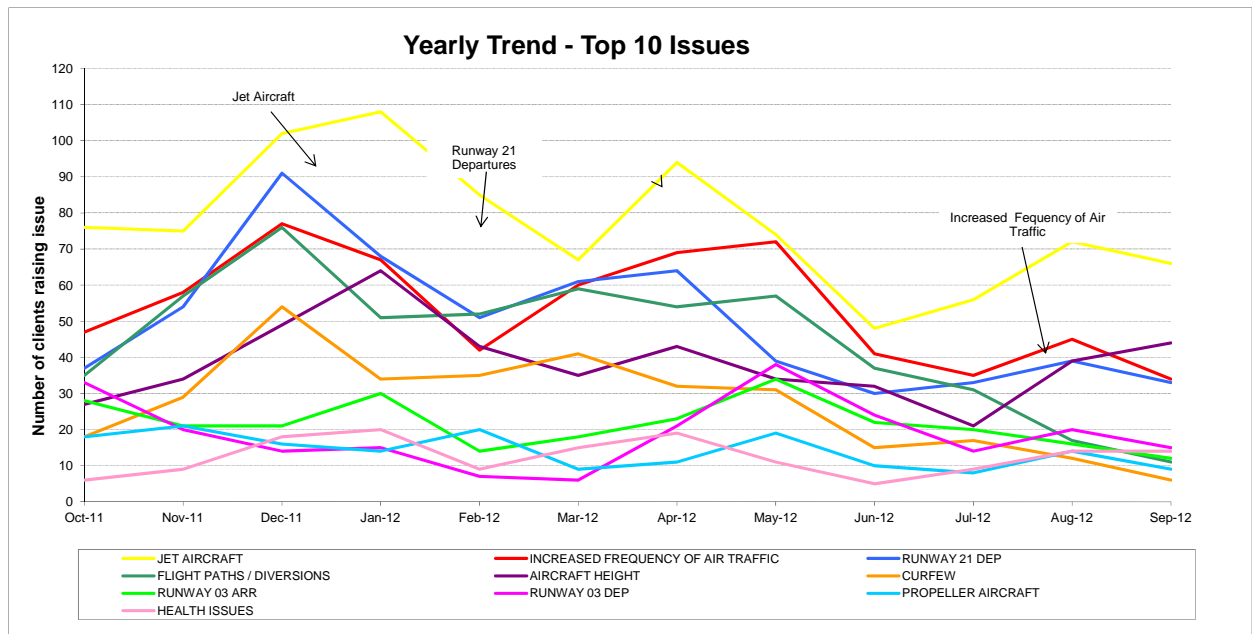
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - September 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	66	896
AIRCRAFT HEIGHT	44	179
INCREASED FREQUENCY OF AIR TRAFFIC	34	128
21 DEP	33	100
03 DEP	15	147
HEALTH ISSUES	14	79
03 ARR	12	556
FLIGHT PATHS / DIVERSIONS	11	24
PROPELLER AIRCRAFT	9	22
21 ARR	6	10
CURFEW	6	35
06 DEP	4	8
RUNWAY SELECTION	4	22
24 ARR	3	16
24 DEP	3	6
HELICOPTER	3	4
PROPERTY ENQUIRY	3	3
GROUND RUNNING (AIRPORT)	2	2
06 ARR	1	1
NIGHT TRIAL	1	1

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 (October 2011 to September 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
October 2011 to September 2012**



May - September 2012 has seen increased use of runway 03 / 21 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 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 the issues raised and the number of clients raising the issue over the period October 2011 to September 2012.

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	923	12
INCREASED FREQUENCY OF AIR TRAFFIC	647	12
RUNWAY 21 DEP	600	12
FLIGHT PATHS / DIVERSIONS	537	12
AIRCRAFT HEIGHT	465	12
CURFEW	324	12
RUNWAY 03 ARR	259	12
RUNWAY 03 DEP	227	12
PROPELLER AIRCRAFT	169	12
HEALTH ISSUES	149	12
RUNWAY 06 ARR	121	12
RUNWAY SELECTION	108	12
RUNWAY 21 ARR	107	12
RUNWAY 06 DEP	86	12
RUNWAY 24 ARR	49	11
RUNWAY 24 DEP	47	12
HELICOPTER	31	12
WARRP	21	8
FIFO	18	4
NOISE INSULATION	14	9
GROUND RUNNING (AIRPORT)	12	9
NIGHT TRIAL	9	7
ODOUR, VENT, DUMP	6	3
PROPERTY ENQUIRY	5	2
OTHER*	3	3

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

Note 64.2% 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 September 2012. There were a total of 77 clients and 3492 contacts from 43 suburbs, which corresponds to a daily average of 116.4 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 September 2012.

There were two suburbs which had five clients for the month of September. These suburbs were Guildford and Roleystone. The largest number of contacts from a single client was 2,769 (79.3%) from the suburb of Canning Vale.

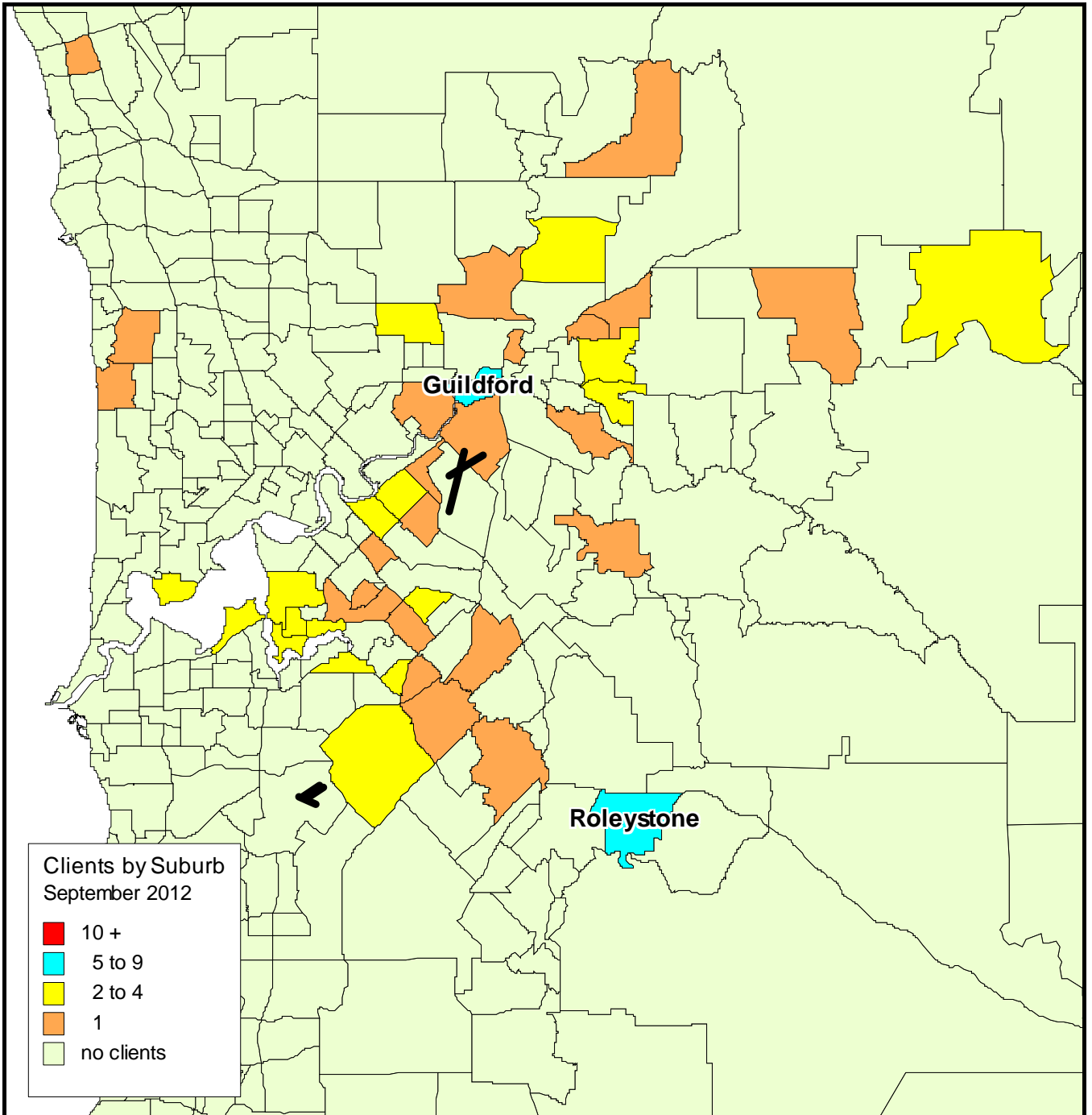
Table 3: Perth Suburbs Client and Contact numbers September 2012

Suburb	Clients	Contacts
APPLECROSS	2	2
BASSENDAN	1	1
BEECHBORO	2	3
BELMONT	4	9
BENTLEY	1	16
BRIGADOON	1	1
CANNING VALE	3	2772
CANNINGTON	1	2
CARLISLE	1	1
CHIDLOW	3	5
CLOVERDALE	1	1
COMO	2	25
CURRAMBINE	1	1
DALKEITH	2	2
GOSNELLS	1	1
GREENMOUNT	2	19
GUILDFORD	5	5
HELENA VALLEY	1	1
HERNE HILL	2	4
JANE BROOK	1	2
KALAMUNDA	1	3
KARRINYUP	1	3

Suburb	Clients	Contacts
KENWICK	1	1
LANGFORD	1	5
LYNWOOD	2	26
MANNING	2	5
PIARA WATERS	1	2
QUEENS PARK	2	3
REDCLIFFE	1	1
RIVERTON	3	12
RIVERVALE	4	11
ROLEYSTONE	5	315
SALTER POINT	3	9
SCARBOROUGH	1	28
SOUTH GUILDFORD	1	3
ST JAMES	1	1
STONEVILLE	1	103
STRATTON	1	1
SWAN VIEW	3	79
THORNLIE	1	1
VIVEASH	1	2
WATERFORD	2	3
WEST SWAN	1	2
TOTAL	77	3492

Figure 3.

**Clients Density Map
Perth Airport
September 2012**



Section 3: Trends for Clients at Perth Airport.

Figure 4 shows the daily count of clients and contacts for the month of September. During September there was up to 18 clients making contact with the NCIS on any single day. There were three days where 12 or more clients contacted the NCIS; Monday 17th (18 clients made 221 contacts), Wednesday 19th (13 clients made 21 contacts) and Friday 21st (12 clients made 424 contacts).

Figure 4: Clients and Contacts by day for September 2012

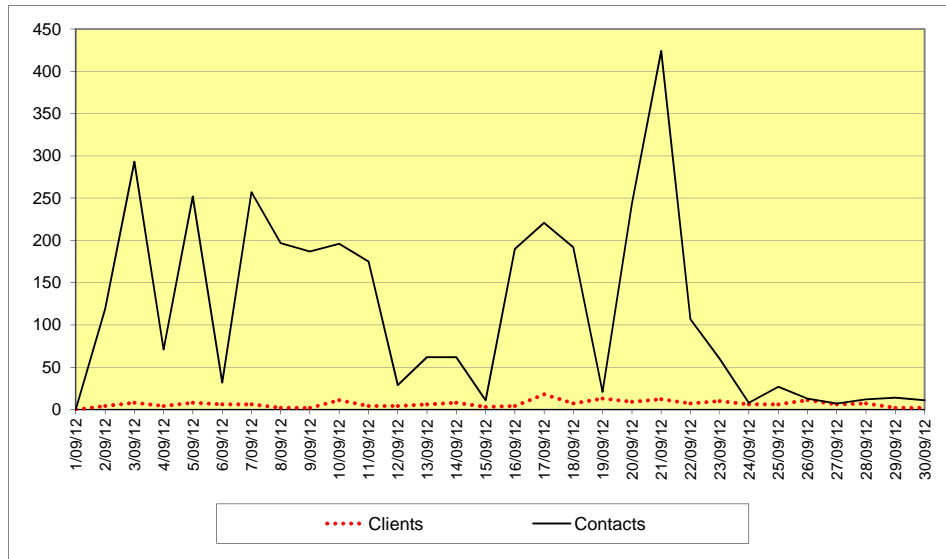


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients is 115 per month, the average number of contacts is 2,179 per month. December 2011 has the highest total number of clients (161). September 2012 has the highest total number of contacts (3,494). During this 12 month period 47.7% or 12,477 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

