

Noise Complaints and Information Service Statistics Report

Sydney 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 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.

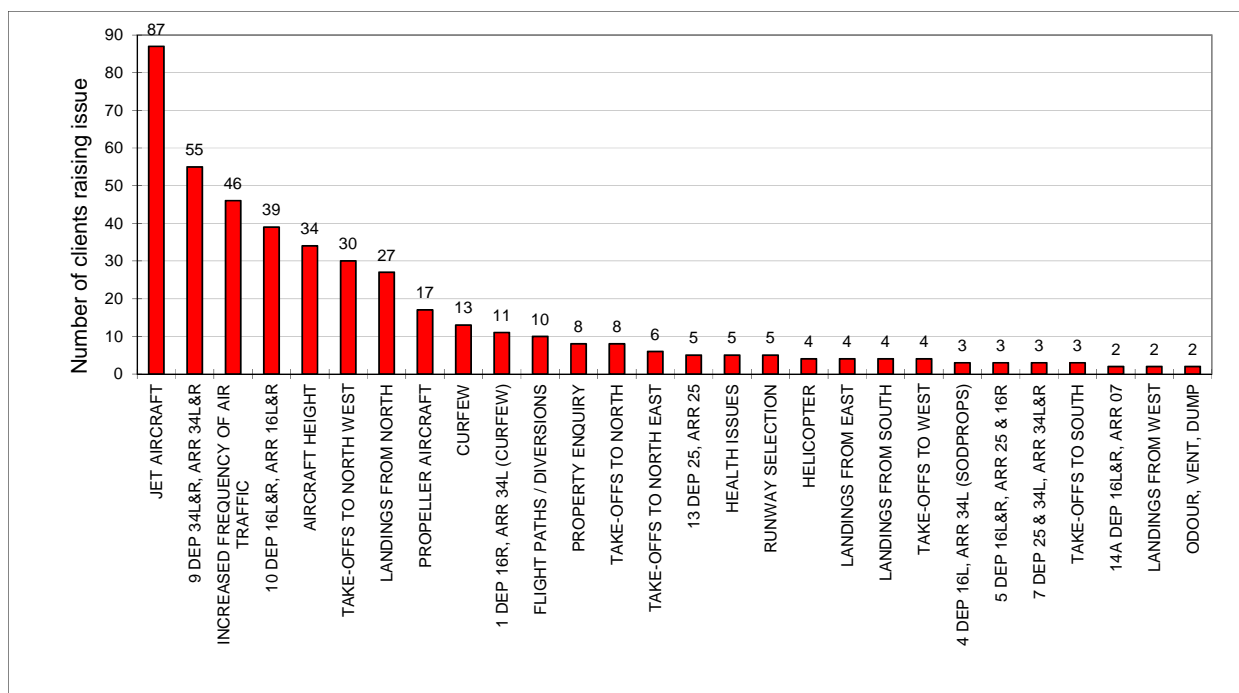
Contacts with the NCIS are made via WebTrak¹, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of the analysis and management of issues and identification of causal factors. Personal details collected and stored in the NCIS database are done so in accordance with Airservices privacy guidelines.

During August 2012, the NCIS recorded 7408 contacts Australia wide. Of these 2474 or 33.4% 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 28 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 Sydney 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 three dominant issues, each identified by 46 or more clients; Jet Aircraft (87), Mode 9 Operations Dep 34L&R, Arr 34L&R (55) and Increased Frequency of Air Traffic (46).

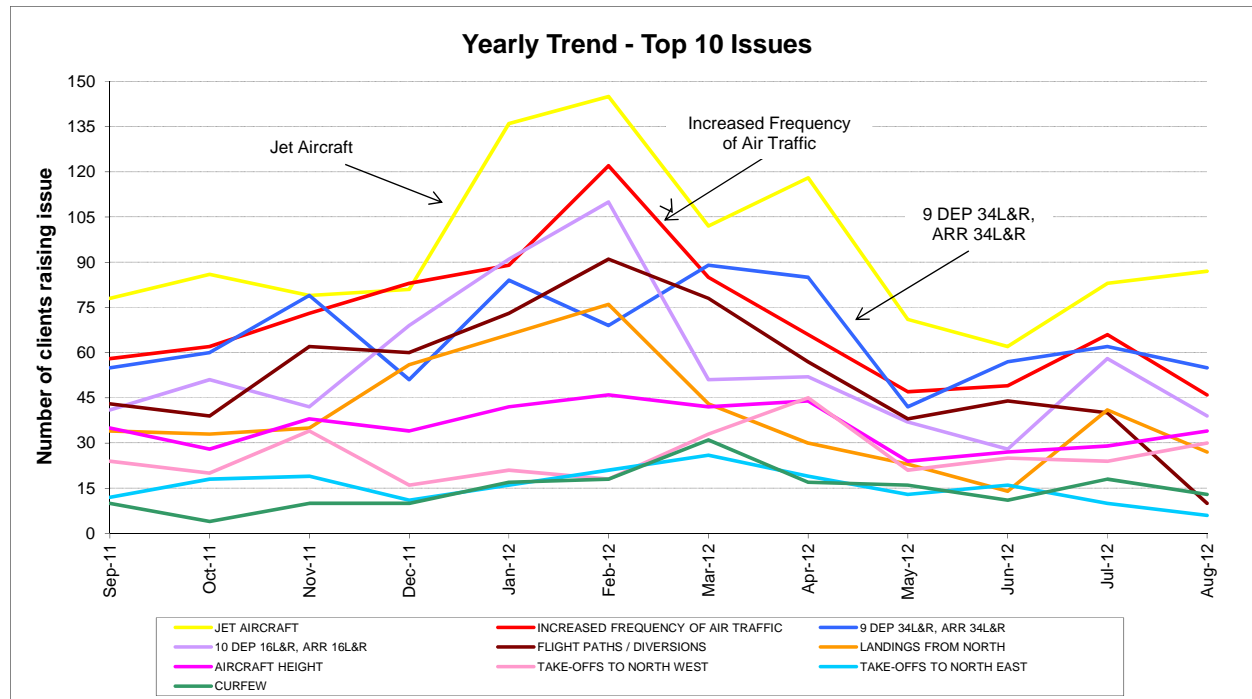
Table 1 List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - August 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	87	2350
9 DEP 34L&R, ARR 34L&R	55	1704
INCREASED FREQUENCY OF AIR TRAFFIC	46	77
10 DEP 16L&R, ARR 16L&R	39	663
AIRCRAFT HEIGHT	34	125
TAKE-OFFS TO NORTH WEST	30	1617
LANDINGS FROM NORTH	27	650
PROPELLER AIRCRAFT	17	28
CURFEW	13	22
1 DEP 16R, ARR 34L (CURFEW)	11	16
FLIGHT PATHS / DIVERSIONS	10	15
PROPERTY ENQUIRY	8	9
TAKE-OFFS TO NORTH	8	9
TAKE-OFFS TO NORTH EAST	6	11
13 DEP 25, ARR 25	5	7
HEALTH ISSUES	5	7
RUNWAY SELECTION	5	5
HELICOPTER	4	5
LANDINGS FROM EAST	4	4
LANDINGS FROM SOUTH	4	4
TAKE-OFFS TO WEST	4	8
4 DEP 16L, ARR 34L (SODPROPS)	3	3
5 DEP 16L&R, ARR 25 & 16R	3	3
7 DEP 25 & 34L, ARR 34L&R	3	5
TAKE-OFFS TO SOUTH	3	3
14A DEP 16L&R, ARR 07	2	4
LANDINGS FROM WEST	2	4
ODOUR, VENT, DUMP	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 (September 2011 to August 2012). Although there are a total of 36 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
September 2011 to August 2012**



The parallel modes, Mode 9 and Mode 10, will often be used during periods of high traffic.

The parallel modes have a near even share of use however between Jan 2008 – May 2012 the average for the months of February and April show higher use of mode 10 and the months of August and September show higher use of mode 9. This information is available from the Sydney Airport Operational Statistics under the 'Mode Utilisation Summary' at:

<http://www.airservicesaustralia.com/publications/reports-and-statistics/sydney-airport-operational-statistics/>.

Table 2 provides an aggregate of each issue raised by clients 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.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1128	12
INCREASED FREQUENCY OF AIR TRAFFIC	846	12
9 DEP 34L&R, ARR 34L&R	788	12
10 DEP 16L&R, ARR 16L&R	669	12
FLIGHT PATHS / DIVERSIONS	635	12
LANDINGS FROM NORTH	478	12
AIRCRAFT HEIGHT	423	12
TAKE-OFFS TO NORTH WEST	311	12
TAKE-OFFS TO NORTH EAST	187	12
CURFEW	175	12
1 DEP 16R, ARR 34L (CURFEW)	166	12
5 DEP 16L&R, ARR 25 & 16R	158	12
RUNWAY SELECTION	154	12
PROPELLER AIRCRAFT	149	12
LANDINGS FROM EAST	136	12
TAKE-OFFS TO NORTH	130	12
14A DEP 16L&R, ARR 07	122	11
LANDINGS FROM SOUTH	110	12
LANDINGS FROM WEST	103	11
TAKE-OFFS TO SOUTH	100	12
7 DEP 25 & 34L, ARR 34L&R	81	12
HEALTH ISSUES	80	12
TAKE-OFFS TO WEST	68	11
HELICOPTER	64	11
4 DEP 16L, ARR 34L (SODPROPS)	63	11
TAKE-OFFS TO EAST	47	9
13 DEP 25, ARR 25	46	9
12 DEP 07, ARR 07	19	5
NOISE INSULATION	19	8
ODOUR, VENT, DUMP	17	10
OTHER*	12	4
PROPERTY ENQUIRY	7	1
GROUND RUNNING (AIRPORT)	6	6
6A DEP 34L & 07, ARR 34L	4	1
15 DEP 34R, ARR 34L	3	3
8 DEP 25 & 34L&R, ARR 34L&R	3	2
PRM	2	1

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

54.1% of the total clients raising issues have raised an issue in the top five 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 August 2012. There were a total of 128 clients and 2474 contacts from 66 suburbs (one client did not indicate a suburb). This corresponds to a daily average of 80 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 for the month of August was Carlingford (coloured red in Figure 3). During August, 1,542 (62%) of all contacts attributed to Sydney Airport were lodged by a single client from the suburb of Kellyville.

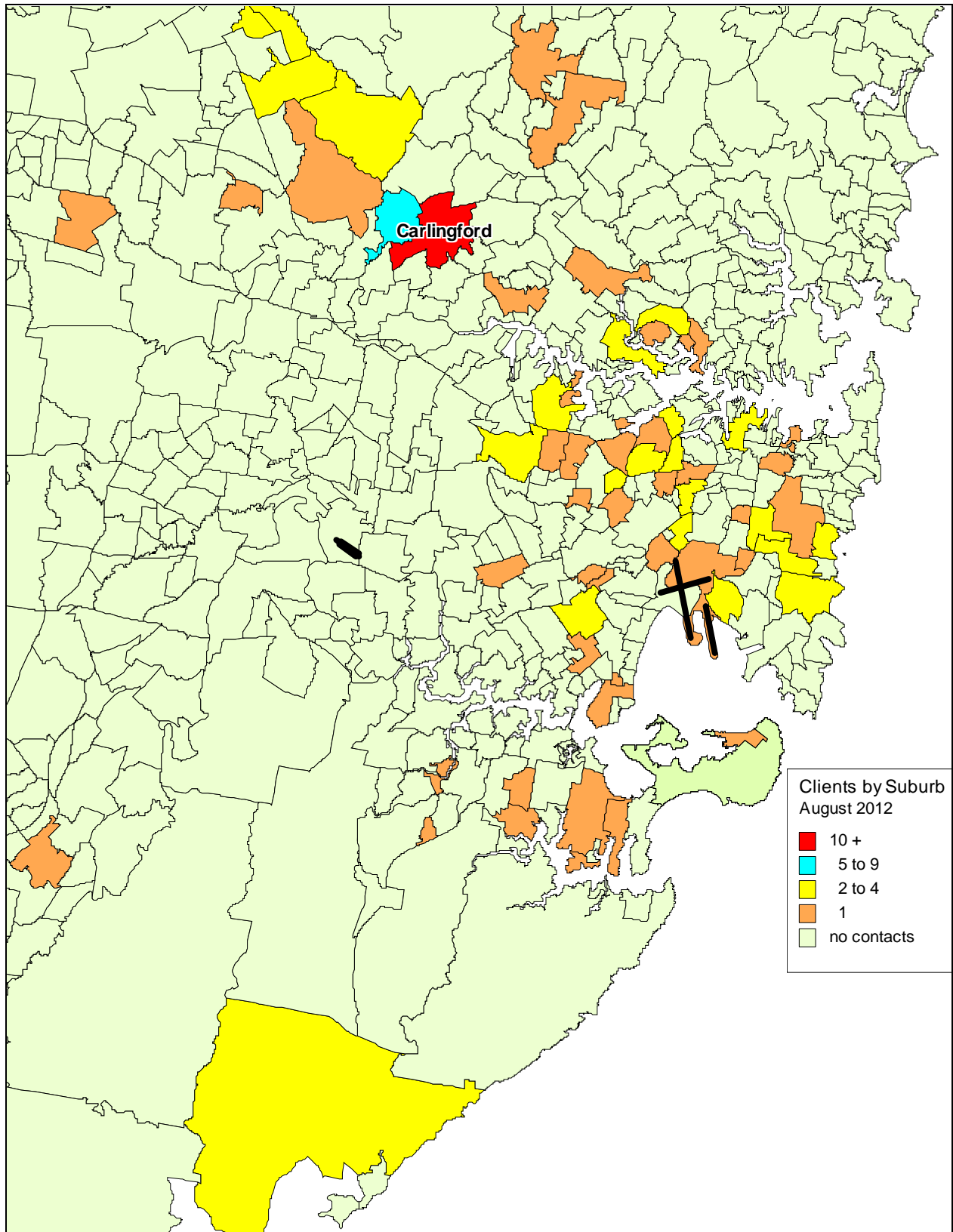
Table 3: Sydney Suburbs Client and Contact numbers – August 2012

Suburb	Clients	Contacts
NOT SPECIFIED	1	10
ANNANDALE	4	5
ASHBURY	1	1
BARDWELL PARK	1	2
BARDWELL VALLEY	1	2
BAULKHAM HILLS	1	1
BEXLEY	3	16
BOTANY	3	4
BULLI	1	1
BURWOOD	1	1
CABARITA	1	1
CAMPBELLTOWN	1	1
CAMPERDOWN	1	2
CARINGBAH	1	1
CARINGBAH SOUTH	1	1
CARLINGFORD	29	593
CARLTON	1	1
CASTLE HILL	2	2
CONCORD	2	56
COOGEE	2	2
CROYDON	1	2
DARLING POINT	1	1
DULWICH HILL	1	3
EASTLAKES	1	1
GREENWICH	1	1
GYMEA	1	1
GYMEA BAY	1	1
HABERFIELD	1	1
HELENSBURGH	3	3
HORNSBY	1	1
HUNTERS HILL	2	2
KELLYVILLE	2	1543
KENSINGTON	3	9

Suburb	Clients	Contacts
KINGSFORD	2	2
KURNELL	1	1
LALOR PARK	1	1
LANE COVE	2	2
LEICHHARDT	2	5
LILLI PILLI	1	1
LILYFIELD	1	2
MAROUBRA	4	10
MASCOT	1	3
NEWTOWN	2	2
NORTH ROCKS	5	6
NORTH RYDE	1	1
NORTHWOOD	1	1
PADDINGTON	1	1
RAMSGATE	1	1
RANDWICK	1	1
RIVERVIEW	1	2
RODD POINT	1	1
ROOTY HILL	1	1
ROSELANDS	1	1
ROZELLE	2	2
SANS SOUCI	1	1
ST PETERS	3	7
STANMORE	1	1
STRATHFIELD	2	83
SUMMER HILL	2	49
SYDNEY	2	2
TEMPE	1	1
WAHROONGA	1	4
WEST RYDE	1	1
WOOLOOWARE	1	1
WORONORA	1	1
YARRAWARRAH	1	3
ZETLAND	1	1
Total	128	2474

Figure 3

**Clients Density Map for Sydney Airport
August 2012**



Section 3: Trends for Clients at Sydney Airport.

Figure 4 shows the daily count of clients and contacts for the month of August. During August there were up to 20 clients making contact with the NCIS on any single day. There were four days where 13 or more clients contacted the NCIS; Thursday 2nd (20 clients made 89 contacts), Thursday 9th (15 clients made 72 contacts), Monday 13th (14 clients made 75 contacts) and Monday 27th (13 clients made 125 contacts).

Figure 4: Clients and Contacts by day for August 2012

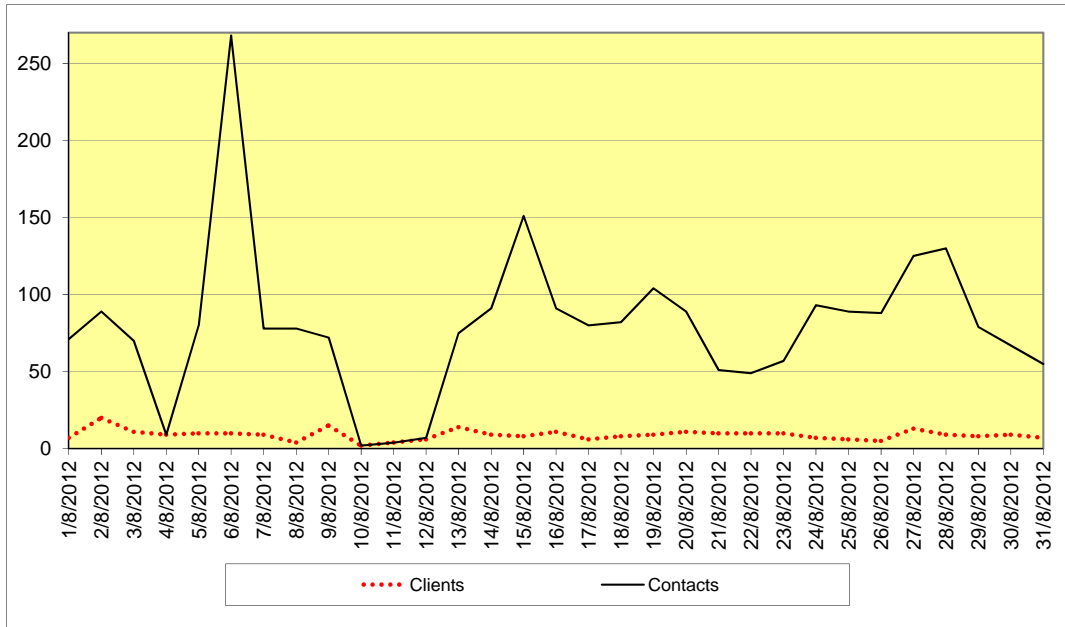


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the monthly average for clients was 174 and the average for contacts was 2560. The 12 month period has seen a marked variation in contacts with peaks in November 2011, March 2012 and July 2012 and lows in September 2011 and December 2011. 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

