

Noise Complaints and Information Service Statistics Report

Sydney 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 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.

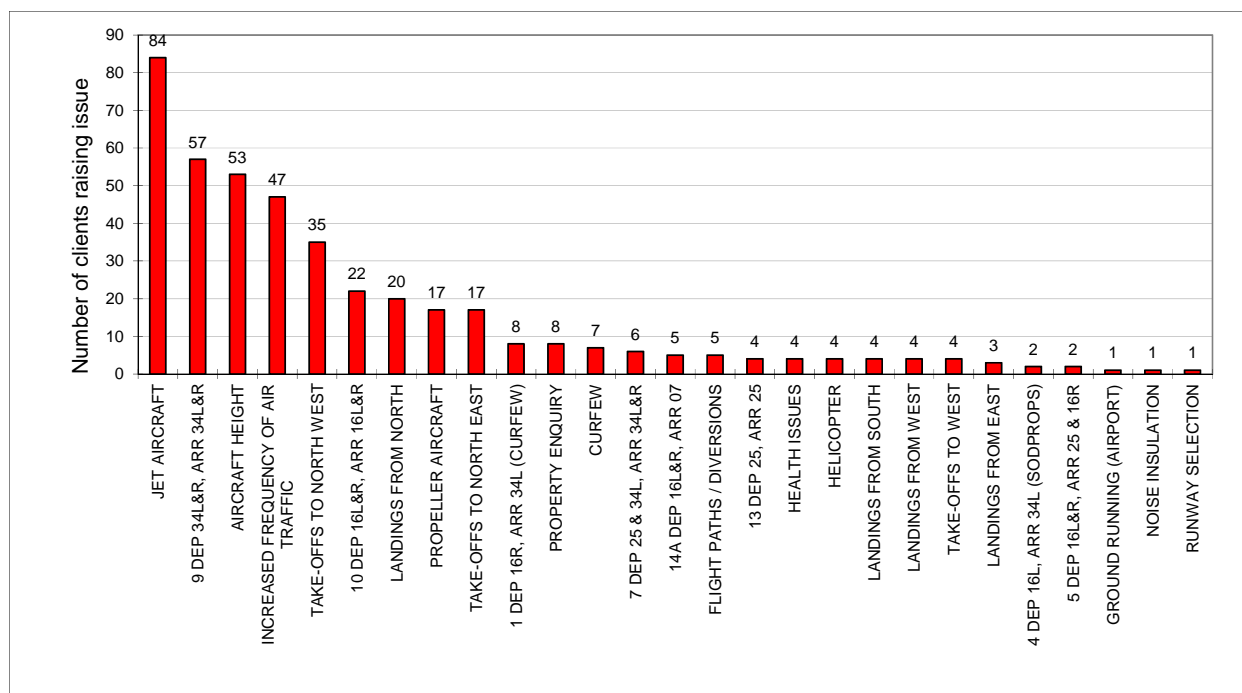
Contacts with the NCIS are made via WebTrak¹, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of the analysis and management of issues and identification of causal factors. Personal details collected and stored in the NCIS database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

During September 2012, the NCIS recorded 7488 contacts Australia wide. Of these 2325 or 31.1% 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 27 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 Sydney 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 47 or more clients; Jet Aircraft (84), Mode 9 Operations Dep 34L&R, Arr 34L&R (57), Aircraft Height (53) and Increased Frequency of Air Traffic (47).

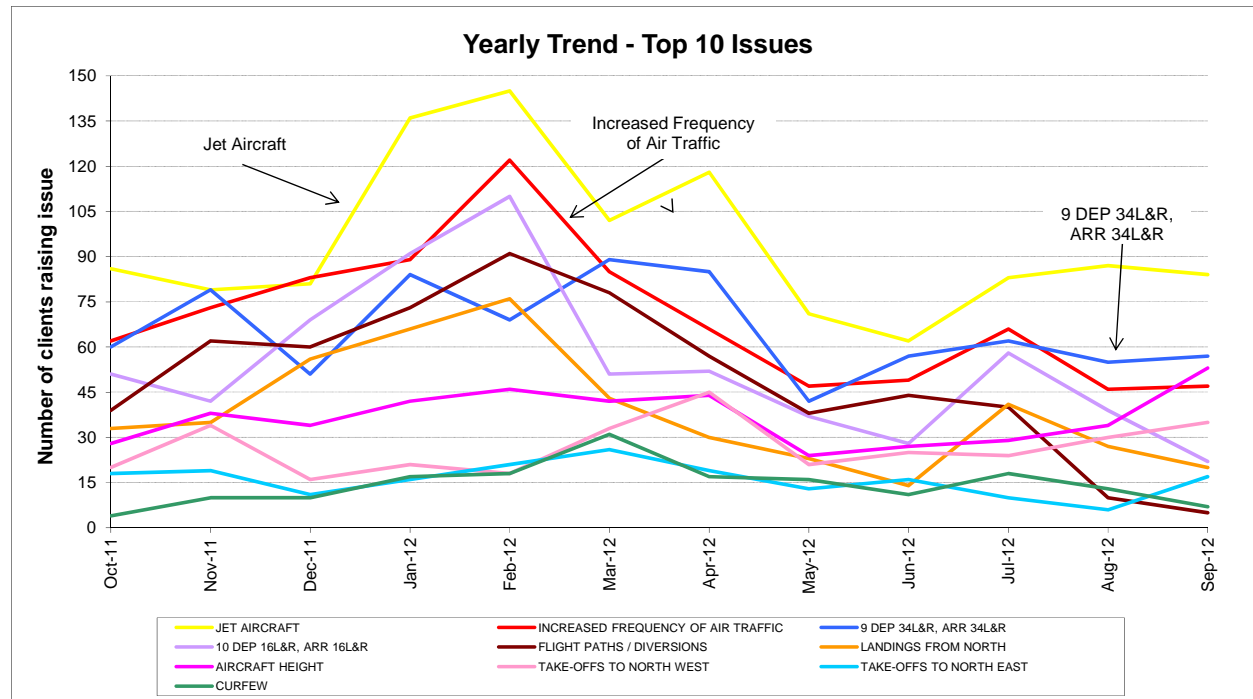
Table 1 List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - September 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	84	2201
9 DEP 34L&R, ARR 34L&R	57	1632
AIRCRAFT HEIGHT	53	220
INCREASED FREQUENCY OF AIR TRAFFIC	47	124
TAKE-OFFS TO NORTH WEST	35	1578
10 DEP 16L&R, ARR 16L&R	22	529
LANDINGS FROM NORTH	20	529
PROPELLER AIRCRAFT	17	32
TAKE-OFFS TO NORTH EAST	17	32
1 DEP 16R, ARR 34L (CURFEW)	8	10
PROPERTY ENQUIRY	8	8
CURFEW	7	7
7 DEP 25 & 34L, ARR 34L&R	6	15
14A DEP 16L&R, ARR 07	5	14
FLIGHT PATHS / DIVERSIONS	5	7
13 DEP 25, ARR 25	4	4
HEALTH ISSUES	4	9
HELICOPTER	4	4
LANDINGS FROM SOUTH	4	6
LANDINGS FROM WEST	4	11
TAKE-OFFS TO WEST	4	15
LANDINGS FROM EAST	3	6
4 DEP 16L, ARR 34L (SODPROPS)	2	3
5 DEP 16L&R, ARR 25 & 16R	2	3
GROUND RUNNING (AIRPORT)	1	1
NOISE INSULATION	1	1
RUNWAY SELECTION	1	1

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 (October 2011 to September 2012). Although there are a total of 37 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
October 2011 to September 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 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.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1134	12
INCREASED FREQUENCY OF AIR TRAFFIC	835	12
9 DEP 34L&R, ARR 34L&R	790	12
10 DEP 16L&R, ARR 16L&R	650	12
FLIGHT PATHS / DIVERSIONS	597	12
LANDINGS FROM NORTH	464	12
AIRCRAFT HEIGHT	441	12
TAKE-OFFS TO NORTH WEST	322	12
TAKE-OFFS TO NORTH EAST	192	12
CURFEW	172	12
1 DEP 16R, ARR 34L (CURFEW)	165	12
PROPELLER AIRCRAFT	155	12
5 DEP 16L&R, ARR 25 & 16R	152	12
RUNWAY SELECTION	148	12
LANDINGS FROM EAST	132	12
TAKE-OFFS TO NORTH	120	11
14A DEP 16L&R, ARR 07	113	11
LANDINGS FROM SOUTH	111	12
TAKE-OFFS TO SOUTH	98	11
LANDINGS FROM WEST	93	11
HEALTH ISSUES	80	12
7 DEP 25 & 34L, ARR 34L&R	75	12
HELICOPTER	66	11
TAKE-OFFS TO WEST	64	11
4 DEP 16L, ARR 34L (SODPROPS)	58	11
13 DEP 25, ARR 25	44	9
TAKE-OFFS TO EAST	36	8
12 DEP 07, ARR 07	19	5
NOISE INSULATION	16	8
ODOUR, VENT, DUMP	16	9
PROPERTY ENQUIRY	15	2
GROUND RUNNING (AIRPORT)	7	7
OTHER*	6	3
6A DEP 34L & 07, ARR 34L	4	1
8 DEP 25 & 34L&R, ARR 34L&R	3	2
15 DEP 34R, ARR 34L	2	2
PRM	2	1

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

54.2% 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 September 2012. There were a total of 125 clients and 2325 contacts from 71 suburbs (one client did not indicate a suburb). This corresponds to a daily average of 77.5 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.

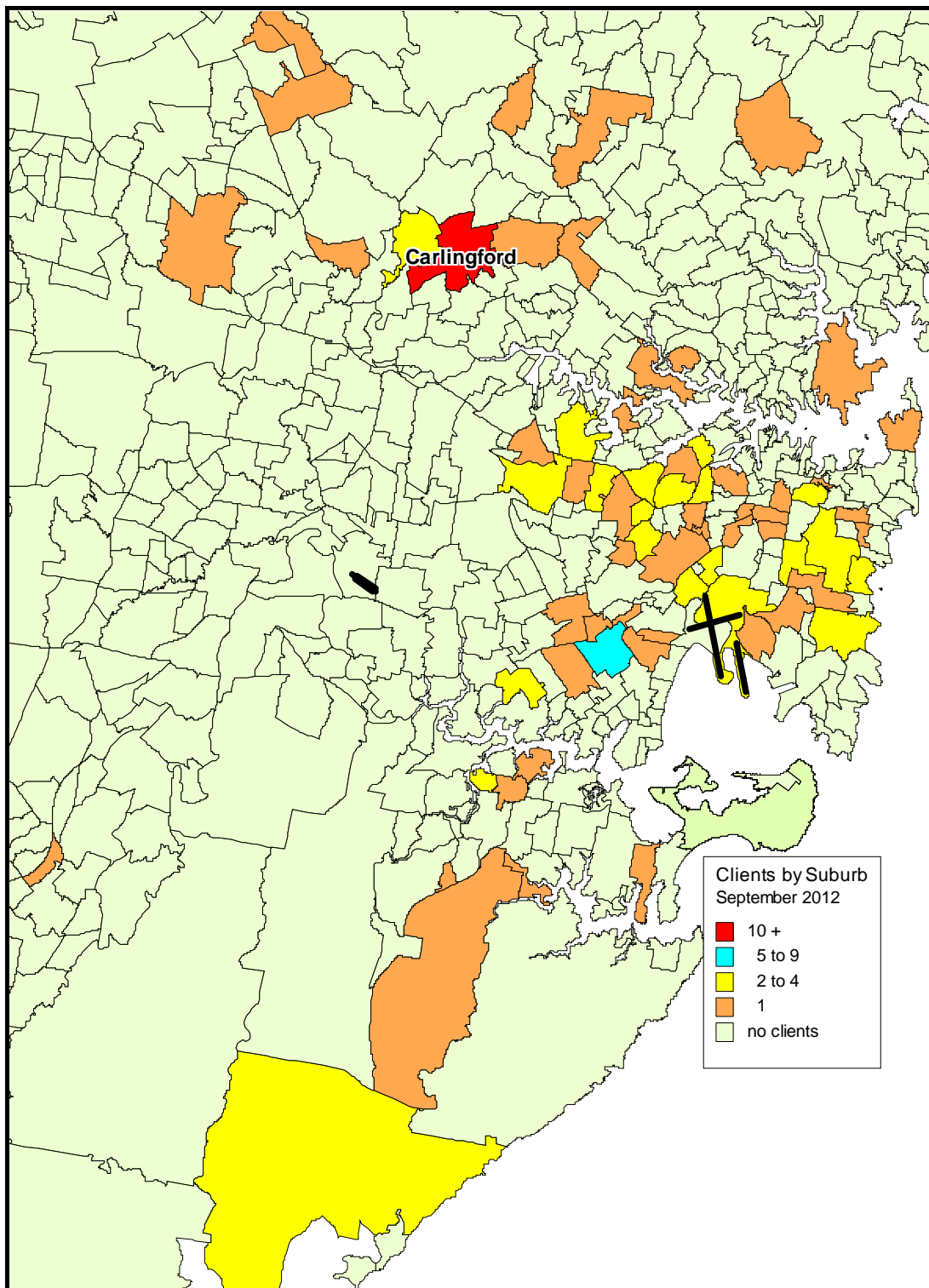
The suburb with the highest number of clients for the month of September was Carlingford (coloured red in Figure 3). During September, 1,641 (70.6%) of all contacts attributed to Sydney Airport were lodged by a single client from the suburb of Kellyville.

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

Suburb	Clients	Contacts	Suburb	Clients	Contacts
NOT SPECIFIED	4	10	KINGSGROVE	1	5
ABBOTSFORD	1	1	LEICHHARDT	3	5
ANNANDALE	2	3	LILYFIELD	1	1
ASHFIELD	1	1	MAROUBRA	3	7
BANKSIA	1	3	MARRICKVILLE	1	1
BARDWELL VALLEY	1	2	MARSFIELD	1	1
BELROSE	1	1	MASCOT	2	7
BEXLEY	5	26	MORTDALE	2	2
BEXLEY NORTH	1	1	MOSMAN	1	1
BLACKTOWN	1	1	NORTH ROCKS	2	2
BONDI JUNCTION	1	1	OYSTER BAY	1	1
BONNET BAY	2	3	PADDINGTON	2	2
BOTANY	1	1	PAGEWOOD	1	3
BURWOOD	1	1	RANDWICK	4	7
CARLINGFORD	15	226	REDFERN	1	1
CONCORD	2	60	RIVERVIEW	1	1
COOGEE	2	4	ROCKDALE	1	1
CROYDON	2	7	ROZELLE	3	3
DARLINGTON	1	5	ST PETERS	2	2
DULWICH HILL	3	3	STANMORE	1	1
EDGECLIFF	1	1	STRATHFIELD	3	95
ENMORE	1	2	SUMMER HILL	2	94
EPPING	1	22	SURRY HILLS	1	1
ERSKINEVILLE	1	1	TEMPE	2	2
GLEBE	1	1	VAUCLUSE	1	1
GRAYS POINT	1	1	WAHROONGA	1	2
HABERFIELD	2	2	WARRIMOO	1	1
HELENSBURGH	2	3	WATERLOO	1	1
HENLEY	1	1	WAVERLEY	1	1
HOMEBUSH	1	1	WESTLEIGH	1	1
HUNTERS HILL	1	2	WILTON	3	4
HURLSTONE PARK	1	4	WINSTON HILLS	1	2
HURSTVILLE	1	1	WOODBINE	1	1
JANNALI	1	1	WOOLOOWARE	1	1
KELLYVILLE	1	1641	YARRAWARRAH	1	8
KENSINGTON	4	11	TOTAL	125	2325
KINGSFORD	1	1			

Figure 3

Clients Density Map for Sydney Airport September 2012



Section 3: Trends for Clients at Sydney Airport.

Figure 4 shows the daily count of clients and contacts for the month of September. During September there were up to 18 clients making contact with the NCIS on any single day. There were four days where 16 or more clients contacted the NCIS; Monday 16th (16 clients made 159 contacts), Tuesday 18th (18 clients made 146 contacts), Wednesday 26th (18 clients made 117 contacts) and Friday 28th (16 clients made 130 contacts).

Figure 4: Clients and Contacts by day for September 2012

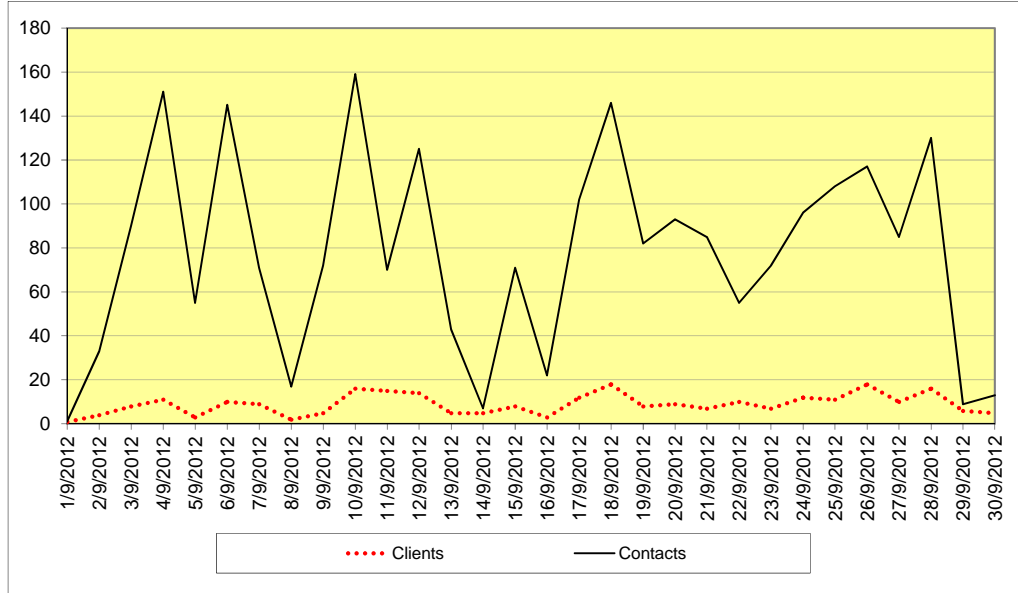


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the monthly average for clients was 171 and the average for contacts was 2,614. The 12 month period has seen a marked variation in contacts with peaks in November 2011, March 2012 and July 2012 and lows in December 2011 and May 2012. 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

