

Noise Complaints and Information Service Statistics Report

Melbourne Airport – February 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 out of 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 made with the NCIS are done 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 complaint management, analysis 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.

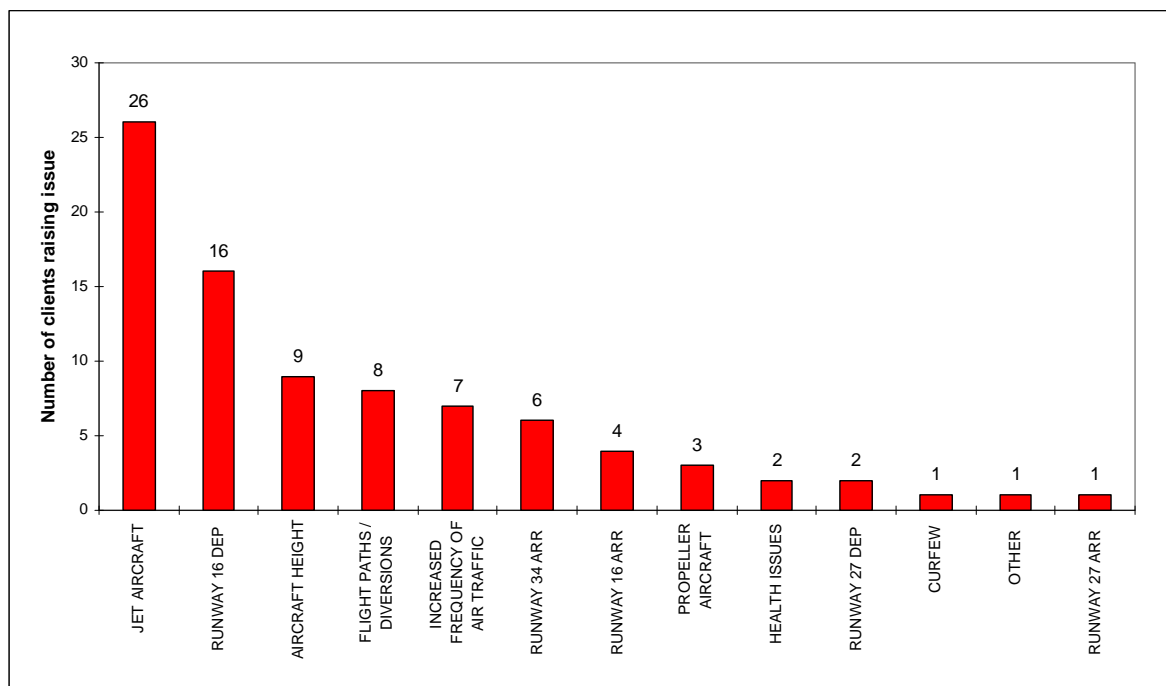
During February 2012, the NCIS recorded 6677 contacts Australia wide. Of these 79 or 1.2% were attributed to operations at Melbourne Airport.

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 13 issues identified by clients during February 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 February 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 two dominant issues, each identified by 16 or more clients; Jet Aircraft (26) and Runway 16 Departures (16).

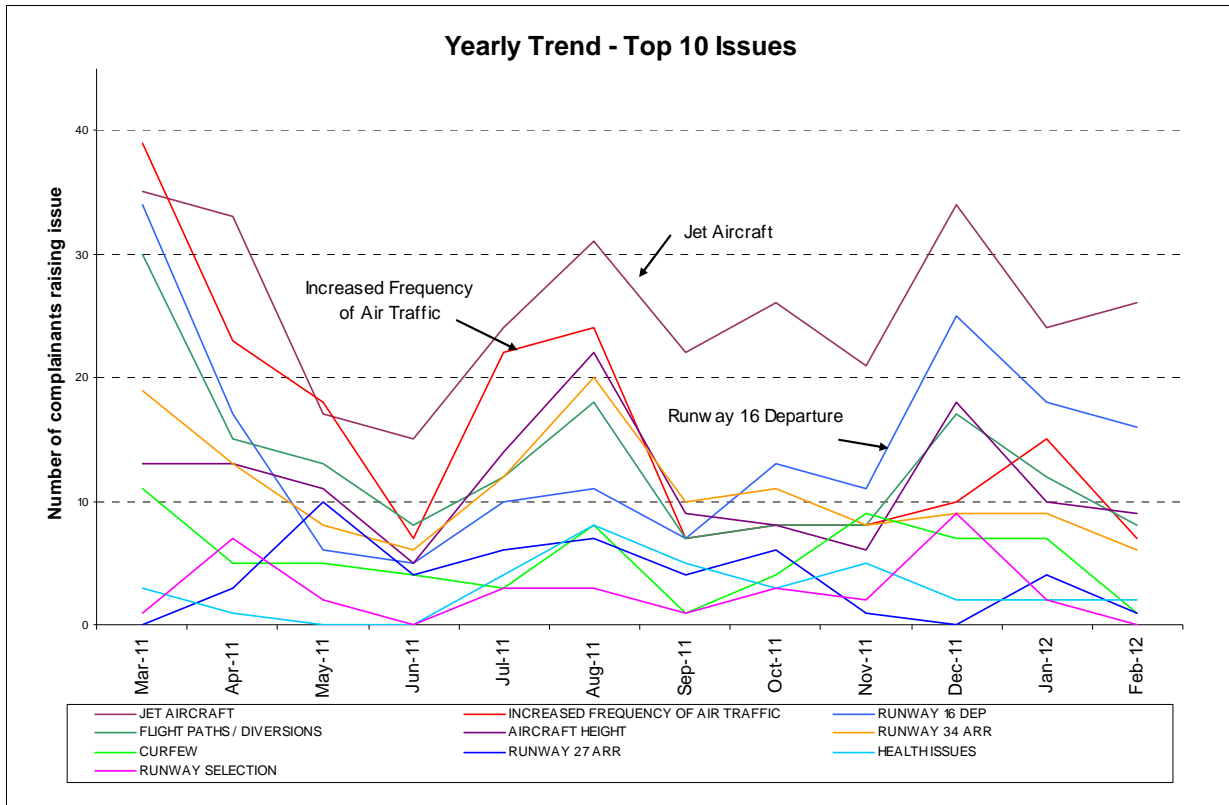
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – February 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	26	68
RUNWAY 16 DEP	16	31
AIRCRAFT HEIGHT	9	31
FLIGHT PATHS / DIVERSIONS	8	8
INCREASED FREQUENCY OF AIR TRAFFIC	7	7
RUNWAY 34 ARR	6	30
RUNWAY 16 ARR	4	5
PROPELLER AIRCRAFT	3	3
HEALTH ISSUES	2	2
RUNWAY 27 DEP	2	2
CURFEW	1	4
OTHER *	1	1
RUNWAY 27 ARR	1	1

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

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: Top ten issues raised by clients over the past 12 months
March 2011 to February 2012**



The yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (March 2011 to February 2012) is shown in Figure 2. Over this period the dominant issues raised by clients were; Jet Aircraft, Increased Frequency of Air Traffic and Runway 16 Departures.

The number of clients and issues of concern has been relatively stable over the year, with the exception of the peak in March 2011 with respect to Jet Aircraft and Increased Frequency of Air Traffic.

Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period March 2011 to February 2012.

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	308	12
INCREASED FREQUENCY OF AIR TRAFFIC	188	12
RUNWAY 16 DEP	173	12
FLIGHT PATHS / DIVERSIONS	156	12
AIRCRAFT HEIGHT	138	12
RUNWAY 34 ARR	131	12
CURFEW	65	12
RUNWAY 27 ARR	46	10
HEALTH ISSUES	35	10
RUNWAY SELECTION	33	10
RUNWAY 16 ARR	23	9
PROPELLER AIRCRAFT	22	10
RUNWAY 27 DEP	14	8
OTHER*	10	6
RUNWAY 09 DEP	10	7
RUNWAY 34 DEP	10	7
ODOUR, VENT, DUMP (DOTARS)	4	4
RUNWAY 09 ARR	1	1

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

Table 2 provides an aggregate of the monthly number of clients raising each issue for the 12 months to February 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 80.0% of all the clients' issues raised in the last 12 months are contained in the top six issues 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 January 2012. There were a total of 30 clients and 79 contacts from 20 suburbs, which corresponds to a daily average of 2.7 contacts.

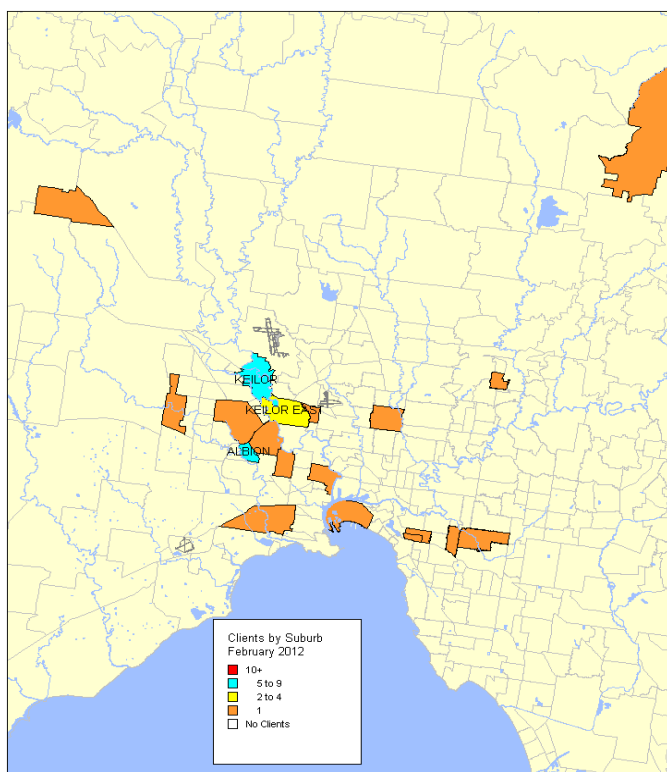
The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients whom the NCIS dealt with during February 2012.

There were two suburbs, Keilor and Albion, which had five or more clients (coloured blue in Figure 3) for the month of February. During February, 27.9% of all contacts attributed to Melbourne Airport were lodged by one client from the suburb of Sunshine North.

Table 3.
Melbourne Suburbs
Client and Contact numbers
February 2012

Suburb	Clients	Contacts
ALBION	5	19
ALTONA NORTH	1	1
BACCHUS MARSH	1	1
BRAYBROOK	1	2
CAROLINE SPRINGS	1	1
COBURG	1	1
FOOTSCRAY	1	1
GISBORNE SOUTH	1	1
GLEN IRIS	1	1
KEILOR	6	8
KEILOR EAST	2	2
KINGLAKE WEST	1	2
MALVERN	1	1
NIDDRIE	1	1
PORT MELBOURNE	1	1
PRAHRAN	1	1
ST ALBANS	1	7
SUNSHINE NORTH	1	22
WATSONIA	1	1
WINDSOR	1	5
Total	30	79

Figure 3.
Clients Density Map Melbourne
Airport February 2012



Section 3: Trends for Clients at Melbourne Airport.

The daily count of clients and contacts for the month of February is shown in Figure 4. During February there were up to 4 clients making contact with the NCIS on any single day. There were five days where 3 or more clients contacted the NCIS; Wednesday 1st (5 contacts from 4 clients), Sunday 5th (3 contacts from 3 clients) Tuesday 7th (4 contacts from 3 clients) Wednesday 8th (13 contacts from 3 clients) and Wednesday 22nd (4 contacts from 3 clients).

Figure 4. Clients and Contacts by day for February 2012

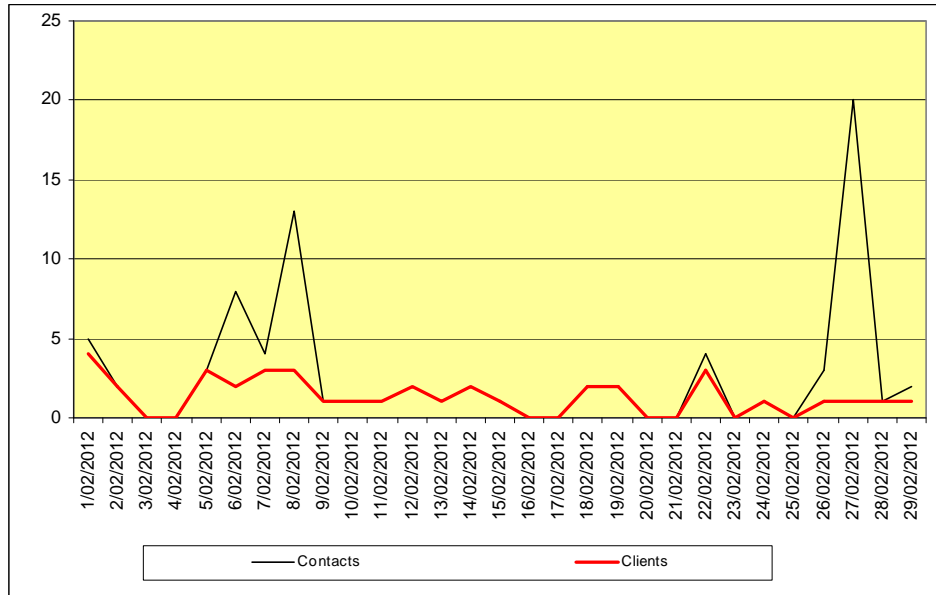


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in March (194). The last 12 months has seen a fluctuation in contacts with the number of clients remaining fairly steady. Overall Figure 5 demonstrates there is a poor correlation between the number of clients and the number of contacts.

Figure 5. Monthly client and contact numbers over the last 12 months

