

# **Noise Complaints and Information Service Statistics Report**

Melbourne Airport – January 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 Moorabin. The results and analysis in this report reflects the data collected at the time of preparation.

Contacts made with the NCIS are done via WebTrak<sup>1</sup>, 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.

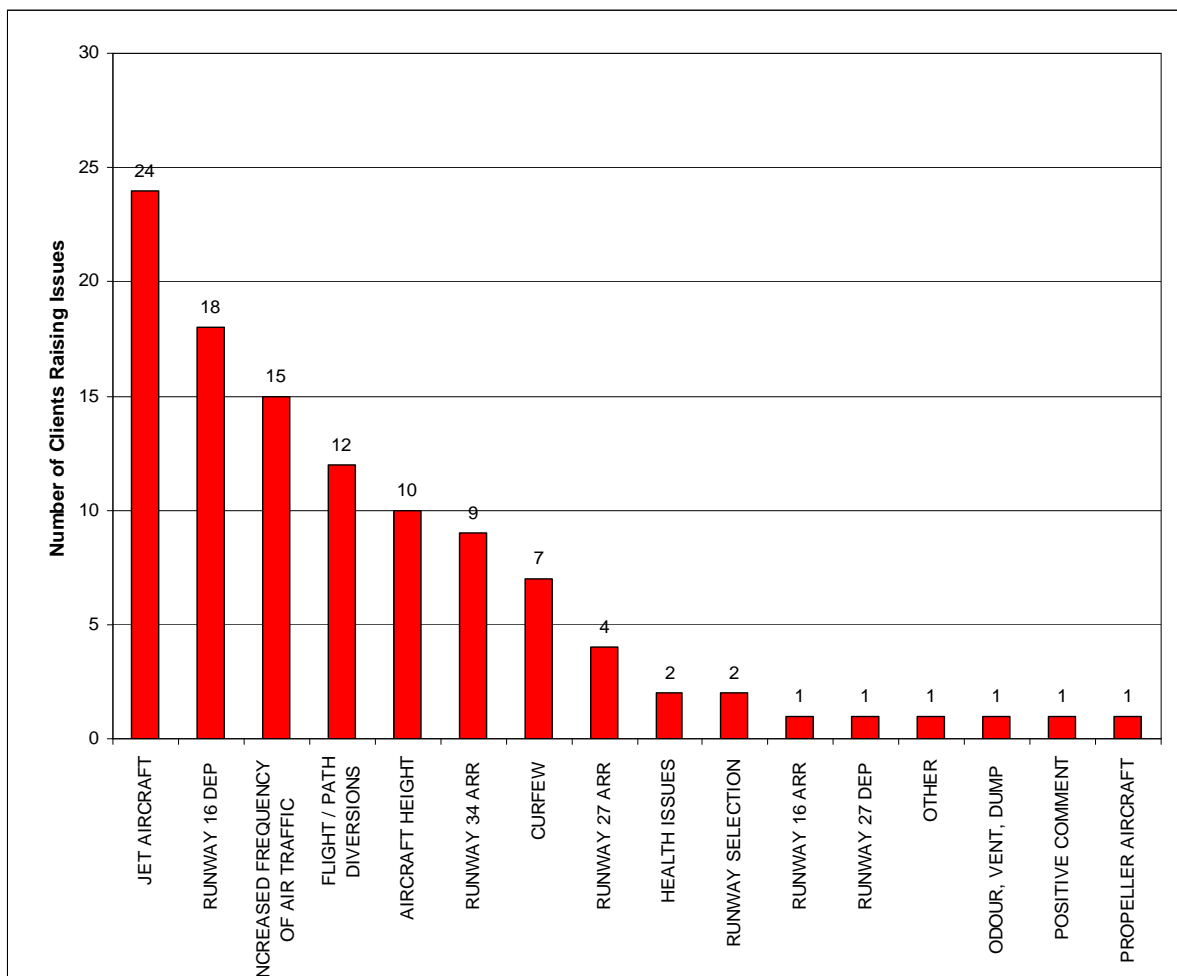
During January 2012, the NCIS recorded 8638 contacts Australia wide. Of these 100 or 1.15% were attributed to operations at Melbourne Airport.

## 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 16 issues identified by clients during January 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 January 2012**



<sup>1</sup> 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/](http://www.airservicesaustralia.com/aircraftnoise/webtrak/)  
*Noise Complaints and Information Service Report of Complaint Statistics for Melbourne Airport – January 2012*

**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 18 or more clients; Jet Aircraft (24) and Runway 16 Departures (18).

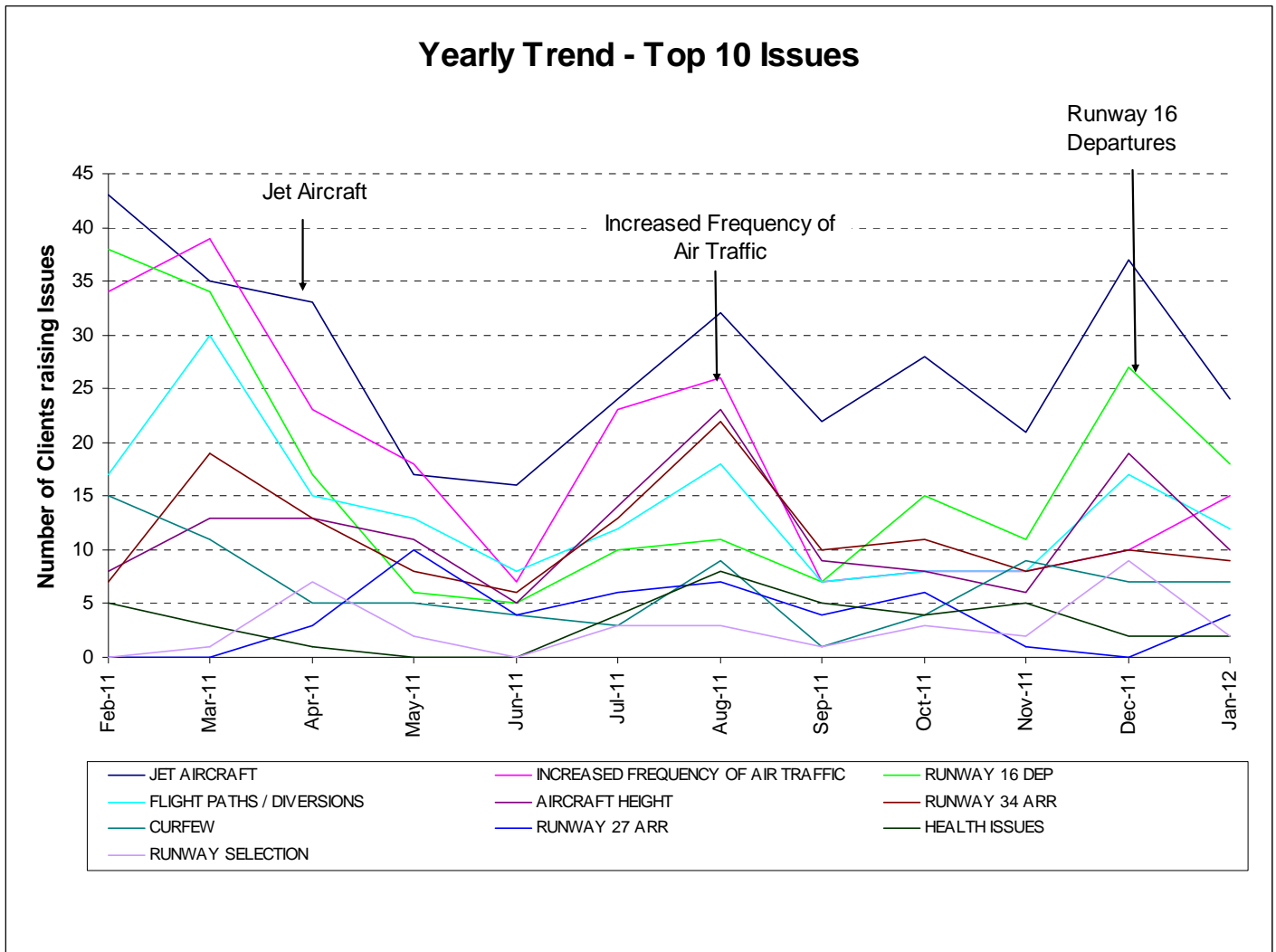
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – January 2012**

Issue	Number of Clients	Number of Contacts
RUNWAY SELECTION	2	2
AIRCRAFT HEIGHT	10	12
CURFEW	7	7
FLIGHT / PATH DIVERSIONS	12	12
HEALTH ISSUES	2	2
INCREASED FREQUENCY OF AIR TRAFFIC	15	20
JET AIRCRAFT	24	73
ODOUR, VENT, DUMP	1	1
OTHER*	1	11
POSITIVE COMMENT	1	1
PROPELLER AIRCRAFT	1	1
RUNWAY 16 ARR	1	7
RUNWAY 16 DEP	18	68
RUNWAY 27 ARR	4	4
RUNWAY 27 DEP	1	1
RUNWAY 34 ARR	9	12

\* 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  
February 2011 to January 2012**



The yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (February 2011 to January 2012) is shown in Figure 2. Over this period the dominant issues raised by clients are; 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 February 2011 with respect to Jet Aircraft.

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

<b>Issues</b>	<b>12 month total for clients raising issue</b>	<b>Number of months issue was raised</b>
JET AIRCRAFT	332	12
INCREASED FREQUENCY OF AIR TRAFFIC	218	12
RUNWAY 16 DEP	199	12
FLIGHT PATHS / DIVERSIONS	165	12
AIRCRAFT HEIGHT	139	12
RUNWAY 34 ARR	136	12
CURFEW	80	12
RUNWAY 27 ARR	45	9
HEALTH ISSUES	39	10
RUNWAY SELECTION	33	10
OTHER*	30	9
RUNWAY 16 ARR	22	9
PROPELLER AIRCRAFT	21	10
RUNWAY 27 DEP	13	7
RUNWAY 34 DEP	12	8
PROPERTY ENQUIRY	12	7
RUNWAY 09 DEP	10	7
ODOUR, VENT, DUMP	5	5
POSITIVE COMMENT	4	3
GROUND RUNNING (AIRPORT)	1	1
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 January 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 71% of all the clients' issues raised in the last 12 months are contained in the first five 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 38 clients and 100 contacts from 22 suburbs, which corresponds to a daily average of 3.2 contacts per day.

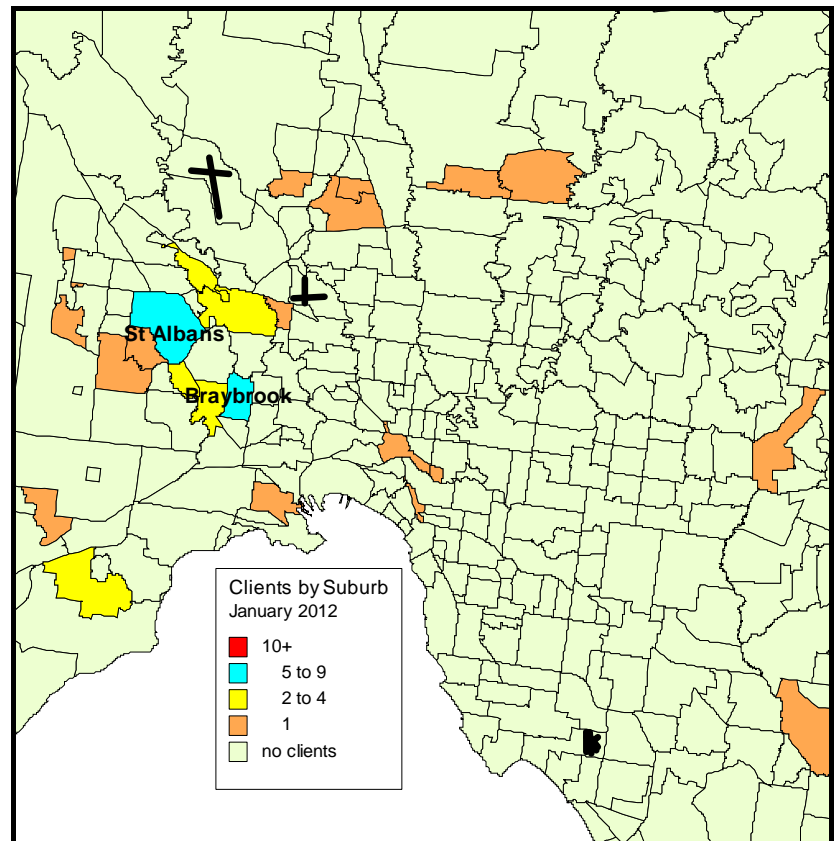
The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients whom the NCIS dealt with during January 2012.

There were two suburbs, Braybrook and St Albans, which had 5 clients (coloured blue in Figure 3) for the month of January. During January, 31% of all contacts attributed to Melbourne Airport were lodged by two clients, one from the suburb of Albion and the other from St Albans.

**Table 3.**  
**Melbourne Suburbs**  
**Client and Contact numbers**  
**January 2012**

Suburb	Clients	Contacts
ALBION	3	39
ATTWOOD	1	1
BRAYBROOK	5	5
BROADMEADOWS	1	1
CAIRNLEA	1	1
CAROLINE SPRINGS	1	1
CREMORNE	1	3
DALLAS	1	1
DEER PARK	1	1
ENDEAVOUR HILLS	1	1
KEILOR	3	3
KEILOR EAST	2	2
LALOR	1	1
MELBOURNE	1	1
MILL PARK	1	1
NEWPORT	1	1
NIDDRIE	1	1
POINT COOK	2	5
RINGWOOD	1	1
ST ALBANS	5	19
SUNSHINE	3	10
TRUGANINA	1	1
<b>Total</b>	<b>38</b>	<b>100</b>

**Figure 3.**  
**Clients Density Map**  
**Melbourne Airport**  
**January 2012**



### Section 3: Trends for Clients at Melbourne Airport.

The daily count of clients and contacts for the month of January is shown in Figure 4. During January there were up to 4 clients making contact with the NCIS on any single day. There were eight days where 3 or more clients contacted the NCIS; Wednesday 4<sup>th</sup> (3 contacts from 3 clients), Thursday 5<sup>th</sup> (6 contacts from 3 clients) Friday 6<sup>th</sup> (3 contacts from 3 clients) Wednesday 11<sup>th</sup> (22 contacts from 3 clients) Thursday 12<sup>th</sup> (5 contacts from 4 clients) Wednesday 18<sup>th</sup> (3 contacts from 3 clients) Thursday 19<sup>th</sup> (3 contacts from 3 clients) Friday 20<sup>th</sup> (4 contacts from 3 clients) and Friday 27<sup>th</sup> (9 contacts from 3 clients).

**Figure 4. Clients and Contacts by day for January 2012**

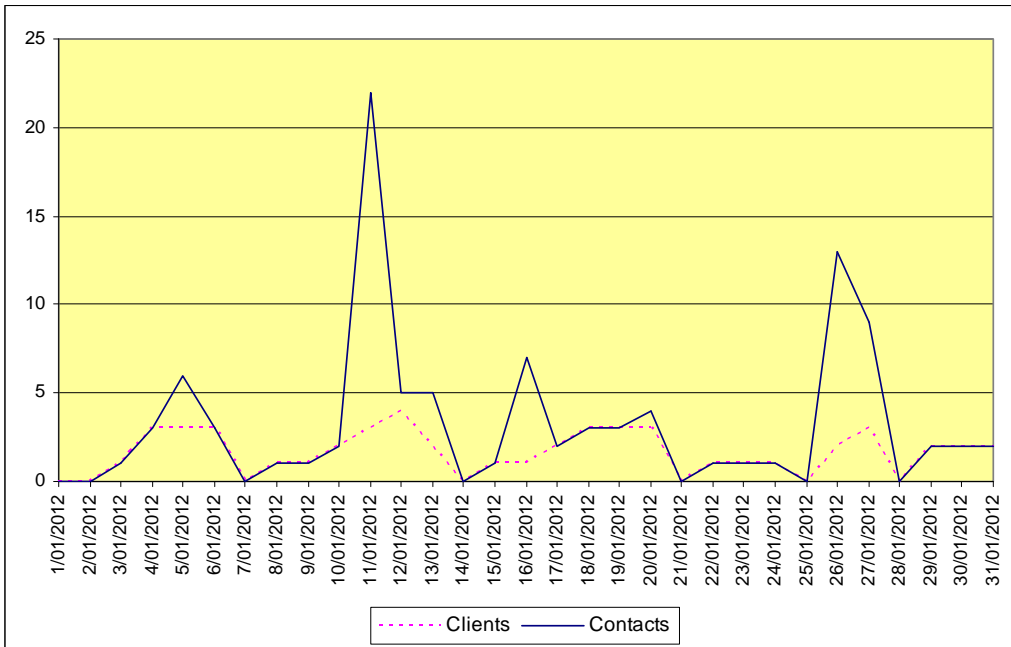


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in March (194). The last 10 months has seen a fluctuation in contacts with the number of clients remaining fairly steady. Overall Figure 5 demonstrates there is a poor correlation between the number of clients and the number of contacts.

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

