

Noise Complaints and Information Service Statistics Report

Melbourne Airport – June 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 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 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.

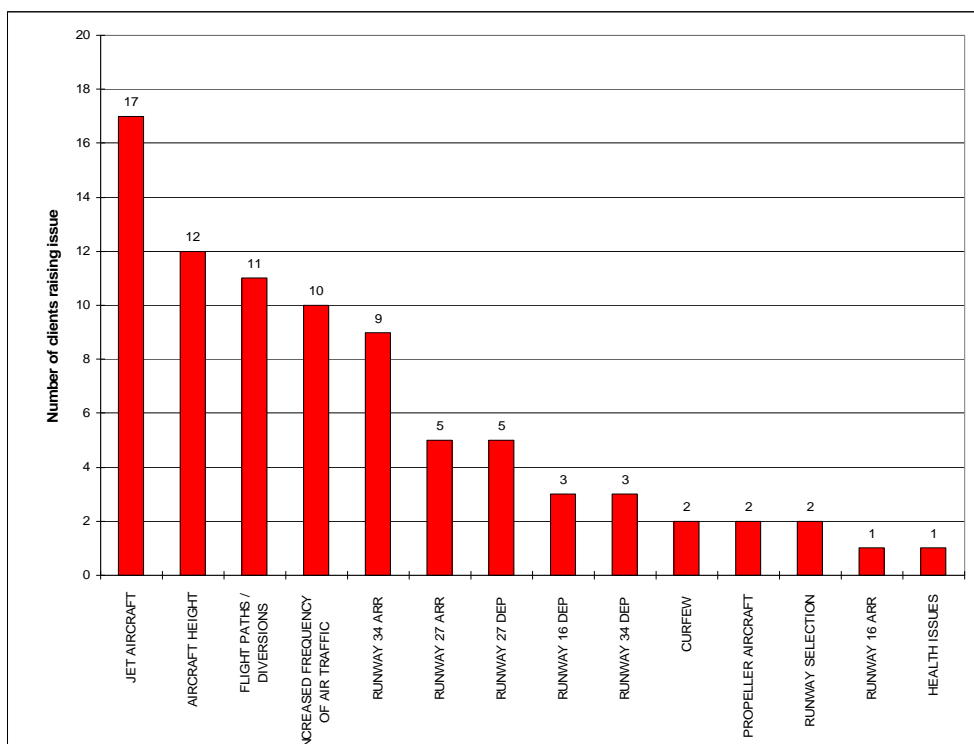
During June 2012, the NCIS recorded 6552 contacts Australia wide. Of these 34 or 0.5% were attributed to operations at Melbourne Airport.

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 14 issues identified by clients during June 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 June 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 11 or more clients; Jet Aircraft (17), Aircraft Height (12) and Flight Paths / Diversions (11).

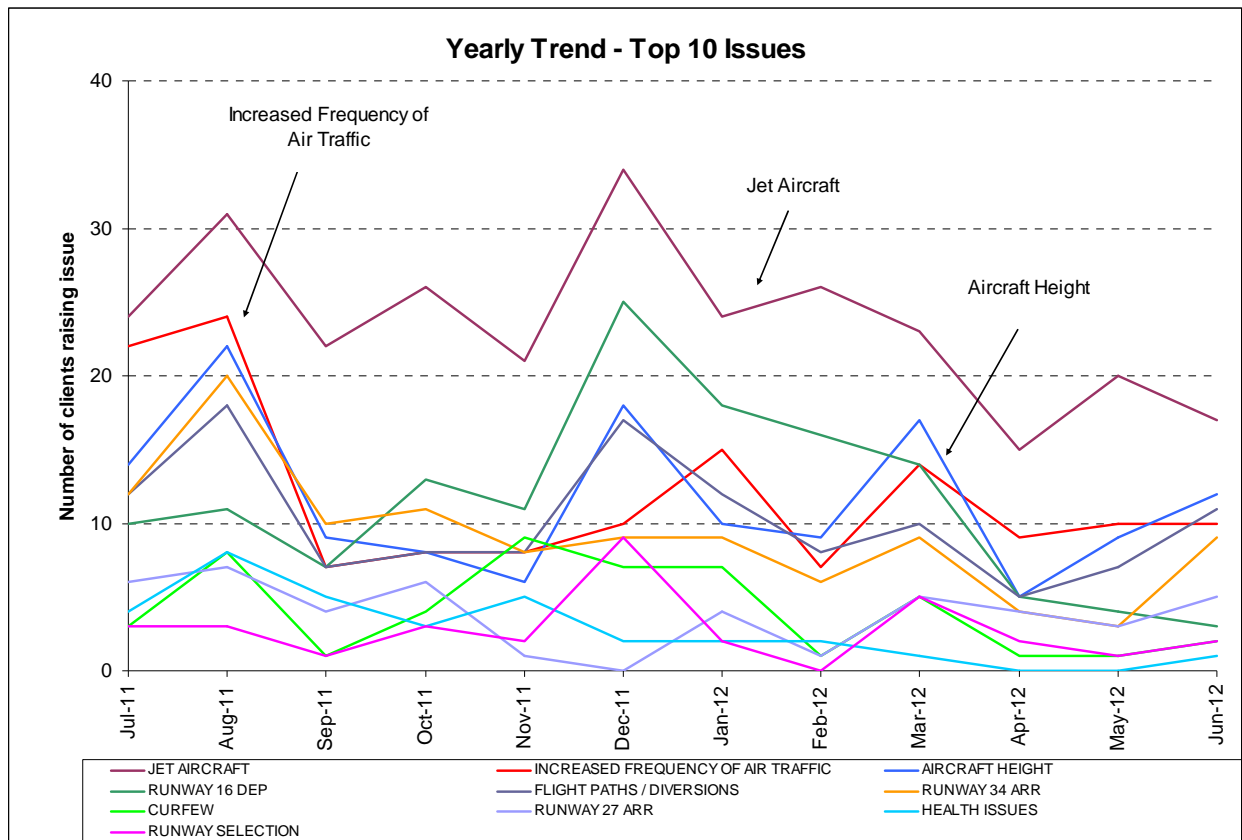
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – June 2012

Issue	Number of Clients	Number of Contacts
Jet Aircraft	17	20
Aircraft Height	12	13
Flight Paths / Diversions	11	11
Increased Frequency Of Air Traffic	10	11
Runway 34 Arr	9	10
Runway 27 Arr	5	7
Runway 27 Dep	5	5
Runway 16 Dep	3	5
Runway 34 Dep	3	3
Curfew	2	2
Propeller Aircraft	2	2
Runway Selection	2	2
Runway 16 Arr	1	1
Health Issues	1	1

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 contains the yearly trend for the number of clients raising an issue on a monthly basis (July 2011 to June 2012). Although there are a total of 18 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the dominant issues raised by clients were; Jet Aircraft, Increased Frequency of Air Traffic and Aircraft Height.

**Figure 2: Top ten issues raised by clients over the past 12 months
July 2011 to June 2012**



The number of clients and issues of concern has been relatively stable over the year. Historically it is noticed that the cooler months bring about more use of runway 34 and the warmer months bring about more use of runway 16. As a result contacts regarding the issue of runway 34 arrivals spiked in August 2011 and contacts regarding the issue of runway 16 departures spiked in December 2011.

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

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

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	283	12
INCREASED FREQUENCY OF AIR TRAFFIC	144	12
AIRCRAFT HEIGHT	139	12
RUNWAY 16 DEP	137	12
FLIGHT PATHS / DIVERSIONS	123	12
RUNWAY 34 ARR	110	12
CURFEW	49	12
RUNWAY 27 ARR	46	11
HEALTH ISSUES	33	10
RUNWAY SELECTION	33	11
RUNWAY 27 DEP	26	9
PROPELLER AIRCRAFT	23	10
RUNWAY 16 ARR	20	9
RUNWAY 34 DEP	18	9
RUNWAY 09 DEP	8	6
ODOUR, VENT, DUMP	6	6
RUNWAY 09 ARR	4	3
OTHER*	2	2

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

Operations on the northern end of the north / south runway (16 Arrivals and 34 Departures) have attracted far fewer contacts during the past 12 months than operations on the southern end of the north / south runway (16 Departures and 34 Arrivals). However runway usage statistics show from 2007 – 2011 64% of north / south runway movements are northern operations (16 Arrivals and 34 Departures).

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 June 2012. There were a total of 27 clients and 34 contacts from 17 suburbs and one contact which did not specify a suburb. This corresponds to a daily average of 1.1 contacts.

Figure 3 is a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during June 2012.

The suburb with the highest number of clients during the month of May was Keilor (4).

Table 3. Melbourne Suburbs Client and Contact numbers June 2012

Table 3 Melbourne Suburbs Clients and Contact Numbers June 2012			Figure 3. Clients Density Map Melbourne Airport June 2012	
Suburb	Clients	Contacts		
Not Specified	1	1		
Airport West	1	1		
Braybrook	2	2		
Broadmeadows	1	3		
Doncaster East	2	4		
Gisborne South	2	3		
Greendale	1	1		
Greenvale	3	3		
Keilor	4	6		
Keilor Downs	1	1		
Keilor Park	1	1		
Lalor	1	1		
Meadow Heights	1	1		
Newport	1	1		
Niddrie	1	1		
Riddells Creek	2	2		
South Kingsville	1	1		
Thomastown	1	1		
Total	27	34		

Section 3: Trends for Clients at Melbourne Airport.

Figure 4 shows the daily count of clients and contacts for the month of June. During June there were up to four clients making contact with the NCIS on any single day. There were three days where four clients contacted the NCIS; Wednesday 13th (4 clients made 4 contacts), Sunday 17th (4 clients made 4 contacts) and Monday 25th (4 clients made 4 contacts)

Figure 4. Clients and Contacts by day for June 2012

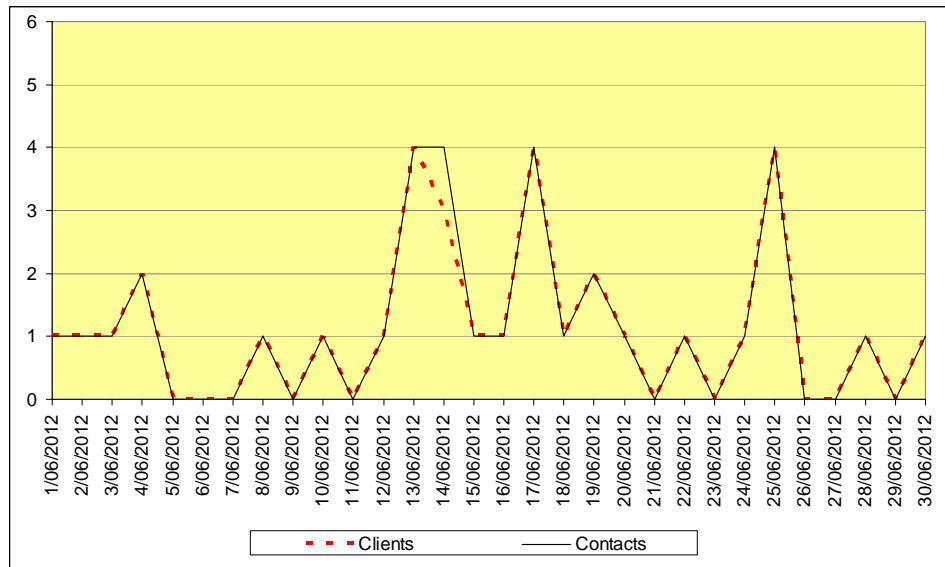


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in October (173). The last 12 months has seen a fluctuation in contacts with the number of clients remaining fairly steady. Overall Figure 5 demonstrates there is a poor correlation between the number of clients and the number of contacts.

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

