

Noise Complaints and Information Service Statistics Report

Melbourne Airport – March 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.

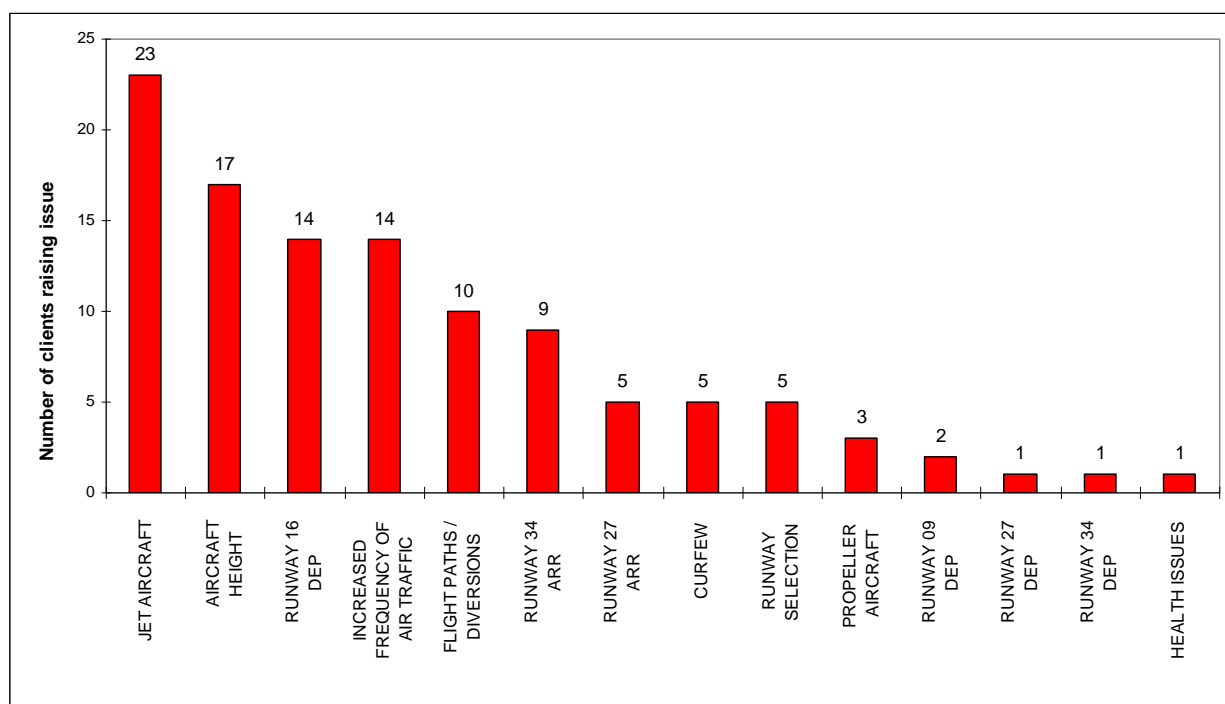
During March 2012, the NCIS recorded 7277 contacts Australia wide. Of these 110 or 1.5% were attributed to operations at Melbourne Airport.

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 March 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 March 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/

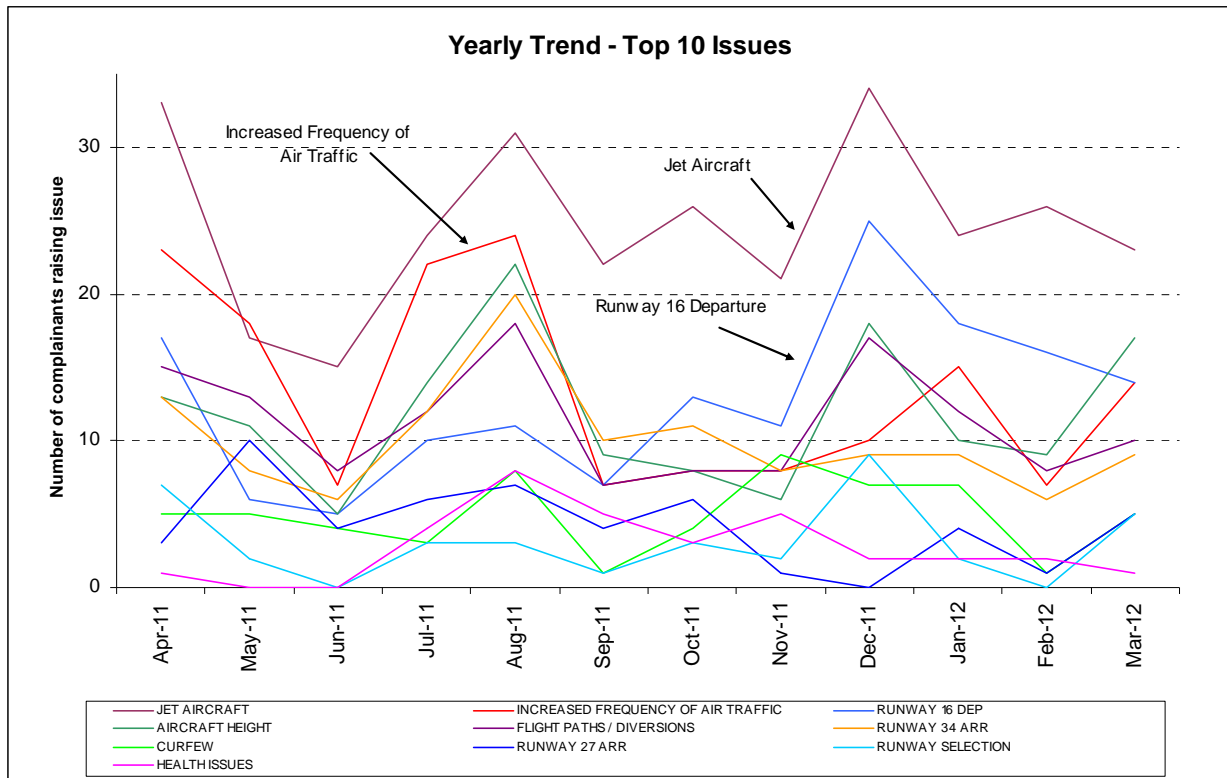
Table 1 lists the issues, the number of clients who raised each issue and the number of contacts that identified the issue, noting that clients may identify multiple issues in each contact. There were two dominant issues, each identified by 17 or more clients; Jet Aircraft (23) and Aircraft Height (17).

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

| Issue | Number of Clients | Number of Contacts |
|------------------------------------|-------------------|--------------------|
| JET AIRCRAFT | 23 | 65 |
| AIRCRAFT HEIGHT | 17 | 20 |
| RUNWAY 16 DEP | 14 | 61 |
| INCREASED FREQUENCY OF AIR TRAFFIC | 14 | 19 |
| FLIGHT PATHS / DIVERSIONS | 10 | 31 |
| RUNWAY 34 ARR | 9 | 16 |
| RUNWAY 27 ARR | 5 | 9 |
| CURFEW | 5 | 5 |
| RUNWAY SELECTION | 5 | 5 |
| PROPELLER AIRCRAFT | 3 | 3 |
| RUNWAY 09 DEP | 2 | 2 |
| RUNWAY 27 DEP | 1 | 1 |
| RUNWAY 34 DEP | 1 | 6 |
| HEALTH ISSUES | 1 | 3 |

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
April 2011 to March 2012**



The yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (April 2011 to March 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. 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: Summary of the Issues raised and the number of clients raising the Issue over the period April 2011 to March 2012.

| Issues | 12 month total for clients raising issue | Number of months issue was raised |
|------------------------------------|--|-----------------------------------|
| JET AIRCRAFT | 296 | 12 |
| INCREASED FREQUENCY OF AIR TRAFFIC | 163 | 12 |
| RUNWAY 16 DEP | 153 | 12 |
| AIRCRAFT HEIGHT | 142 | 12 |
| FLIGHT PATHS / DIVERSIONS | 136 | 12 |
| RUNWAY 34 ARR | 121 | 12 |
| CURFEW | 59 | 12 |
| RUNWAY 27 ARR | 51 | 11 |
| RUNWAY SELECTION | 37 | 10 |
| HEALTH ISSUES | 33 | 10 |
| PROPELLER AIRCRAFT | 22 | 10 |
| RUNWAY 16 ARR | 21 | 8 |
| RUNWAY 27 DEP | 15 | 9 |
| RUNWAY 34 DEP | 11 | 8 |
| RUNWAY 09 DEP | 10 | 7 |
| OTHER* | 9 | 5 |
| ODOUR, VENT, DUMP | 4 | 4 |
| RUNWAY 09 ARR | 3 | 2 |

* 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 March 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

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 March 2012. There were a total of 34 clients and 107 contacts from 27 suburbs (3 contacts did not identify a suburb), which corresponds to a daily average of 3.5 contacts.

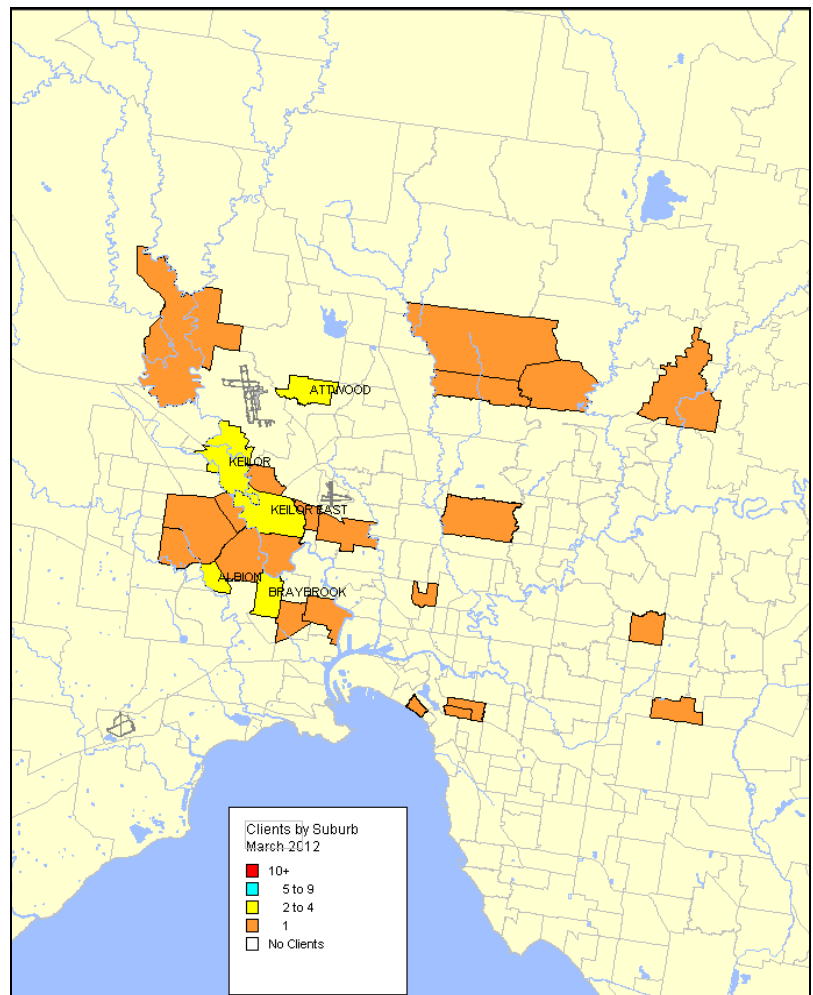
The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during March 2012.

During March, 25.2% of all contacts attributed to Melbourne Airport were lodged by one client from the suburb of St Albans.

Table 3.
Melbourne Suburbs
Client and Contact numbers
March 2012

| Suburb | Clients | Contacts |
|------------------|-----------|------------|
| ALBION | 2 | 10 |
| ATTWOOD | 2 | 2 |
| AVONDALE HEIGHTS | 1 | 2 |
| BELGRAVE | 1 | 1 |
| BRAYBROOK | 3 | 4 |
| BULLA | 1 | 6 |
| BURWOOD EAST | 1 | 6 |
| CAIRNLEA | 1 | 1 |
| CARLTON NORTH | 1 | 1 |
| DIAMOND CREEK | 1 | 1 |
| EPPING | 1 | 8 |
| FOOTSCRAY | 1 | 2 |
| FRANKSTON | 1 | 1 |
| KEALBA | 1 | 1 |
| KEILOR | 3 | 9 |
| KEILOR EAST | 2 | 3 |
| KEILOR PARK | 1 | 1 |
| LALOR | 1 | 1 |
| MIDDLE PARK | 1 | 1 |
| MILL PARK | 1 | 1 |
| NIDDRIE | 1 | 5 |
| PIPERS CREEK | 1 | 1 |
| PRAHRAN | 1 | 1 |
| ST ALBANS | 1 | 27 |
| SUNSHINE NORTH | 1 | 9 |
| WEST FOOTSCRAY | 1 | 1 |
| WINDSOR | 1 | 1 |
| Total | 34 | 107 |

Figure 3.
Clients Density Map Melbourne
Airport March 2012



Section 3: Trends for Clients at Melbourne Airport.

The daily count of clients and contacts for the month of March is shown in Figure 4. During March there were up to 5 clients making contact with the NCIS on any single day. There were five days where 4 or more clients contacted the NCIS; Saturday 3rd (13 contacts from 5 clients), Thursday 8th (18 contacts from 5 clients) Monday 12th (11 contacts from 4 clients) Friday 16th (4 contacts from 4 clients) and Friday 30th (10 contacts from 4 clients).

Figure 4. Clients and Contacts by day for March 2012

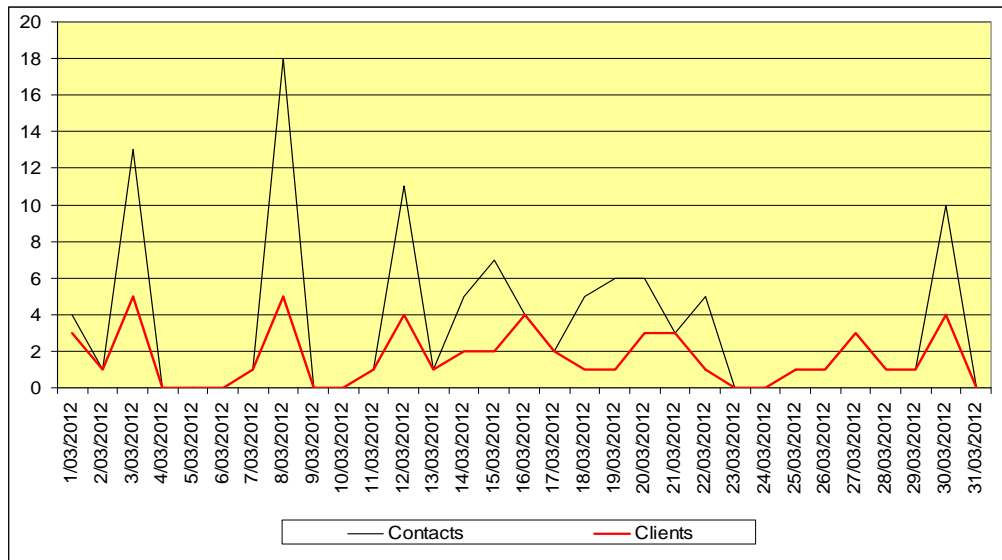


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in October (173). The last 12 months has seen a fluctuation in contacts with the number of clients remaining fairly steady. Overall Figure 5 demonstrates there is a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

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

