

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

Melbourne Airport – May 2012

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## 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 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 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.

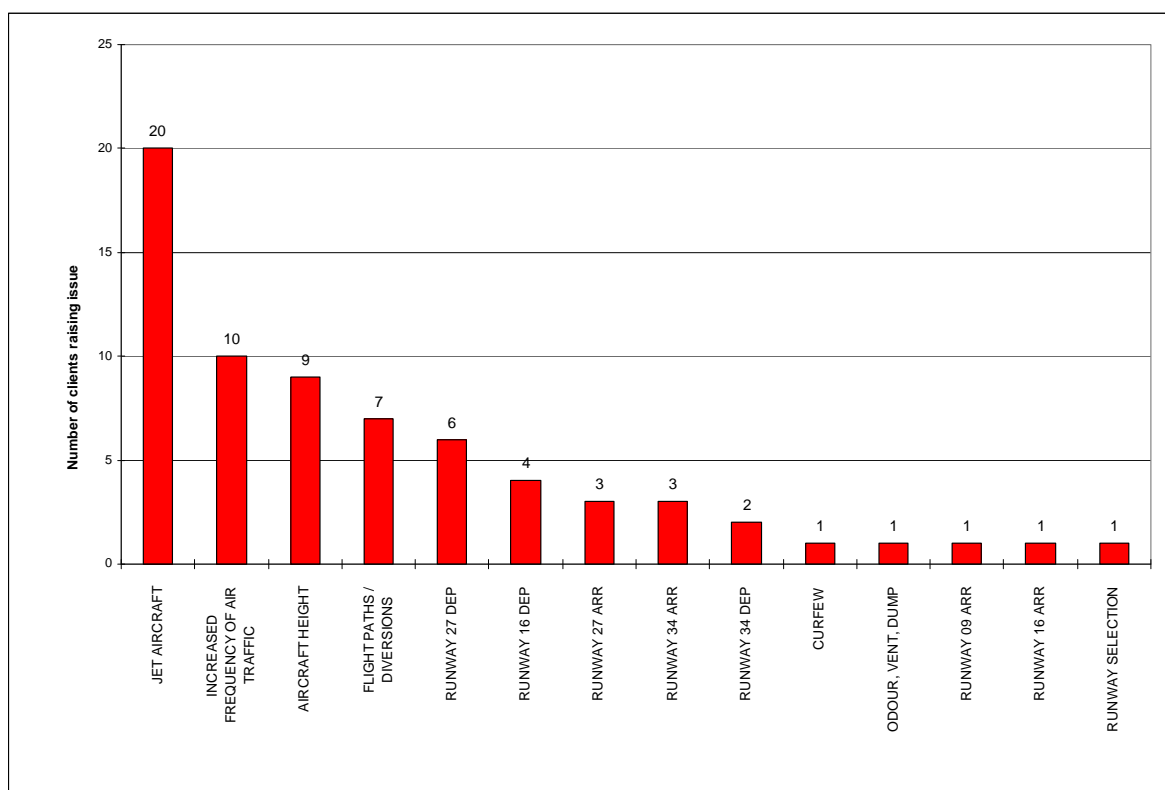
During May 2012, the NCIS recorded 6343 contacts Australia wide. Of these 37 or 0.6% were attributed to operations at Melbourne Airport.

### 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 May 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 May 2012**



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<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/)

**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 nine or more clients; Jet Aircraft (20), Increased Frequency of Air Traffic (10) and Aircraft Height (9).

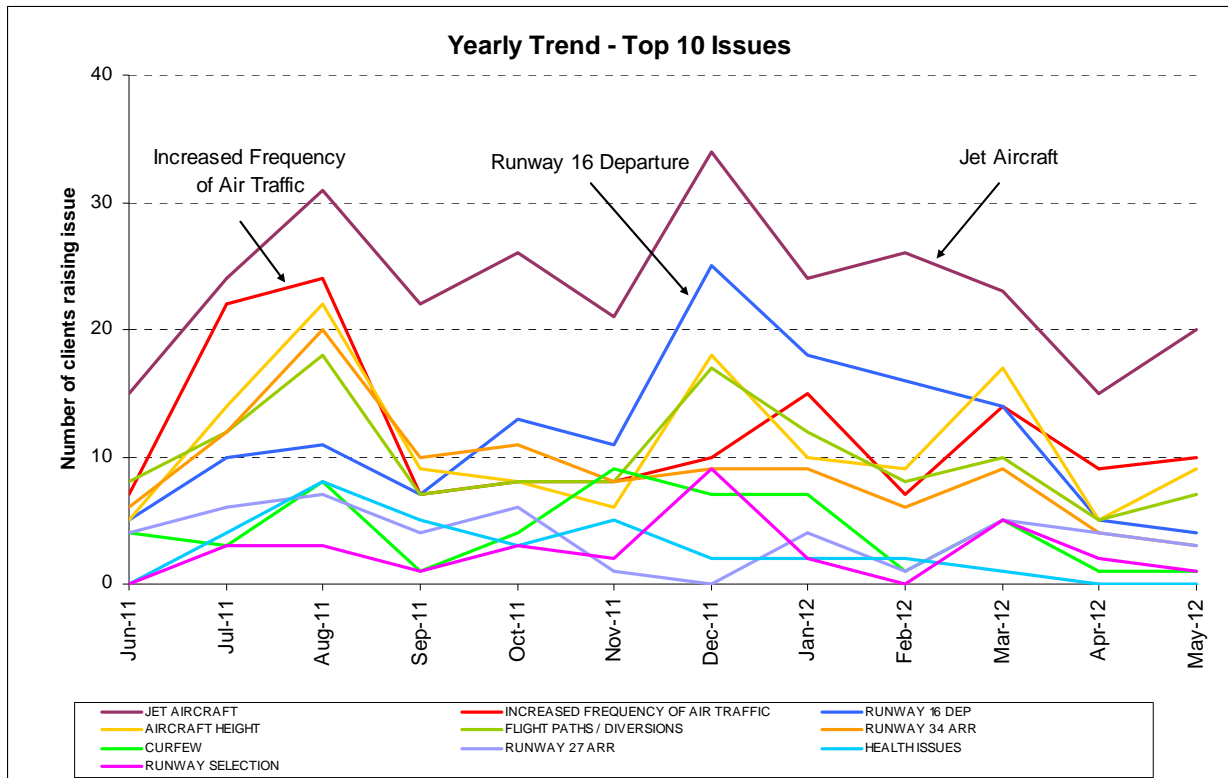
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – May 2012**

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	20	30
INCREASED FREQUENCY OF AIR TRAFFIC	10	10
AIRCRAFT HEIGHT	9	17
FLIGHT PATHS / DIVERSIONS	7	10
RUNWAY 27 DEP	6	8
RUNWAY 16 DEP	4	8
RUNWAY 27 ARR	3	6
RUNWAY 34 ARR	3	4
RUNWAY 34 DEP	2	5
CURFEW	1	1
ODOUR, VENT, DUMP	1	1
RUNWAY 09 ARR	1	1
RUNWAY 16 ARR	1	1
RUNWAY SELECTION	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 (June 2011 to May 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 Runway 16 Departures.

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

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	281	12
INCREASED FREQUENCY OF AIR TRAFFIC	141	12
RUNWAY 16 DEP	139	12
AIRCRAFT HEIGHT	132	12
FLIGHT PATHS / DIVERSIONS	120	12
RUNWAY 34 ARR	107	12
CURFEW	51	12
RUNWAY 27 ARR	45	11
HEALTH ISSUES	32	9
RUNWAY SELECTION	31	10
RUNWAY 27 DEP	22	9
PROPELLER AIRCRAFT	21	9
RUNWAY 16 ARR	19	8
RUNWAY 34 DEP	16	9
RUNWAY 09 DEP	8	6
ODOUR, VENT, DUMP	6	6
RUNWAY 09 ARR	4	3
OTHER*	3	3

\* 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 May 2012. There was a total of 21 clients and 37 contacts from 14 suburbs, which corresponds to a daily average of 1.2 contacts.

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

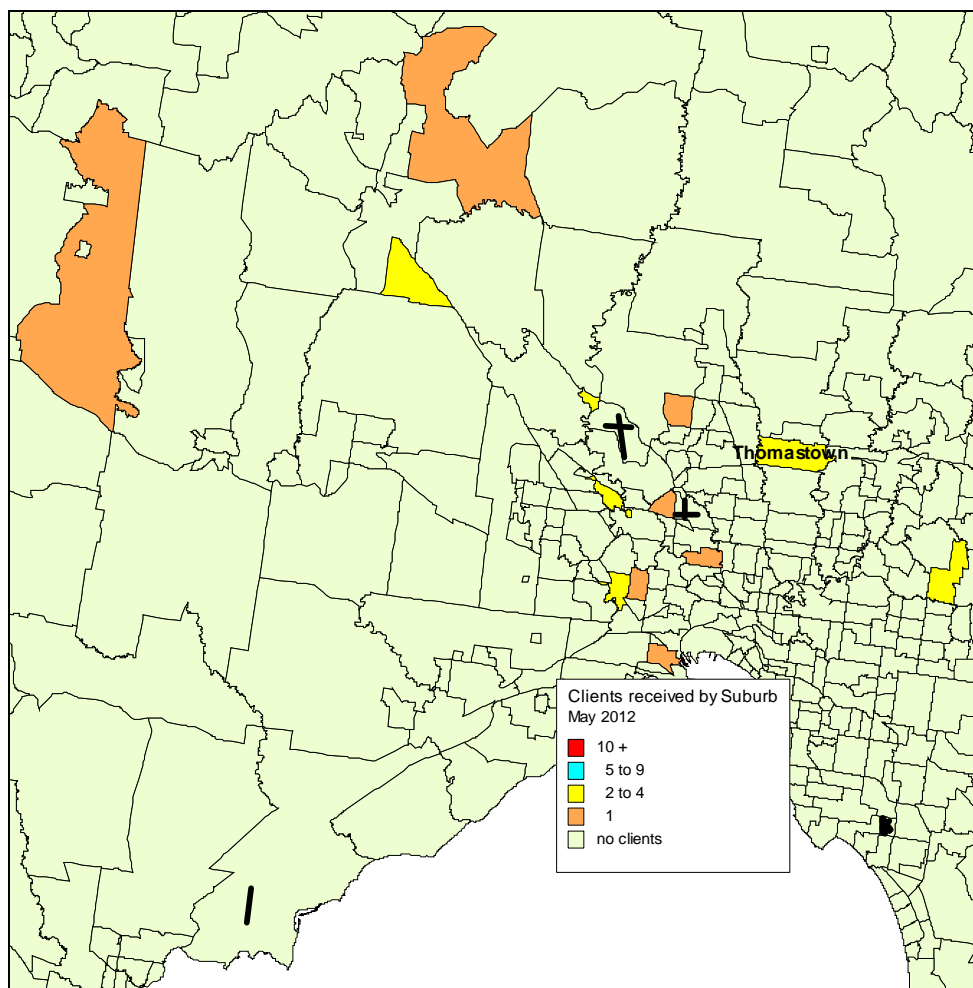
The suburb with the highest number of clients during the month of May was Thomastown (3).

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

Suburb	Clients	Contacts
AIRPORT WEST	1	1
BRAYBROOK	1	1
BULLA	2	5
DONCASTER EAST	2	5
GISBORNE SOUTH	2	3
GREENDALE	1	1
GREENVALE	1	2
KEILOR	2	6

Suburb	Clients	Contacts
MOONEE PONDS	1	1
NEWPORT	1	1
RIDDELLS CREEK	1	2
SUNSHINE	2	2
THOMASTOWN	3	5
WILLIAMS LANDING	1	2
<b>Total</b>	<b>21</b>	<b>37</b>

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



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

**Figure 4** shows the daily count of clients and contacts for the month of May. During May there were up to four clients making contact with the NCIS on any single day. There were four days where three or more clients contacted the NCIS; Wednesday 9<sup>th</sup> (3 clients made 3 contacts), Tuesday 15<sup>th</sup> (4 clients made 5 contacts), Tuesday 22<sup>nd</sup> (3 clients made 5 contacts) and Tuesday 29<sup>th</sup> (3 clients made 3 contacts).

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

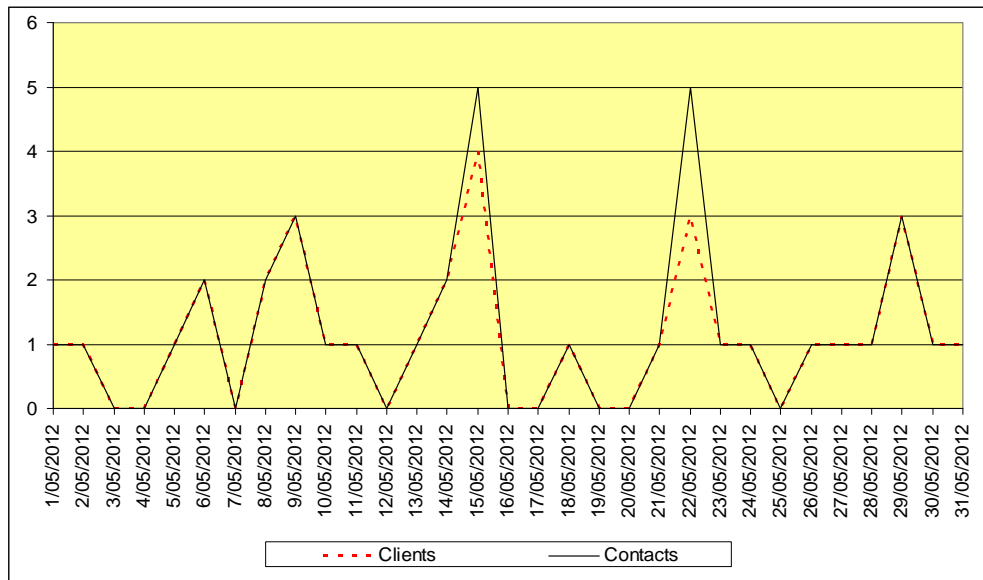


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in October (173). The last 12 months has seen a fluctuation in contacts with the number of clients remaining fairly steady. Overall Figure 5 demonstrates there is a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

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

