

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

Perth Airport – December 2011

## 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 Perth Airport and exclude those associated with nearby airports such as Jandakot. 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.

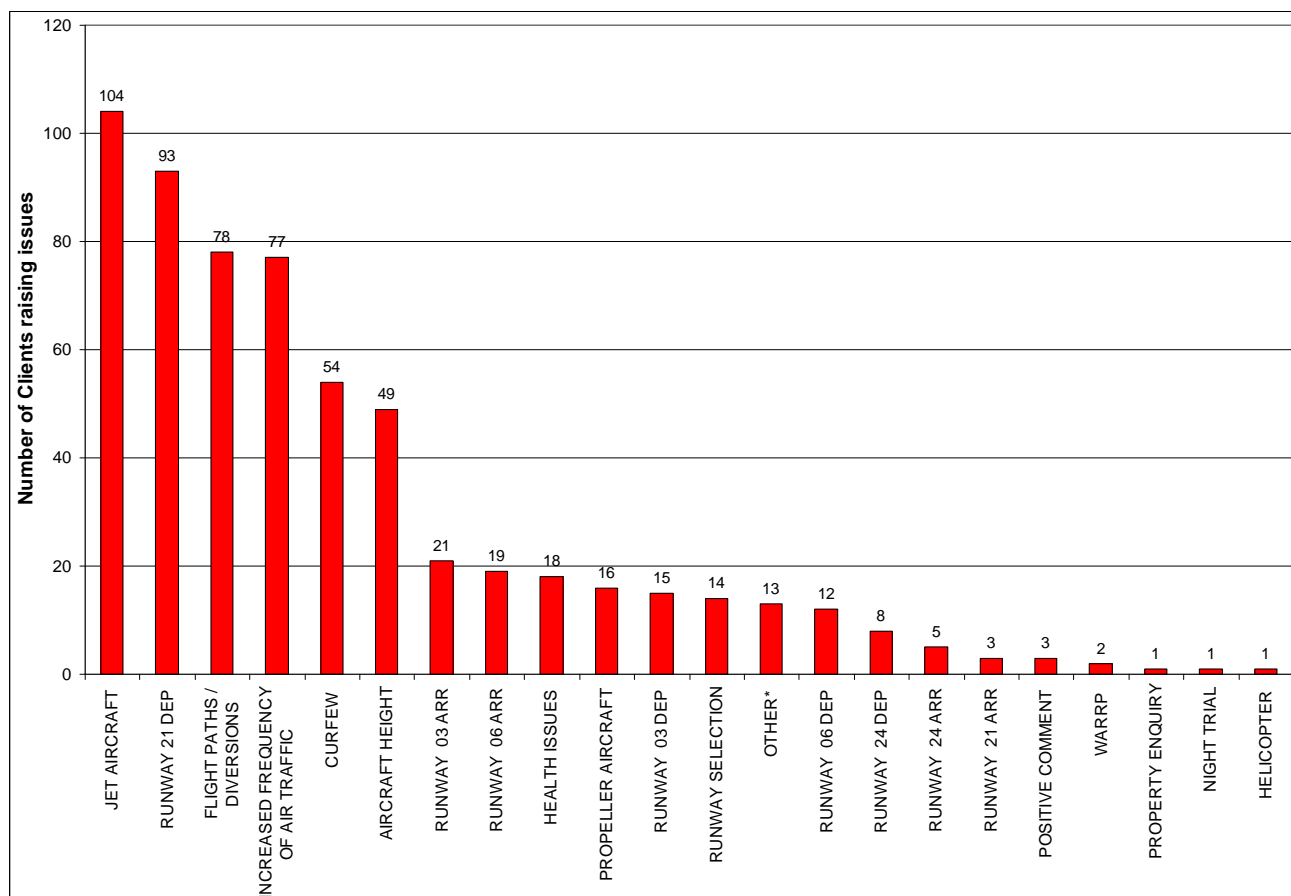
During December 2011, the NCIS recorded 5581 contacts Australia wide. Of these 1670 or 29.9% were attributed to operations at Perth Airport.

### Section 1: Contact Issues at Perth 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 22 issues identified by clients during December 2011. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Perth Airport.

**Figure 1: Issues identified by clients during December 2011**



<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 four dominant issues, each identified by 77 or more clients; Jet Aircraft (104), Runway 21 Departures (93), Flight Paths / Diversions (78) and Increased Frequency of Air Traffic (77).

**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - December 2011**

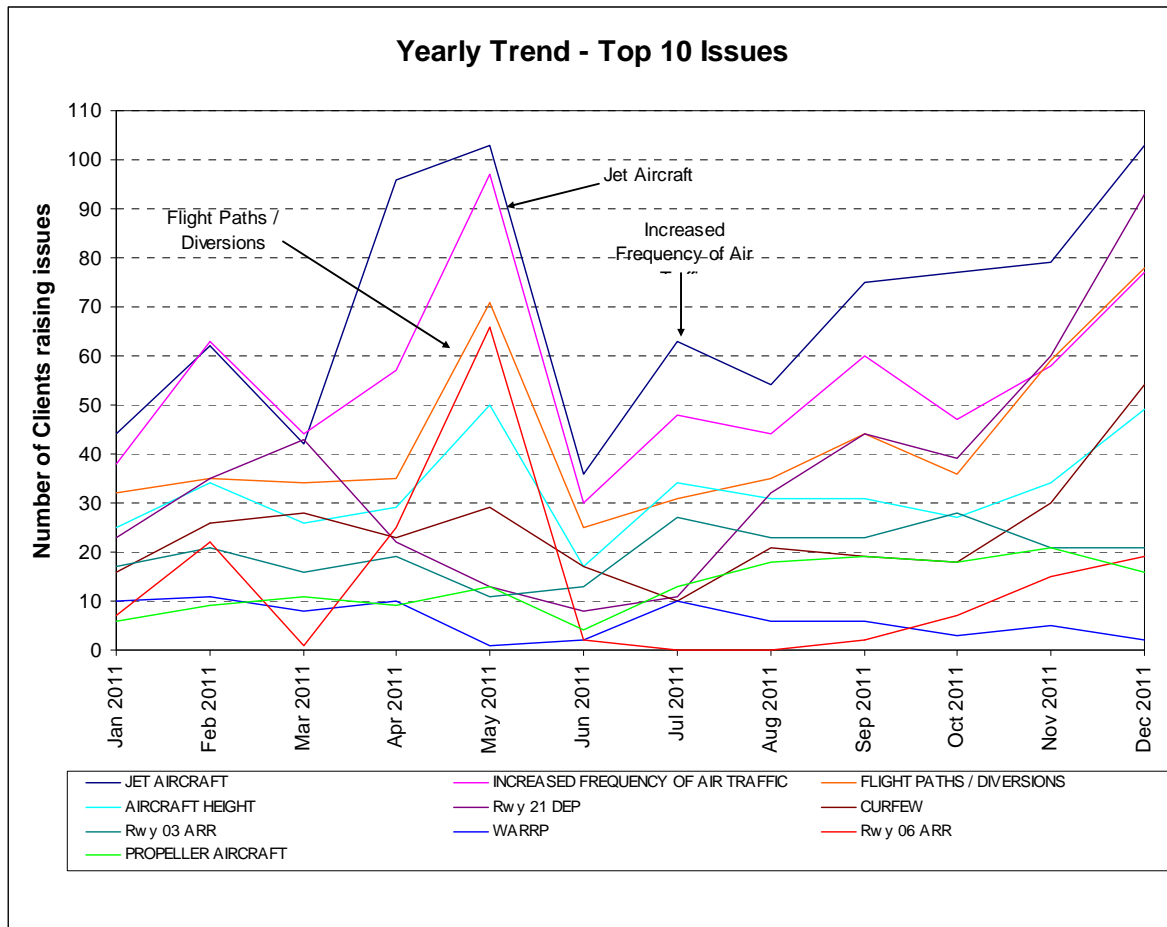
Issue	Number of Clients	Number of Contacts
Rwy 03 ARR	21	354
Rwy 03 DEP	15	63
Rwy 06 ARR	19	32
Rwy 06 DEP	12	97
Rwy 21 ARR	3	10
Rwy 21 DEP	93	643
Rwy 24 ARR	5	54
Rwy 24 DEP	8	15
AIRCRAFT HEIGHT	49	159
OTHER*	13	670
CURFEW	54	87
FLIGHT PATHS / DIVERSIONS	78	115
HEALTH ISSUES	18	27
HELICOPTER	1	1
INCREASED FREQUENCY OF AIR TRAFFIC	77	101
JET AIRCRAFT	104	709
NIGHT TRIAL**	1	1
POSITIVE COMMENT	3	3
PROPELLER AIRCRAFT	16	56
PROPERTY ENQUIRY	1	2
RUNWAY SELECTION	14	42
WARRP	2	4

\* Not enough details were provided by complainant to assign an issue to the complaint

\*\* This is a departure to the north off runway 03 that tracks due north into Pearce Airspace. It is only used at night and when RAAF Base Pearce is not operational.

Contact and client information for Perth 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  
January 2011 to December 2011**



The yearly trend for number of clients raising an issue on a monthly basis over the last 12 months (January 2011 to December 2011) is shown in Figure 2. Over this period the dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Flight Paths/Diversions.

The cross runway was closed for maintenance between 6 June and 27 August. Suburbs inline with the cross runway would have experienced a 3 month long period of respite. The period following the resumption of the use of the cross runway, September to December, corresponds to an increase in the top six issues (Jet Aircraft, Increased Frequency of Air Traffic, Flight Paths/Diversions, Runway 21 Departures, Aircraft Height and Curfew), perhaps as some areas become overflow again.

**Table 2: Summary of the issues raised and the number of clients raising the issue over the period January 2011 to December 2011.**

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	825	12
INCREASED FREQUENCY OF AIR TRAFFIC	696	12
FLIGHT PATHS / DIVERSIONS	563	12
AIRCRAFT HEIGHT	400	12
Rwy 21 DEP	350	12
CURFEW	348	12
Rwy 03 ARR	267	12
WARRP	183	10
Rwy 06 ARR	209	12
PROPELLER AIRCRAFT	146	12
*OTHER	137	12
HEALTH ISSUES	117	11
Rwy 03 DEP	157	11
Rwy 06 DEP	107	12
Rwy 21 ARR	102	11
RUNWAY SELECTION	70	12
Rwy 24 ARR	67	11
Rwy 24 DEP	81	10
RUNWAY CLOSURE	68	7
HELICOPTER	24	10
POSITIVE COMMENT	23	9
PROPERTY ENQUIRY	23	8
NOISE INSULATION	16	7
GROUND RUNNING (AIRPORT)	9	7
ODOUR, VENT, DUMP	5	3

\* 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 December 2011 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 41.7% of all the clients' issues raised in the last 12 months are contained in the first three issues of Table 2.

## Section 2: Perth Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts received by the NCIS for each Perth suburb for December 2011. There were a total of 162 clients and 1666 contacts from 50 suburbs, which corresponds to a daily average of 53.6 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 December 2011.

There were two suburbs which had 10 or more clients (coloured red in Figure 3) for the month of December. These were; Waterford (25) and Manning (12). Note both of these are associated with arrivals onto the runway 06 (cross runway). The largest number of contacts from a single client was 464 (27.9%) from a client in Canning Vale.

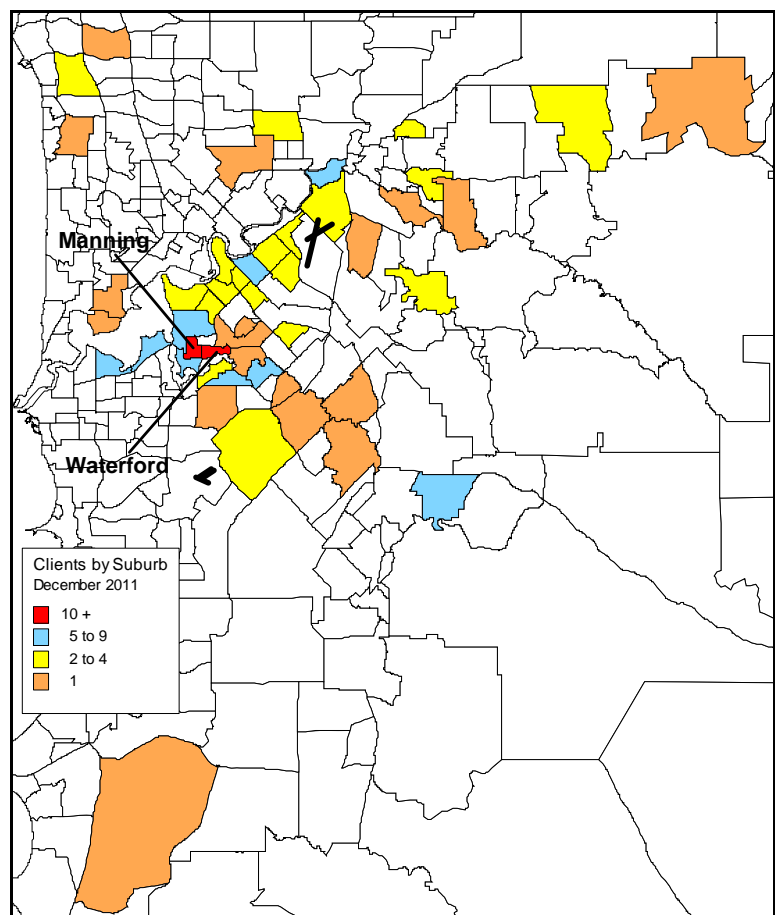
**Table 3. Perth suburbs clients and contact numbers – December 2011**

Suburb	Clients	Contacts
Applecross	5	6
Attadale	8	8
Baldivis	1	2
Beechboro	2	11
Belmont	4	8
Bentley	1	2
Burswood	2	3
Canning Vale	2	465
Carlisle	2	6
Carlisle North	1	7
Chidlow	1	3
Cloverdale	3	3
Como	5	17
Dalkeith	1	1
Darlington	1	2
Duncraig	3	3
Ferndale	8	543
Gosnells	1	1
Greenmount	3	96
Guildford	7	8
Helena Valley	1	1
High Wycombe	1	8
Kalamunda	2	12
Karrinyup	1	1
Kensington	2	2
Kingsley	1	1
Langford	1	1
Lathlain	2	2
Maddington	1	1
Manning	12	18
Morley	1	18
Nedlands	1	1
Paulls Valley	2	7
Queens Park	2	3

Suburb	Clients	Contacts	Suburb	Clients	Contacts
Redcliffe	2	2	St James	1	2
Riverton	6	53	Stoneville	2	85
Rivervale	6	15	Stratton	2	2
Roleystone	7	147	Thornlie	1	2
Salter Point	5	13	Victoria Park	4	29
Shelley	3	8	Waterford	25	26
South Guildford	3	4	Willetton	1	1
South Perth	2	2	Wilson	1	4

**Total Contacts 162 Total Clients 1666**

**Figure 3. Density map for Perth Airport Clients – December 2011**



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

The daily count of clients and contacts for the month of December is shown in Figure 4. During December there were up to 22 individuals making contact with the NCIS on any single day. There were two days where more than 20 clients contacted the NCIS; Monday 5<sup>th</sup> (91 contacts from 20 clients) and Tuesday 6<sup>th</sup> (188 contacts from 22 clients).

**Figure 4. Clients and Contacts by day for December 2011**

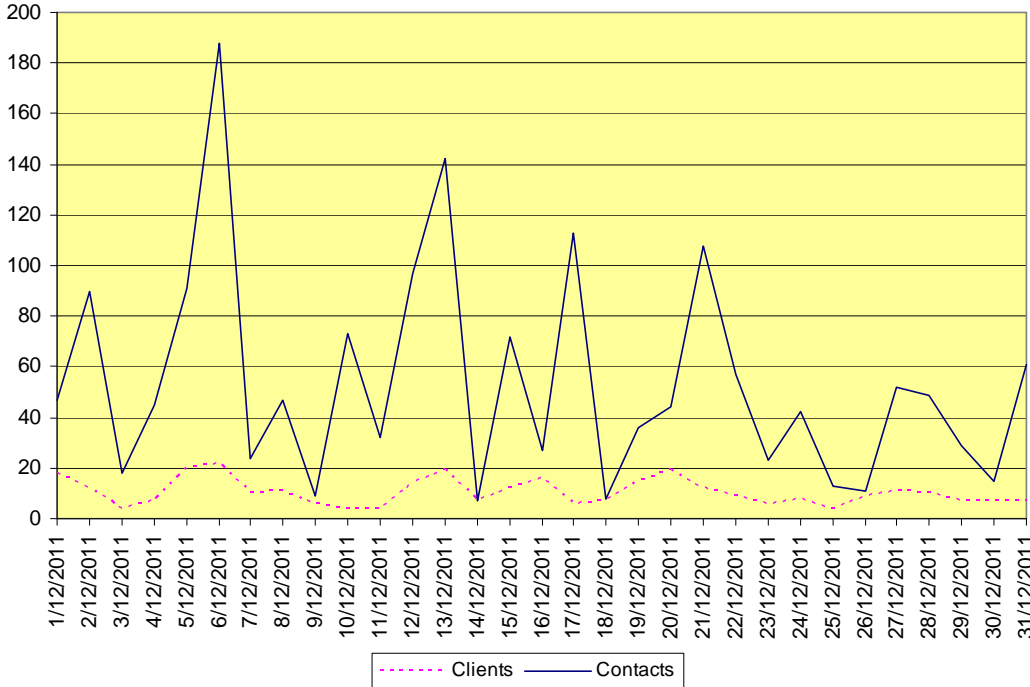


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The number of contacts with the NCIS peaked during June (8630) and July (6823). Interestingly these same two months correspond to periods with the lowest number of clients. Since July there has been a steady increase in the number of clients (from 60 in July to 166 in December). 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**

