

**Noise Complaints and Information Service
Statistics Report**
Perth Airport – February 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 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 WebTrak¹, 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.

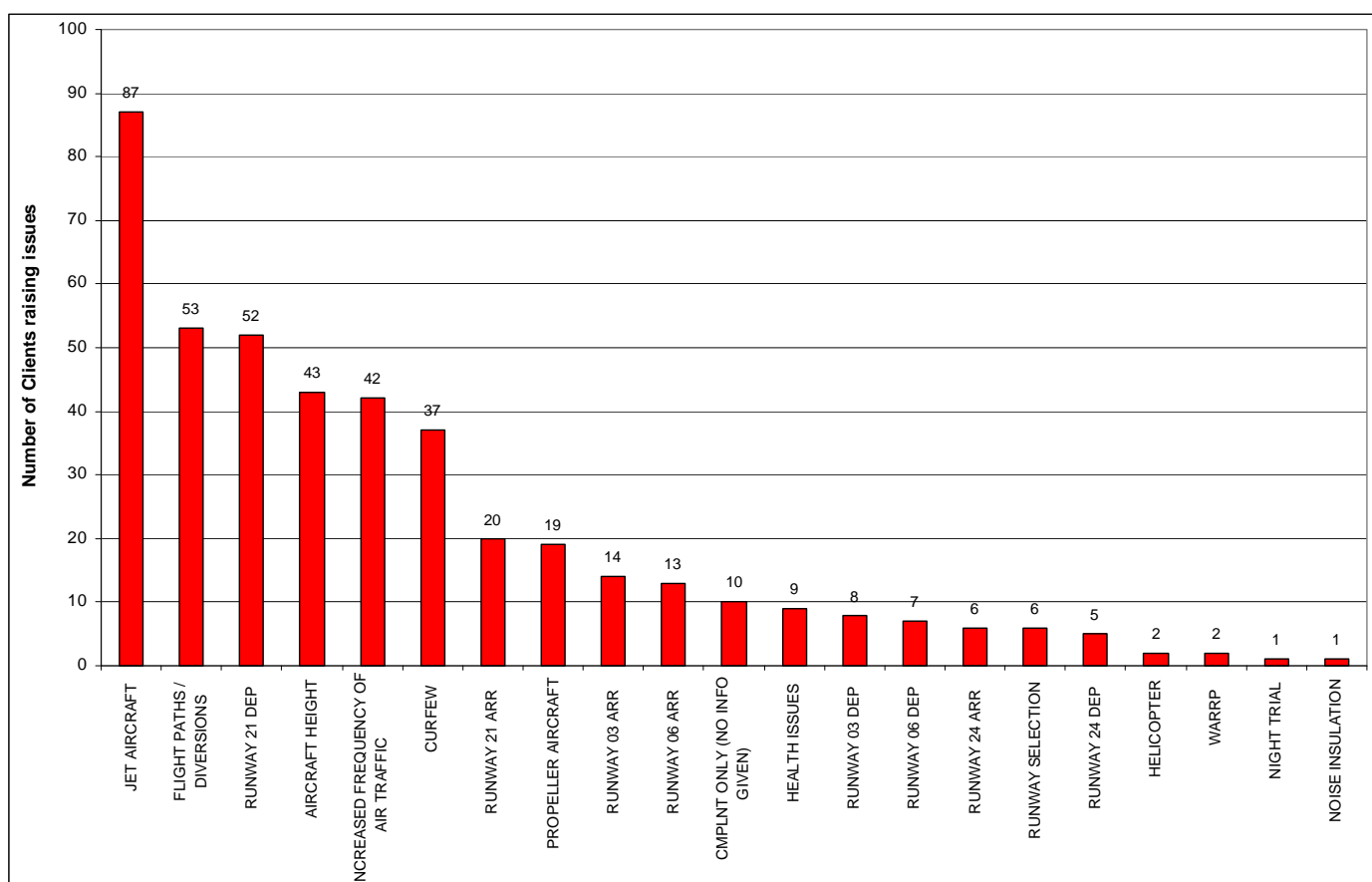
During February 2012, the NCIS recorded 6677 contacts Australia wide. Of these 1637 or 24.5% were attributed to operations at Perth Airport.

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 21 issues identified by clients during February 2012. 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 February 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 52 or more clients; Jet Aircraft (87), Flight Paths / Diversions (53) and Runway 21 Departures (52).

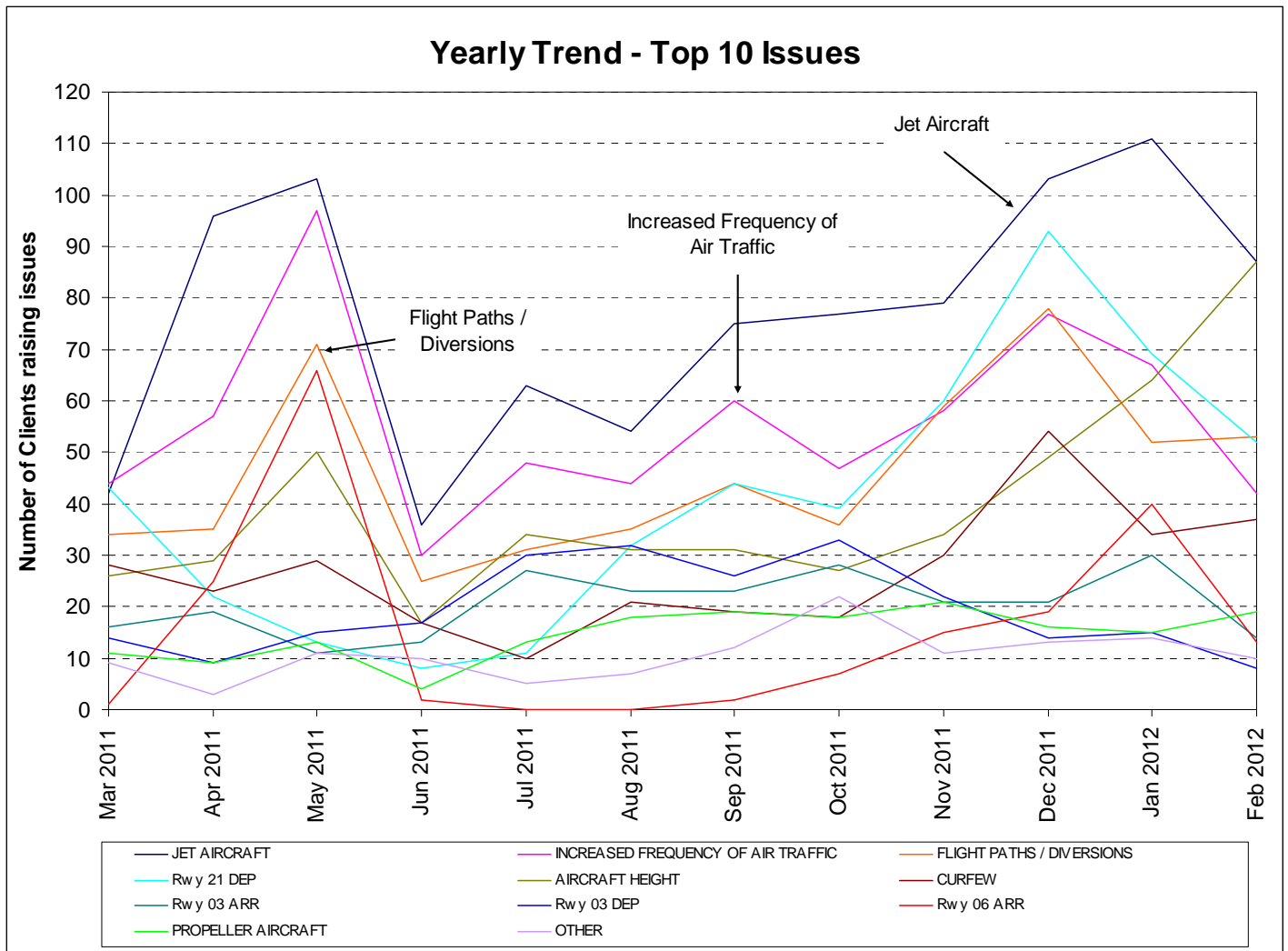
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – February 2012

Issue	Number of Clients	Number of Contacts
AIRCRAFT HEIGHT	43	81
CURFEW	37	62
FLIGHT PATHS / DIVERSIONS	53	122
HEALTH ISSUES	9	20
HELICOPTER	2	2
INCREASED FREQUENCY OF AIR TRAFFIC	42	97
JET AIRCRAFT	87	593
NIGHT TRIAL	1	1
NOISE INSULATION	1	1
OTHER*	10	593
PROPELLER AIRCRAFT	19	63
RUNWAY 03 ARR	14	194
RUNWAY 03 DEP	8	9
RUNWAY 06 ARR	13	39
RUNWAY 06 DEP	7	95
RUNWAY 21 ARR	20	23
RUNWAY 21 DEP	52	648
RUNWAY 24 ARR	6	57
RUNWAY 24 DEP	5	25
RUNWAY SELECTION	6	25
WARRP	2	12

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

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
March 2011 to February 2012**



The yearly trend for number of clients raising an issue on a monthly basis over the last 12 months (March 2011 to February 2012) 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 crossing runway was closed for maintenance between 6 June and 27 August. Suburbs in line with the crossing runway would have experienced a 3 month 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 March 2011 to February 2012.

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	926	12
INCREASED FREQUENCY OF AIR TRAFFIC	671	12
FLIGHT PATHS / DIVERSIONS	553	12
Rwy 21 DEP	486	12
AIRCRAFT HEIGHT	479	12
CURFEW	320	12
Rwy 03 ARR	246	12
Rwy 03 DEP	235	12
Rwy 06 ARR	190	10
PROPELLER AIRCRAFT	176	12
OTHER*	127	12
HEALTH ISSUES	124	12
Rwy 21 ARR	107	11
Rwy 06 DEP	100	11
Rwy 24 DEP	98	10
RUNWAY SELECTION	89	12
RUNWAY CLOSURE	85	7
WARRP	57	12
Rwy 24 ARR	53	11
PROPERTY ENQUIRY	28	9
HELICOPTER	25	10
POSITIVE COMMENT	20	9
NOISE INSULATION	19	8
GROUND RUNNING (AIRPORT)	13	7
ODOUR, VENT, DUMP	3	3
NIGHT TRIAL	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 February 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 59.5% of all the clients' issues raised in the last 12 months are contained in the first five 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 February 2012. There were a total of 112 clients and 1636 contacts from 52 suburbs, which corresponds to a daily average of 56.4 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 February 2012.

There was one suburb that had 10 or more clients (coloured red in Figure 3) for the month of February. This was; Guildford (11). This suburb was associated with Runway 21 Arrivals and Jet Aircraft Operations. The largest number of contacts from a single client was 511 (31.2%) from the suburb of Ferndale.

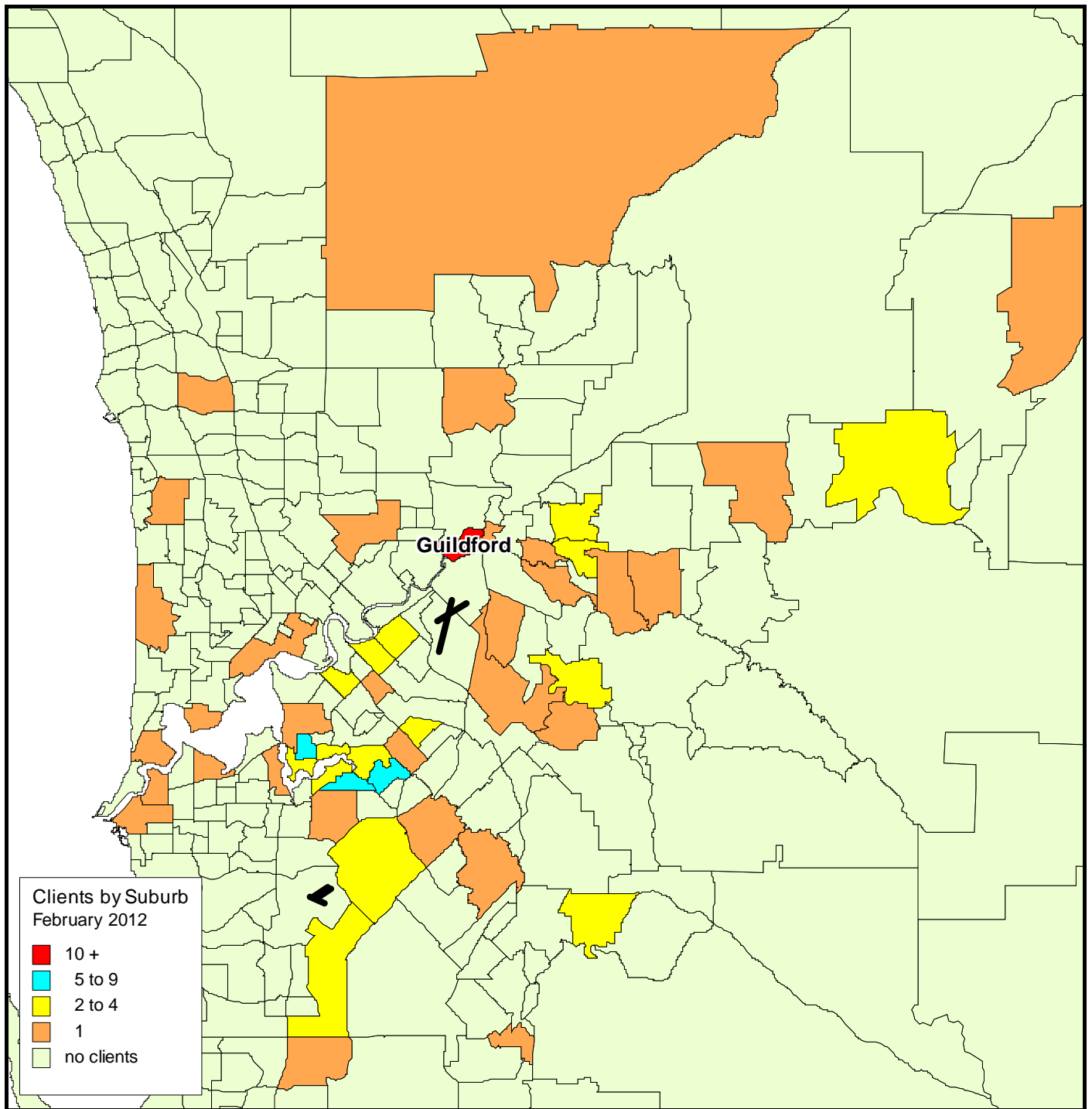
Table 3. Perth suburbs clients and contact numbers – February 2012

Suburb	Clients	Contacts
ATTADALE	1	1
BANJUP	2	3
BELLEVUE	1	1
BELMONT	4	12
BULLSBROOK	1	1
CANNING VALE	3	565
CANNINGTON	1	3
CARLISLE	1	22
CHIDLOW	2	5
CITY BEACH	1	1
COMO	1	22
DALKEITH	1	1
DARLINGTON	1	1
DAYTON	2	5
EAST FREMANTLE	1	1
FERNDALE	8	524
FORRESTFIELD	1	1
FREMANTLE	1	1
GLEN FORREST	1	3
GOSNELLS	1	2
GREENMOUNT	3	135
GUILDFORD	11	12
HELENA VALLEY	1	1
HENLEY BROOK	1	1
HIGH WYCOMBE	1	9
KALAMUNDA	2	3
KARRINYUP	1	2
KINGSLEY	1	1
LESMURDIE	1	2
MANNING	5	28
MORLEY	1	7
MOSMAN PARK	1	1
MOUNT PLEASANT	1	1
PAULLS VALLEY	1	16

Suburb	Clients	Contacts	Suburb	Clients	Contacts
PERTH	1	1	WANDI	1	2
QUEENS PARK	2	2	WATERFORD	4	4
RIVERTON	9	23	WILLETTON	1	1
RIVERVALE	3	6	WILSON	3	3
ROLEYSTONE	4	55	WOODBIDGE	1	1
SALTER POINT	3	4	WUNDOWIE	1	2
SHELLEY	4	5	WUNGONG	1	3
STONEVILLE	1	45			
SWAN VIEW	3	3			
THORNLIE	1	1			
VICTORIA PARK	3	81			

Total Clients 112 Total Contacts 1636

Figure 3. Density map for Perth Airport Clients – February 2012



Section 3: Trends for Clients at Perth Airport.

The daily count of clients and contacts for the month of February is shown in Figure 4. During February there were up to 18 clients making contact with the NCIS on any single day. There were five days where more than 12 clients contacted the NCIS; Thursday 9th (93 contacts from 12 clients), Wednesday 29th (75 contacts from 12 clients), Friday 24th (16 contacts from 14 clients), Wednesday 1st (251 contacts from 17 clients) and Wednesday 8th (118 contacts from 18 clients).

Figure 4. Clients and Contacts by day for February 2012

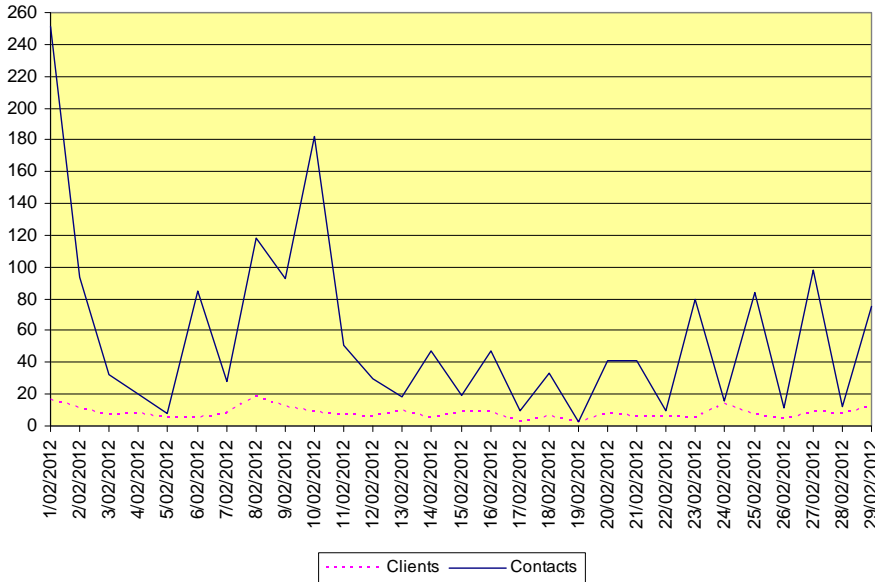


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The number of contacts with the NCIS peaked during June (8630) and July (6823). Interestingly these same two months correspond to periods with the lowest number of clients. Since July there has been a steady increase in the number of clients (from 60 in July to 166 in December). February contacts were slightly lower from January's contacts due to one client from Canning Vale being less active. 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

