

Noise Complaints and Information Service Statistics Report

Perth Airport – January 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.

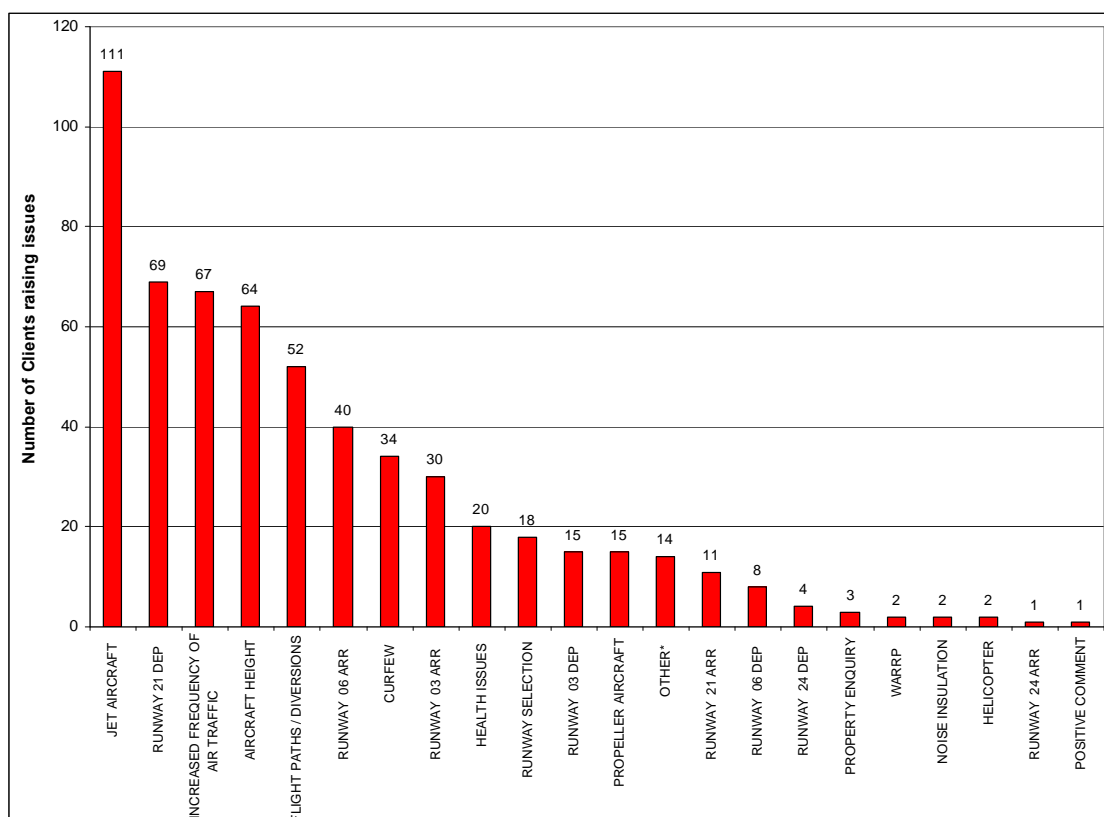
During January 2012, the NCIS recorded 8638 contacts Australia wide. Of these 2301 or 26.6% were attributed to operations at Perth Airport.

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 January 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 January 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 four dominant issues, each identified by 64 or more clients; Jet Aircraft (111), Runway 21 Departures (69), Increased Frequency of Air Traffic (67) and Aircraft Height (64).

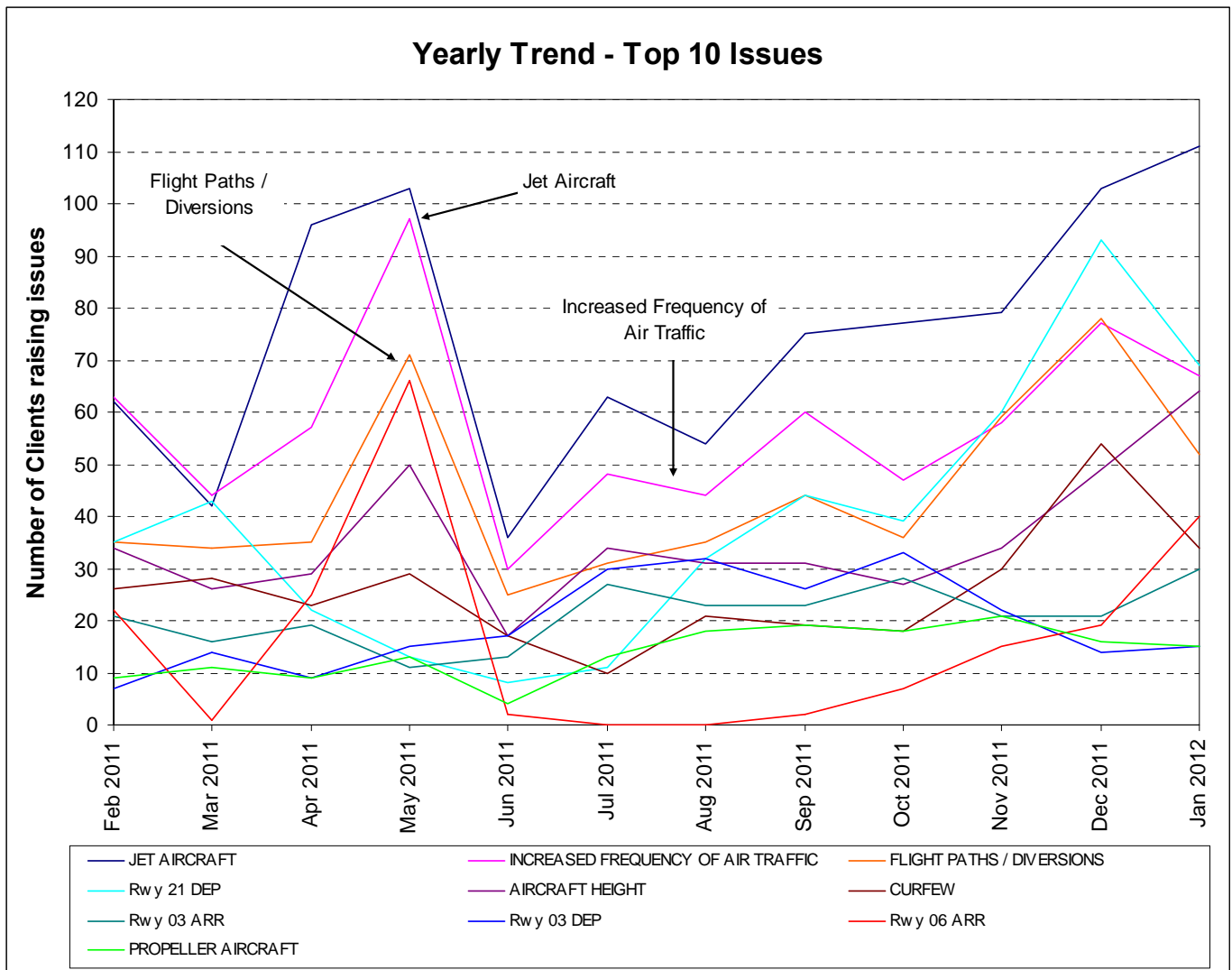
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – January 2012

Issue	Number of Clients	Number of Contacts
AIRCRAFT HEIGHT	64	139
CURFEW	34	53
FLIGHT PATHS / DIVERSIONS	52	75
HEALTH ISSUES	20	37
HELICOPTER	2	2
INCREASED FREQUENCY OF AIR TRAFFIC	67	132
JET AIRCRAFT	111	1317
NIGHT TRIAL	0	0
NOISE INSULATION	2	2
OTHER*	14	555
POSITIVE COMMENT	1	1
PROPELLER AIRCRAFT	15	143
PROPERTY ENQUIRY	3	4
RUNWAY 03 ARR	30	1001
RUNWAY 03 DEP	15	46
RUNWAY 06 ARR	40	101
RUNWAY 06 DEP	8	224
RUNWAY 21 ARR	11	11
RUNWAY 24 ARR	1	16
RUNWAY 24 DEP	4	5
RUNWAY 21 DEP	69	575
RUNWAY SELECTION	18	73

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

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
February 2011 to January 2012**



The yearly trend for number of clients raising an issue on a monthly basis over the last 12 months (February 2011 to January 2012) is shown in Figure 2. Over this period the dominant issues raised by clients are; Jet Aircraft, Runway 21 Departures and Increased Frequency of Air Traffic.

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/Diversion, 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 February 2011 to January 2012.

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	901	12
INCREASED FREQUENCY OF AIR TRAFFIC	692	12
FLIGHT PATHS / DIVERSIONS	535	12
Rwy 21 DEP	469	12
AIRCRAFT HEIGHT	426	12
CURFEW	309	12
Rwy 03 ARR	253	12
Rwy 03 DEP	234	12
Rwy 06 ARR	199	10
PROPELLER AIRCRAFT	166	12
HEALTH ISSUES	123	12
OTHER*	120	12
Rwy 06 DEP	99	11
Rwy 21 ARR	98	11
Rwy 24 DEP	94	10
RUNWAY SELECTION	88	12
RUNWAY CLOSURE	85	7
WARRP	66	12
Rwy 24 ARR	51	11
PROPERTY ENQUIRY	28	9
HELICOPTER	25	10
POSITIVE COMMENT	20	9
NOISE INSULATION	18	7
GROUND RUNNING (AIRPORT)	13	7
ODOUR, VENT, DUMP	3	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 January 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 59.1% 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 January 2012. There were a total of 150 clients and 2301 contacts from 54 suburbs, which corresponds to a daily average of 74.2 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 January 2012.

There were two suburbs which had 10 or more clients (coloured red in Figure 3) for the month of January. These were; Ferndale (27) and Waterford (14). Both of these suburbs were associated with runway 21 departures and Ferndale was also affected by runway 03 arrivals in January. The largest number of contacts from a single client was 950 (41.2%) from the suburb of Canning Vale.

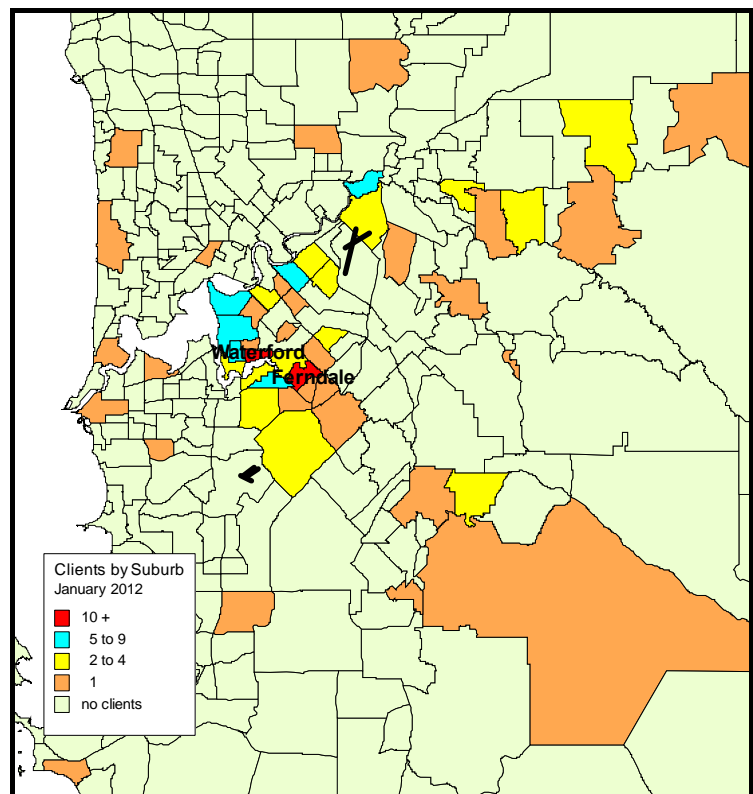
Table 3. Perth suburbs clients and contact numbers - January 2012

Suburb	Clients	Contacts
ATTADALE	1	2
BEDFORDALE	1	2
BEECHBORO	1	20
BELMONT	4	11
CANNING VALE	3	954
CANNINGTON	1	1
CARLISLE	1	14
CARLISLE NORTH	1	53
CARMEL	1	1
CHIDLOW	1	1
CITY BEACH	1	1
CLOVERDALE	2	2
COMO	5	11
COOLBELLUP	1	1
DARLINGTON	1	2
FERNDALE	27	477
FREMANTLE	1	1
GLEN FORREST	3	4
GREENMOUNT	2	185
GUILDFORD	6	7
HENLEY BROOK	1	1
HIGH WYCOMBE	1	6
KALAMUNDA	1	6
KARAWARA	1	1
KARRINYUP	1	1
KELMSCOTT	1	5
KENSINGTON	1	1
LANGFORD	1	11
LATHLAIN	1	1
LYNWOOD	1	1
MANNING	7	8
MOSMAN PARK	1	1
MUNDARING	1	1
PARKWOOD	1	2

Suburb	Clients	Contacts	Suburb	Clients	Contacts
PAULLS VALLEY	1	26	ST JAMES	1	2
QUEENS PARK	3	3	STONEVILLE	2	103
RIVERTON	7	29	THORNLIE	1	1
RIVERVALE	6	13	VICTORIA PARK	4	42
ROLEYSTONE	4	234	WANDI	1	4
SAFETY BAY	1	1	WATERFORD	14	20
SALTER POINT	2	2	WEST PERTH	1	1
SHELLEY	2	3	WILLETTON	4	7
SOUTH GUILDFORD	2	4	WILSON	3	3
SOUTH PERTH	6	6	WUNGONG	1	1

Total Contacts 150 Total Clients 2301

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



Section 3: Trends for Clients at Perth Airport.

The daily count of clients and contacts for the month of January is shown in Figure 4. During January there were up to 30 clients making contact with the NCIS on any single day. There were four days where more than 14 clients contacted the NCIS; Tuesday 3rd (65 contacts from 29 clients), Wednesday 4th (258 contacts from 30 clients), Thursday 5th (341 contacts from 16 clients) and Tuesday 10th (136 contacts from 14 clients).

Figure 4. Clients and Contacts by day for January 2012

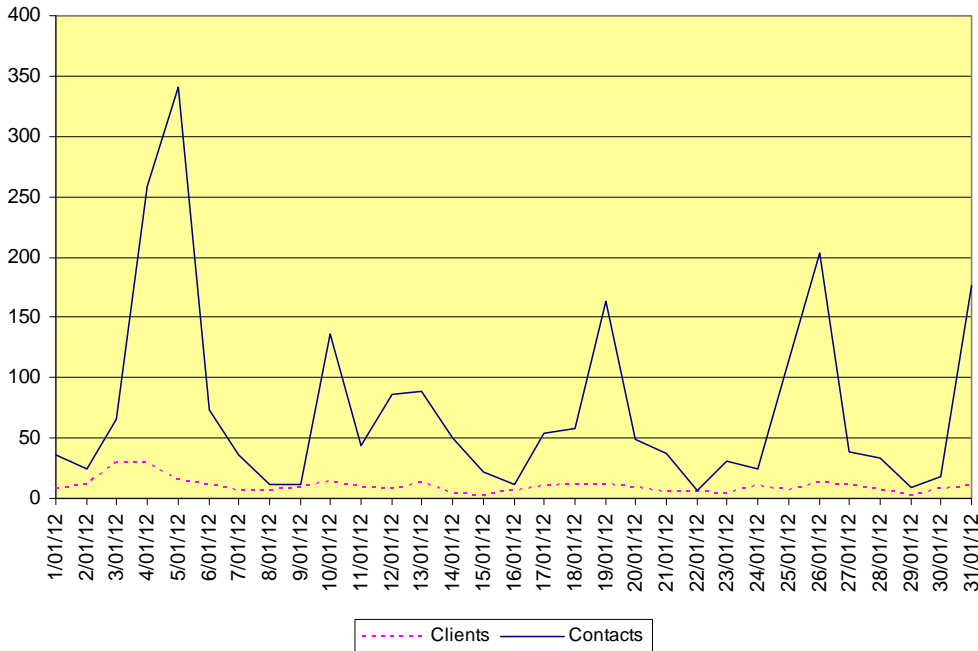


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The number of contacts with the NCIS peaked during June (8630) and July (6823). Interestingly these same two months correspond to periods with the lowest number of clients. Since July there has been a steady increase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

