

Noise Complaints and Information Service Statistics Report

Perth Airport – June 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 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 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.

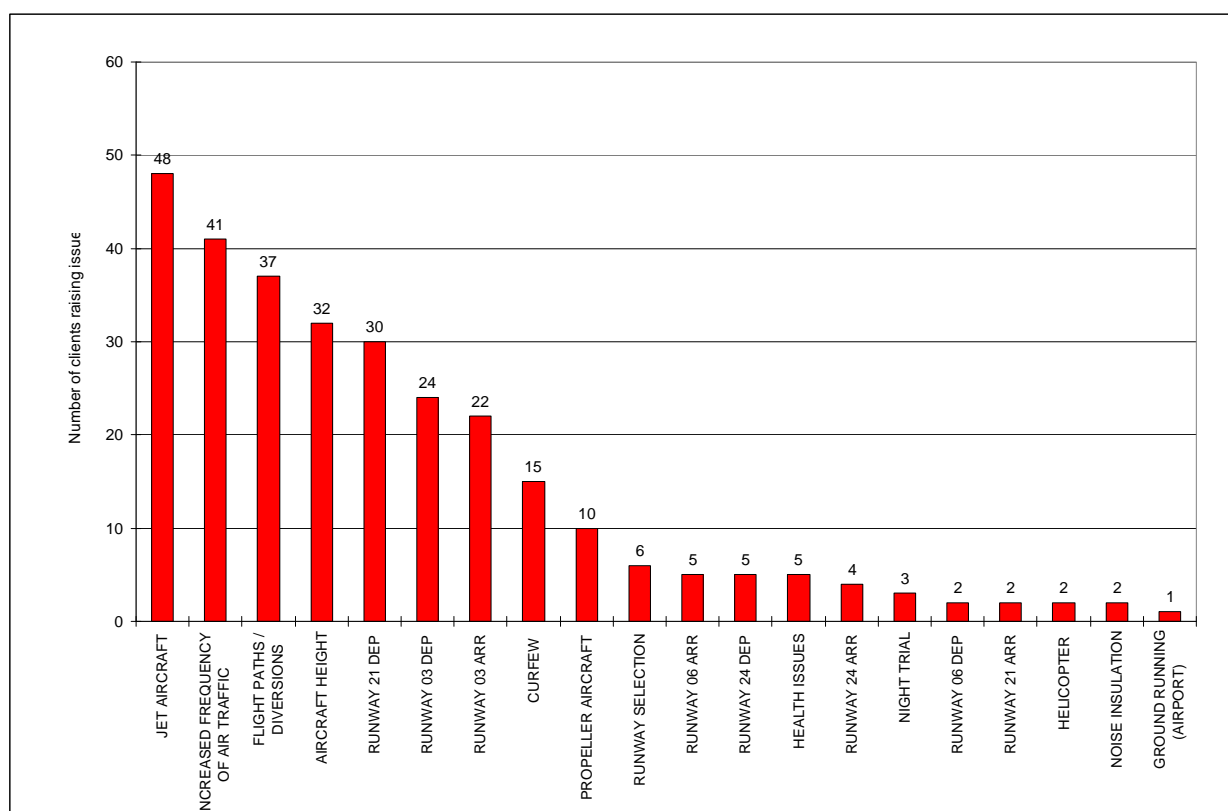
During June 2012, the NCIS recorded 6552 contacts Australia wide. Of these 1919 or 29.3% were attributed to operations at Perth Airport.

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 20 issues identified by clients during June 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 June 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 37 or more clients; Jet Aircraft (48), Increased Frequency of Air Traffic (41) and Flight Paths / Diversions (37).

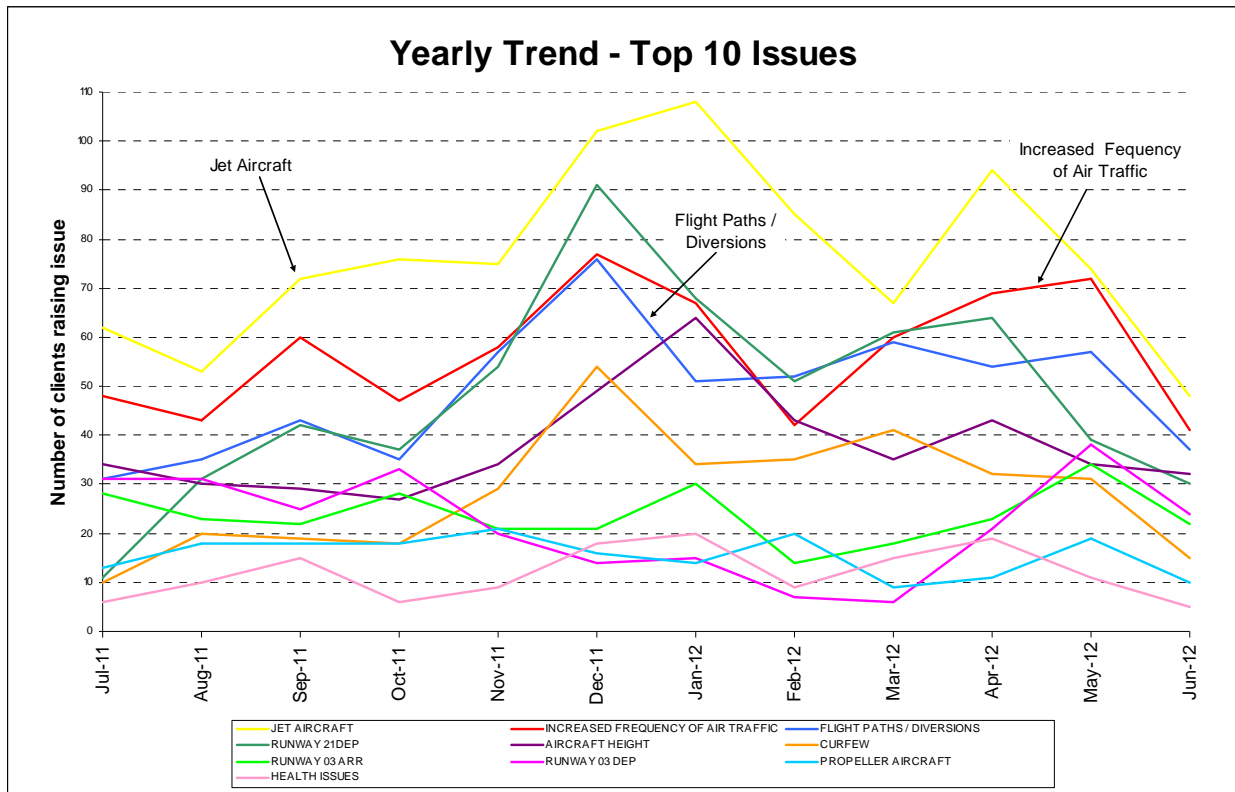
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - June 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	48	1130
INCREASED FREQUENCY OF AIR TRAFFIC	41	63
FLIGHT PATHS / DIVERSIONS	37	76
AIRCRAFT HEIGHT	32	81
RUNWAY 21 DEP	30	104
RUNWAY 03 DEP	24	233
RUNWAY 03 ARR	22	858
CURFEW	15	19
PROPELLER AIRCRAFT	10	26
RUNWAY SELECTION	6	10
RUNWAY 06 ARR	5	8
RUNWAY 24 DEP	5	14
HEALTH ISSUES	5	6
RUNWAY 24 ARR	4	6
NIGHT TRIAL	3	3
RUNWAY 06 DEP	2	2
RUNWAY 21 ARR	2	2
HELICOPTER	2	3
NOISE INSULATION	2	2
GROUND RUNNING (AIRPORT)	1	1

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 contains the yearly trend for the number of clients raising an issue on a monthly basis (July 2011 to June 2012). Although there are a total of 25 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Flight Paths / Diversions.

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



During May 2012 and June 2012 there was limited use of runway 06 / 24 mainly due to ground works at Perth Airport. This led to a spike in contacts regarding runway 03 departures.

Table 2 provides an aggregate of the number of clients raising issues for the 12 months to June 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 July 2011 to June 2012.

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	916	12
INCREASED FREQUENCY OF AIR TRAFFIC	684	12
FLIGHT PATHS / DIVERSIONS	587	12
RUNWAY 21 DEP	579	12
AIRCRAFT HEIGHT	454	12
CURFEW	338	12
RUNWAY 03 ARR	284	12
RUNWAY 03 DEP	265	12
PROPELLER AIRCRAFT	187	12
HEALTH ISSUES	143	12
RUNWAY 21 ARR	125	12
RUNWAY 06 ARR	112	10
RUNWAY SELECTION	104	12
RUNWAY 06 DEP	96	12
RUNWAY 24 ARR	54	12
RUNWAY CLOSURE	38	3
WARRP	43	11
RUNWAY 24 DEP	43	11
HELICOPTER	30	11
OTHER*	8	4
NOISE INSULATION	17	9
GROUND RUNNING (AIRPORT)	14	9
FIFO	12	2
NIGHT TRIAL	7	5
ODOUR, VENT, DUMP	2	2

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

Note 53.8% of all the clients' issues raised in the last 12 months are contained in the first four 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 June 2012. There were a total of 83 clients and 1919 contacts from 51 suburbs (one client did not indicate a suburb), which corresponds to a daily average of 64 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 June 2012.

There were two suburbs which had five or more clients for the month of June. These suburbs were Guildford (6) and Roleystone (5). Guildford is affected by runway 03 departures and runway 21 arrivals. Roleystone is affected by runway 03 arrivals. The largest number of contacts from a single client was 546 (28.5%) from the suburb of Canning Vale. During June 2012, 87% of contacts for Perth Airport came from seven clients.

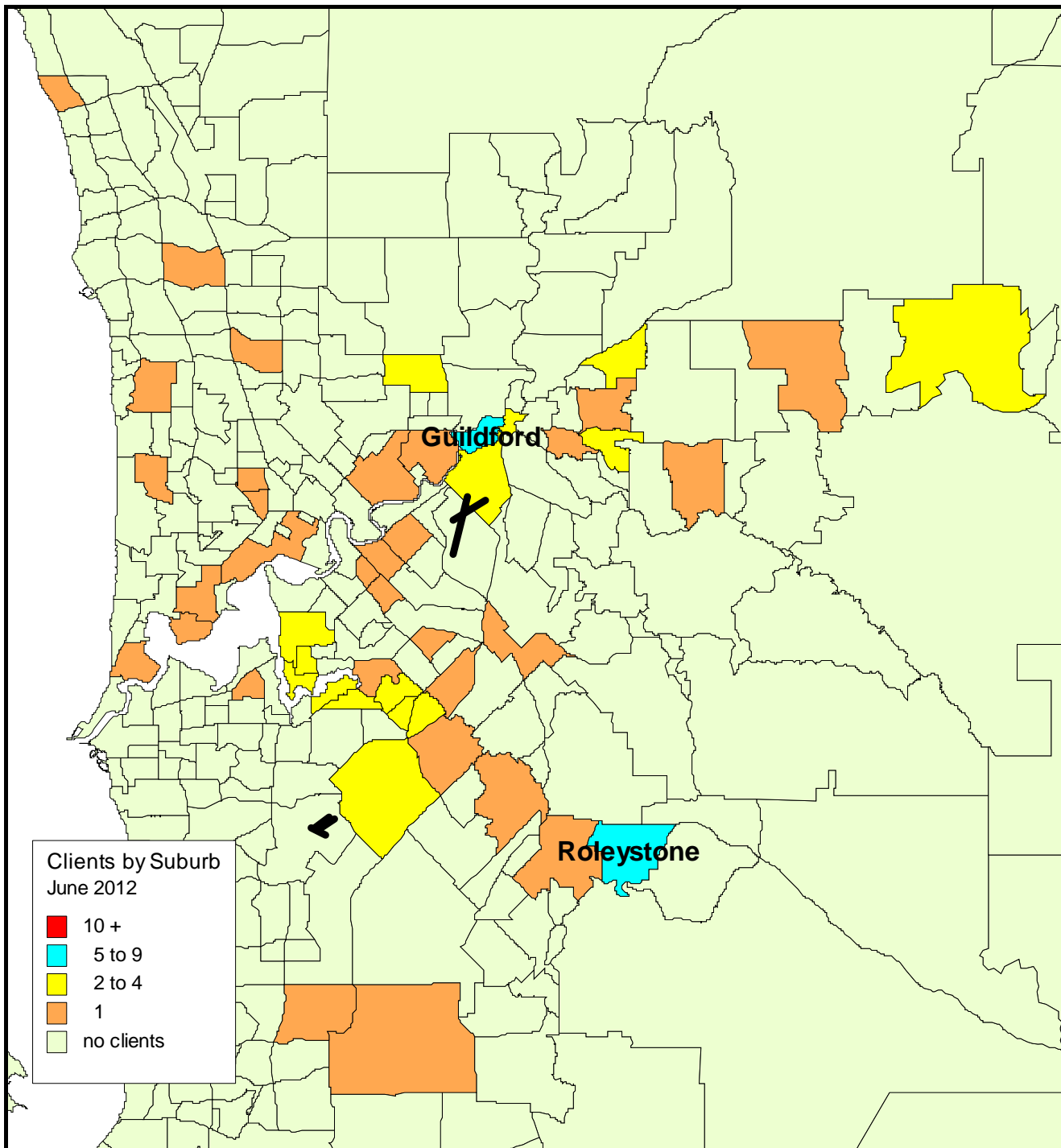
Table 3: Perth Suburbs Client and Contact numbers June 2012

Suburb	Clients	Contacts
NOT SPECIFIED	1	1
ARDROSS	1	1
BALGA	1	1
BASSENDAN	1	1
BAYSWATER	1	1
BECKENHAM	1	1
BEECHBORO	3	5
BELLEVUE	1	1
BELMONT	1	9
BURNS BEACH	1	1
CANNING VALE	2	547
CARLISLE	1	8
CHIDLOW	4	10
COMO	2	15
DALKEITH	1	1
DAYTON	1	9
FERNDALE	2	201
GLEN FORREST	1	1
GOSNELLS	1	1
GREENMOUNT	2	5
GUILDFORD	6	12
JANE BROOK	2	3
KARRINYUP	1	1
KELMSCOTT	1	2
KERALUP	1	1
KINGSLEY	1	1
LANGFORD	2	2
LATHLAIN	1	1

Suburb	Clients	Contacts
LEEDERVILLE	1	1
LYNWOOD	3	4
MANNING	3	5
MOSMAN PARK	1	1
MOUNT HAWTHORN	1	1
NEDLANDS	1	2
OAKFORD	1	1
PERTH	1	1
PIARA WATERS	1	1
QUEENS PARK	1	3
RIVERTON	2	4
RIVERVALE	1	10
ROLEYSTONE	5	732
SALTER POINT	2	94
SHELLEY	4	7
SOUTH GUILDFORD	2	2
STONEVILLE	1	195
SWAN VIEW	1	1
THORNIE	1	4
WANDI	1	1
WATTLE GROVE	1	1
WEMBLEY DOWNS	1	1
WILSON	1	2
WOODBIDGE	2	2
Total	83	1919

Figure 3.

Clients Density Map Perth Airport June 2012



Section 3: Trends for Clients at Perth Airport.

Figure 4 shows the daily count of clients and contacts for the month of June. During June there were up to 15 clients making contact with the NCIS on any single day. There were three days where more than 12 clients contacted the NCIS; Tuesday 5th (15 clients made 83 contacts), Wednesday 6th (12 clients made 65 contacts) and Thursday 7th (12 clients made 68 contacts).

Figure 4: Clients and Contacts by day for June 2012

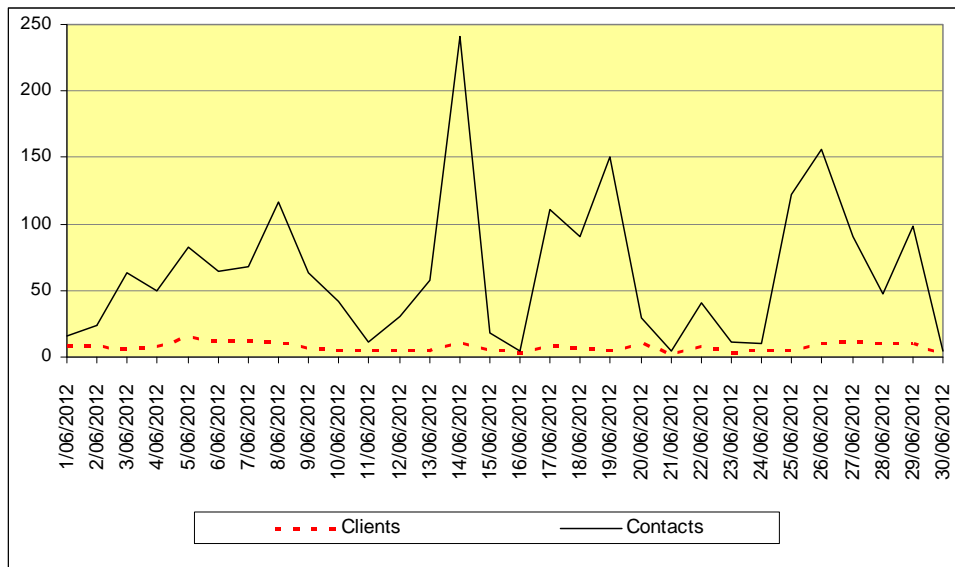


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The number of contacts with the NCIS peaked during July 2011 (6823). The number of clients peaked during December 2011 (161). Overall Figure 5 demonstrates there is a poor correlation between the number of clients and the number of contacts.

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

