

Noise Complaints and Information Service Statistics Report

Perth Airport – March 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.

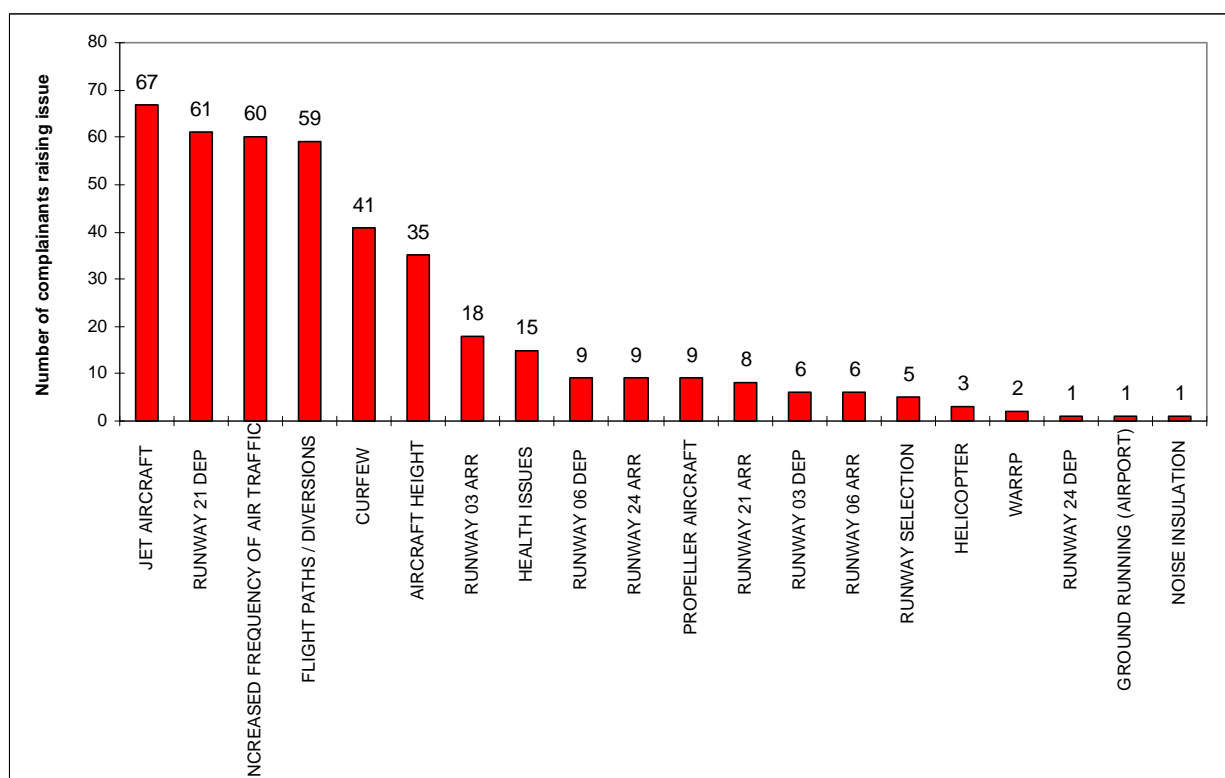
During March 2012, the NCIS recorded 7277 contacts Australia wide. Of these 1474 or 20.3% were attributed to operations at Perth Airport.

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 21 issues identified by clients during March 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 March 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 59 or more clients; Jet Aircraft (67), Runway 21 Departures (61), Increased Frequency of Air Traffic (60) and Flight Paths / Diversions (59).

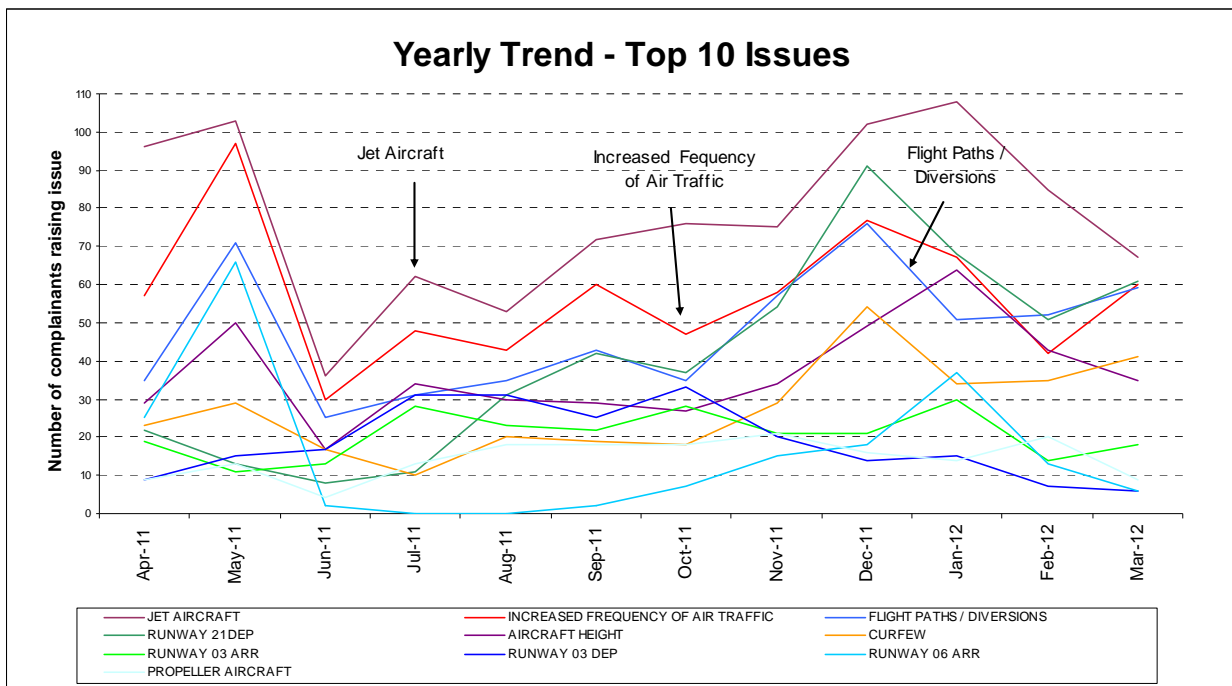
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – March 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	67	596
RUNWAY 21 DEP	61	762
INCREASED FREQUENCY OF AIR TRAFFIC	60	144
FLIGHT PATHS / DIVERSIONS	59	163
CURFEW	41	88
AIRCRAFT HEIGHT	35	61
RUNWAY 03 ARR	18	323
HEALTH ISSUES	15	28
RUNWAY 06 DEP	9	142
RUNWAY 24 ARR	9	48
PROPELLER AIRCRAFT	9	32
RUNWAY 21 ARR	8	8
RUNWAY 03 DEP	6	15
RUNWAY 06 ARR	6	10
RUNWAY SELECTION	5	27
HELICOPTER	3	3
WARRP	2	17
RUNWAY 24 DEP	1	1
GROUND RUNNING (AIRPORT)	1	1
NOISE INSULATION	1	2
OTHER*	1	1

* 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
April 2011 to March 2012**



The yearly trend for number of clients raising an issue on a monthly basis over the last 12 months (April 2011 to March 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, Aircraft Height and Curfew), perhaps as some areas become overflown again.

Table 2: Summary of the issues raised and the number of clients raising the issue over the period April 2011 to March 2012.

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	935	12
INCREASED FREQUENCY OF AIR TRAFFIC	686	12
FLIGHT PATHS / DIVERSIONS	570	12
RUNWAY 21 DEP	489	12
AIRCRAFT HEIGHT	441	12
CURFEW	329	12
RUNWAY 03 ARR	248	12
RUNWAY 03 DEP	223	12
RUNWAY 06 ARR	191	10
PROPELLER AIRCRAFT	173	12
HEALTH ISSUES	128	12
RUNWAY 21 ARR	118	12
RUNWAY 06 DEP	109	12
RUNWAY 24 DEP	98	11
RUNWAY SELECTION	93	12
RUNWAY CLOSURE	82	6
RUNWAY 24 ARR	61	12
WARRP	51	12
OTHER*	32	7
HELICOPTER	26	10
NOISE INSULATION	19	9
GROUND RUNNING (AIRPORT)	14	8
NIGHT TRIAL	2	2
ODOUR, VENT, DUMP	2	2

* 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 March 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 67.4% of all the clients' issues raised in the last 12 months are contained in the first six 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 March 2012. There were a total of 108 clients and 1473 contacts from 50 suburbs (one client did not identify a suburb), which corresponds to a daily average of 47.5 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 March 2012.

There was one suburb which had 10 clients (coloured red in Figure 3) for the month of March. The suburb was Ferndale. Ferndale is affected by runway 03 arrivals and runway 21 departures. The largest number of contacts from a single client was 633 (43%) from the suburb of Ferndale. During March 2012 83.9% of contacts for Perth Airport came from 10 clients.

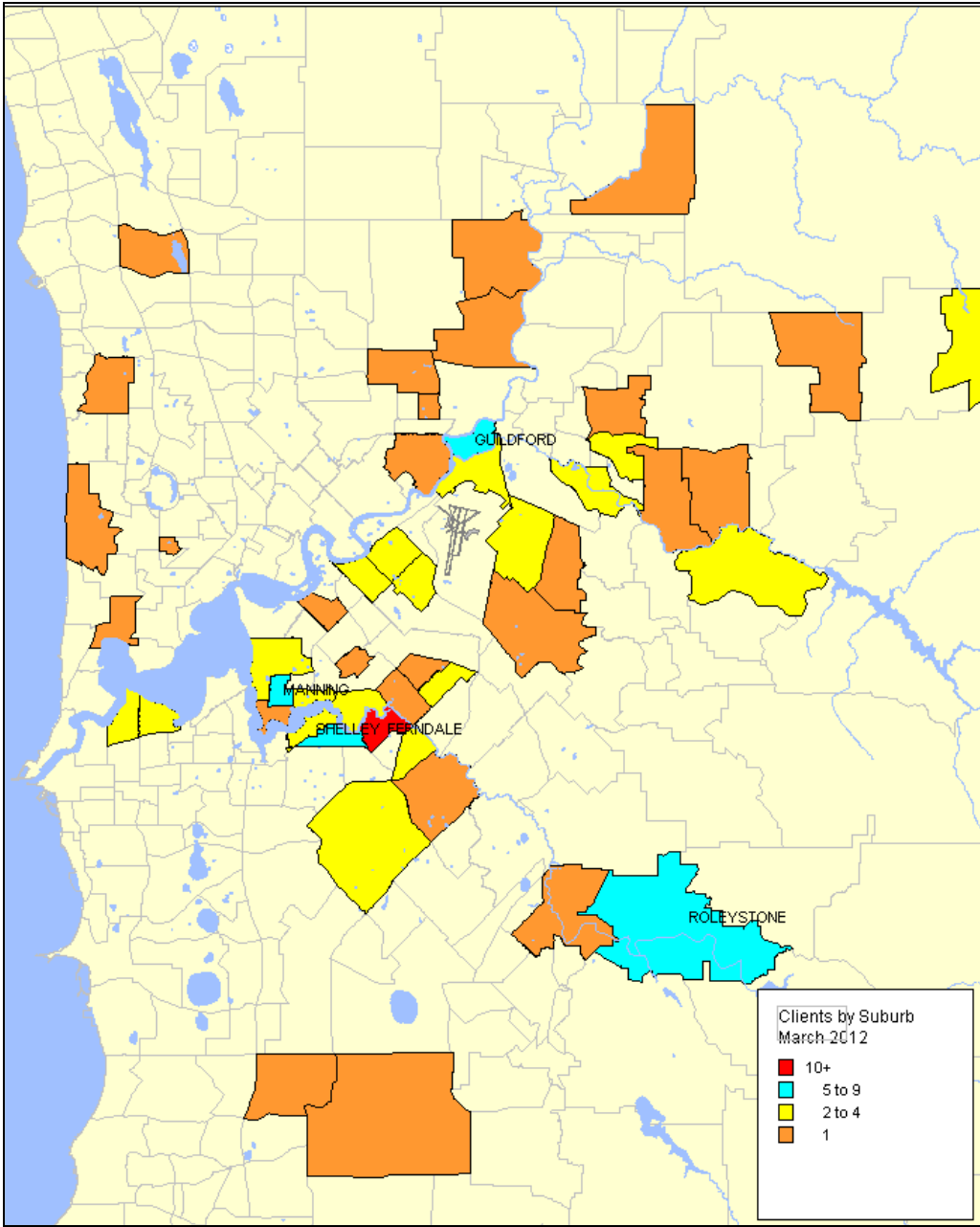
Table 3
Perth Suburbs Client and Contact numbers March 2012

Suburb	Clients	Contacts
ATTADALE	3	3
BASSENDAN	1	1
BEECHBORO	1	2
BELMONT	3	6
BICTON	3	3
BRIGADOON	1	1
CANNING VALE	3	133
CANNINGTON	1	1
CHIDLOW	2	11
CITY BEACH	1	2
CLAREMONT	1	1
CLOVERDALE	2	2
COMO	2	19
CROSSMAN	1	1
DARLINGTON	1	1
EAST CANNINGTON	2	2
FERNDALE	10	648
FORRESTFIELD	1	1
GLEN FORREST	1	1
GREENMOUNT	2	118
GUILDFORD	5	5
HELENA VALLEY	2	2
HENLEY BROOK	1	1
HIGH WYCOMBE	2	16
JOLIMONT	1	2
KARRINYUP	1	1

Suburb	Clients	Contacts
KELMSCOTT	1	1
KINGSLEY	1	1
LANGFORD	3	3
LOCKRIDGE	1	5
MAIDA VALE	1	2
MANNING	9	14
OAKFORD	1	1
PAULLS VALLEY	2	43
QUEENS PARK	1	1
RIVERTON	6	26
RIVERVALE	3	7
ROLEYSTONE	5	221
SALTER POINT	1	2
SHELLEY	3	12
SOUTH GUILDFORD	2	2
ST JAMES	1	1
STONEVILLE	1	75
SWAN VIEW	1	22
THORNLIE	1	3
VICTORIA PARK	1	31
WANDI	1	1
WATERFORD	4	7
WEST SWAN	1	5
WILSON	3	3
Total	108	1473

Figure 3.

Clients Density Map Perth Airport March 2012



Section 3: Trends for Clients at Perth Airport.

The daily count of clients and contacts for the month of March is shown in Figure 4. During March there were up to 14 clients making contact with the NCIS on any single day. There were three days where more than 13 clients contacted the NCIS; Monday 19th (157 contacts from 14 clients), Wednesday 21st (25 contacts from 14 clients) and Wednesday 28th (16 contacts from 13 clients).

Figure 4. Clients and Contacts by day for March 2012

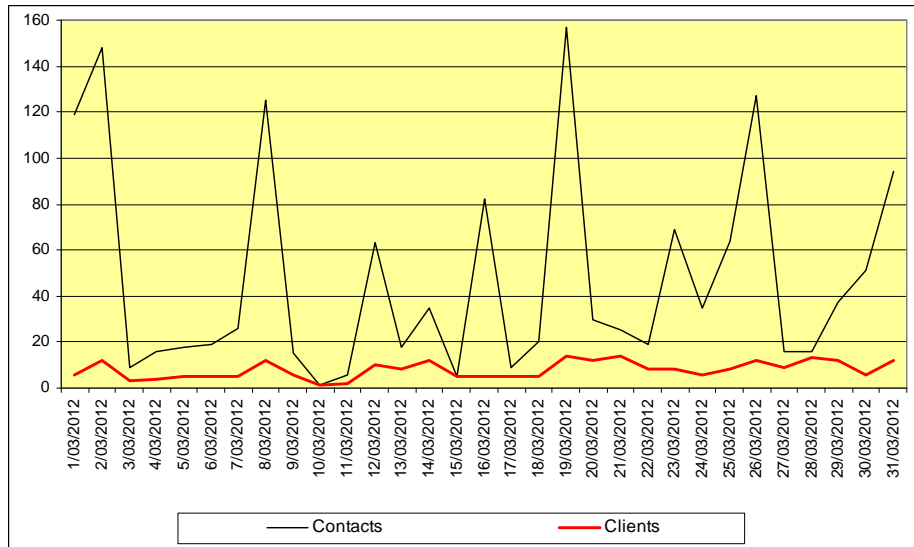
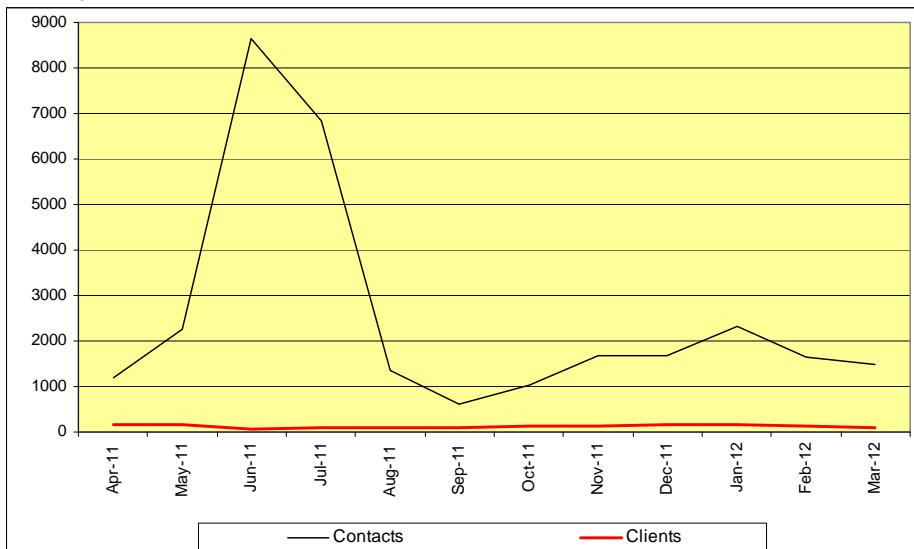


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The number of contacts with the NCIS peaked during June 2011 (8630). Interestingly during this 12 month period June has the lowest number of clients (58), well short of the monthly average of 121.5 clients. The month of May 2011 saw 176 clients make 2243 contacts. 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



During June – July 2011 one client made 14,560 contacts. This represents 94.2% of the total contacts for June – July 2011.