

Noise Complaints and Information Service Statistics Report

Perth Airport – May 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.

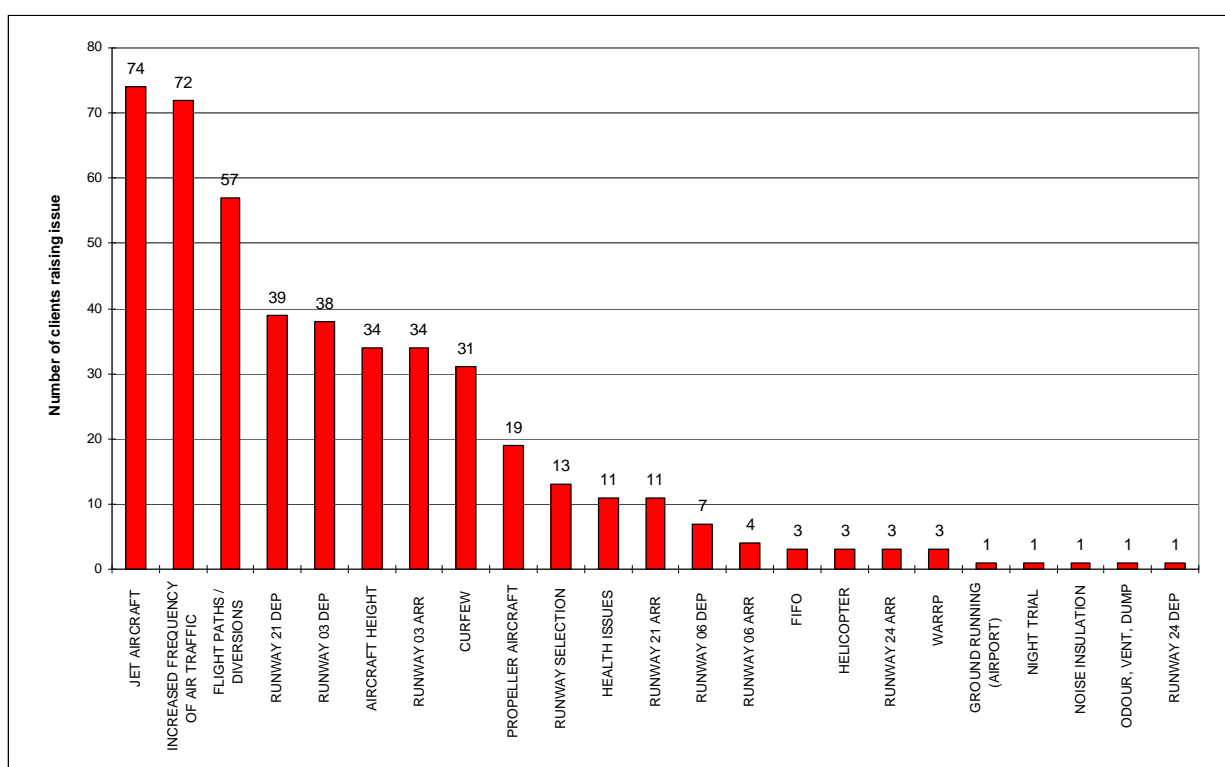
During May 2012, the NCIS recorded 6343 contacts Australia wide. Of these 2424 or 38.2% were attributed to operations at Perth Airport.

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 23 issues identified by clients during May 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 May 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 57 or more clients; Jet Aircraft (74), Increased Frequency of Air Traffic (72) and Flight Paths / Diversions (57).

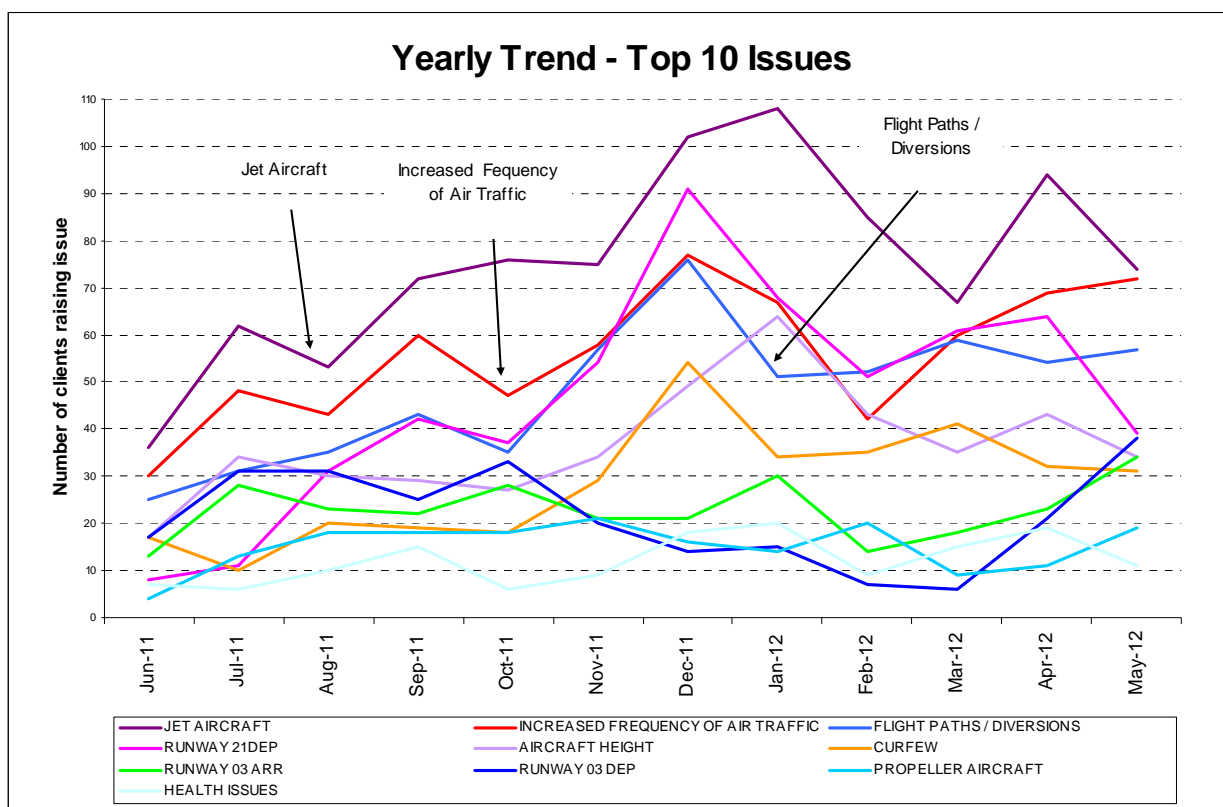
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - May 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	74	1064
INCREASED FREQUENCY OF AIR TRAFFIC	72	139
FLIGHT PATHS / DIVERSIONS	57	131
RUNWAY 21 DEP	39	92
RUNWAY 03 DEP	38	222
AIRCRAFT HEIGHT	34	79
RUNWAY 03 ARR	34	862
CURFEW	31	35
PROPELLER AIRCRAFT	19	150
RUNWAY SELECTION	13	29
HEALTH ISSUES	11	15
RUNWAY 21 ARR	11	22
RUNWAY 06 DEP	7	23
RUNWAY 06 ARR	4	6
FIFO	3	3
HELICOPTER	3	4
RUNWAY 24 ARR	3	24
WARRP	3	11
GROUND RUNNING (AIRPORT)	1	1
NIGHT TRIAL	1	1
NOISE INSULATION	1	1
ODOUR, VENT, DUMP	1	1
RUNWAY 24 DEP	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 (June 2011 to May 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
June 2011 to May 2012**



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 certain issues (Jet Aircraft, Increased Frequency of Air Traffic, Flight Paths/Diversions, Aircraft Height and Curfew), perhaps as some areas become overflown again.

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

Issues	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	904	12
INCREASED FREQUENCY OF AIR TRAFFIC	673	12
FLIGHT PATHS / DIVERSIONS	575	12
RUNWAY 21 DEP	557	12
AIRCRAFT HEIGHT	439	12
CURFEW	340	12
RUNWAY 03 ARR	275	12
RUNWAY 03 DEP	258	12
PROPELLER AIRCRAFT	181	12
HEALTH ISSUES	145	12
RUNWAY 21 ARR	128	12
RUNWAY 06 ARR	109	10
RUNWAY SELECTION	99	12
RUNWAY 06 DEP	96	12
RUNWAY 24 ARR	51	12
RUNWAY CLOSURE	48	4
WARRP	45	12
RUNWAY 24 DEP	40	11
HELICOPTER	31	11
OTHER*	18	5
NOISE INSULATION	16	9
GROUND RUNNING (AIRPORT)	14	9
FIFO	12	2
NIGHT TRIAL	4	4
ODOUR, VENT, DUMP	2	2

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

Note 53.5% 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 May 2012. There were a total of 128 clients and 2424 contacts from 57 suburbs, which corresponds to a daily average of 78.2 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 May 2012.

There were two suburbs which had seven or more clients for the month of May. These suburbs were Guildford (10) and South Guildford (7). Guildford and South Guildford are affected by runway 03 departures and runway 21 arrivals. The largest number of contacts from a single client was 1,223 (50.5%) from the suburb of Canning Vale. During May 2012 84.3% of contacts for Perth Airport came from seven clients.

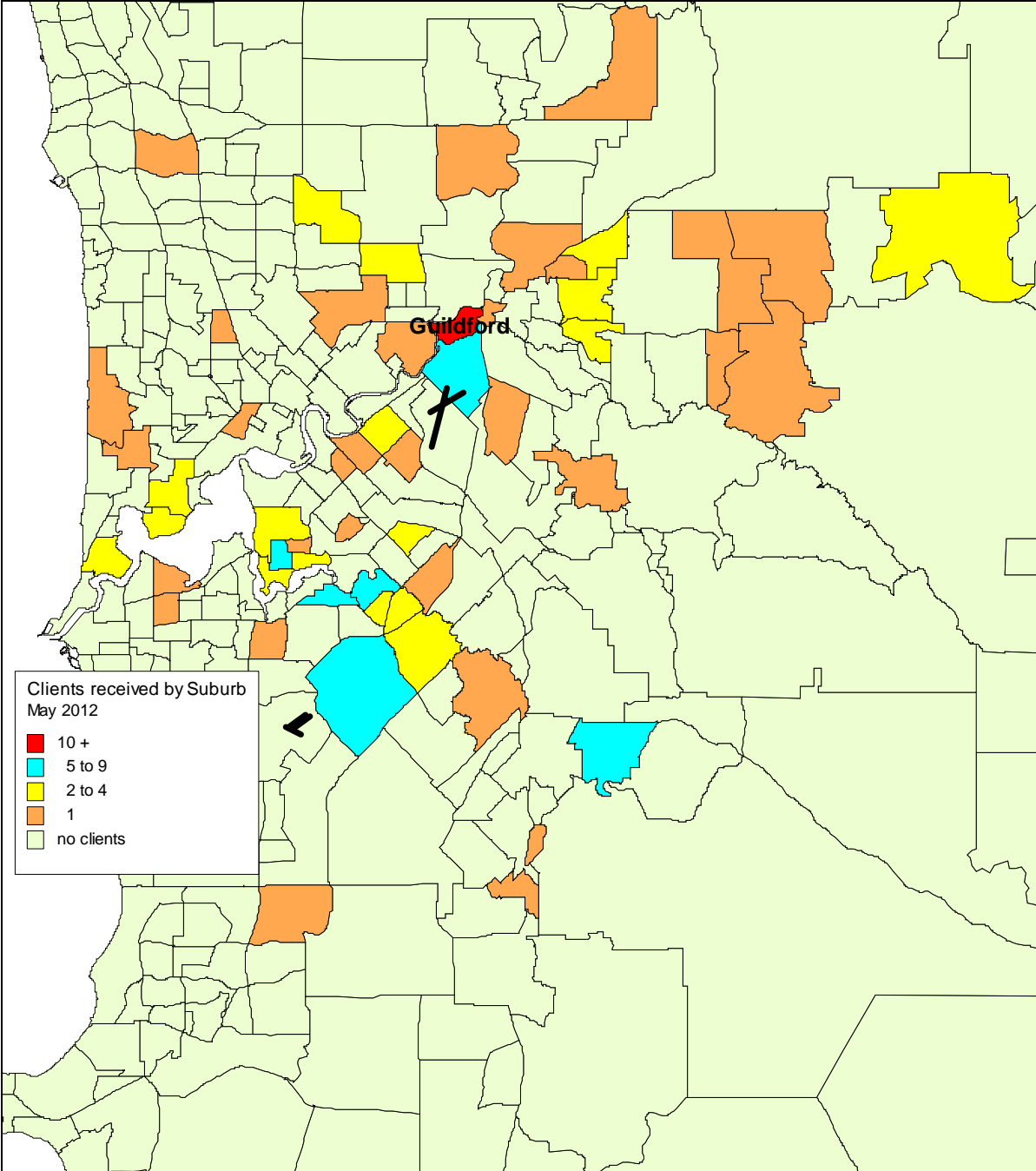
Table 3: Perth Suburbs Client and Contact numbers May 2012

Suburb	Clients	Contacts
NOT SPECIFIED	2	3
ATTADALE	1	1
BALLAJURA	2	2
BASSENDAN	1	1
BECKENHAM	1	1
BEECHBORO	4	7
BELMONT	3	9
BRIGADOON	1	4
BULL CREEK	1	1
CANNING VALE	6	1230
CHIDLOW	3	7
CITY BEACH	1	2
CLOVERDALE	1	1
COMO	2	40
DALKEITH	4	5
DAYTON	1	6
FERNDALE	6	320
GOSNELLS	1	3
GREENMOUNT	2	36
GUILDFORD	10	17
HENLEY BROOK	1	6
HIGH WYCOMBE	1	1
JANE BROOK	2	2
KALAMUNDA	1	1
KARAWARA	1	1
KINGSLEY	1	1
LANGFORD	3	6
LATHLAIN	1	1
LYNWOOD	2	3
MAHOGANY CREEK	1	1

Suburb	Clients	Contacts
MANNING	5	9
MELVILLE	1	1
MIDDLE SWAN	1	1
MORLEY	1	2
MOSMAN PARK	4	5
MOUNT CLAREMONT	1	1
MOUNT RICHON	1	1
MUNDARING	1	1
NEDLANDS	2	4
PARKERVILLE	1	1
PAULLS VALLEY	2	47
QUEENS PARK	3	4
RIVERTON	5	7
RIVERVALE	1	4
ROLEYSTONE	6	322
SALTER POINT	2	36
SOUTH GUILDFORD	7	35
ST JAMES	1	2
STONEVILLE	1	199
STRATTON	1	1
SWAN VIEW	2	5
THORNLIE	4	6
TUART HILL	1	1
WANDI	1	1
WATERFORD	3	4
WEST PERTH	1	2
WOODBIDGE	1	2
WUNGONG	1	1
Total	126	2424

Figure 3.

Clients Density Map Perth Airport May 2012



Section 3: Trends for Clients at Perth Airport.

Figure 4 shows the daily count of clients and contacts for the month of May. During May there were up to 20 clients making contact with the NCIS on any single day. There were three days where more than 15 clients contacted the NCIS; Wednesday 2nd (15 clients made 438 contacts), Friday 4th (20 clients made 188 contacts) and Saturday 5th (15 clients made 179 contacts).

Figure 4: Clients and Contacts by day for May 2012

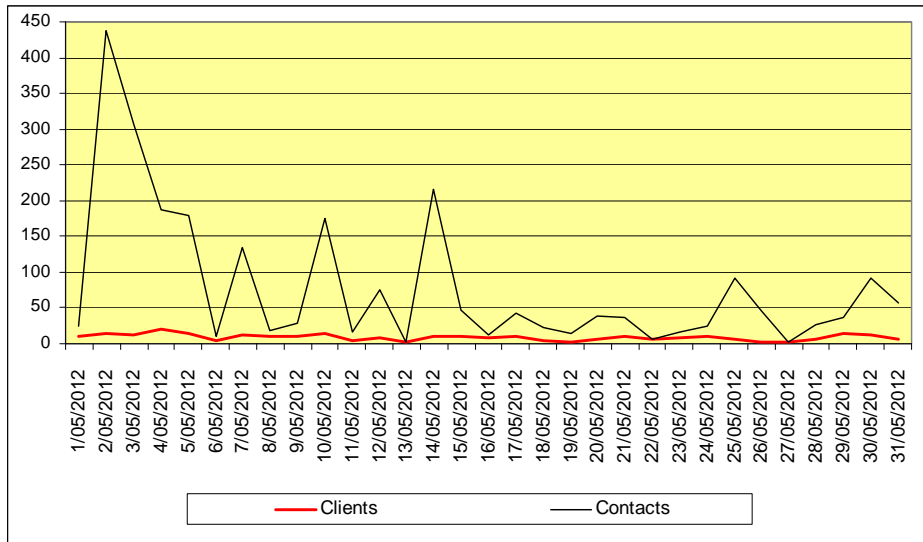
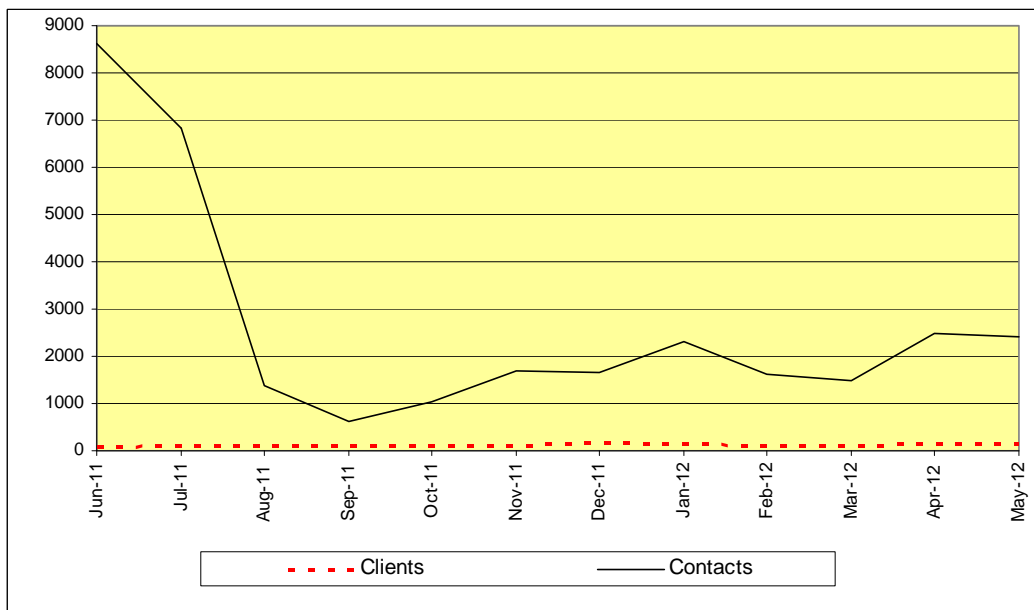


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The number of contacts with the NCIS peaked during June 2011 (8630). Interestingly during this 12 month period June has the lowest number of clients (58), well short of the monthly average of 116.4 clients. The month of Dec 2011 saw 162 clients make 1670 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.