

# **Noise Complaints and Information Service Statistics Report**

Sydney Airport – December 2011

## 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 the contacts are referred to as the clients. The data summarised in this report relates to contacts and clients concerned with operations out of Sydney Airport and exclude those associated with nearby airports such as Bankstown and Camden. The results and analysis in this report reflects the data collected at the time of preparation.

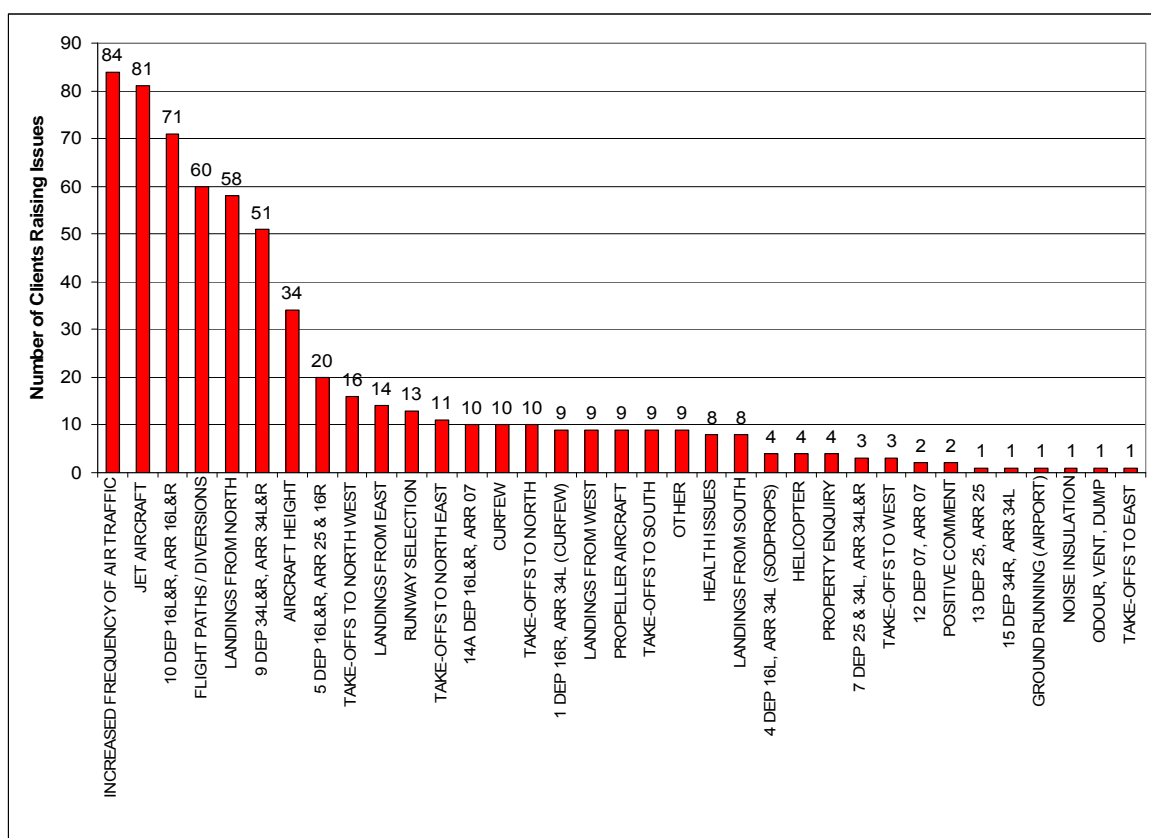
Contacts made with the NCIS are done via WebTrak<sup>1</sup>, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of complaint management, analysis of issues and identification of causal factors. Personal details collected and stored in the NCIS database are done so in accordance with Airservices privacy guidelines.

During December 2011, the NCIS recorded 5581 contacts Australia wide. Of these 1642 or 29.4% were attributed to operations at Sydney Airport.

### Section 1: Contact Issues at Sydney 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 35 issues identified by clients during December 2011. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Sydney Airport.

Figure 1. Issues identified by clients during December 2011



<sup>1</sup> 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](http://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 60 or more clients; Increased Frequency of Air Traffic (84), Jet Aircraft (81), Mode 10 (Dep 16L&R, Arr 16L&R – 71), and Flight Paths / Diversions (60).

**Table 1 List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – December 2011**

Issue	Number of Clients	Number of Contacts
AIRCRAFT HEIGHT	34	65
CURFEW 10		12
FLIGHT PATHS / DIVERSIONS	60	128
GROUND RUNNING (AIRPORT)	1	1
HEALTH ISSUES	8	9
HELICOPTER 4		5
INCREASED FREQUENCY OF AIR TRAFFIC	84	145
JET AIRCRAFT	81	1383
LANDINGS FROM EAST	14	122
LANDINGS FROM NORTH	58	775
LANDINGS FROM SOUTH	8	8
LANDINGS FROM WEST	9	16
MODE 1 DEP 16R, ARR 34L (CURFEW)	9	11
MODE 10 DEP 16L&R, ARR 16L&R	71	806
MODE 12 DEP 07, ARR 07	2	2
MODE 13 DEP 25, ARR 25	1	1
MODE 14A DEP 16L&R, ARR 07	10	21
MODE 15 DEP 34R, ARR 34L	1	1
MODE 4 DEP 16L, ARR 34L (SODPROPS)	4	13
MODE 5 DEP 16L&R, ARR 25 & 16R	20	142
MODE 7 DEP 25 & 34L, ARR 34L&R	3	3
MODE 9 DEP 34L&R, ARR 34L&R	51	595
NOISE INSULATION	1	1
ODOUR, VENT, DUMP	1	1
OTHER* 9		40
POSITIVE COMMENT	2	2
PROPELLER AIRCRAFT	9	9
PROPERTY ENQUIRY	4	4
RUNWAY SELECTION	13	14
TAKE-OFFS TO EAST	1	1
TAKE-OFFS TO NORTH	10	12
TAKE-OFFS TO NORTH EAST	11	13
TAKE-OFFS TO NORTH WEST	16	528
TAKE-OFFS TO SOUTH	9	13
TAKE-OFFS TO WEST	3	1

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

Contact and client information for Sydney 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  
January 2011 to December 2011**

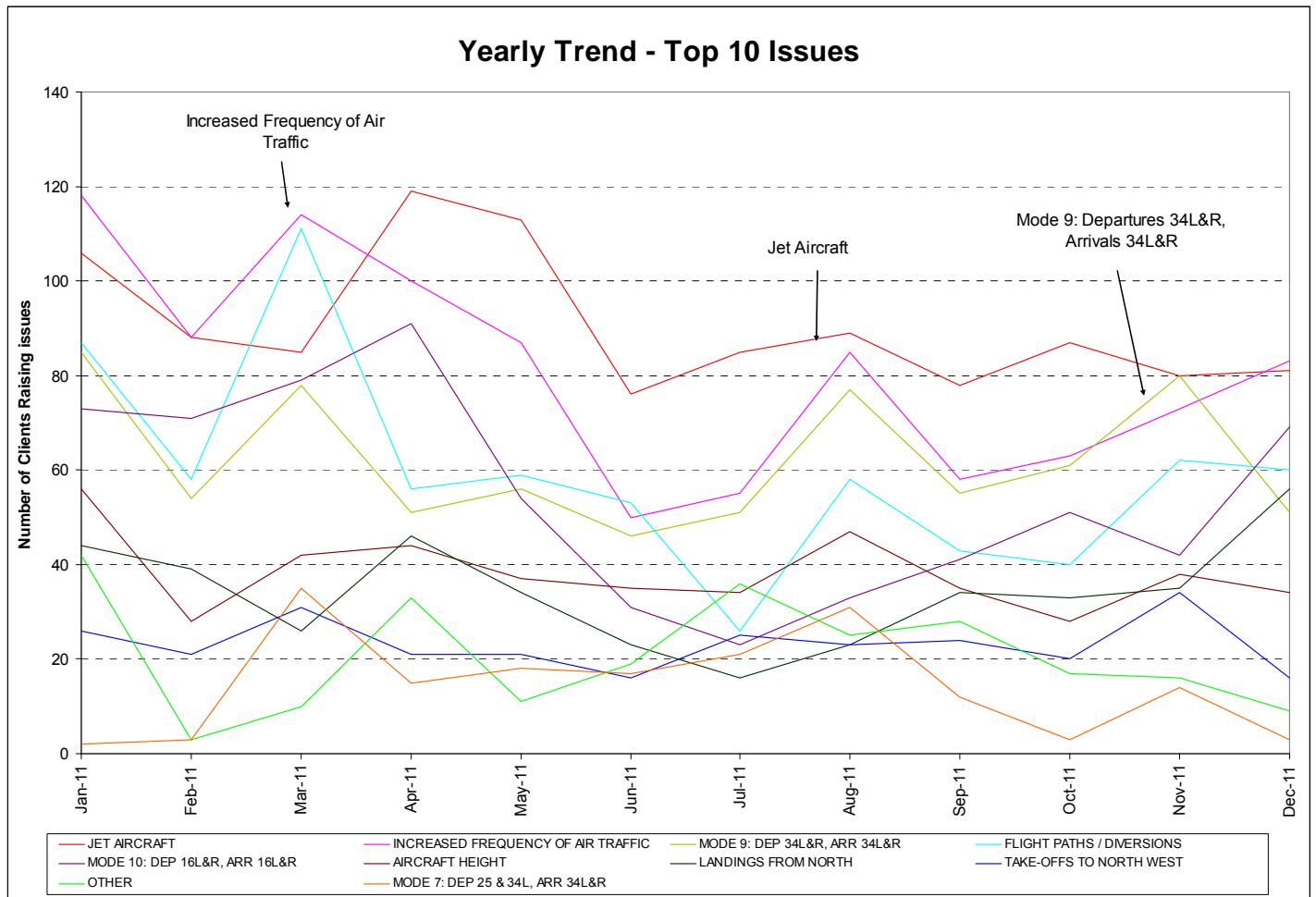


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (January 2011 to December 2011). Although there are a total of 35 issues, this figure has been limited to the top 10 issues for the previous 12 months. Over this period the three most dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Mode 9 Operations (Dep 34L&R, Arr 34L&R).

The parallel modes, Mode 9 and Mode 10, are required to be used during periods of high traffic. As a result the peaks in the issue of Frequency of Air Traffic align with those periods where there is a peak in the issue of Mode 9 or 10.

The issues trend for Mode 10 (parallel operations landing from the north) tends to have a distinct peak during the summer months which reflects the usual dominant wind direction at this time of the year, from the south to the north.

**Table 2: Summary of the issues raised and the number of clients raising the issue over the period January 2011 to December 2011.**

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	1087	12
INCREASED FREQUENCY OF AIR TRAFFIC	974	12
MODE 9: DEP 34L&R, ARR 34L&R	745	12
FLIGHT PATHS / DIVERSIONS	713	12
MODE 10: DEP 16L&R, ARR 16L&R	658	12
AIRCRAFT HEIGHT	458	12
LANDINGS FROM NORTH	409	12
TAKE-OFFS TO NORTH WEST	278	12
OTHER* 249		12
MODE 7: DEP 25 & 34L, ARR 34L&R	174	12
MODE 5: DEP 16L&R, ARR 25 & 16R	171	12
TAKE-OFFS TO NORTH EAST	163	12
MODE 14A: DEP 16L&R, ARR 07	162	11
TAKE-OFFS TO SOUTH	144	12
RUNWAY SELECTION	143	12
PROPERTY ENQUIRY	134	12
TAKE-OFFS TO NORTH	127	12
MODE 1: DEP 16R, ARR 34L (CURFEW)	122	12
LANDINGS FROM WEST	121	12
LANDINGS FROM SOUTH	120	12
LANDINGS FROM EAST	113	12
CURFEW 112		12
TAKE-OFFS TO WEST	106	12
PROPELLER AIRCRAFT	104	12
HEALTH ISSUES	101	12
TAKE-OFFS TO EAST	82	12
MODE 4: DEP 16L, ARR 34L (SODPROPS)	76	12
HELICOPTER 57		12
MODE 13: DEP 25, ARR 25	40	9
NOISE INSULATION	23	11
MODE 12: DEP 07, ARR 07	22	7
PRM 17		10
POSITIVE COMMENT	16	10
GROUND RUNNING (AIRPORT)	15	8
ODOUR, VENT, DUMP	13	8
MODE 8: DEP 25 & 34L&R, ARR 34L&R	7	5
MODE 15: DEP 34R, ARR 34L	7	6
SACL RESA RWY 07 25 CLOSURE	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 December 2011 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 52% of all the clients' issues raised in the last 12 months are contained in the first five issues of Table 2.

## Section 2: Sydney Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts for each Sydney suburb for December 2011. There were a total of 168 clients and 1642 contacts from 83 suburbs, which corresponds to a daily average of 52.9 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 December 2011.

There was no Suburb that exceeded 10 or more contacts. The suburb with the highest amount of clients this month was Kingsford with 9 clients making 28 contacts as indicated in Figure 3.

**Table 3. Sydney Suburbs Clients and Contact numbers – December 2011**

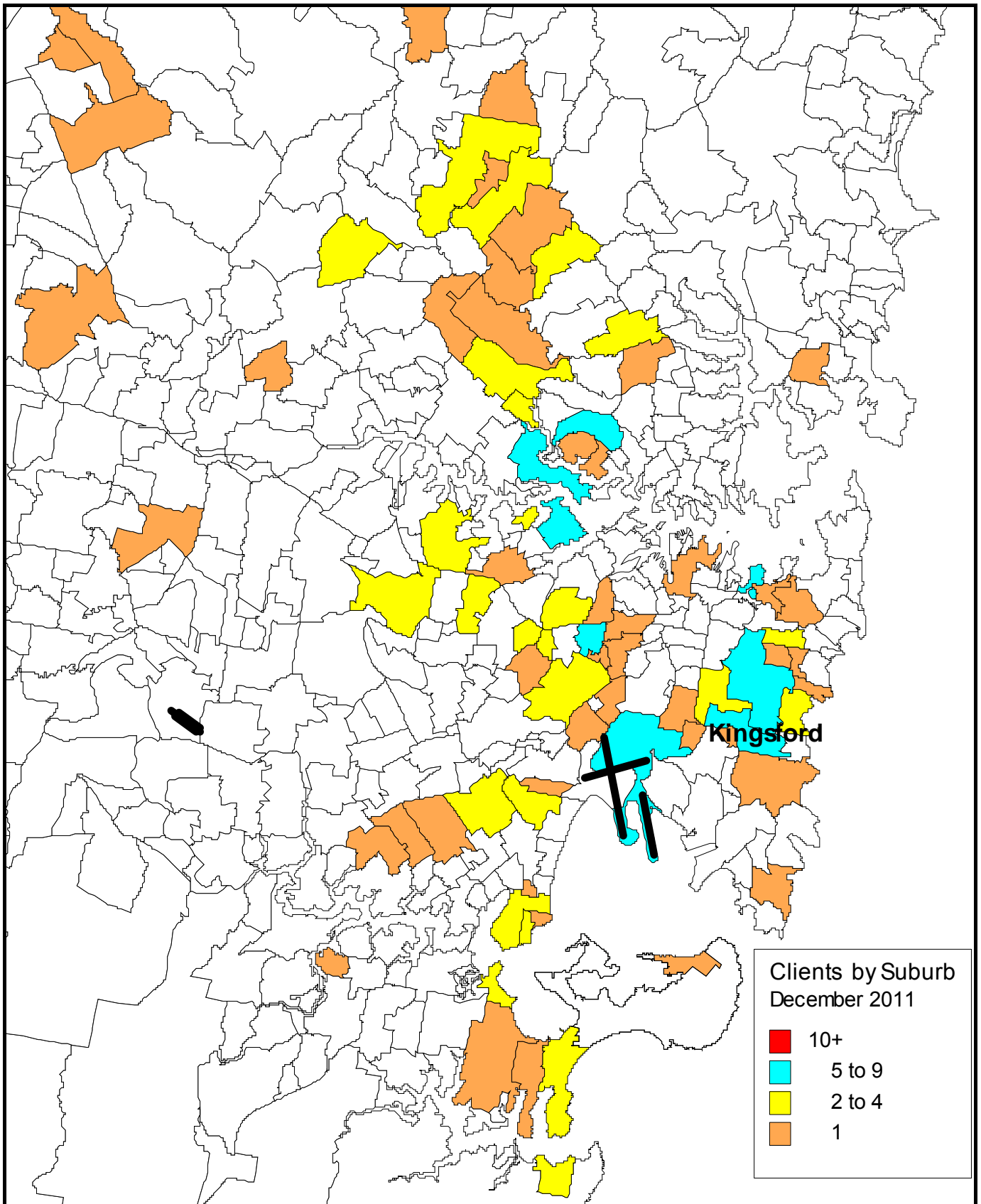
SUBURB	Clients	Contacts	SUBURB	Clients	Contacts
ANNANDALE	1	1	KURNELL	1	1
ASHFIELD 4		4	LANE COVE	7	9
BALGOWLAH 1		1	LEICHHARDT	3	11
BANKSIA 1		2	LEWISHAM	2	2
BANORA POINT	1	1	LITTLE BAY	1	1
BARDWELL PARK	4	4	LONGUEVILLE	1	1
BEECROFT	2	5	MACQUARIE PARK	1	2
BELLEVUE HILL	1	1	MAROUBRA	1	1
BEXLEY 3		13	MARRICKVILLE	3	3
BONDI JUNCTION	2	2	MARSFIELD	1	1
BONNET BAY	1	1	MASCOT	5	5
BUNDEENA 2		7	MORTDALE	1	3
CAMPERDOWN 1		1	NEWTOWN	1	1
CARINGBAH	1	2	NORTH RYDE	3	4
CARLINGFORD	4	55	NORTH WAHROONGA	1	2
CHATSWOOD 1		4	OATLANDS	1	1
CHISWICK 2		4	PENSHURST	1	1
CLOVELLY 1		1	PYMBLE	1	1
CONCORD	2	4	QUEENS PARK	1	1
COOGEE 3		6	RAMSGATE	1	1
CRONULLA 2		2	RANDWICK	5	5
CROYDON 2		2	RIVERVIEW	1	1
DACEYVILLE 1		1	ROCKDALE	2	2
DARLING POINT	5	11	ROSEBERY	1	1
DOLLS POINT	1	1	ROSEVILLE	2	3
DOUBLE BAY	1	1	SANDRINGHAM	2	2
DRUMMOYNE 6		12	SANS SOUCI	2	2
DULWICH HILL	1	2	SEVEN HILLS	1	1
EAST RYDE	3	5	ST PETERS	1	1
EASTLAKES 1		99	STANMORE	5	5
ENMORE 1		1	STRATHFIELD	2	38
FIVE DOCK	1	1	SUMMER HILL	2	9
GORDON 3		6	SYDNEY	1	1
GUILDFORD	1	1	TAREN POINT	2	20
HORNSBY HEIGHTS	1	2	TEMPE	1	2
HUNTERS HILL	7	12	TURRAMURRA	2	4
HURSTVILLE 1		1	WAHROONGA	2	5
KELLYVILLE 1		1169	WARRAWEE	1	1
KINGSFORD 9		28	WAVERLEY	1	1
KIRKHAM 1		2	WEST PYMBLE	1	1
			WOOLLOOWARE	1	1

**Total Clients 168**

**Total Contacts 1642**

Figure 3.

Clients Density Map  
Sydney Airport – December 2011



### Section 3: Trends for Clients at Sydney Airport.

The daily count of clients and contacts for the month of December is shown in Figure 4. During December there were up to 20 individuals making contact with the NCIS on any single day. There were three days where 15 or more clients contacted the NCIS; Monday 26<sup>th</sup> (23 contacts from 15 clients), Friday 16<sup>th</sup> (20 contacts from 16 clients), and Monday 19<sup>th</sup> December (48 contacts from 20 clients).

**Figure 4. Clients and Contacts by day for December 2011**

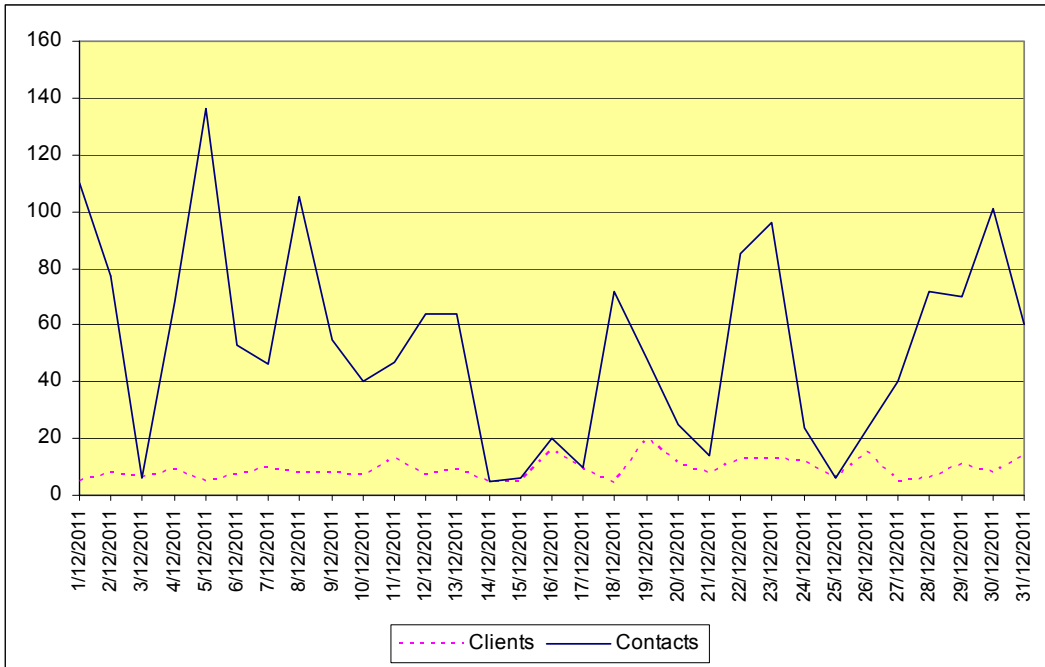


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The monthly rate for clients has been between 142 and 237 with an average of 180 clients per month. Contact numbers have slightly fluctuated with a noticeable peak in November where 2 clients contributed to 86% of the 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**

