

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

Sydney Airport – February 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 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.

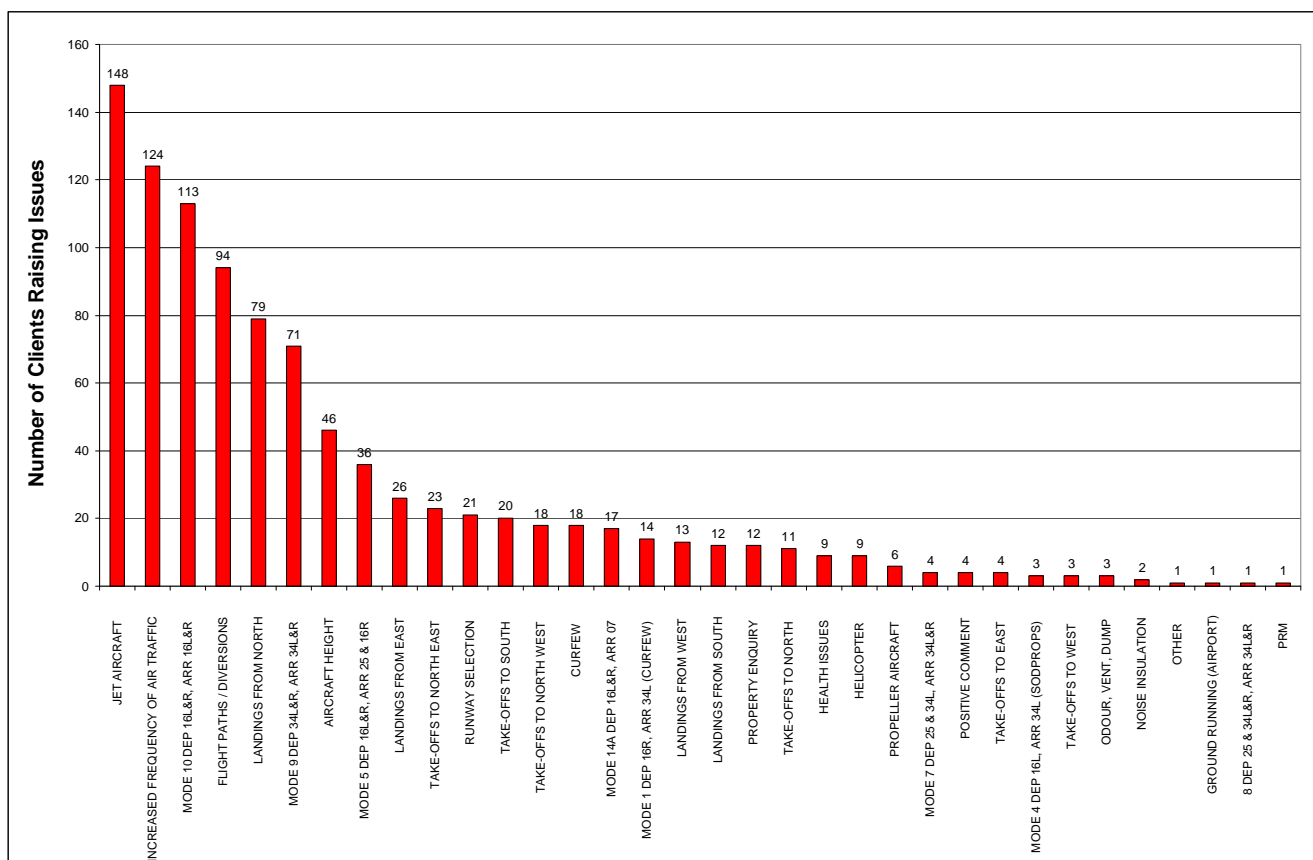
Contacts made with the NCIS are done via WebTrak<sup>1</sup>, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of complaint management, analysis of issues and identification of causal factors. Personal details collected and stored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

During February 2012, the NCIS recorded 6677 contacts Australia wide. Of these 2293 or 34.5% 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 34 issues identified by clients during February 2012. 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 February 2012**



<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 94 or more clients; Jet Aircraft (148), Increased Frequency of Air Traffic (124), Mode 10 Operations Dep16L&R, Arr 16L&R (113), and Flight Paths / Diversions (94).

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

Issue	Number of Clients	Number of Contacts
AIRCRAFT HEIGHT	46	133
CURFEW	18	20
FLIGHT PATHS / DIVERSIONS	94	117
GROUND RUNNING (AIRPORT)	1	1
HEALTH ISSUES	9	12
HELICOPTER	9	10
INCREASED FREQUENCY OF AIR TRAFFIC	124	157
JET AIRCRAFT	148	2051
LANDINGS FROM EAST	26	34
LANDINGS FROM NORTH	79	1007
LANDINGS FROM SOUTH	12	14
LANDINGS FROM WEST	13	26
MODE 1 DEP 16R, ARR 34L (CURFEW)	14	17
MODE 10 DEP 16L&R, ARR 16L&R	113	1080
MODE 14A DEP 16L&R, ARR 07	17	34
MODE 4 DEP 16L, ARR 34L (SODPROPS)	3	3
MODE 5 DEP 16L&R, ARR 25 & 16R	36	50
MODE 7 DEP 25 & 34L, ARR 34L&R	4	7
MODE 8 DEP 25 & 34L&R, ARR 34L&R	1	1
MODE 9 DEP 34L&R, ARR 34L&R	71	1052
NOISE INSULATION	2	2
ODOUR, VENT, DUMP	3	3
OTHER*	1	1
POSITIVE COMMENT	4	4
PRM	1	1
PROPELLER AIRCRAFT	6	6
PROPERTY ENQUIRY	12	14
RUNWAY SELECTION	21	30
TAKE-OFFS TO EAST	4	4
TAKE-OFFS TO NORTH	11	16
TAKE-OFFS TO NORTH EAST	23	433
TAKE-OFFS TO NORTH WEST	18	554
TAKE-OFFS TO SOUTH	20	23
TAKE-OFFS TO WEST	3	3

\* 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  
March 2011 to February 2012**

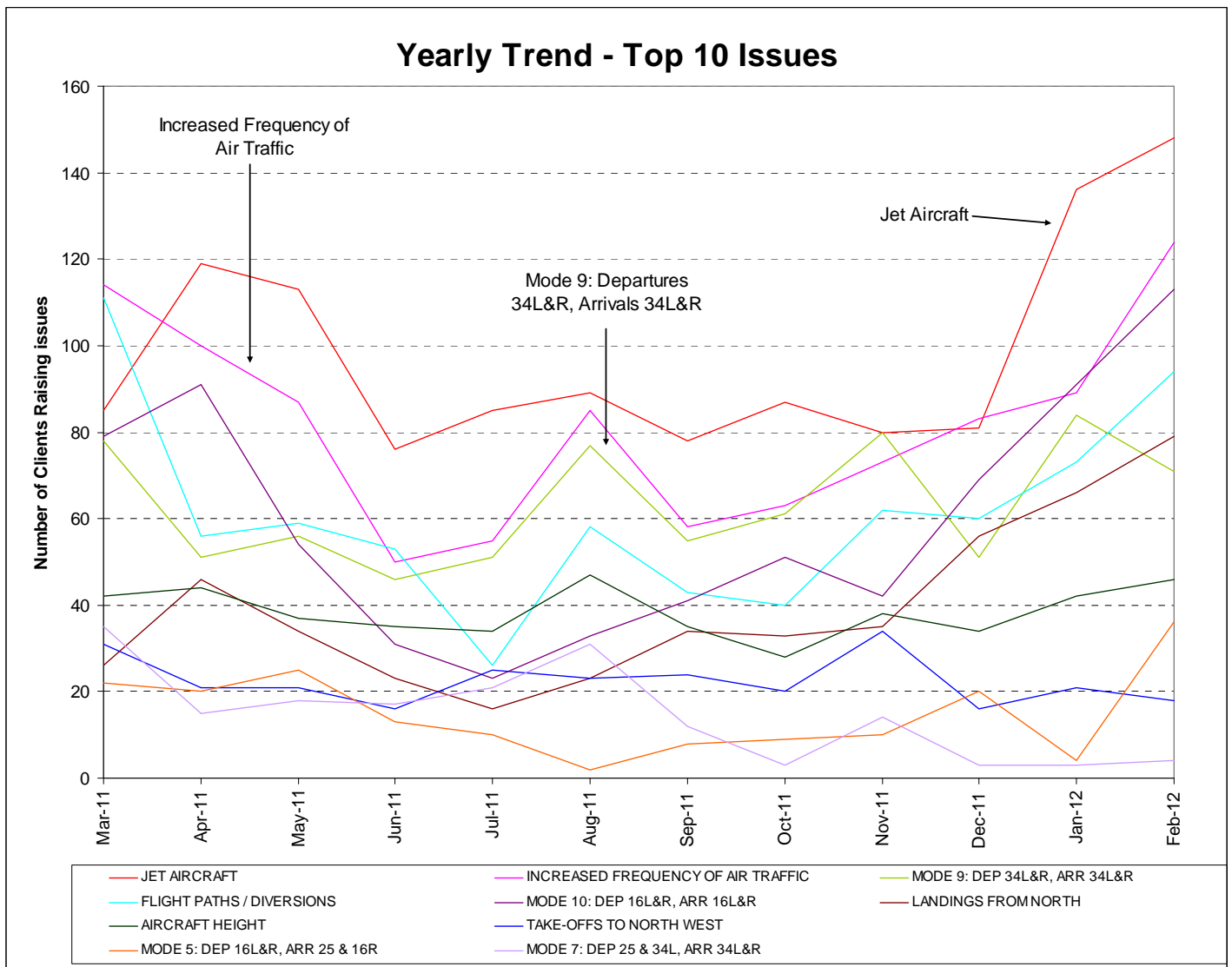


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (March 2011 to February 2012). Although there are a total of 34 issues recorded in the NCIS's database, this figure has been limited to the top 10 issues for the previous 12 months. Over this period the three most dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Mode 9 (Dep 34L&R, Arr 34L&R) operations.

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 and Jet Aircraft operations 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.

Mode 5 (Dep 16L&R, Arr 25 & 16R) operations peaked in February due to the Westerly winds that we experienced during the month.

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

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1177	12
INCREASED FREQUENCY OF AIR TRAFFIC	981	12
MODE 9: DEP 34L&R, ARR 34L&R	761	12
FLIGHT PATHS / DIVERSIONS	735	12
MODE 10: DEP 16L&R, ARR 16L&R	718	12
LANDINGS FROM NORTH	471	12
AIRCRAFT HEIGHT	462	12
TAKE-OFFS TO NORTH WEST	270	12
OTHER*	215	12
MODE 5: DEP 16L&R, ARR 25 & 16R	179	12
MODE 7: DEP 25 & 34L, ARR 34L&R	176	12
MODE 14A: DEP 16L&R, ARR 07	174	11
TAKE-OFFS TO NORTH EAST	171	12
RUNWAY SELECTION	145	12
TAKE-OFFS TO SOUTH	142	12
LANDINGS FROM WEST	139	12
TAKE-OFFS TO NORTH	137	12
CURFEW	136	12
MODE 1: DEP 16R, ARR 34L (CURFEW)	135	12
PROPERTY ENQUIRY	132	12
LANDINGS FROM SOUTH	124	12
LANDINGS FROM EAST	121	12
PROPELLER AIRCRAFT	114	12
TAKE-OFFS TO WEST	107	12
HEALTH ISSUES	101	12
TAKE-OFFS TO EAST	73	12
MODE 4: DEP 16L, ARR 34L (SODPROPS)	67	11
HELICOPTER	66	12
MODE 13: DEP 25, ARR 25	43	9
NOISE INSULATION	25	11
MODE 12: DEP 07, ARR 07	20	7
POSITIVE COMMENT	20	11
PRM	16	10
ODOUR, VENT, DUMP	16	9
GROUND RUNNING (AIRPORT)	15	8
MODE 8: DEP 25 & 34L&R, ARR 34L&R	9	6
MODE 15: DEP 34R, ARR 34L	7	6
MODE 6A: DEP 34L & 07, ARR 34L	4	1
SACL RESA RWY 07 25 CLOSURE	1	1

\* 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 February 2012 (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 February 2012. There were a total of 262 clients and 2293 contacts from 103 suburbs, which corresponds to a daily average of 79 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 February 2012.

There were six suburbs which had 10 or more clients (coloured red in Figure 3) for the month of February. These were; Coogee (17), Drummoyne (12), Hunters Hill (12), Leichhardt (11), Maroubra (11) and Mascot (10). During February, 78.6% of all contacts attributed to Sydney Airport were lodged by three clients from Kellyville, Eastlakes and Strathfield.

**Table 3. Sydney Suburbs Client and Contact numbers – February 2011**

<b>Suburb</b>	<b>Client</b>	<b>Contact</b>
Alfords Point	1	2
Annandale	3	11
Ashfield	1	1
Bardwell Park	1	1
Beaumont Hills	1	1
Beecroft	1	1
Belrose	1	1
Bexley	4	21
Bondi Junction	1	1
Bonnet Bay	1	2
Botany	1	1
Brighton-Le-Sands	1	1
Bundeena	2	5
Burwood	1	4
Camperdown	2	10
Carlingford	1	2
Chiswick	2	2
Concord	3	7
Coogee	17	22
Cronulla	4	4
Croydon	1	1
Croydon Park	1	3
Daceyville	2	5
Darling Point	1	1
Dolls Point	1	1
Double Bay	3	10
Drummoyne	12	13
Dulwich Hill	2	2
Dural	1	2
East Ryde	2	2
Eastlakes	4	399
Erskineville	1	1
Five Dock	1	1
Forest Lodge	1	2
Gladesville	1	1
Glen Alpine	1	1
Grays Point	2	3

<b>Suburb</b>	<b>Client</b>	<b>Contact</b>
Helensburgh	2	2
Hornsby Heights	1	1
Hunters Hill	12	43
Huntleys Point	1	1
Hurstville	7	10
Kareela	1	1
Kellyville	1	1345
Kensington	3	3
Kenthurst	2	2
Killara	1	2
Kingsford	6	12
Kirrawee	1	2
Kirribilli	1	1
Kurnell	6	8
Lane Cove	5	7
Leichhardt	11	13
Lewisham	2	2
Lilyfield	6	7
Lindfield	1	9
Manly	2	4
Maroochydore*	1	1
Maroubra	11	17
Marrickville	3	4
Mascot	10	14
Mortdale	1	6
Newtown	4	10
North Rocks	1	1
North Ryde	5	5
North Wahroonga	1	1
Northwood	1	2
Oyster Bay	1	1
Pagewood	1	1
Peakhurst Heights	1	3
Penshurst	1	1
Petersham	2	2
Randwick	7	11

## Sydney Suburbs Client and Contact numbers – February 2011

Suburb	Client	Contact
Redfern	1	1
Riverview	1	1
Rockdale	1	4
Roseberry	1	1
Rosebery	1	1
Rozelle	5	7
Sandringham	2	3
Sans Souci	4	4
St George	1	1
St Peters	1	1
Stanmore	5	11
Stanwell Park	1	1
Strathfield	1	62
Summer Hill	3	53
Sydenham	2	2

Suburb	Client	Contact
Sydney South	1	1
Sylvania	1	1
Tempe	1	1
Turrumurra	3	3
Wahroonga	3	4
Waitara	2	4
Warrawee	1	1
West Pymble	1	9
Westleigh	1	1
Willoughby	1	1
Wolli Creek	1	1
Woodbine	1	1
Woolooware	2	4
Yarrawarrah	1	2

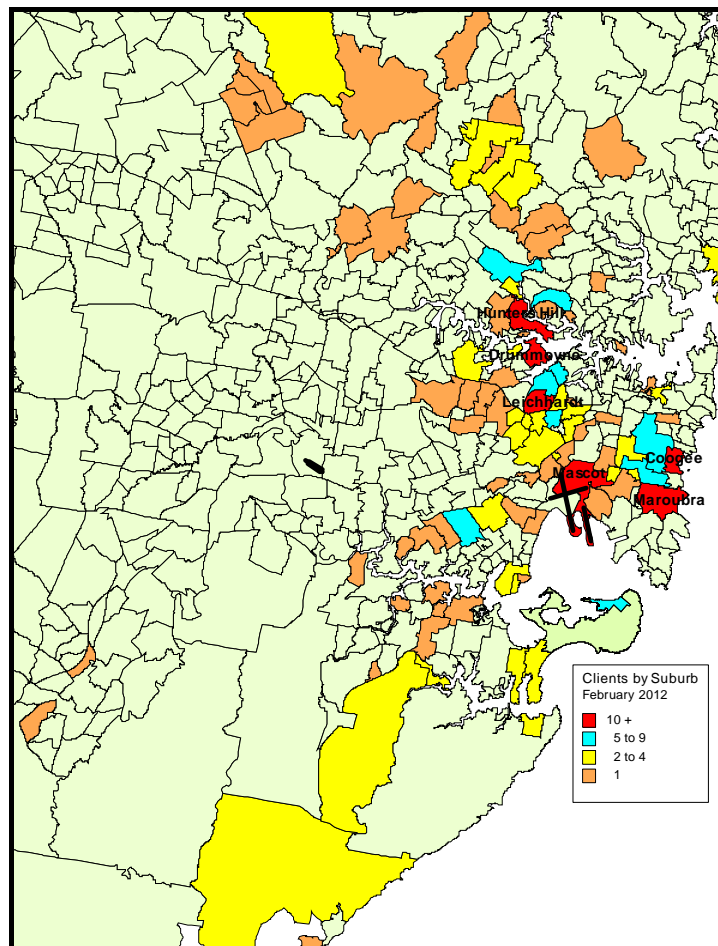
\*Maroochydore client querying PRM operations at Sydney Airport

**Total Clients 262**

**Total Contacts 2293**

## Clients Density Map, Sydney Airport - February 2012

Figure 3.



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

The daily count of clients and contacts for the month of February is shown in Figure 4. During February there were up to 33 individuals making contact with the NCIS on any single day. There were three days where 28 or more clients contacted the NCIS; Tuesday 14<sup>th</sup> (131 contacts from 28 clients), Sunday 19<sup>th</sup> (177 contacts from 30 clients), and Monday 13<sup>th</sup> February (108 contacts from 33 clients).

**Figure 4. Clients and Contacts by day for February 2012**

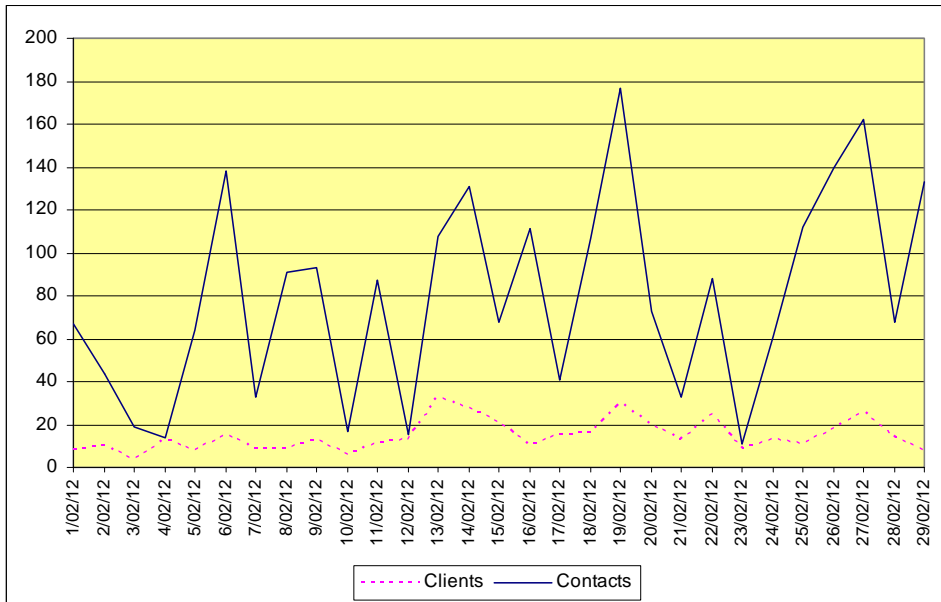


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Client numbers have slightly been increasing since September 2011, with a monthly average number of 184 clients. The monthly average of contact numbers over this period is approximately 2448 contacts per month. The last six months has seen a marked variation in contacts with a peak in November due to Mode 10 (Dep 16L&R, Arr 16L&R) operations without a noticeable increase of clients. 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**

