

Noise Complaints and Information Service Statistics Report

Sydney Airport – July 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 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.

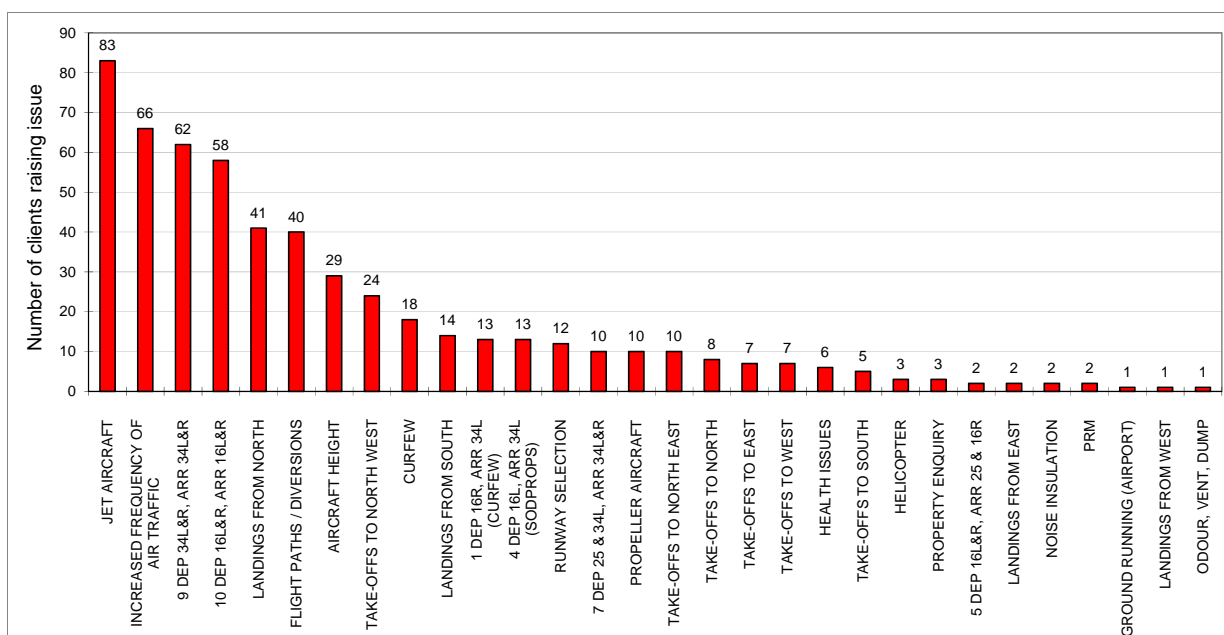
Contacts with the NCIS are made via WebTrak¹, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of the analysis and management of issues and identification of causal factors. Personal details collected and stored in the NCIS database are done so in accordance with Airservices privacy guidelines.

During July 2012, the NCIS recorded 7777 contacts Australia wide. Of these 3397 or 44% 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 29 issues identified by clients during July 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 July 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 58 or more clients; Jet Aircraft (83), Increased Frequency of Air Traffic (66), Mode 9 Operations Dep 34L&R, Arr 34L&R (62) and Mode 10 Operations Dep 16L&R, Arr 16L&R (58).

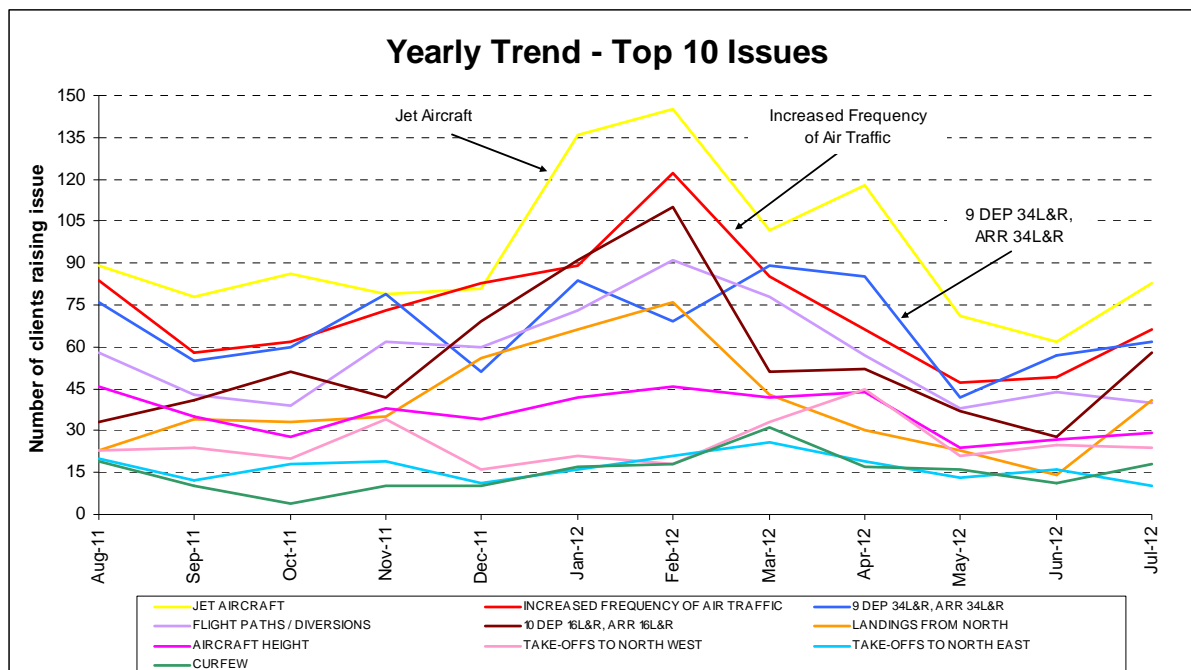
Table 1 List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - July 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	83	3207
INCREASED FREQUENCY OF AIR TRAFFIC	66	126
9 DEP 34L&R, ARR 34L&R	62	1887
10 DEP 16L&R, ARR 16L&R	58	1370
LANDINGS FROM NORTH	41	1296
FLIGHT PATHS / DIVERSIONS	40	70
AIRCRAFT HEIGHT	29	130
TAKE-OFFS TO NORTH WEST	24	1796
CURFEW	18	25
LANDINGS FROM SOUTH	14	17
1 DEP 16R, ARR 34L (CURFEW)	13	13
4 DEP 16L, ARR 34L (SODPROPS)	13	32
RUNWAY SELECTION	12	19
7 DEP 25 & 34L, ARR 34L&R	10	16
PROPELLER AIRCRAFT	10	12
TAKE-OFFS TO NORTH EAST	10	18
TAKE-OFFS TO NORTH	8	9
TAKE-OFFS TO EAST	7	10
TAKE-OFFS TO WEST	7	11
HEALTH ISSUES	6	19
TAKE-OFFS TO SOUTH	5	8
HELICOPTER	3	4
PROPERTY ENQUIRY	3	3
5 DEP 16L&R, ARR 25 & 16R	2	2
LANDINGS FROM EAST	2	3
NOISE INSULATION	2	2
PRM	2	2
GROUND RUNNING (AIRPORT)	1	1
LANDINGS FROM WEST	1	1
ODOUR, VENT, DUMP	1	1

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 contains the yearly trend for the number of clients raising an issue on a monthly basis (Aug 2011 to July 2012). Although there are a total of 36 issues, figure 2 displays 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.

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



The parallel modes, Mode 9 and Mode 10, will often be used during periods of high traffic.

The parallel modes have a near even share of use however between Jan 2008 – May 2012 the average for the months of February and April show higher use of mode 10 and the months of August and September show higher use of mode 9. This information is available from the Sydney Airport Operational Statistics at:

<http://www.airservicesaustralia.com/publications/reports-and-statistics/sydney-airport-operational-statistics/> under the Mode Utilisation Summary.

Table 2 provides an aggregate of each issue raised by clients for the 12 months to July 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern. Please note, per month, any one client may raise a number of issues and may be counted multiple times throughout this list.

Table 2: Summary of clients raising issues over the period Aug 2011 - July 2012.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	1130	12
INCREASED FREQUENCY OF AIR TRAFFIC	884	12
9 DEP 34L&R, ARR 34L&R	809	12
FLIGHT PATHS / DIVERSIONS	683	12
10 DEP 16L&R, ARR 16L&R	663	12
LANDINGS FROM NORTH	474	12
AIRCRAFT HEIGHT	435	12
TAKE-OFFS TO NORTH WEST	304	12
TAKE-OFFS TO NORTH EAST	201	12
CURFEW	181	12
1 DEP 16R, ARR 34L (CURFEW)	167	12
RUNWAY SELECTION	163	12
5 DEP 16L&R, ARR 25 & 16R	157	12
14A DEP 16L&R, ARR 07	140	11
PROPELLER AIRCRAFT	140	12
LANDINGS FROM EAST	134	12
TAKE-OFFS TO NORTH	129	12
LANDINGS FROM SOUTH	122	12
LANDINGS FROM WEST	117	11
7 DEP 25 & 34L, ARR 34L&R	109	12
TAKE-OFFS TO SOUTH	104	12
HEALTH ISSUES	88	12
TAKE-OFFS TO WEST	80	11
4 DEP 16L, ARR 34L (SODPROPS)	70	11
HELICOPTER	70	11
TAKE-OFFS TO EAST	57	10
13 DEP 25, ARR 25	41	8
NOISE INSULATION	23	9
12 DEP 07, ARR 07	20	6
ODOUR, VENT, DUMP	17	10
OTHER*	15	5
GROUND RUNNING (AIRPORT)	13	7
8 DEP 25 & 34L&R, ARR 34L&R	5	3
15 DEP 34R, ARR 34L	4	4
6A DEP 34L & 07, ARR 34L	4	1
PROPERTY ENQUIRY	3	1
PRM	2	1

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

53.8% of the total clients raising issues have raised an issue in the top five 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 during July 2012. There were a total of 164 clients and 3397 contacts from 77 suburbs (four clients did not indicate a suburb). This corresponds to a daily average of 109 contacts.

Figure 3 is a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during July 2012.

The suburb with the highest number of clients for the month of July was Carlingford (coloured red in Figure 3). During July, 2,215 (65%) of all contacts attributed to Sydney Airport were lodged by a single client from the suburb of Kellyville.

Table 3: Sydney Suburbs Client and Contact numbers – July 2012

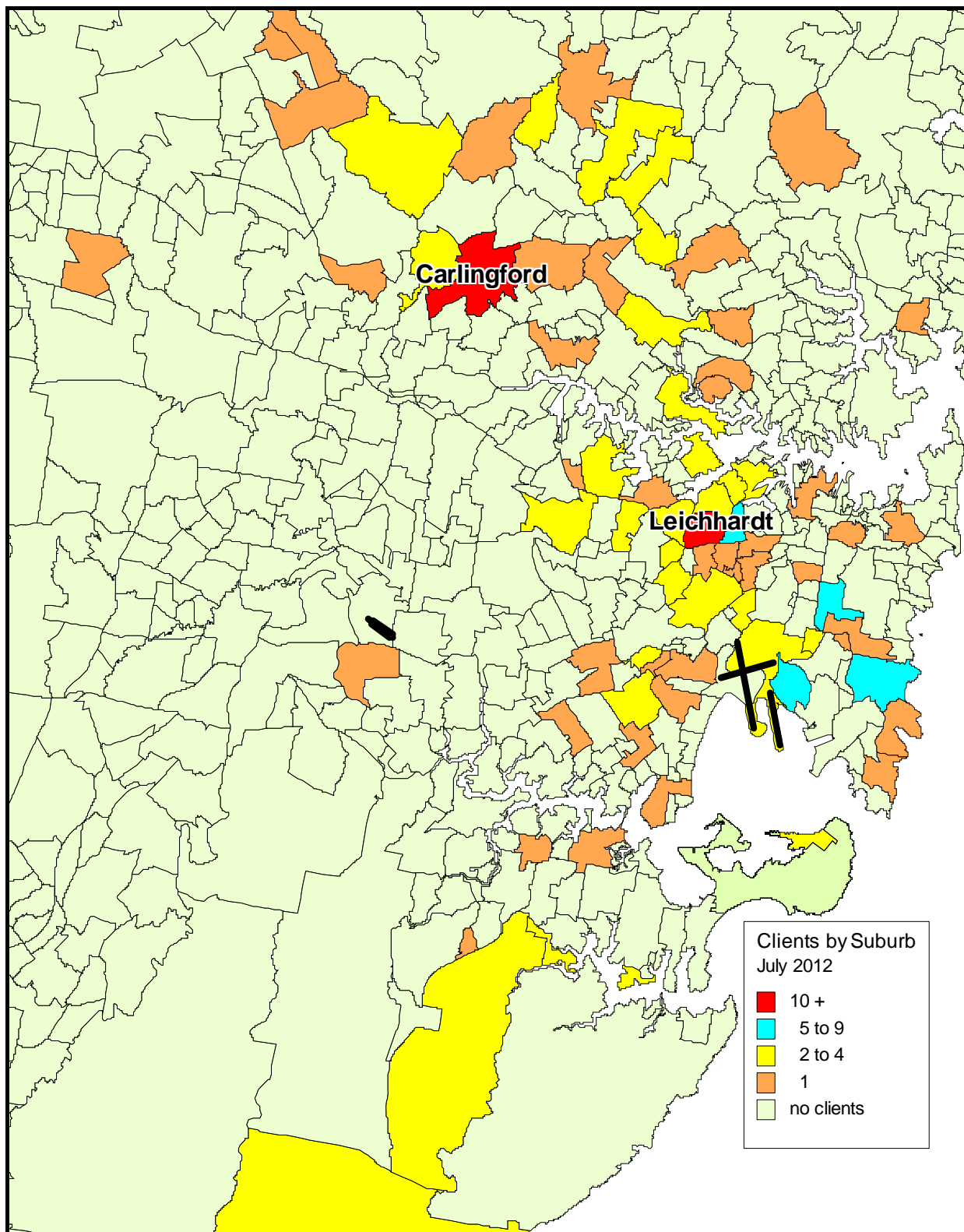
Suburb	Clients	Contacts
Not Specified	4	11
Annandale	6	6
Arncliffe	1	1
Balgowlah	1	4
Balmain	2	2
Bardwell Park	2	2
Bardwell Valley	1	2
Bellevue Hill	1	1
*Belmont	1	1
Belrose	1	1
Bexley	3	8
Botany	5	7
Camperdown	1	7
Carlingford	13	794
Carlton	1	1
Castle Hill	2	11
Chatswood West	1	1
Cherrybrook	1	1
Concord	2	54
Croydon	2	4
Daceyville	1	1
Drummoyne	2	2
Dulwich Hill	2	3
Eastlakes	2	2
Enmore	1	1
Epping	1	1
Five Dock	1	1
Grays Point	2	2
Haberfield	3	6
Helensburgh	2	2
Hornsby	1	1
Hunters Hill	2	6
Jannali	1	1
Kellyville	1	2215
Kensington	5	9
Killara	1	2
Kingsford	1	1
Kingsgrove	1	2
Kurnell	3	4
Lane Cove	1	1

Suburb	Clients	Contacts
Leichhardt	11	14
Lilli Pilli	2	3
Lilyfield	4	4
Little Bay	1	4
Malabar	1	1
Maroubra	9	12
Marrickville	2	2
Marsfield	1	1
Mascot	3	6
Milperra	1	1
Newtown	1	1
North Rocks	2	2
North Ryde	4	4
North Strathfield	1	2
Paddington	1	1
Penshurst	1	1
Petersham	1	2
Picton	1	2
Riverview	1	3
Rockdale	1	1
Rooty Hill	1	1
Rozelle	2	2
Sans Souci	1	1
St Peters	2	5
Stanmore	1	1
Strathfield	3	57
Summer Hill	3	58
Sydney	1	1
Sylvania	1	3
Turrumurra	4	4
Wahroonga	2	2
Waterloo	1	1
West Pymble	2	2
West Ryde	1	2
Westleigh	2	2
Wilton	1	1
Winston Hills	1	1
Yarrawarra	1	4
Total	164	3397

* Client from Belmont, QLD was enquiring about noise insulation at Sydney Airport.

Figure 3

**Clients Density Map for Sydney Airport
July 2012**



Section 3: Trends for Clients at Sydney Airport.

Figure 4 shows the daily count of clients and contacts for the month of July. During July there were up to 17 clients making contact with the NCIS on any single day. There were five days where 14 or more clients contacted the NCIS; Monday 2nd (17 clients made 95 contacts), Friday 6th (15 clients made 98 contacts), Tuesday 17th (14 clients made 80 contacts), Monday 23rd (14 clients made 139 contacts) and Wednesday 25th (14 clients made 156 contacts).

Figure 4: Clients and Contacts by day for July 2012

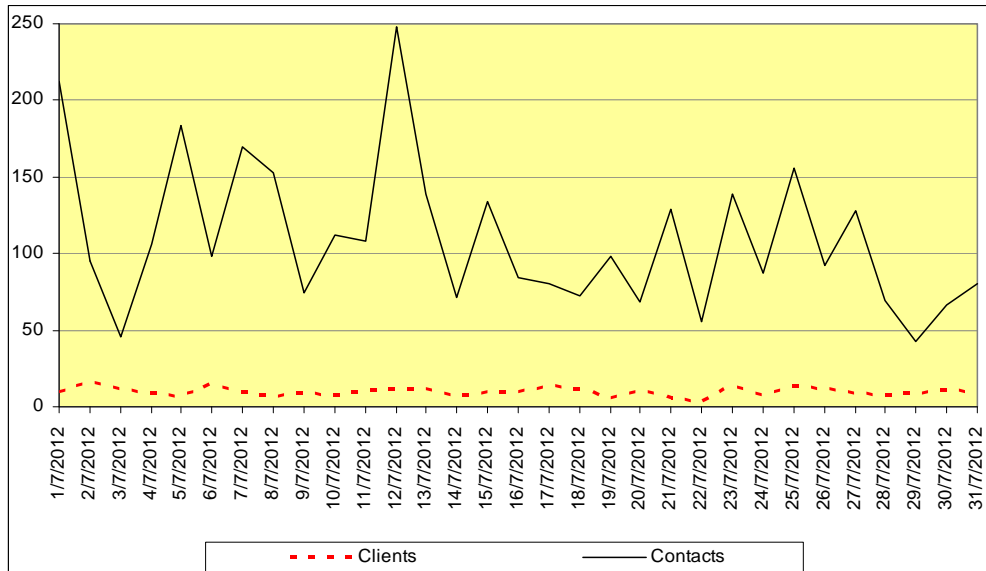


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the monthly average for clients was 179 and the average for contacts was 2569. The 12 month period has seen a marked variation in contacts with peaks in November 2011, March 2012 and July 2012 and lows in September 2011 and December 2011. 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

