

Submission to Senate Committee Inquiry into the effectiveness of Airservices Australia's management of aircraft noise.

My name is Tony Anderson and I live in Stoneville Western Australia.

I have no objection to this submission or any part of it being published.

In this submission I intend to show that the AirServices Australia Noise Enquiry Unit (NEU) is simply a recording service and does nothing to alleviate or solve noise problems.

Here is an example of the chain of events following a noise complaint of an off track aircraft overflying my house:

From: Tony Anderson
Sent: Thursday, 11 February 2010 3:57 PM
To: SY_CCR
Cc: A.Albanese.MP@aph.gov.au; Don.Randall.MP@aph.gov.au; J.Moylan.MP@aph.gov.au; sharryn.jackson.MP@aph.gov.au; Malcolm.Turnbull.MP@aph.gov.au; frank.alban@mp.wa.gov.au; shire@mundaring.wa.gov.au;
Subject: Noisy off track overflight

Please explain why a C441 aircraft en route from PER to MKR departed from Runway 21 at Perth and then overflew my house at 04:32hrs this morning.

There are no published departure procedures from Runway 21 that overfly my house.

Tony Anderson

I then received this automated response:

This is an automated response to thank you for your email to the Noise Enquiry Service and confirm that we have received it today. Your email will be forwarded to the relevant department and if you have requested a response we will respond to you as soon as possible.

Relevant personal information is collected for the purpose of responding to and resolving noise enquiries and complaints.

Where appropriate, personal information may be disclosed to airports or other related parties in the course of resolving these enquiries and complaints.

Please do not respond to this email as it is automatically generated.

The Noise Enquiry Service can be contacted by:

phone 1 800 802 584
facsimile 02 9556 6641
email community.relations@airservicesaustralia.com
internet www.airservicesaustralia.com/ncm

Sincerely,

Noise Enquiry Service

CAUTION: This email is confidential. If you are not the intended recipient, you must not disclose or use the information contained in it. If you have received this email in error, please tell us immediately by return email and delete the document. Airservices Australia does not represent, warrant or guarantee that the integrity of this communication is free of errors, virus or interference.

I then received this answer to my noise complaint:

Complaint recorded as No 237292.

As previously advised - We do not have the resources in this office to determine the specific reason for the routing of this particular flight. However, we have liaised closely with Perth ATC regarding your various requests for information over recent months and we have provided you with their responses for the most likely reasons why there may, on occasions, be aircraft over flying Stoneville. Airservices investigates safety related incidents but we cannot expect ATC to devote time and resources to other investigations without good cause. This office accepts and records your complaints but we may decide not to investigate, nor will we be requesting Perth ATC to investigate, each individual complaint.

Viv

Noise Enquiry Unit
Environment & Climate Change
Safety & Environment
Airservices Australia

E-mail: Community.Relations@airservicesaustralia.com

Web: www.airservicesaustralia.com.au

CAUTION: This e-mail is confidential. If you are not the intended recipient, you must not disclose or use the information contained in it. If you have received this e-mail in error, please tell us immediately by return e-mail and delete the document.

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The following is from a presentation given to the PANMCC on 26 Aug 2009:

Noise Enquiry Unit

Based in Sydney with access to national Noise and Flight Path Monitoring System data

Prepares and publishes detailed NFPMS reports for Perth and other major airports

Manages a complaints/enquiries database, accumulating in excess of two hundred and twenty thousand records since 1998

Receives an average of 1600 inquiries and or complaints nationally each month

Responds to approx 375 matters each month by phone, fax, letter or email

If we then analyse what has happened with this complaint then it follows:

1. In the automated response we are offered the prospect of resolution. To my understanding and knowledge, there has been no resolution of any noise complaint
2. The NEU responds that they do not have the resources to investigate this complaint. I understand that a part of AirServices Australia's charter is that each department must be properly resourced. If one processes the data given above, regarding the activities of the NEU, then the average daily complaint total is 52.6 complaints per day. Their response rate (1600 enquiries or complaints per month versus 375 replies) averages less than a 23.5% reply rate. This means that they are replying to an average of less than 13 complaints per day. And they say they are under resourced!
3. NEU accepts and records my complaint but states that they MAY NOT decide to investigate it and additionally states that NOR WILL THEY be requesting Perth ATC to investigate each individual complaint. A fairly positive statement indicating that they are not interested in following up on my complaint.

May I include here an observation from Councillor John Daw of Mundaring Shire regarding a statement made by Mr Richard Dudley of AirServices Australia:

"The insinuation by ASA at the Shire meeting on Wednesday 3rd February 2010 that some calls to the complaints line were categorised as nuisance calls, when they are all genuine noise complaints"

Am I a nuisance caller complaining about an aircraft that is more than 9Km off track and wakes my family and myself at 04:32hrs in the morning or is this a genuine noise complaint that AirServices Australia Noise Enquiry Unit chooses to ignore?

End of submission.