

Issues and Classifications used in complaint reporting

The Noise Complaints and Information Service uses a two-tier system of categorising complaints:

- **Issues** are broad categories
- **Classifications** are descriptors that further define the issue

In applying our categories we consider the resident’s **primary** concern. Most Issues have a number of associated Classifications, as set out in the table below.

Issue	Classifications
<p>Standard flight path movements This issue is used for “normal” aircraft movements on the standard flight path and within the normal altitude range that can be expected. This includes concerns about:</p> <ul style="list-style-type: none"> • frequency of movements on the flight path • the location of the flight path • the desire for the flight path to be moved • the altitude of aircraft on the flight path 	<p>Runway direction and operation type (arrivals or departures) Sydney Airport (YSSY): 34 Left/Right Arrivals/Departures 16 Left Arrivals/Departures 07 Arrivals/Departures 25 Arrivals/Departures</p> <p>Multiple directions “Multiple directions” is used where a suburb is affected by movements associated with more than one runway or runway direction.</p>
<p>Unusual movements Used for movements that are not on the standard flight path.</p>	<p>Weather diversions – used where the aircraft has diverted from the standard flight path to avoid bad weather</p> <p>Traffic management – used where air traffic control has directed the aircraft off the standard flight path to ensure safe separation is maintained between aircraft</p> <p>Radar departures – where air traffic control has given an aircraft an individual heading rather than the Standard Instrument Departure route</p> <p>Direct tracking – where air traffic control provide a direct route for an aircraft</p> <p>Missed approach – where an aircraft aborts a landing and performs a “go-around”</p> <p>Other – no other explanation applies and investigation is required</p>

<p>Curfew movements For movements at Sydney Airport that occur during the legislated curfew.</p>	<p>Permitted movements – for all movements that are permitted during the curfew, except emergency services. Includes permitted flights, pre-curfew taxi, aircraft with dispensations and medical emergencies on board.</p> <p>Emergency services – helicopter or fixed wing aircraft operated for the purposes of policing, rescue, firefighting and medical emergencies.</p> <p>Other – movements under investigation by the Department of Regional Development and Cities</p>
<p>Night movements Used where no curfew applies and the complainant is concerned about movements between 11pm and 6am, or where there has been sleep disturbance regardless of the hour.</p>	<p>Runway directions and operation type</p> <p>Multiple directions</p>
<p>Training</p>	<p>Circuit training – fixed wing</p> <p>Circuit training – helicopter</p> <p>Helicopter non-circuit training – helicopter training activities conducted away from aerodromes</p> <p>Night training – any training activity that occurs at night</p> <p>Training area – training activities within CASA-designated training areas</p> <p>Engine stalls practice</p>
<p>Helicopters</p>	<p>Standard operations – helicopters landing, taking off or flying from point to point or on a VFR route, at or above the altitudes that can be expected, or flying as directed by air traffic control</p> <p>Airwork – includes activities such as power line inspections, mosquito spraying or fire ant baiting, lifting activities associated with construction projects, media, traffic reporting and sporting coverage</p> <p>Emergency services – includes police, firefighting, rescue and medical activities</p> <p>OCTA Unknown – for activities outside controlled airspace (OCTA) in locations where there is no coverage by the NCIS tracking software and we cannot identify the aircraft or activity</p>

<p>General aviation traffic</p>	<p>Standard operation/VFR Route – aircraft landing, taking off or flying from point to point or on a VFR route at or above the altitudes that can be expected or flying as directed by air traffic control</p> <p>Airwork – includes activities such as power line inspections, mosquito spraying or fire ant baiting, lifting activities associated with construction projects, media, traffic reporting and sporting coverage</p> <p>Emergency services – includes police, firefighting, rescue and medical activities</p> <p>OCTA Unknown – for activities outside controlled airspace (OCTA) in locations where there is no coverage by the NCIS tracking software and we cannot identify the aircraft or activity</p>
<p>Flight path changes For changes that have occurred within the last year</p>	<p>Each change will have its own descriptive classification</p>
<p>Runway closure Runway closures occur from time-to-time so that airports can maintain and upgrade them. This results in increased traffic on other runways/flight paths.</p>	<p>No classifications</p>
<p>Ground running These complaints are passed to airports.</p>	<p>No classifications</p>
<p>Sport aviation</p>	<p>Aerobatics Parachuting Balloons Unmanned Aerial Vehicles – drones Ultralights Special interest aircraft – such as warbirds or other vintage aircraft, high performance (air race) aircraft</p>
<p>Special event Eg Grand Final flypasts, Air Shows etc</p>	<p>No classifications</p>