

# NOISE COMPLAINTS AND INFORMATION SERVICE

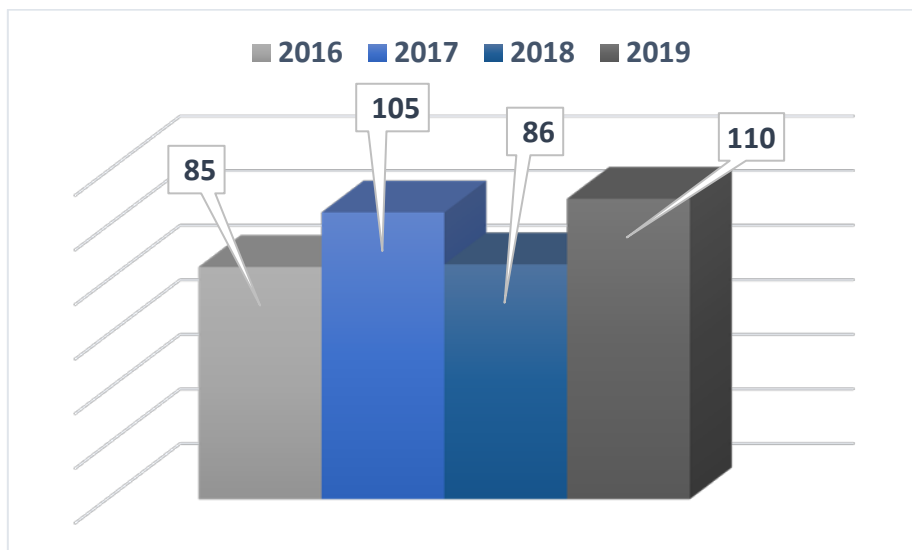
## BANKSTOWN AIRPORT 2019 COMPLAINANT REVIEW

### Complainants

During 2019, there were 110 individual complainants; this is an increase from 86 complainants in 2018, but consistent with 2017.

Increased concerns regarding emergency service operations is the main reason for the increase in complainant numbers. Emergency services operations provide a vital service to the community, and must be ready to respond at all hours of the day and night.

**Chart 1: Complainant comparison 2016 to 2019**

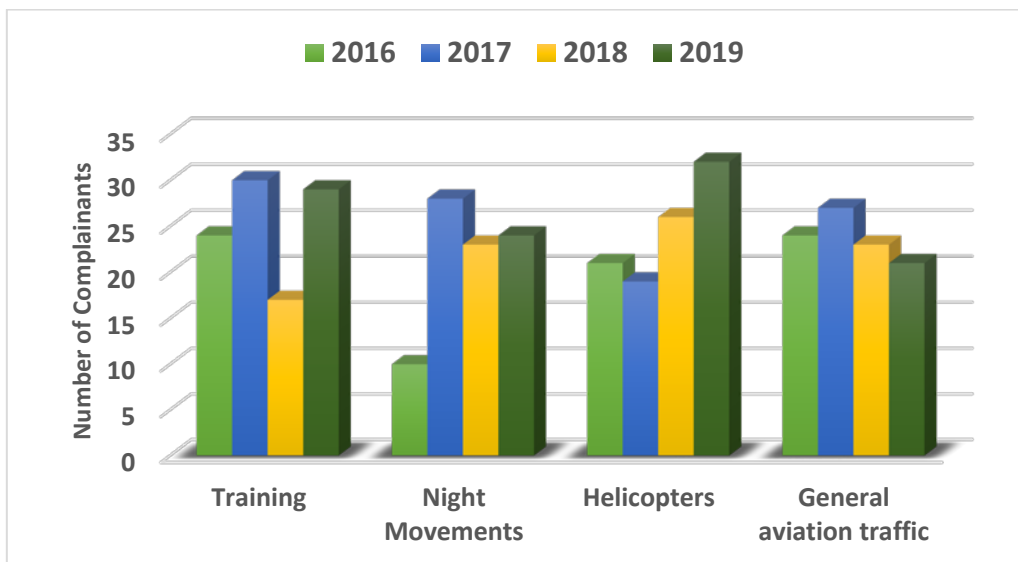


### Issues

The main issues of 2019 were Helicopters affecting 32 complainants, Training (29), Night movements (24) and General aviation traffic affect 21 complainants.

Chart 2 provides a comparison of the number of complainants for each issue, for 2016 to 2019.

**Chart 2: Issues and number of complainants' comparison 2016 to 2019**



**Training**

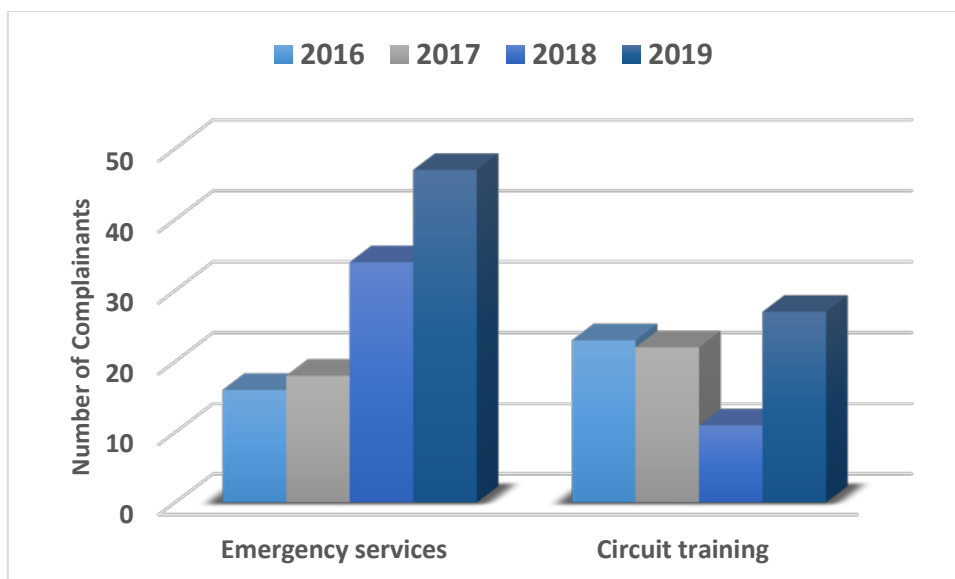
Circuit training is the main concern of residents affected under this issue. Fixed wing circuit training accounted for all but two of the complainants under this issue in 2019. Training area operations affected the two complainants.

**Emergency Services**

Emergency services operations again affected complainants across all of the other issues in 2019. Overall, emergency services operations disturbed 43 percent of complainants. In 2018 emergency services, operations concerned 40 percent of complainants. The majority of these complainants are under the issue of Helicopters and Night movements.

Chart 3 provides a comparison of complainant numbers for these two main issues for 2016 through to 2019. Emergency services operations are continuing to cause increasing concerns, as did circuit training in 2019.

**Chart 3: Main issues and complainant numbers 2016 to 2019**



## Suburbs

During 2019, 67 separate suburbs recorded complainants across the greater Sydney basin. Fifty-one suburbs recorded a single complainant.

The suburbs recording the most complainants continue to be, Panania with nine complainants, Revesby, Chipping Norton and Georges Hall with six complainants each and Cabramatta with five complainants. Excepting for Cabramatta, these suburbs as seen in Chart 4 have consistently recorded the most complainants over the previous four years, and all show-increased concerns in 2019.

Both fixed wing circuit training and emergency services operations affected all of the suburbs in the chart below.

Standard operations to and from the airport were also a concern to residents of Chipping Norton, Cabramatta and Revesby.

Emergency services operations also affected Cabramatta.

**Chart 4: Suburbs recording the most complainants 2016 to 2019**

