

NOISE COMPLAINTS AND INFORMATION SERVICE

BANKSTOWN AIRPORT 2020 COMPLAINANT REVIEW

During 2020, there were 159 individual complainants; this is an increase from 110 complainants in 2019, and shows an upward trend in complainant numbers since 2018.

While movements at Bankstown Airport have decreased, complainant activity has increased. The [Movements at Australian Airport](#) reports show that to the end of December 2020 there had been 229 928 movements at Bankstown Airport. As a comparison to the end of November 2019, there had been 253 990 movements.

The COVID-19 pandemic has had a significant impact on complainant activity across Australia. Increased working from home requirements increased the exposure of residents to aircraft noise. Increased emergency services operations were required to facilitate responses to the pandemic, and training organisations were not subject to the same restrictions as scheduled movements at the major airports. Fewer jet movements at Sydney Airport also enabled other aviation activities within the Sydney basin.

In 2020, the NCIS implemented monthly reporting data in lieu of quarterly reporting for all airports. It is important to note that if a resident contacts the NCIS once every month, they are noted as one complainant for each of the 12 months, however, when we record the number of complainants for the calendar year they are only counted as one complainant, regardless of how many times they have contacted us.

Chart 1: Complainants per month, average number of complainants per month for the past three years and total number of complainants 2020

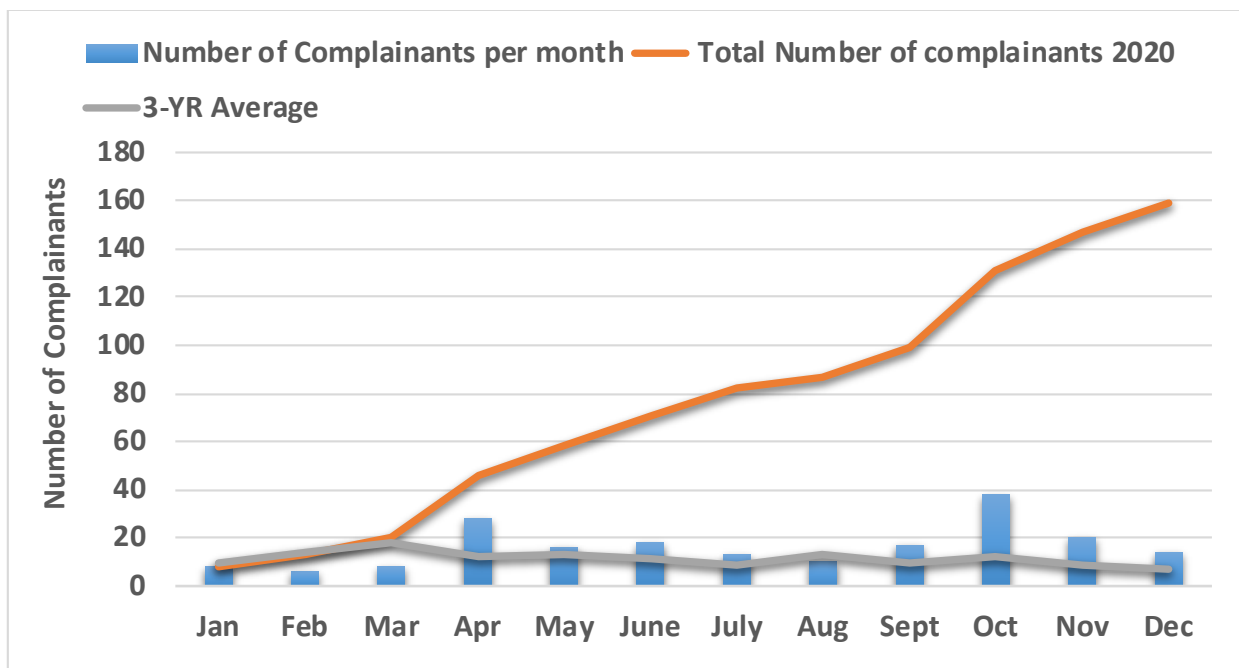
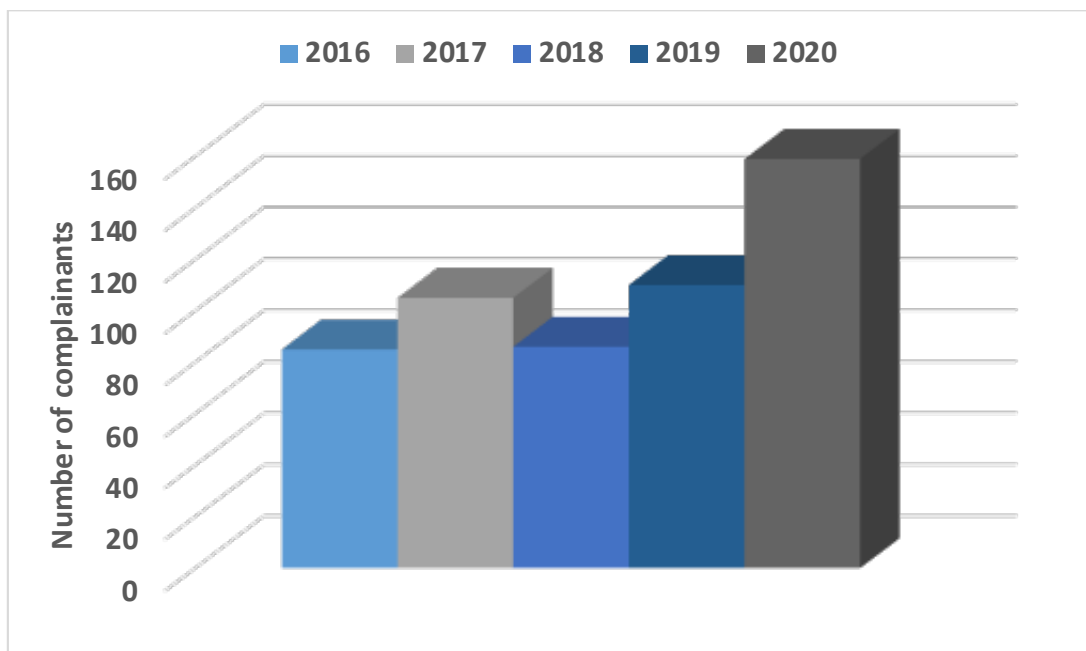


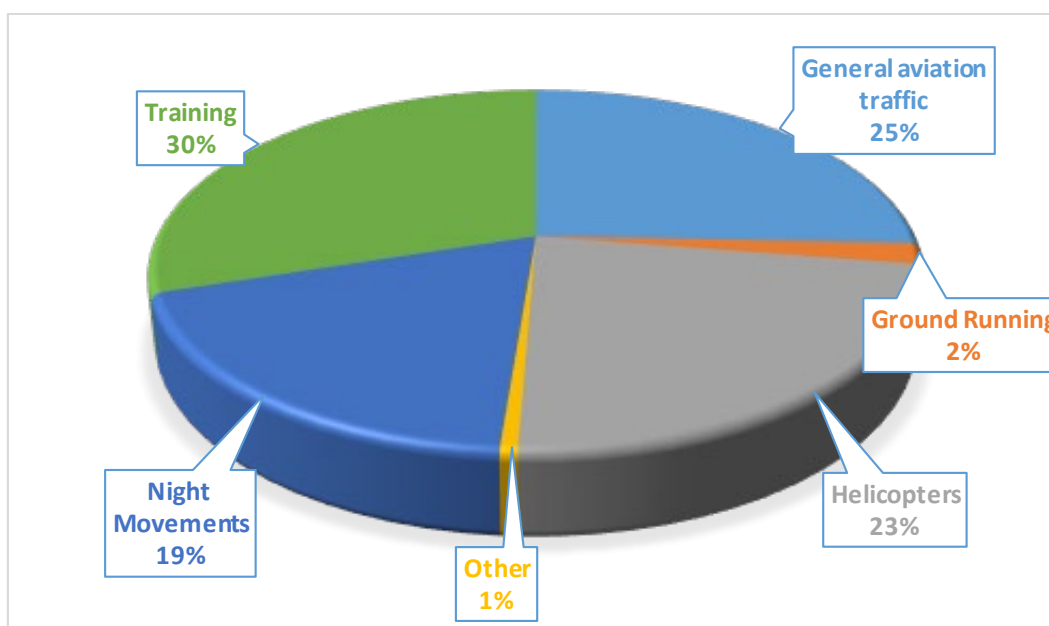
Chart 2: Complainant comparison 2016 to 2020



Issues

In 2020 there were increased concerns regarding training, night movements, helicopters and general aviation traffic including emergency service operations which has resulted in the increase in complainant numbers.

Chart 3: Issues raised in 2020



The main issue of 2020 was training, affecting 48 residents. The majority of these, 94 percent, were concerned with fixed-wing circuit training. Two residents were concerned with helicopters conducting circuit training, and one with training in the training area.

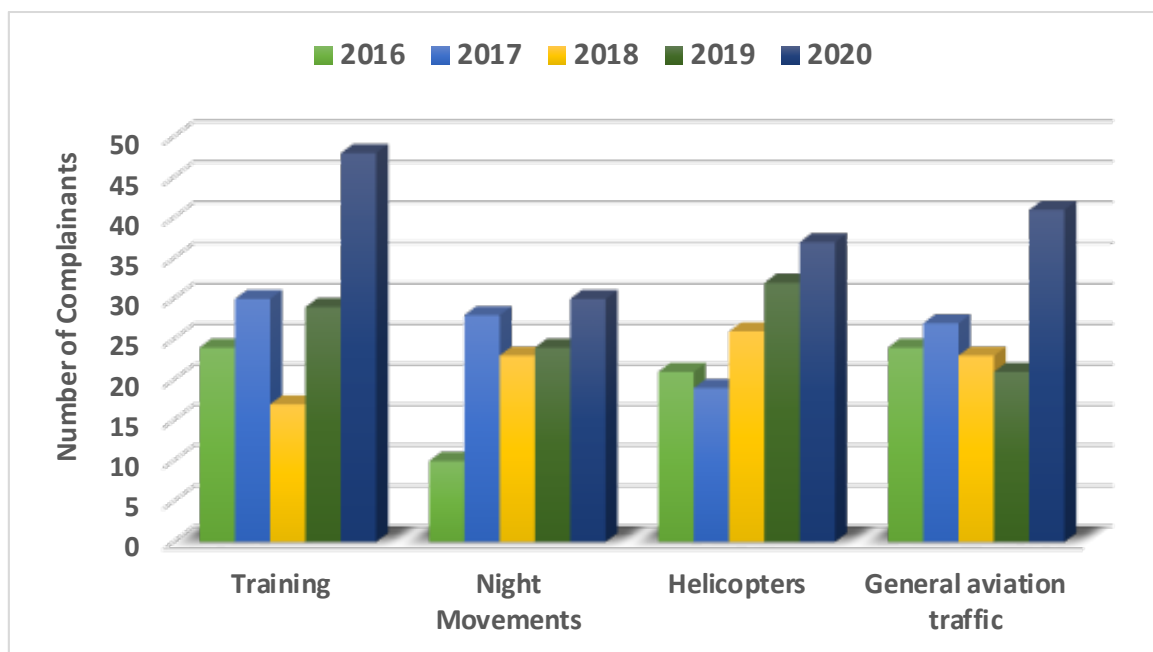
General aviation affected 41 residents, with the majority, 66 percent, affected by standard operations. Emergency services operations affected 29 percent and airwork five percent.

Helicopters affecting 37 residents, with the majority, 70 percent, affected by emergency services operations. Other issues raised were airwork and standard operations.

Night movements affected 30 residents, with 87 percent affected by emergency services operations. The other residents were affected by standard operations and airwork.

Chart 2 provides a comparison of the number of complainants for each main issue, for 2016 to 2020. The chart shows the numbers of residents for all issues has increased in 2020 compared to previous years.

Chart 4: Issues comparison 2016 to 2020



Emergency Services

Emergency services operations affected 40 percent of residents in 2020, compared to 43 percent in 2019, and 40 percent in 2018. In 2020 the majority of these residents are under the issue of Helicopters and Night movements, 41 percent each. The remainder of residents were disturbed under the issue of general aviation. Residents from 56 suburbs were disturbed by these operations.

Suburbs

Residents from 85 separate suburbs contacted the NCIS in 2020. Sixty-three suburbs recorded a single complainant.

Seven suburbs recorded five or more complainants, these suburbs account for 40 percent of all complainants. These suburbs surround the airport location.

The suburb recording the most complainants was Revesby with 17 complainants. The majority (94 percent) were disturbed by fixed wing circuit training. The remainder were affected by night movements.

Condell Park recorded 11 complainants, with 36 percent affected by emergency services operations, both day and night. The remainder of residents were affected by general aviation traffic, ground running, and circuit training, both helicopter and fixed wing.

Chipping Norton recorded 10 complainants with 60 percent affected by fixed wing circuit training. The other residents were affected by both day and night standard VFR operations.

Panania recorded nine complainants and Moorebank recorded five; all were affected by fixed wing circuit training.

Moorebank recorded seven complainants, who raised a variety of issues including general aviation standard operations, helicopter, both emergency and standard operations, and circuit training, both fixed wing and helicopter.

Chart 5: Suburbs recording the most complainants in 2020 with comparison numbers 2016 to 2019

