

NOISE COMPLAINTS AND INFORMATION SERVICE

SYDNEY AIRPORT 2020 COMPLAINANT REVIEW

Complainants

During 2020, there were 328 individual complainants. This is a considerable decrease from 620 in 2019.

The COVID 19 pandemic is the main reason for the decrease, due to international and state border closures, resulting in significantly fewer operations. The [Movements at Australian Airport](#) reports show that for 2020 there were 138 232 movements at Sydney Airport. As a comparison at the end of November 2019, there had been 319 500 movements.

Whilst movement numbers have decreased by approximately two thirds, complainant numbers have only halved. Due to COVID-19, 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, single runway operations and the closure of Runway 07/25 affected residents across 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

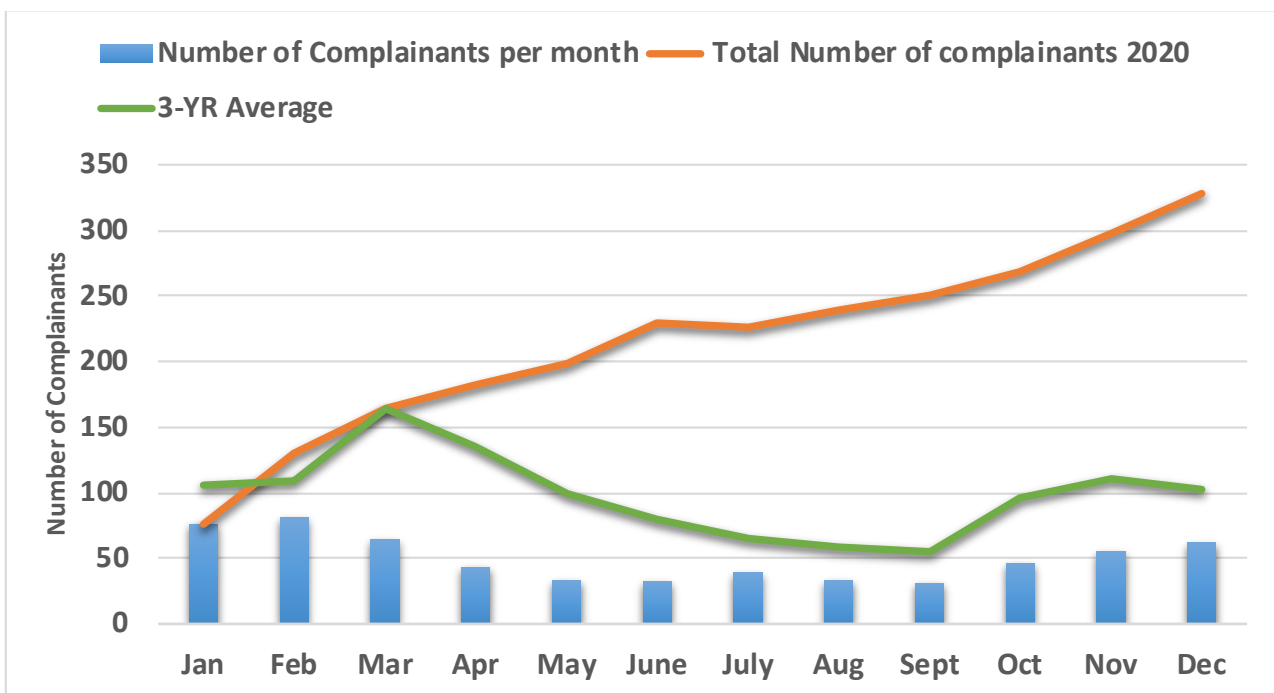
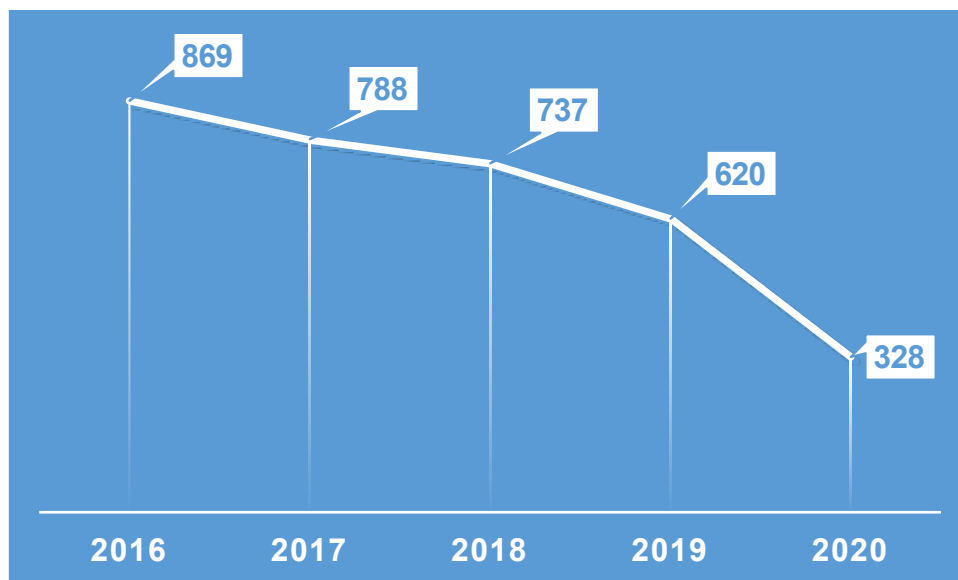


Chart 2: Complainant comparison 2016 to 2020

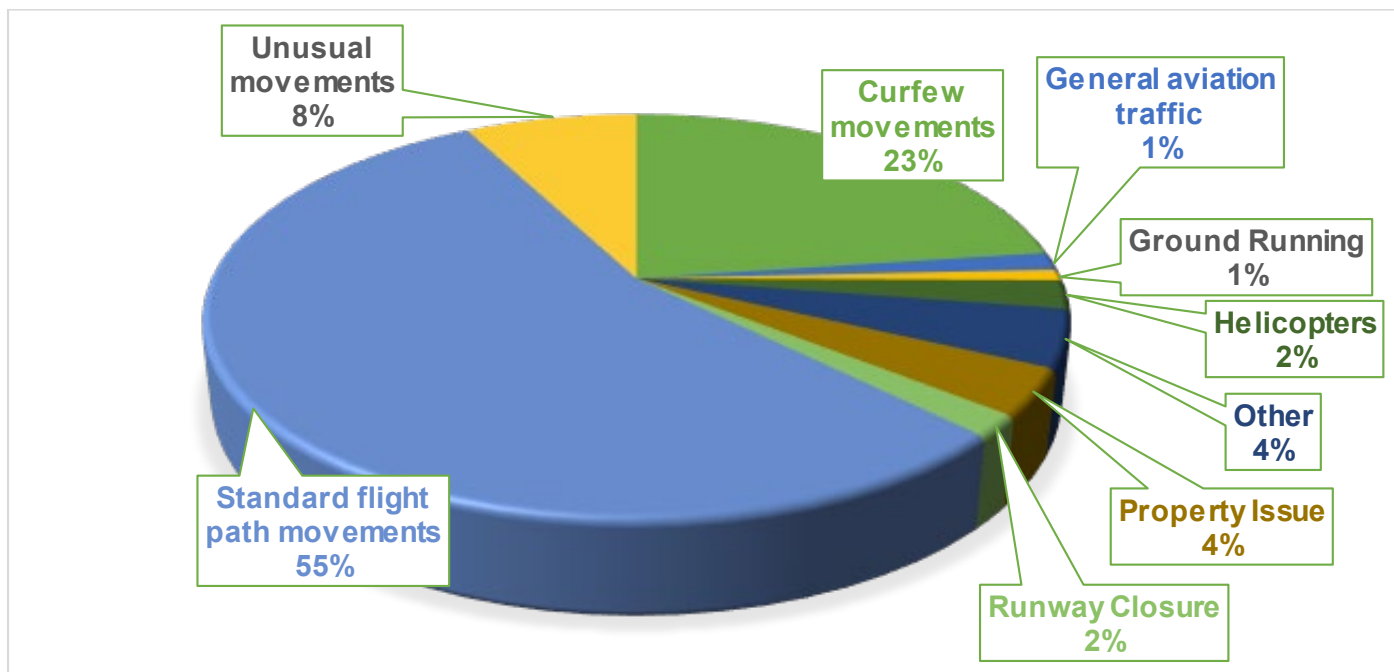


Issues

Residents raised 11 separate issues in 2020. As in 2019, the main issue remained standard flight path movements; however, the number of residents raising this issue was less than half of that in 2019.

We combined the issues of Environmental concerns, Not noise related and Other, in the Chart below.

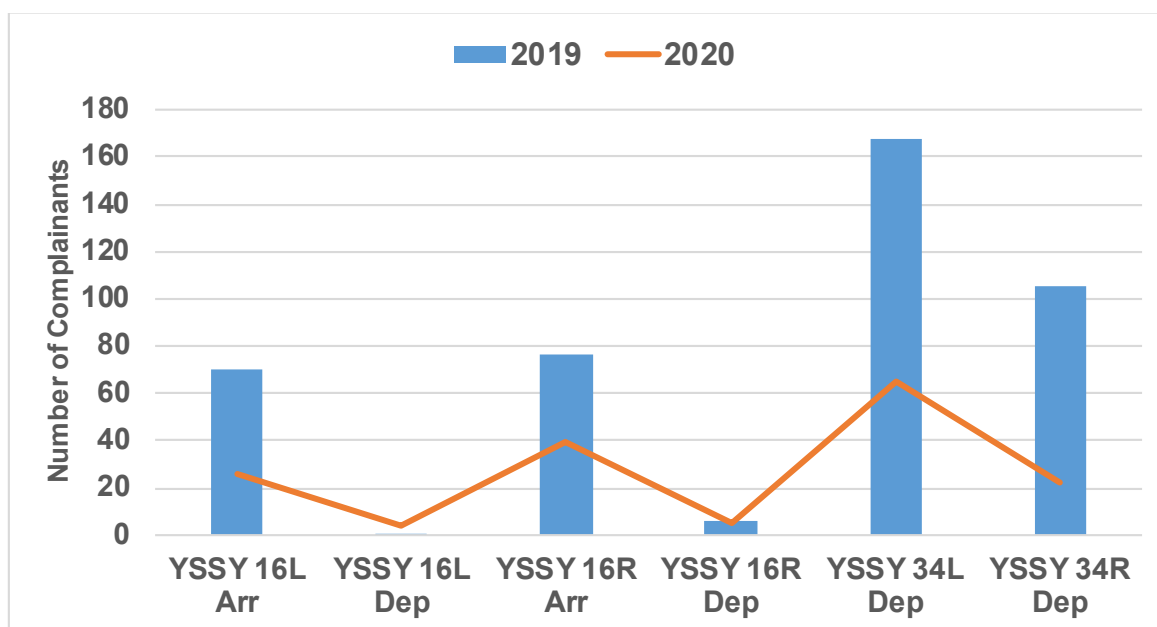
Chart 3: Issues raised in 2020



Standard flight path movements

Runway 34L departures remained the main concern to residents in 2020, followed by Runway 16R arrivals. In 2019, the second most concern to residents was Runway 34R departures. The decrease in this concern is most likely the single runway operations over the COVID shutdown, which remained whilst movement numbers were low.

Chart 4: Runway direction and complainant numbers comparison 2020 to 2019



Curfew Movements

More residents advised that aircraft movements had disturbed them in 2020 (80 complainants) than in 2019 (55 complainants).

Permitted movements were the main concern affecting 44 percent of these complainants. Required works on the main north south runway, closed this runway for resurfacing for several periods in 2020, and these affected 33 percent of these complainants.

Emergency services aircraft concerned 11 percent of these complainants.

Suburbs

Residents from 143 suburbs across the greater Sydney basin contacted the NCIS in 2020.

Eighty-three suburbs recorded a single complainant.

Nineteen suburbs recorded between five and seven complainants, and these suburbs account for 34 percent of all complainants. These suburbs are from:

- The Inner west, including Sydenham, Summer Hill and Petersham and were mainly disturbed by Curfew movements and Runway 34L departures
- The Eastern suburbs, including Maroubra, Mascot and Little Bay and were mainly disturbed by Curfew movements and both R16L arrivals and R34R departures and
- The Blue Mountains area including Blaxland and Emu Plains, which were mainly, disturbed by Runway 34L departures.

The suburbs recording the most complainants were Kurnell with 16 complainants and Leichhardt, Marrickville and Stanmore, with ten complainants each.

Curfew movements including the resurfacing works disturbed all of these suburbs and specifically Kurnell and Stanmore residents.

Runway 16L arrivals, Runway 16R arrivals and Runway 34L departures were a concern to Leichhardt residents.

Runway 34L departures were the main concern of Marrickville residents.

Chart 5: Suburbs recording ten or more complainants in 2020 compared to 2019

