



ANO assessment of Airservices Australia's
response to the
Assessment of Aircraft Noise Information
(Sydney)

March 2013

1 Overview

- 1.1 This report outlines the Aircraft Noise Ombudsman's (ANO) assessment of progress in implementation of recommendations arising from the ANO's *Assessment of Aircraft Noise Information (Sydney)*.
- 1.2 In the report, released in March 2012, the ANO made nine recommendations, all of which were accepted by Airservices Australia (Airservices). The review emphasised the need for more comprehensive and responsive information to be made available, to allay complaints and concerns about the management of aircraft noise. At the time of report publication, Airservices was already making improvements to its aircraft noise information on a national basis.
- 1.3 Primarily, the assessment found that while there is significant information available, it is often difficult for residents to understand the information, data, maps and graphs and translate it into an understanding of the impact that aircraft noise will have on them personally. Additionally, the assessment identified a number of topics where information is lacking, or not clearly presented.
- 1.4 One year on, six of the nine recommendations have been actioned by Airservices with work well progressed on the remaining three. **Attachment 1** records the ANO's assessment of action against the recommendations.
- 1.5 A significant achievement that flowed from the recommendations of this report has been Airservices' publication of fact sheets about the Sydney Airport Long Term Operating Plan (LTOP), noise-sharing and progress to implement alternate arrival flight paths known as 'High and Wide' and 'Trident'.
- 1.6 Airservices' continued enhancement of the Aircraft Noise Information reports, which now combine noise, flight tracks, and complaint data, is also very pleasing. Further developments are anticipated in coming reports that will address the intent of recommendations 2 and 3 of this report.
- 1.7 I am aware that Airservices is investigating a number of options to respond to recommendation 7, and that this will be progressed during the current calendar year.
- 1.8 In summary Airservices has made good progress in the past year in providing aircraft noise information and in responding to the recommendations of this report.

Ron Brent
Aircraft Noise Ombudsman
22 March 2013

Attachment 1 - ANO report on Sydney Aircraft Noise Information recommendations

Recommendation	ANO assessment of Airservices' response
<p>Sydney Issues Recommendation 1: Airservices should develop a consolidated list of information sources, including the purpose and/or objective of each document, as well as a brief summary of content.</p>	<p>Actioned by Airservices</p>
<p>Sydney Issues Recommendation 2: Airservices should improve the clarity of maps produced in reports used to convey aircraft noise information.</p>	<p>The ANO notes that action is underway.</p>
<p>Sydney Issues Recommendation 3: Airservices should provide more textual and qualitative assessment of aircraft noise in reporting.</p>	<p>The ANO notes that action is underway.</p>
<p>Sydney Issues Recommendation 4: Airservices should provide more information, clearly presented, on daily or seasonal variations, where significant.</p>	<p>Actioned by Airservices</p>
<p>Sydney Issues Recommendation 5: Airservices should provide at least one Sydney specific fact sheet explaining Airservices' roles in noise sharing, LTOP, runway selections and noise respite and when appropriate, refer enquirers to other existing noise information sources.</p>	<p>Actioned by Airservices</p>
<p>Sydney Issues Recommendation 6: Airservices should produce a short report on LTOP performance, and the efforts currently being made to ensure the best possible noise sharing results are delivered.</p>	<p>Actioned by Airservices</p>
<p>Sydney Issues Recommendation 7: Airservices should explore the provision of a more timely (as well as historical) method for complainants to understand why a particular Runway Mode was in use, or why a preferred Runway Mode (noise sharing) was not able to be used at that time.</p>	<p>The ANO notes that action is underway.</p>
<p>Sydney Issues Recommendation 8: Airservices should provide links to applicable sources of information on sound insulation for homes, especially information addressing cost effective means of reducing the intrusion of aircraft noise.</p>	<p>Actioned by Airservices</p>
<p>Sydney Issues Recommendation 9: Airservices should publish a link directing complainants to the Departmental website containing reports on curfew dispensations.</p>	<p>Actioned by Airservices</p>