

Regional Services Perth

Interim Procedure

Alternative to KEELS SID

Runway 03

Perth Airport

Post Implementation Review

January 2013

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Section 1

Introduction

Departures from Runway 03 at Perth on a GURAK or KEELS Standard Instrument Departure (SID) make a left turn 5 NM North of the airport onto a Westerly heading. This takes the aircraft over highly populated suburbs however this turn is required to keep the aircraft clear of military airspace associated with Pearce operations. There has been a long standing procedure for aircraft on the GURAK SID to track further North when the military airspace is not active which is generally outside office hours Monday to Friday and on weekends. However this procedure was not established for aircraft on the KEELS SID. Although there are not large numbers of flights cleared via the KEELS SID, a large proportion of KEELS traffic departs at night or early morning, when the Pearce restricted areas are often not in use.

Treating the KEELS departures in a similar manner to the GURAK departures would assist in concentrating noise over non-residential areas, and where noise exposure is unavoidable, sharing it more fairly.

Executive Summary

The objective of the interim KEELS SID procedure was to trial an alternative to the existing Standard Instrument Departure (SID) that would apply outside the activated hours of RAAF restricted airspace.

Aircraft departing to the west (South Africa and Mauritius), to Dubai and to Christmas and Cocos Islands are issued the KEELS SID, which overflies the areas of Beechboro, Mirrabooka, Balga, Girrawheen, Warwick and Marmion as shown in Fig. 1. While there are non-residential areas to the north, and some flights track further north before turning west, the opportunities to do that are significantly limited when Pearce military airspace is activated.

KEELS SID and Trial Interim Procedure

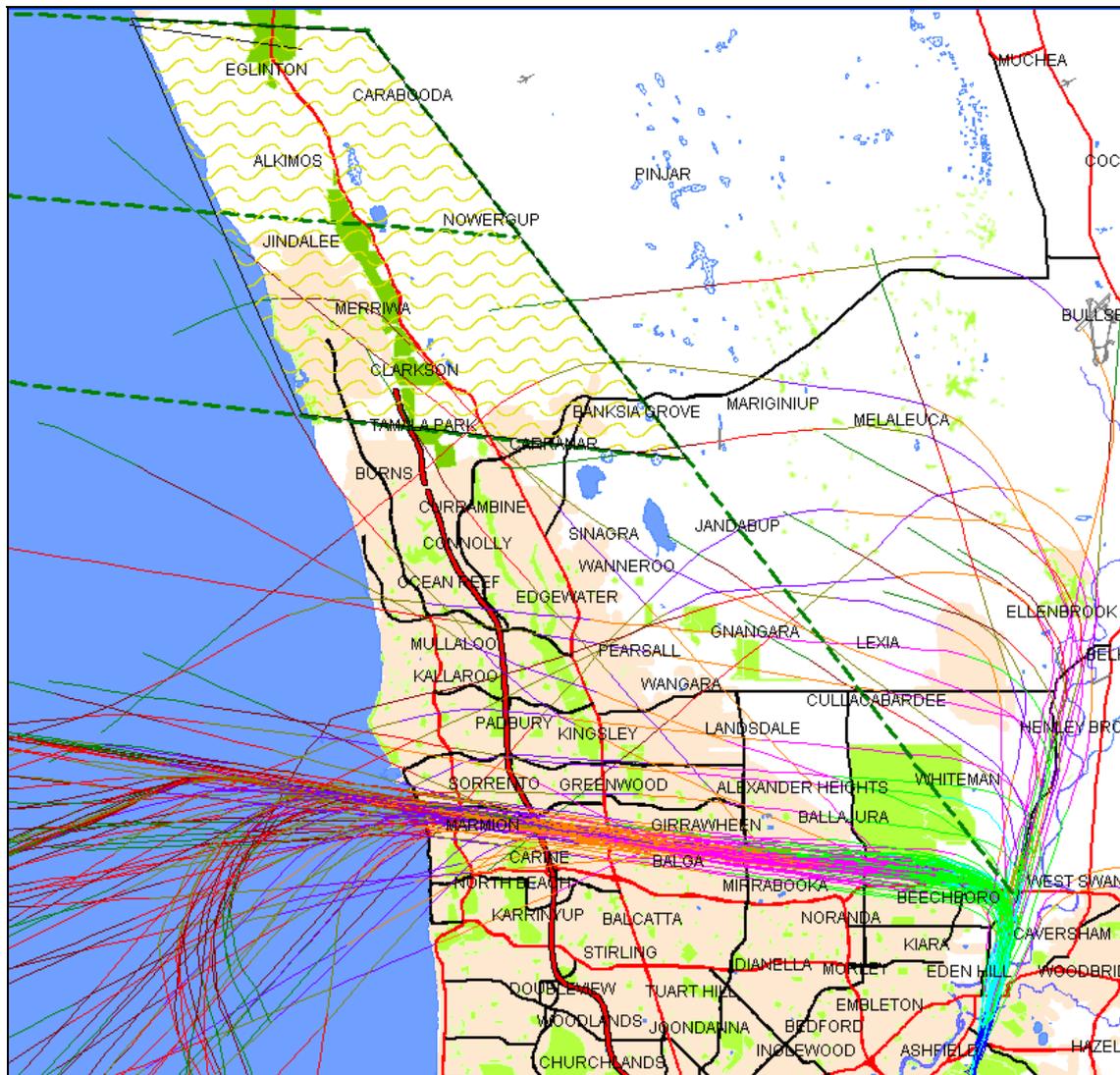


Fig. 1

Airservices Australia developed an interim procedure for use when the military areas are not active intended to provide noise amelioration and noise sharing to the area overflowed by the KEELS SID. Under this proposal, departures track on runway heading for 5 nm, as is the case for the existing KEEL SID. They are then issued with a heading 330 to the north west (the green dotted line in Fig. 1), clear of residential areas, unlike the existing KEEL SID which turns west over the suburbs of Beechboro, Mirrabooka, Balga, Girrawheen, Warwick and Marmion. Under the proposal, aircraft only turn west when they have reached 8000ft. This would occur for most flights between Jandabup and Carabooda. However, as the aircraft would fly over suburbs at altitudes between 8000ft and 10000ft, the noise impacts would be minimal.

Standard Operating Procedure – Trial Interim Procedure

2.3 Tracking

2.3.1 Track shortening when PEA Restricted Area(s) deactivated

The following procedure shall be applied by the TCU when PEA Restricted Areas are not active to comply with ARMS 173660 (environmental assessment report):

SID GURAK

- RWY 03/06 nominated aircraft maintain runway heading/track as required thence direct GURAK
- RWY 21/24 nominated, subject to NAP compliance direct to GURAK

SID KEELS between the hours of 1400 and 2300 UTC

- RWY 03/06 nominated, aircraft departing RWY 03, maintain runway heading/track until leaving 2500 FT and passed MIDLA, then fly heading 330 till left 8000 FT, thence direct KEELS

LOA_3249

Coordination and Standard Operating Procedures Between - PH TCU and RGS SW
Version 4: 15 Mar 2012

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Fig. 2

The interim procedure was applied between the hours of 10pm and 7am WST during non-RAAF hours as a trial. The procedure is detailed in the Standard Operating Procedures as shown in Fig. 2. The trial commenced on 27th July 2011.

Environmental Assessment

An environmental assessment was conducted prior to consultation for this trial and is included in ARMS entry 208275. The assessment is also available for public viewing on the Airservices website.

http://www.airservicesaustralia.com/wp-content/uploads/Keels_ARMS_perth.pdf

The assessment was completed in October 2010 and found that for the preceding 12 months, this procedure would affect 216 flights or an average of 4 flights per week. The procedure requires aircraft to fly additional track miles and the assessment also considered this impact with the following finding:

This represents additional distance of 1,296 nm over the course of a year. This equates to 14,256 kg of fuel, or 45,048 kg of CO₂. This is less than 50% of the CO₂ created by one flight to South Africa.

A summary of the findings of the assessment are reproduced below:

Findings

Areas likely to be subject to the increase in overflights from the proposed change include Jindalee, Butler, Ridgewood, Merriwa, Mindarie, Clarkson, Carrama and Banksia Grove. The

departure tracks would be widely spread over this area. No single location will experience all the flights enumerated in this analysis.

The areas of Beechboro, Mirrabooka, Balga, Girrawheen, Warwick and Marmion will benefit from a reduction in traffic using the KEELS SID. Although numbers of aircraft using the new procedure will be small, the improvement will be important because they generally operate at night and are below 3,000 feet when overflying some of these areas.

The noise impact of the proposal on the newly overflowed areas may be noticeable due to low ambient night time noise levels. Modelling shows that maximum noise levels are expected to be below 60 dB(A) in the newly overflowed areas, which equates to the sleep disturbance level of 50 dB(A) specified in AS2021.

Conclusion

The proposal is not likely to have a significant impact as defined by the EPBC Act, as maximum noise levels are expected to be below 60 dB(A) and due to the low numbers of flights involved.

Recommendation

Although the additional numbers of flights above the newly overflowed areas are not of a magnitude likely to be significant as defined by the EPBC Act, it is recommended that the local community is advised of the fact that more aircraft will be overflying the area during the night, and the reasons for this change.

There should be ongoing monitoring of the impact through noise complaints to identify any unexpected adverse impact.

Consultation

Introduction

Airservices has undertaken a consultation program to encourage community feedback on the trial from a range of areas. The feedback gained during the consultation period comprises an important element in the decision making process that will help to decide if the trial procedure should be implemented permanently.

Airservices consultation activities were conducted in accordance with our Community Consultation Protocol, available at <http://www.airservicesaustralia.com/publications/>. The current Consultation Protocol was published after the trial commenced, however this was the model used for consultation for this trial.

A key consideration throughout the consultation period was to ensure that all information provided was in plain English and tailored to a largely non-aviation audience. We actively sought feedback from across the community, acknowledging that although the Perth Airport Aircraft Noise Management Consultative Committee (ANMCC) is an important representative body for the Perth Airport community, they do not represent all stakeholders who may be affected by the trial.

Consultation Activities

A strategic approach to community consultation was adopted in order to reach a wide sample of the community. To this aim, specific and targeted activities were proactively undertaken involving Members of Parliament, Senators, councils and residents of affected areas around Perth.

An advance briefing was provided to the Perth Airport ANMCC before the trial began in December 2010, with a follow-up discussion for issues of concern to be fed back to Airservices taking place at the May 2011 meeting. A more detailed briefing was provided to the Committee at the August 2011 meeting once the trial had begun (July 2011) and then followed up with updates on the trial's progress in November 2011 and February 2012.

Briefings on the details of the trial were provided to relevant Members of Parliament (Member for Pearce, Member for Perth and Member for Moore) during May and June 2011 before the trial commenced. Letters were then sent to these MPs, WA Senators and the Mayors for Cities of Swan, Joondalup and Wanneroo with information that may be of interest to their constituents. (Appendix 3)

Information was also published on Airservices website about the trial, including a series of frequently asked questions and answers and maps of flight paths. This information is available at <http://www.airservicesaustralia.com/projects/perth-flight-route-trial/>.

Advertisements communicating the details of the trial were published in northern Perth community newspapers during July 2011, encouraging the general public to provide feedback on their experiences with the trial directly to Airservices. An interview with Airservices spokesman Matt Wardell was also published in the North Coast Times during this period providing greater detail to the public. A further interview was run in the Joondalup Times in November 2011.

Airservices senior management faced a series of questions about the status of the trial so far from Senators during Senate Estimates in October 2011.

The following consultation was undertaken prior to the commencement of the trial:

Date	Activity
21 December 2010	Advance briefing about proposal to the Perth Airport ANMCC
6 May 2011	Discussion about the trial at the Perth Airport ANMCC
31 May 2011	Briefings for Federal Member for Perth and Member for Pearce
16 June 2011	Briefing for Federal Member for Moore
26 June 2011	Letters sent to Federal Member for Perth and Member for Pearce
1 July 2011	Letters sent to WA Senators and Federal Member for Moore
1 July 2011	Letters to Mayors for Cities of Swan, Joondalup and Wanneroo
12 July 2011	Advertisement in northern Perth community newspapers
19 July 2011	Interview with Matt Wardell in North Coast Times

Section 2

Context of Report

Background

- 1.1. The interim KEELS SID procedure was initiated by Airservices to review and revise our SID/STAR structure. This was part of Airservices continuous review process.
- 1.2. The trial procedure was introduced on 27th July 2011.

Objective

- 1.3. The objective of the Alternative to KEELS SID Post Implementation Review (PIR) is to:
 - Measure the success or otherwise of the trialled procedure and
 - Make recommendations to its continued use and hours of application.

Methodology

- 1.4. The methodology has been to review reports and documentation related to the trial of the procedure. The following documents & reports were considered:
 - Environmental assessment of trial of procedures;
 - Review of Noise Complaints & Information Service (NCIS) reports;
 - Review of safety incident reports;
 - Consultation with stakeholders and Perth Airport ANMCC
 - Input from Airservices Perth and Melbourne based Air Traffic Control;
 - Input from airline operators;

Section 3

Findings

Environmental assessment of trial of procedure;

The environmental assessment of the trial compared flight paths flown by aircraft before the trial with the intended flight paths as shown during the consultation process.

KEELS SID 7am to 10pm, 1 Sept 2011 to 31 Aug 2012. 134 jet flights.

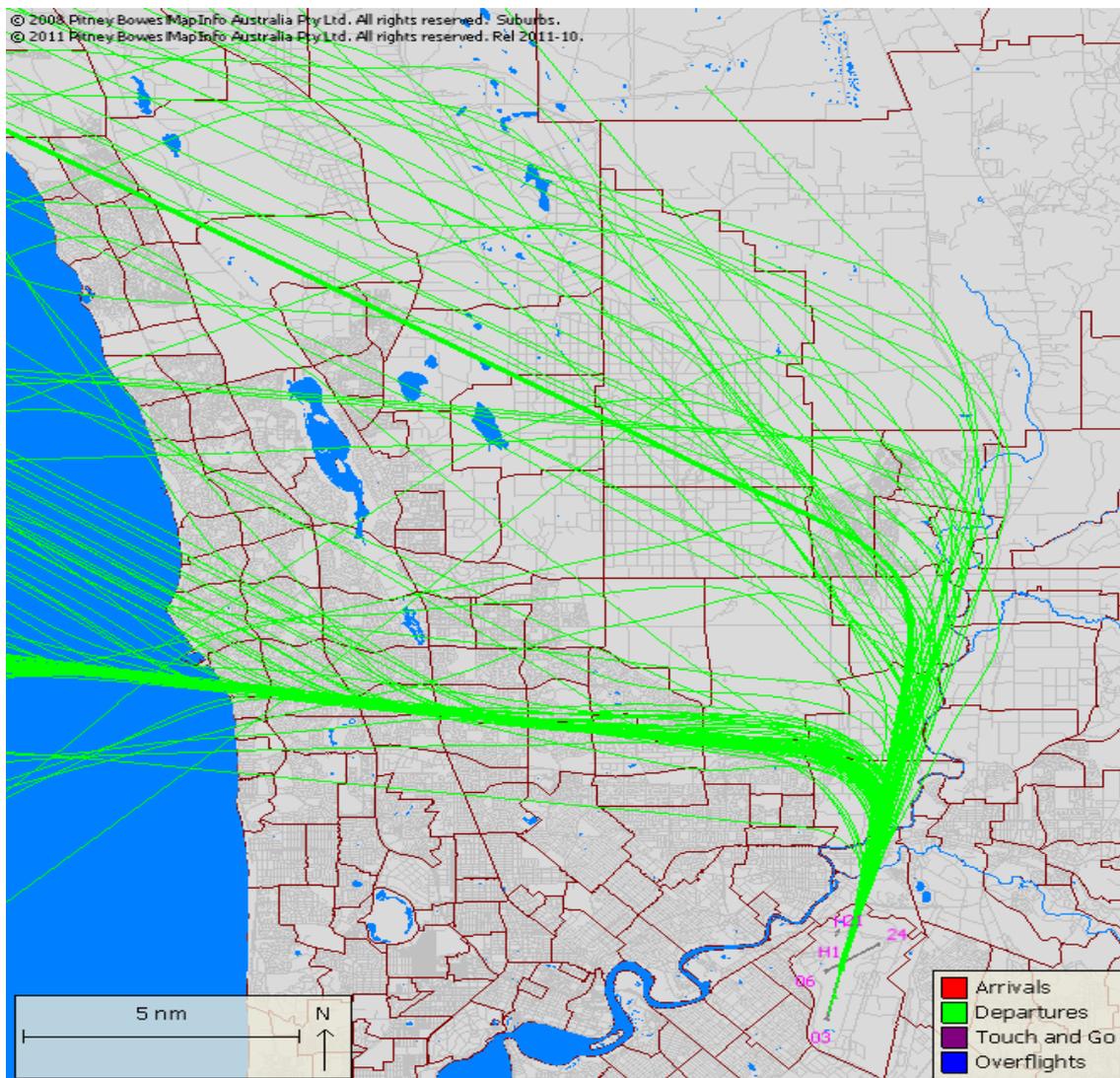


Fig. 3

Fig. 3 shows the flights departing on a KEELS departure outside of the hours of the trial. The solid green line (left turn nearest the airport) are departures when the RAAF are active. Those that proceed further North are either flights coordinated with the RAAF to leave the existing KEELS SID route, or flights when the RAAF are not active that may be taken off the departure route either for separation reasons or when air traffic controllers applied the procedure outside of the trial hours. These instances were rare.

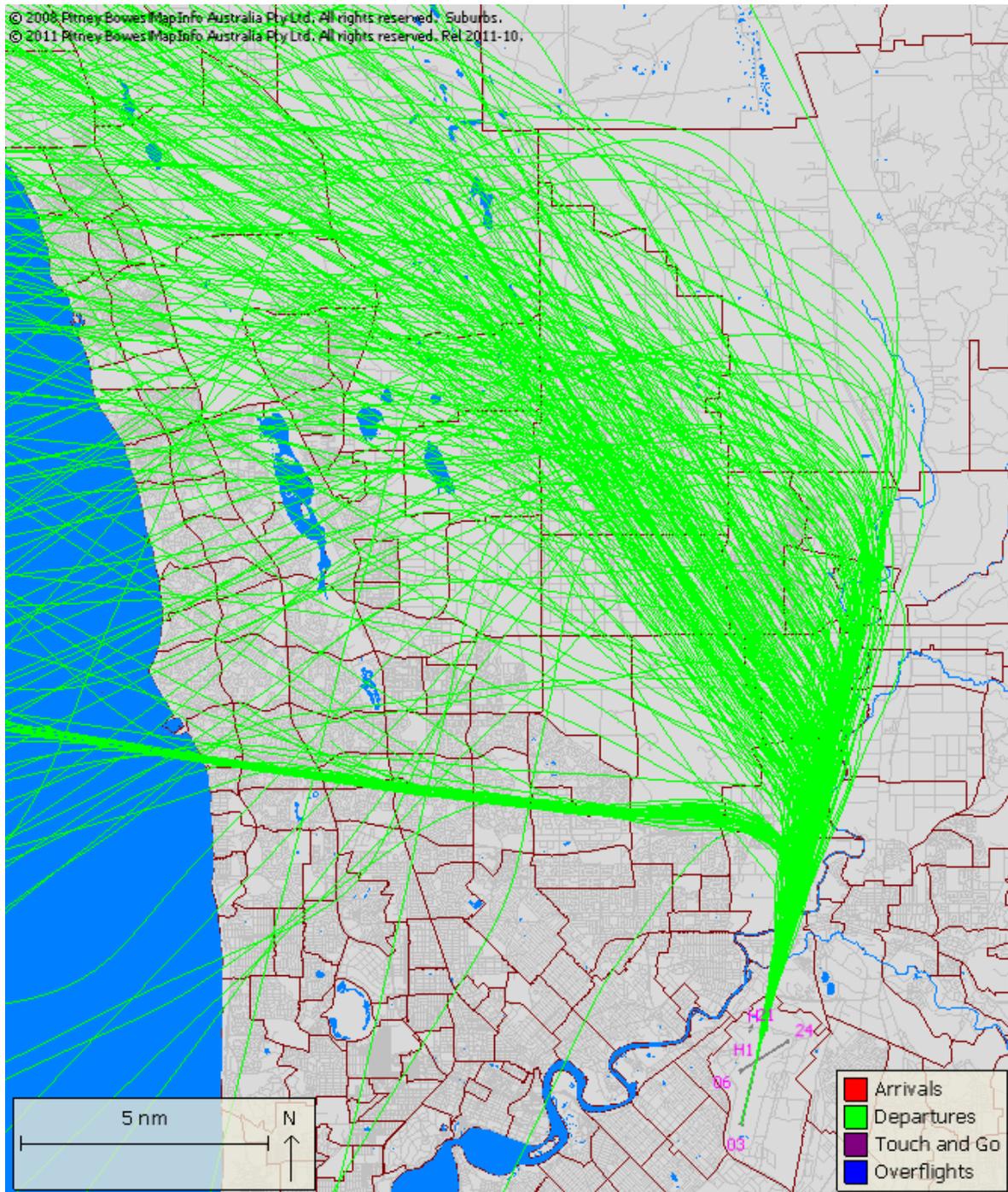
KEELS SID 10pm to 7am, 1 Sept 2011 to 31 Aug 2012. 245 jet flights.**Fig. 4**

Fig. 4 shows the application of the procedure during the trial. Some aircraft still follow the existing KEELS SID (due to RAAF night flying or controller actions) however most are flying the trial procedure. Some flights appear to be flying the GURAK procedure which may be explained by controllers adapting to a new procedure, and remembering the rules for something that is not used very often (due to the low number of flights) and switched on/off at certain times.

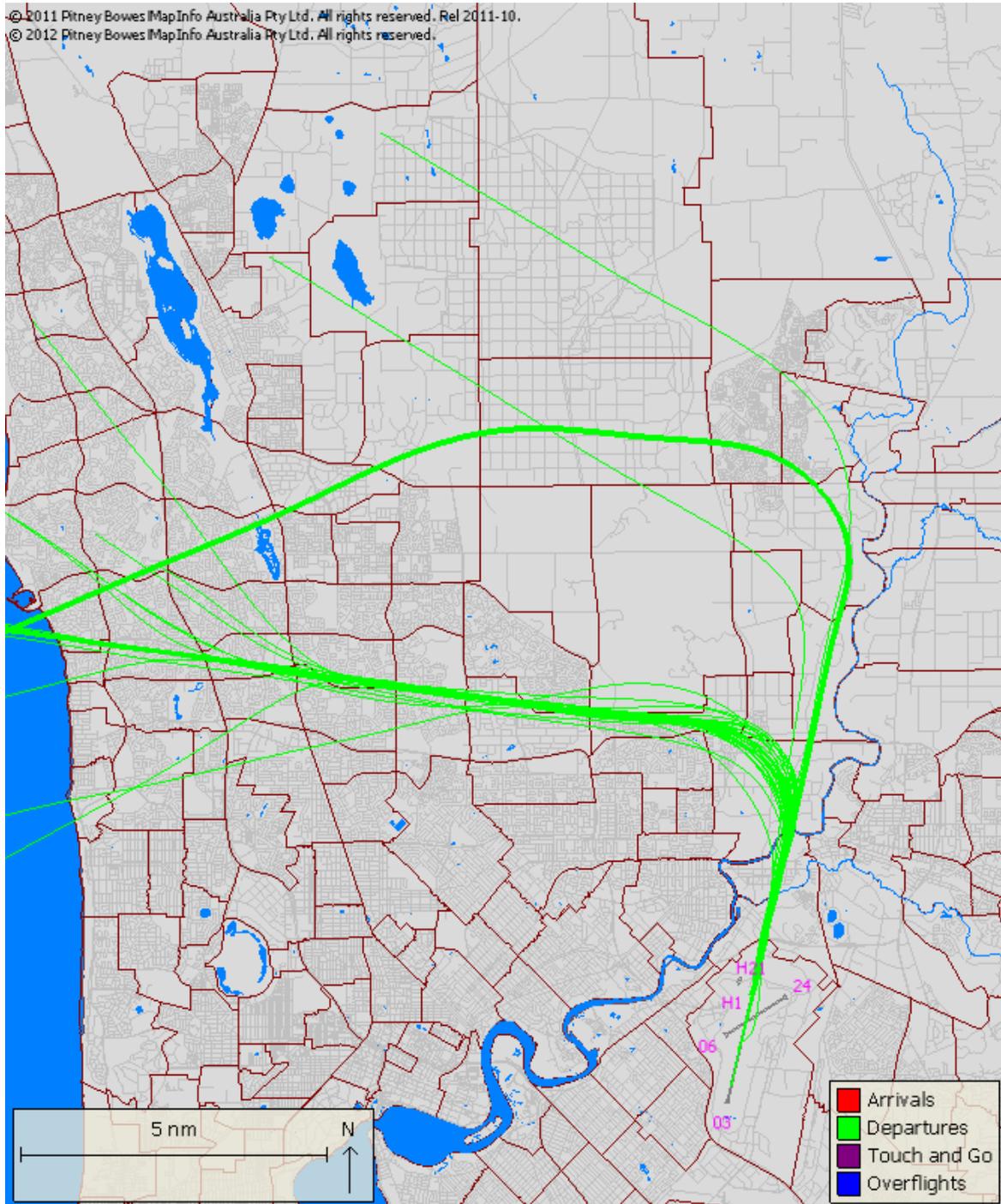
KEELS SID 7am to 10pm, 1 June 2010 to 31 May 2011. 37 jet flights.**Fig. 5**

Fig. 5 shows KEELS departures between 7am and 10 pm prior to the commencement of the trial for comparison. Not all KEELS flights followed the SID and some were put on runway heading, presumably for separation purposes. They were then sent to the West earlier than as specified by the trial and therefore at lower altitudes.

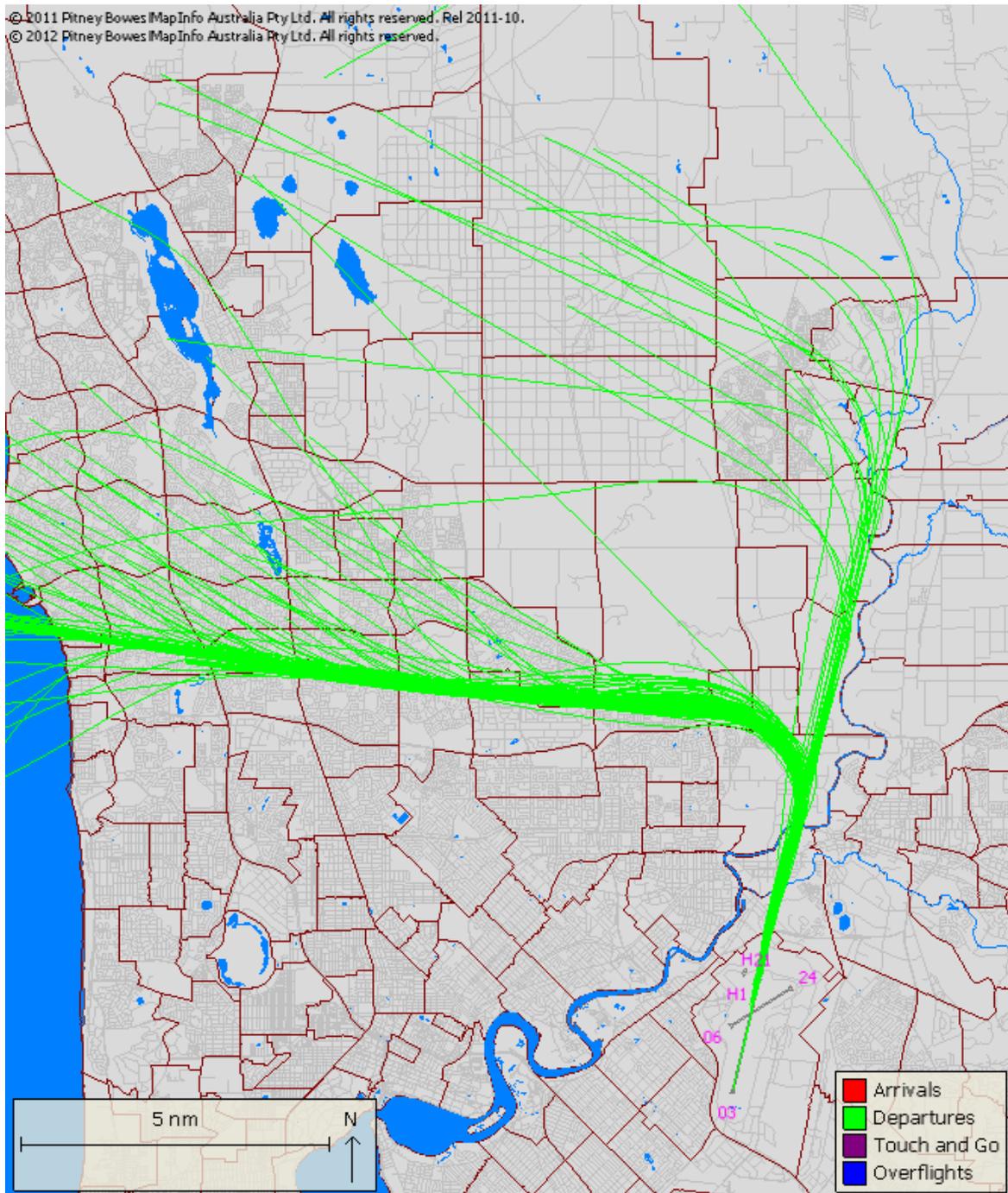
KEELS SID 10pm to 7am, 1 June 2010 to 31 May 2011. 116 jet flights.**Fig. 6**

Fig. 6 shows the KEELS departures prior to the trial showing that most flights proceed as per the published departure however some do not follow the SID presumably due to separation issues. The track plots show a change from the majority of flights tracking via the KEELS SID (Fig. 6) to the majority tracking further North over non residential areas (Fig. 4).

Airservices installed a noise monitor at Beechboro on 30 August 2011, approximately one month after the trial commenced. This monitor is located at the Beechboro Primary School and data is included in Perth Noise and Flight Path Monitoring System reports which are published quarterly on Airservices website <http://www.airservicesaustralia.com/publications/>.

Data from the monitor shows that aircraft using the trial flight path (which totalled 245 jet flights in the 12 months from September 2011 to August 2012) would otherwise have overflowed the Beechboro area late at night causing noise events between 70 dB(A) and 75 dB(A). The noise impact of these flights over the newly overflowed areas has not been measured, however modelling shows the maximum noise levels would be below 60 dB(A).

Review of NCIS reports;

1.1. Everyday noise complaints and reports submitted to Airservices Noise Complaint and Information Service (NCIS) do not specifically refer to the trial so it is impossible to ascertain if complaints refer to this procedure or other flights. Therefore there is no specific noise complaint data that can be used. Comments used in this PIR are those sent to the dedicated Community Relations email account or those that were submitted to the NCIS that obviously related to the trial and are referred to in the community feedback section below.

1.2. However we can analyse the number of complaints and complainants from KEELS suburbs compared to the total number of complaints to view any trends.

1 st June 2010 to 31 st May 2011		
Suburb	Clients	Complaints
Beechboro	11	125
Mirrabooka	0	0
Balga	0	0
Girrawheen	0	0
Carine	1	1
Marmion	0	0
Greenwood	0	0
Sorrento	0	0
All Perth	657	16 056

NOTE: Beechboro had 93 complaints from one client

1 st Sept 2011 to 31 st August 2012		
Suburb	Clients	Complaints
Beechboro	12	182
Mirrabooka	0	0
Balga	0	0
Girrawheen	1	1
Carine	0	0
Marmion	0	0
Greenwood	0	0
Sorrento	0	0
All Perth	690	16 967

NOTE: Beechboro had 165 complaints from one client

The original Environmental Assessment for the trial recommended monitoring of complaint numbers. Complaints for all of Perth have risen by 5.7% between the two six month periods. Complaints for the suburbs under the KEELS SID listed above have risen from 126 to 183 or 45%. However 258 of the 309 complaints were made by one resident in Beechboro. Removing this one client from the totals shows a decrease in complaints from 33 to 18, or a decrease of 45%.

Since the publication of the Environmental Assessment, Airservices has introduced analytical procedures that focus more on issues and the number of community members with concerns, rather than complaint numbers. This provides a better overall indication of community views. The number of community members with concerns in the second six month period (12) was just one higher than for the first six month period (11), whilst for the whole of Perth the number of complainants that contacted the NCIS during this period increased by 5%.

Complaint numbers are only provided in this PIR as this was a recommendation from the original Environmental Assessment.

1.3. The track plots shown at Figs 3 to 6 show there were 153 KEELS flights departing off runway 03 for a twelve month period before the trial. There are 379 departures for the twelve months after the commencement of the trial. The total departures over the two periods need to be considered to see if the increase is due to increased traffic at Perth or due to more flights using the KEELS departure.

1 st June 2010 to 31 st May 2011				1 st Sept 2011 to 31 st August 2012			
Runway				Runway			
03	21	06	24	03	21	06	24
153	222	23	8	379	695	2	2
38%	54%	6%	2%	35%	65%	0%	0%

The tables above show the number of KEELS departures off each runway both before and after the trial. The total numbers have risen from 406 to 1078 during the six month periods. Whilst Perth airport movements during the same period have increased approximately 12%, the number of KEELS departures have increased 165%. In 2010/11 KEELS departures accounted for approximately 0.6% of all Perth departures. In 2011/12 they accounted for 1.5% of all departures. This increase can be explained by the increase in flights to the Middle East.

Review of safety incident reports;

1.4. A review of Air Safety Incident Reports up to 16 October 2012 shows that there have been no incidents attributed to the trial procedure.

Consultation with stakeholders and Perth Airport ANMCC

1.5. The following consultation has taken place since the commencement of the trial;

Date	Activity
27 July 2011	Trial started
12 August 2011	Detailed presentation about the trial to Perth Airport ANMCC
18 October 2011	Discussion about the trial at Senate Estimates
8 November 2011	Interview with Airservices in Joondalup Times
18 November 2011	Update about the trial to the Perth Airport ANMCC

1 December 2011	Follow-up letters to relevant WA MPs, Senators and Councils
7 December 2011	Letters to former Beechboro complainants to Airservices NCIS
19 December 2011	Letters to feedback respondents received to date
19 December 2011	Email Federal Member for Moore about community feedback to him
17 February 2012	Update about the trial to the Perth Airport ANMCC
31 March 2012	Trial review commenced
17 April 2012	Letters to feedback respondents received in 2012

At the end of 2011, follow up letters were sent to all members of the public who had provided feedback to Airservices on their experiences with the trial so far. The letters addressed a range of issues raised by the feedback as well as elaborated on key aspects of the trial.

All feedback received on the trial will continue to be closely monitored, with updates and information to be provided on an ongoing basis to the Perth Airport ANMCC.

Community Feedback

Feedback was received through and collated by the Airservices Noise Complaints and Information Service (NCIS) and the Community Relations email address. A total of 24 responses were received, with 20 of those representing the trial area (under the existing flight path or in the trial area), 3 out of area and 1 undetermined. Of these 24 respondents, 5 indicated strong support for the trial and 13 indicating they do not support the trial. The remainder did not state their position either way.

The primary concerns of those living under the trial path were the noticeable noise impact particularly at night, the opinion that it was unjust to move aircraft noise from one area to another, concerns that residents were not informed of the trial before it began and an inadequate consultation process. One respondent offered support for the trial but suggested the trial flight path should be moved to another area.

One comment from a respondent under the existing flight path indicated strong support for the trial and requested that it be expanded to cover all possible flights and not just those late at night. Respondents out of area requested a similar trial for their area.

More general feedback included various questions about particular aspects of the trial and those that indicated support or opposition without any further comment.

Feedback from some residents highlight the challenge Airservices has when analysing views from the community about aircraft noise. Two residents who live in the same street in Clarkson (in the trial area) expressed opposite opinions about the trial's impact; one commenting there was no problem with aircraft noise and supported the trial, whereas the other perceived the noise level to be highly intrusive. One resident had not noticed an increase in aircraft noise until they had read about it in the local newspaper, and another had contacted the NCIS to complain about aircraft that did not belong to the trial.

ANMCC updates

Airservices continued to monitor community feedback after the trial review commenced on 31 March 2012 and this information was regularly provided to the Perth Airport ANMCC. The following are extracts from ANMCC meeting minutes regarding the trial and updates on community feedback received to August 2012.

18 May 2012

Beechboro Trial Update

AsA were invited to give an update.

AsA gave an overview of the trial and the status of complaints, noting that 20 emails had been received to the email address set up for the trial. Of these, 14 were against the trial, 4 support the trial and 2 did not specify a position. 2 of these emails against the trial were sent before the trial started. The NCIS has also received approximately 51 contacts that could be attributed to the trial of which 2 were in support.

A representative suggested that AsA could be more personal and go into the community and knock on doors.

AsA confirmed that they are committed to following up on the complainants. Although complaints are not the only avenue for feedback. AsA will seek feedback from airlines, airports, local councils and other stakeholders to get a full understanding of the impacts of the trial.

17 August 2012

4.1 Beechboro Trial Update

AsA were invited to give an update.

AsA noted that the trial had received 8 [additional] contacts [since the May meeting]; of this 4 can be attributed to the trial, 3 complaints and 1 positive comment. The Post Implementation Review (PIR) is currently being drafted. AsA aims to have it published prior to the next meeting in November.

AsA advised they have contacted residents that have previously lodged complaints, community members, local councillors and MP's with no comments received at this time. AsA requested feedback from the committee. No comments were tabled from the committee members.

The details of the public feedback received are contained at Appendix 1

1.6. During December 2011 Airservices actively sought feedback on the trial. Letters were sent to 9 complainants from the Beechboro area associated with noise complaints previously submitted regarding these flights (Appendix 4), as well as all officials originally notified of the

trial (Appendix 5). Only one response was received from the Federal Member for Pearce. This response stated;

'The issue of aircraft noise remain an issue for residents of Pearce, specifically Glen Forrest, Chidlow, Parkerville and Greenmount, however we have not received any complaints from people in Beechboro since the start of the trial. My office has received anecdotal evidence about increases in aircraft noise outside of Pearce, specifically in the suburbs of Riverton, Duncraig and Caramar, but it cannot be determined if this is as a result of the new flight trial route.'

1.7. Feedback was sought from ANMCC members at the 17 August 2012 meeting. The following is an extract from the minutes of this meeting;

Beechboro Trial Update

AsA were invited to give an update.

AsA noted that the trial had received 8 contacts; of this 4 can be attributed to the trial, 3 complaints and 1 positive comment.

The Post Implementation Review (PIR) is currently being drafted. AsA aims to have it published prior to the next meeting in November. AsA advised they have contacted residents that have previously lodged complaints, community members, local councillors and MP's with no comments received at this time. AsA requested feedback from the committee. No comments were tabled from the committee members.

Summary of Community Feedback to August 2012

	Total Contacts	Noise Complaint Information Service	Community Relations Email	Letters
March 2012	24	6	16	2
May 2012	49	45	4	
August 2012	4	4		
Total	77	55	20	2

Input from Airservices Perth and Melbourne based Air Traffic Control;

1.8. Input was requested from Perth and Melbourne controllers responsible for processing the trial aircraft to ascertain if any issues have been experienced. The following comments were received;

Melbourne En-Route

- *The change has had minimal (if any) impact on our operations. Procedure works well from a RGS SW perspective*

Perth TCU

- *The only ongoing issue is working through with the Tower the on/off times to change clearance issue.*
- *On occasion the tracking may result in querying which frequency/sector to transfer the aircraft (i.e. JAR or DAL), but that's about it.*

1.9. The first point raised by Perth TCU would be addressed by expanding the times to cover all times when the RAAF are not active which would make the KEELS procedure align with the GURAK procedure as detailed in Fig. 2.

Input from airline operators;

1.10. Input from airline operators has not been sought as part of this PIR.

Conclusion

Airservices considers that the trial was successful in its objective of providing noise amelioration and noise sharing to the area overflown by the KEELS SID. In addition, no safety issues have been identified that result from the trial. While not all comments received by the NCIS were supportive of the trial, all issues raised have been considered by Airservices, and on balance the benefits to the community outweigh the negative impacts.

This trial was the first occasion Airservices used the Communication and Consultation Protocol as a model for community consultation. The consultation process commenced nearly seven months prior to the trial commencing to allow sufficient time for community representatives to become informed of the proposal and provide feedback. The trial operated for eight months before being assessed in order to include normal seasonal weather variations and to provide an extended period for community feedback.

According to the protocol, Airservices has sought to tailor the trial's consultation activities appropriately. Of note, all three levels of government were contacted at least twice to inform and seek feedback. Information materials were prepared in 'plain English' and made widely available with the aim of seeking feedback.

An encouraging level of community feedback was achieved. While not all feedback about the trial was positive, responses were provided to comments and issues raised.

On balance, Airservices considers the consultation activities were appropriate for the level of change and community responses suggest there are no objections or opposition to the procedure continuing on a permanent basis.

Airservices also considers that the concept of short-term trials to allow assessment of impacts of changes has proved successful in this case, and further trial opportunities at Perth and other locations should be pursued.

Section 4

Recommendations

- 1.1. Formally publish and implement the procedure as trialled.
- 1.2. Extend hours of application to all hours outside the activation of RAAF restricted areas subject to an additional environmental assessment; community consultation and support from CACG and ANMCC; with further review 12 months after implementation.
- 1.3. Assuming extension of hours is supported, continue to monitor and update CACG and ANMCC.
- 1.4. Amend Airservices website to reflect the changes and change the status from a trial to a published procedure and to note potential extension of hours.

Section 5

Appendix

Public Feedback

Name	Date	Area	Comment	Response
The details below are from feedback received up to 31st March 2012				
1.	23 June 2011	Parkerville (not in trial area)	<ul style="list-style-type: none"> Requested a trial for Parkerville similar to the one for Beechboro 	<ul style="list-style-type: none"> 10 August 2011 – response from GM Env informed the trial commenced on 25 July 2011 and aimed to reduce the number of low flying aircraft over suburbs to the northwest of Perth Airport during the night. The trial cannot be applied to routes in the vicinity of Parkerville. 27 January 2012 - CEO response informed the trail at Beechboro was not applicable to flights over Parkerville however we are hopeful there may be opportunities to expand the trial in the future. We intend to discuss further opportunities with the community once the work is completed.
2.	12 July 2011	Don't Know (in area (existing SID)	<ul style="list-style-type: none"> Question about the trial 	<ul style="list-style-type: none"> 12 July 2011 – NCIS informed he will be less affected that previously.
3.	14 July 2011	Dianella (not in trial area)	<ul style="list-style-type: none"> Question about the number of aircraft involved in the trial 	<ul style="list-style-type: none"> 14 July 2011 – NCIS informed the trial will be between 10pm & 6am daily, up to 4 flights a night when Rwy 03 in use.
4.	26 July 2011	Kingsley (in area – trial route)	<ul style="list-style-type: none"> Not happy with the trial departures 	<ul style="list-style-type: none"> Left no contact details so no response possible.
5.	26 July 2011	Currambine	<ul style="list-style-type: none"> Considered the trial a failure and 	<ul style="list-style-type: none"> 8 August 2011 – NCIS emailed information about the

		(in area – trial route)	requested aircraft follow existing SID or away from populated areas	trial.
6.	31 August 2011	Koondoola (in area – existing SID)	<ul style="list-style-type: none"> • Pleased with the trial • Asked why all aircraft cannot fly further north over less housing 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
7.	24 September 2011	Don't Know	<ul style="list-style-type: none"> • Requested call-back - left no comment 	<ul style="list-style-type: none"> • 24 September 2011 – left wrong number so NCIS call-back not possible
8.	11 October 2011	Jindalee (in area – trial route)	<ul style="list-style-type: none"> • Not happy with the trial • Consultation was not appropriate 	<ul style="list-style-type: none"> • 11 October 2011 – Forwarded from Community Relations to NCIS. • NCIS call-back to explain about the trial, however client remained unhappy. Trial could be expanded to daytime if RAAF airspace is available.
9.	15 October 2011	Dalkeith (not in trial area)	<ul style="list-style-type: none"> • Pleased the trial is going ahead and hoped there would be less flights over Dalkeith as a result • Asked when the trial would commence 	<ul style="list-style-type: none"> • 15 October 2011 – Forwarded from Community Relations to NCIS. • NCIS explained the trail was unlikely to impact the number of flights over Dalkeith.
10.	19 October 2011	Tapping (in area – trial route)	<ul style="list-style-type: none"> • Noted there were more than 2 flights a night and some were lower then 8,000 feet • Asked why aircraft could not fly further north before turning towards the coast 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
11.	27 October 2011	Marmion (in area – existing SID)	<ul style="list-style-type: none"> • Recommended the trial be made permanent and effective 24 hours a day whenever possible 	<ul style="list-style-type: none"> • Forwarded from Community Relations to NCIS. • Letter sent 19 December 2011.
12.	9 November 2011	Jindalee (in area – trial route)	<ul style="list-style-type: none"> • Not happy with the trial • More than 4 flights a night • Also flights during day • Not proper consultation 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
13.	13 November 2011	Mindarie (in area – trial route)	<ul style="list-style-type: none"> • Not happy with the trial • Noise wakes family • Increased risk or air crash 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.

14.	13 November 2011	Don't Know (in area – trial route)	<ul style="list-style-type: none"> • Not happy with the trial • Noise wakes him up • Low flying aircraft • Wants an explanation 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
15.	14 November 2011	Kinross (in area – trial route)	<ul style="list-style-type: none"> • Not happy with the trial • Unfair to move aircraft noise to the area • (Lives near a train line) 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
16.	16 November 2011	Ashby (in area – trial route)	<ul style="list-style-type: none"> • Not happy with the trial • Noise disturbs sleep • (Didn't notice noise until read about the trial in this week's newspaper) 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
17.	16 November 2011	Clarkson (in area – trial route)	<ul style="list-style-type: none"> • Support the trial • Not experienced any problem with noise • No issue if trial made permanent 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
18.	16 November 2011	Quinns Rocks (in area – trial route)	<ul style="list-style-type: none"> • Support the trial • Not experienced any problem with noise • No issue if trial made permanent 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
19.	20 November 2011	Connolly (in area – trial route)	<ul style="list-style-type: none"> • Noticed more planes during the day • Not noticed aircraft noise from the trial • Wants trial to include summer months when house windows are open 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
20.	21 November 2011	Clarkson (in area – trial route)	<ul style="list-style-type: none"> • Extremely unhappy with the trial • Noise wakes his family 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
21.	21 November 2011	Clarkson (in area – trial route)	<ul style="list-style-type: none"> • Fully opposed to the trial 	<ul style="list-style-type: none"> • Letter sent 19 December 2011.
22.	3 January 2012	Currambine (in area – trial route)	<ul style="list-style-type: none"> • Oppose the trial • Very annoyed she was not informed about the trial • Noise is noticeable and invasive 	<ul style="list-style-type: none"> • Letter sent 17 April 2012

			especially late at night • Disrupting sleep patterns	
23.	5 January 2012	Burns Beach (in area – trial route)	• Oppose the trial • Kept awake at night	• Letter sent 17 April 2012
24.	15 February 2012	Burns Beach (in area – trial route)	• Oppose the trial • Complaining about aircraft not in the trial	• Letter sent 17 April 2012

Example letter sent to officials prior to commencement of the trial

Corporate and International Affairs

25 Constitution Avenue

(GPO Box 367)

CANBERRA ACT 2600

t 02 6268 4263

f 02 6268 4233

Name

Address

www.airservicesaustralia.com

ABN 59 698 720 886

Dear Ms/Mr XXXXX

I am writing to inform you that Airservices Australia is trialling a new flight route to reduce the number of aircraft flying low over suburbs to the north west of Perth Airport during the night.

At present, international flights departing Runway 03 for destinations in South Africa and the Middle East overfly residential areas close to Perth Airport at altitudes between 2,500 and 4,000 feet (760-1,200 metres) above sea level. Airservices has developed an option whereby some of those flights will be able to fly further to the north before turning towards the coast when military airspace is not in use by Defence.

This new flight route will see aircraft commence their turn to the west after they have reached 8,000 feet (2,400 metres) on climb and overfly communities at between 8,000 and 10,000 feet (2,400-3,000 metres). The additional height is expected to substantially reduce the impact of aircraft noise on the ground. It will also provide some night time respite for residents of Beechboro and the suburbs west of Beechboro.

We are commencing a trial of this flight route in mid-July which will continue for several months in order to properly assess seasonal impacts and aircraft numbers. The trial will have the flexibility to be stopped at short notice should it be determined the impact to residents is unacceptable. We will monitor community feedback and make adjustments to the trial procedures as required. A post implementation review of the trial will be conducted in March 2012.

Our environmental analysis of this flight route concluded the proposal is not considered to have a 'significant' impact under the terms of the *Environment Protection and Biodiversity Conservation Act 1999*. The noise impact to residents is expected to be low and there will be a relatively low number of flights involved (a maximum of four a night and an average of less than two a night).

As part of our consultation process we will shortly make a range of information available on our website, some of which I have enclosed for your information. We will also post public notices in local newspapers and contact appropriate community representatives by mail and in person.

We are seeking feedback from the community on the trial for consideration in our decision-making, and to assist this process we have established an email address and free-call phone line - contact details are included in the enclosed information.

Airservices' staff are available to provide further information to you or your staff at your convenience.

Yours sincerely

Manager, Government Affairs

1 July 2011

Example letter to Beechboro complainants seeking feedback

Corporate and International Affairs

25 Constitution Avenue

(GPO Box 367)

CANBERRA ACT 2600

t 02 6268 4263

f 02 6268 4233

Name

Address

Beechboro

WA 6063

www.airservicesaustralia.com

ABN 59 698 720 886

Dear Mr XXXXXX

From mid July 2011, Airservices Australia began trialling an option whereby some international flights departing at night to the north for destinations in South Africa and the Middle East could avoid overflying residential areas close to Perth at low altitudes by using RAAF airspace when it is not being used by Defence.

As explained in the enclosed information, it is expected up to 4 aircraft will use a new route each night when the wind direction requires aircraft departing Perth Airport need to do so to the north. Rather than overflying your area at low altitude, these aircraft can now overfly non residential areas then turn towards the coast after reaching 8,000 feet (2,400 metres) above sea level. This additional height is expected to greatly reduce the noise impact on the ground and provide some night time respite for residents in your area and further west.

We have informed the community about the trial in a variety of ways and are closely monitoring feedback.

As a resident of Beechboro who has contacted Airservices' Noise Complaint & Inquiry Service during the past year about the impact of aircraft noise, as part of managing your inquiry I would particularly welcome your views and any feedback you might have on the trial.

A summary of any feedback that you provide may be used for reporting purposes, however we will not disclose any personal information without your consent.

In addition to responding to this letter you may also phone the Noise Complaint & Inquiry Service at 1800 802 584 (freecall) or email communityrelations@airservicesaustralia.com.

More information about the trial is on the Airservices website at <http://www.airservicesaustralia.com/projects/perth-flight-route-trial>.

Yours sincerely

Team Leader

Noise Complaints and Information Service (NCIS)

7 December 2011

Example letter sent to officials seeking feedback

Corporate and International Affairs

25 Constitution Avenue

(GPO Box 367)

CANBERRA ACT 2600

t 02 6268 4263

f 02 6268 4233

www.airservicesaustralia.com

Name
Address

ABN 59 698 720 886

Dear Mr XXXXX

I am following up on our letter to you in July this year where we informed you about a new flight route trial introduced by Airservices to reduce the number of aircraft flying low over suburbs to the north west of Perth Airport during the night.

From mid July 2011, Airservices began trialling an option whereby some international flights departing to the North for destinations in South Africa and the Middle East could avoid overflying residential areas close to Perth at low altitudes by using RAAF airspace when it is not being used by Defence.

Airservices has informed the community about the trial through advertisements and articles in local newspapers, consultation with elected representatives such as yourself and detailed presentations to the Perth Aircraft Noise Management Consultative Committee, as well as comprehensive information about the project on the Airservices website (www.airservicesaustralia.com).

We have been monitoring community feedback on the trial and would welcome any further feedback from you or your constituents for consideration in our decision-making process. Residents of affected suburbs and surrounding areas can provide feedback by contacting Airservices either by email to communityrelations@airservicesaustralia.com or by phoning 1800 802 584.

Airservices' staff are available to provide further information to you or your staff at your convenience.

Yours sincerely

Manager, Government Affairs