

Stakeholder feedback



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1. Complaints summary

- The following table summarises noise complaints received for the time periods identified in this review by the CAA

Time period	Number of complaints	Number of complainants
Pre-implementation Jan – December 2014 (12 months)	39	39
Post design error May - July 2016 (3 months)	49	46
Post-implementation May 2017 - Feb 2018 (10 months)	132	104

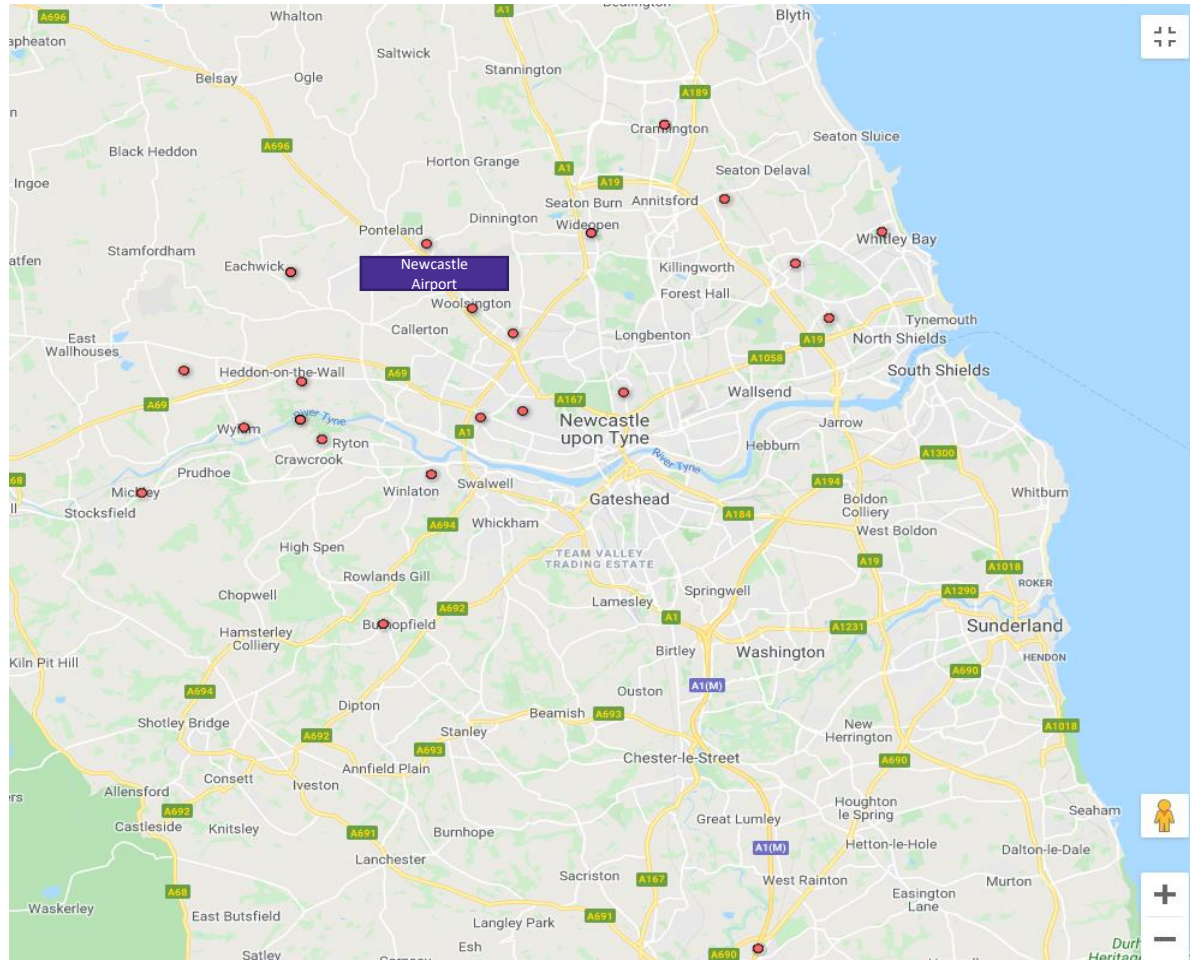
Detailed noise complaints

- A full summary of complaints can be found in the file – ‘complaints’
- A high percentage of complaints relate to GIRLI3X westerly departure route
- There were no increases in complaints for the easterly departure route
- Reasons for complaints received include;
 - Engine testing
 - Airshow traffic
 - Helicopter activity
 - Flight path compliance

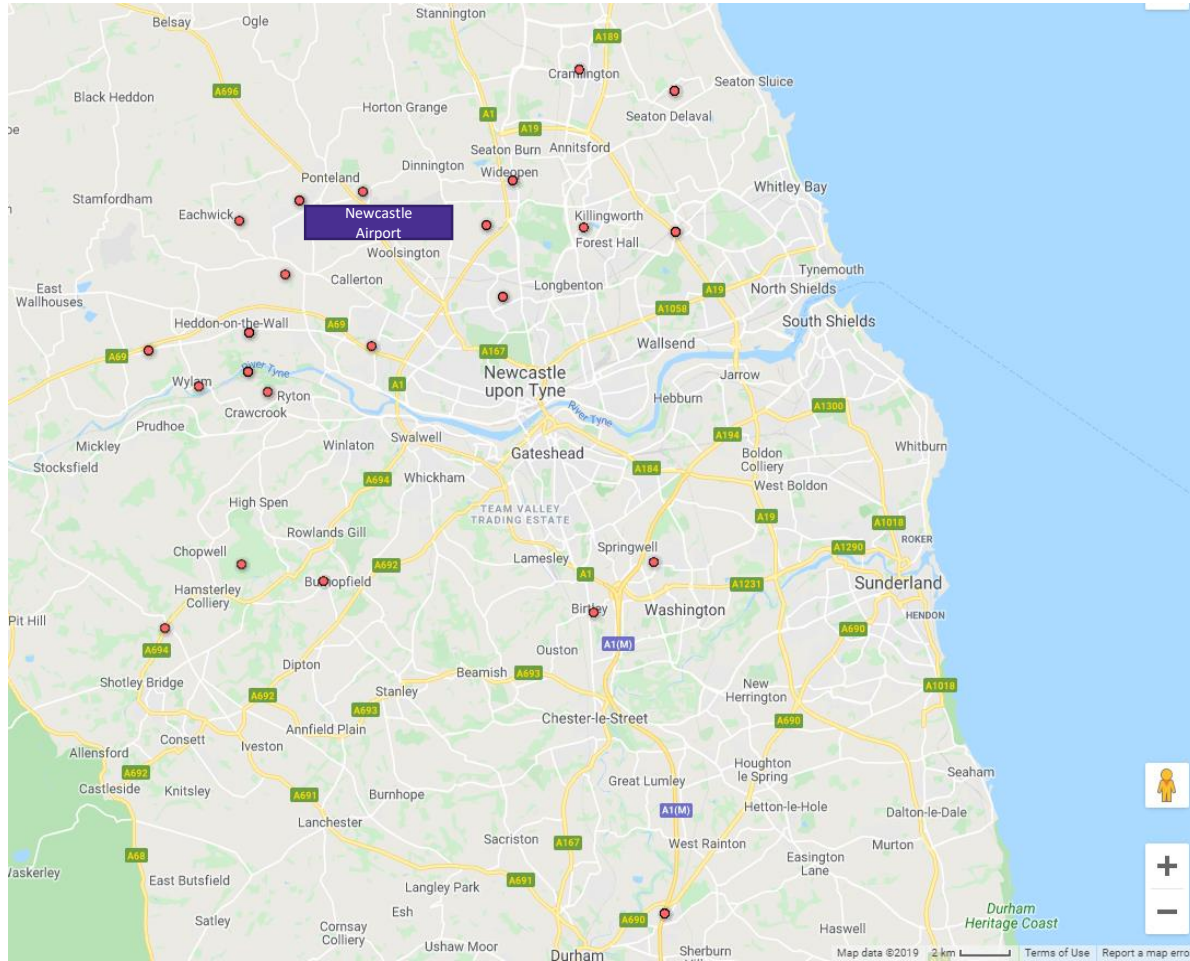
2. Geographical location of complaints

- The following three slides identify the location of complaints during the time periods requested by the CAA
- Each dot on the map represents a cluster or single complaint
- Areas of complaints in 2017/18 are consistent with the areas of complaints received in 2014
- The number of complaints in the areas of Heddon on the Wall, Clara Vale, Throckley and Ryton has, however, increased with 74% of complaints from these areas post SID implementation (97 complaints out of 132 total over the period)
- The easterly SID has not resulted in an increase in noise complaints, therefore, the main (but not only) focus of community engagement has been in the areas identified above

Jan- Dec 2014 (Pre- implementation)



May 2017 – Feb 2018 (Post implementation)



Heddon on the Wall and Throckley



3. Feb 2016 – SID design error

- The initial increase in noise complaints followed a route design error by the Civil Aviation Authority (CAA)
- Aircraft were turning at 3NM and travelling directly over the village of Heddon on the Wall. This was not the aim of the route and immediate action was taken
- The CAA acknowledged its design error and a redesign/testing process commenced. However, the new route was not implemented until April 2017
- Responding to community concerns a temporary NOTAM was issued on the 10th May 2016 suspending use of the GIRLI 3X SID during the morning period 0445 – 0700z until the correctly designed SID was implemented in April 2017

4. Aircraft Noise Action Group (ANAG)

- In 2017 residents from the areas of Heddon on the Wall and Clara Vale established the Aircraft Noise Action Group (ANAG)
- The aims of ANAG are:
 - To campaign for the reduction and limitation of noise from aircraft using Newcastle International Airport (Newcastle upon Tyne) on the ground and in the air.
 - To collaborate with organisations throughout the United Kingdom and elsewhere who are campaigning for reductions in aircraft noise
 - To widely disseminate and share information to ANAG members and to the general public (electronically and on paper and by other means) from multiple sources relating to the impact of aircraft noise on residents living near airports and/or under flight paths
 - To be open in its communications and to take part in discussions where their content and outcomes can be shared widely
 - ANAG may also extend its aims to cover other impacts of aircraft use*
- The group became an unincorporated association on the 11th March 2019
- Residents can register noise complaints via the ANAG website and they are sent directly to the Airport
- ANAG website link is <https://www.aircraftnoiseaction.com>

*Ref Constitution: Aircraft Noise Action Group

ANAG Engagement

- Members of ANAG have attended multiple meetings with senior Airport management
- ANAG has been included in key consultations such as the Noise Action Plan and Masterplan 2035
- Representatives of ANAG attend the Noise Sub Committee of the Airport Consultative Committee
- Ongoing correspondence via email, letters and telephone conversations

5. Community engagement

24th July 2017 public meeting

- In response to community comments a public meeting was held in the village of Heddon on the Wall on 24th July 2017
- Senior Airport management provided an update on the westerly departure routes, including the SID re-design and implementation
- The main focus of the meeting was on the GIRLI3X SID
- Following the meeting an independent aviation consultancy (Osprey) was appointed to assess GIRLI3X and consider any viable alternative departure routes

Community engagement

19th March 2019 Public meeting

- A further public meeting presented the results of the review and the decision not to proceed with an alternative departure route, based on the following key points
 - Impact on operations, including runway restrictions
 - No reduction in the number of people affected by noise
 - Detrimental impact on air quality with an increase in CO2 emissions
 - Increase in fuel costs that could impact on route viability. Loss of routes would damage the North East
 - An ACP is a major undertaking and to date no other UK airport has completed the CAP 1616 process
- The NIAL and Osprey presentation can be viewed in the Stakeholder feedback folder

Noise Sub Committee

- The Airport Consultative Committee has established a Noise Sub Committee in 2019
- 2 initial meetings were held to discuss the Noise Action Plan and outcome of the departure route review
- The first full Noise Sub Committee was held on the 10th October 2019
- Following organisations are represented
 - Airport Consultative Committee (ACC)
 - Local Authority Environmental Health Officers
 - ANAG
 - NIAL
- Members are given detailed information on noise management and as part of their Terms of Reference, additional information can be requested from the Airport on specific complaints/issues

6. Noise monitoring

- NIAL operates a EMS B&K Noise and Track keeping system
- The system was initially installed over 20 years ago with an update in 2013
- 5 permanent (including Heddon on the Wall library) and 1 portable noise monitor
- The portable noise monitor was situated at an ANAG members property (Hexham Road, Heddon on the Wall) over Summer 2018
- Arup Consultants were appointed to independently review the noise results, a copy of the report can be viewed in the stakeholder feedback folder
- The three-month summer average LAeq,16h (day) measured by the Hexham Rd noise monitor was 51 dBLAeq,16h. The three-month summer average LAeq,8h (night) measured at the Hexham Rd noise monitor was 48 dBLAeq,8h
- In conclusion the property is classified as within the Lowest Observable Adverse Effect Level (LOAEL)

Complaints procedure

- A new complaints procedure is being devised to further improve the complaints process
- The Airport Consultative Committee and Noise Sub Committee will be updated at future meetings
- Aspects that are subject to review:-
 - Complaint response
 - Recording complaints
 - Complaints escalations

Web Trak

- As identified in the Noise Action Plan 2018 a commitment was made to install Web Trak, supplied by EMS B&K
- Web Trak went live in November 2019 and is an internet based tool which allows residents the opportunity to search aircraft activity in their area
- The easy to use system allows both historical and near real time searches for aircraft tracks
- The following information is available;
 - Aircraft height and type
 - Noise levels
 - Airline operator
- <https://webtrak.emsbk.com/ncl4>

Summary

- Following SID implementation there has been an increase in noise complaints from a cluster of villages to the west of the Airport
- Whilst aircraft are more concentrated due to the establishment of PRNAV procedures, it must be stated that the SID mirrors a well established Noise Preferential Route (NPR)
- Engagement and on going communication will continue with a commitment to periodically review departure routes
- No increase in complaints relating to the easterly SID