

London Stansted Noise Complaints Analysis Report 2016

Introduction

The purpose of this report is to provide statistics relating to noise complaints received by London Stansted Airport for the period January to December 2016.

Number of Contacts and Complaints

During 2016 the Flight Evaluation Unit handled 2024 contacts, reporting on 4184 individual enquiries, substantially higher than the number received in 2015, (which was 764). From this figure, 4170 were complaints and 14 were enquiries relating to provision of information, particularly requesting information on property that may be affected by operations at Stansted.

Contact Methods

Stansted Airport can be contacted by Phone, Email, Web Client and Letter. Stansted Airport responds to all complaints and other enquiries.

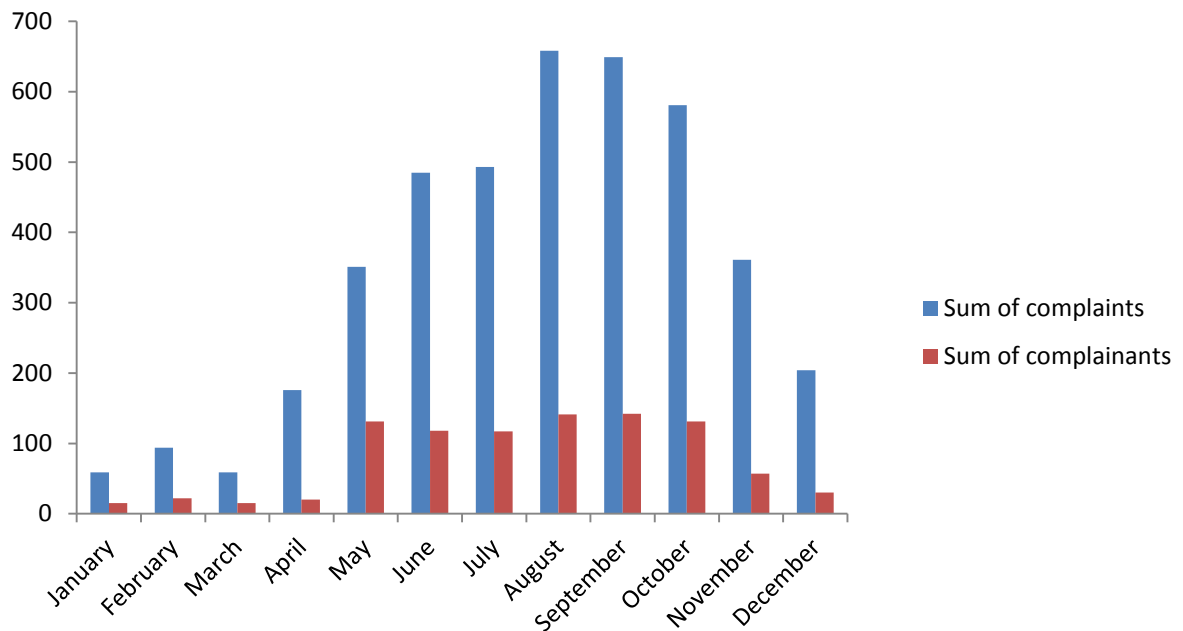
A summary of the contact methods used is detailed below

Contact Method	No of Contacts	% 2016
Letter	5	0.2
Email	1818	89.8
Phone/Answerphone ¹	63	3.1
Web	138	6.9

Of the 4170 complaints received during 2016, in line with previous years, the busier summer period saw a clear rise in the number of complaints.

¹ The answerphone was temporarily unavailable for a period due to technical reasons.

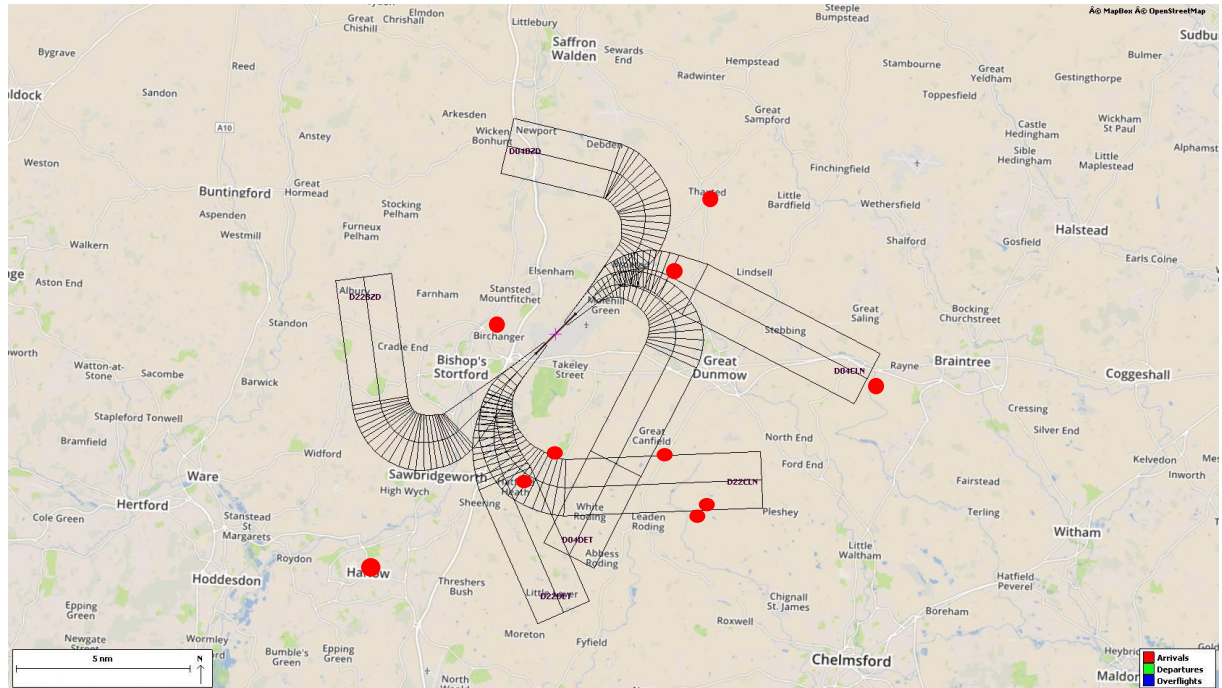
The graph below compares the number of complaints by month to the number of complainants by month.



The highest numbers of complaints in 2016 were received in August, September and October. The pattern of complaint numbers mirrors that of previous years with the summer season prompting a significant rise. When compared against last year, complaints increased significantly as a result of the implementation of NATS LAMP phase 1a which moved daytime departures from the Detling departure route onto the Clacton departure routes.

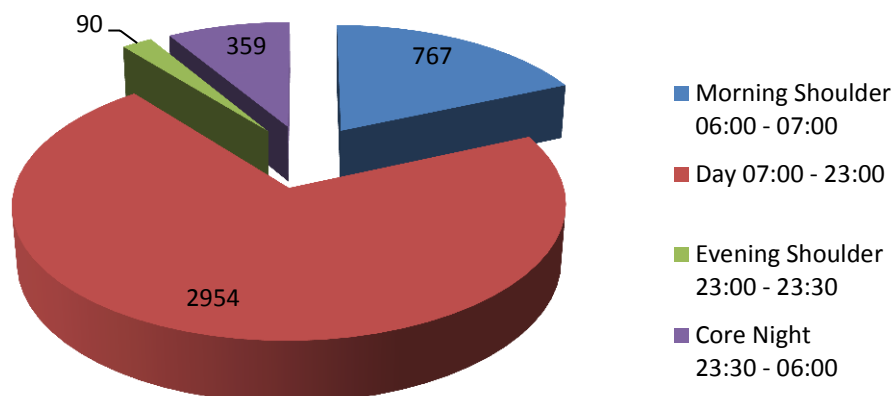
During 2016, a total of 4170 complaints were received from 670 people. Within these complaint totals, 2468 complaints (59%) were received from 10 people.

The locations of the top 10 complainants in 2016 are shown on the map below.



Complaints by Time Period

The following charts show the numbers of complaints received relating to aircraft operations during specified time periods namely Day, Core Night and the 2 shoulder periods.



		Complaints Received per Year					
		2011	2012	2013	2014	2015	2016
Morning Shoulder	06:00 - 07:00	77	48	115	112	67	767
Day	07:00 - 23:00	577	520	623	708	436	2954
Evening Shoulder	23:00 - 23:30	41	29	31	28	76	90
Core Night	23:30 - 06:00	186	145	138	174	168	359
Total Complaints		881	742	907	1022	747	4170

Location of complaints for the Morning Shoulder period (06:00-07:00)

