

LONDON BOROUGH OF RICHMOND UPON THAMES AIRCRAFT NOISE COMPLAINT LINE

Table 1: Complaints by Category

Quarterly Report for the Period from 1-7-02 to 30-9-02

Complaints about fixed wing aircraft and Concorde.

COMPLAINT TYPE	NUMBER OF COMPLAINTS	PERCENTAGE OF COMPLAINTS
Taking off - General	61	5%
Arrivals -General	39	3%
Arrivals ILS	206	18%
Track Keeping	1	0%
Alternation	10	1%
Under NPR	0	0%
Morning general 4.30am - 7.00am	0	0%
Night - general 23.00pm - 4.29am	0	0%
Day frequent 7.00am - 7.30pm	66	6%
Evening frequent 7.30pm - 11.00pm	44	4%
Night frequent (incl. morning) 11.00pm - 7.00am	45	4%
Particularly noisy	279	25%
Low flying	110	10%
Increased flights	39	3%
Could not get to sleep	32	3%
Woken up	36	3%
Cannot get back to sleep	26	2%
Easterlies	41	4%
Westerlies	8	1%
Garden noise	22	2%
Communication breaks	31	3%
Stress/Car alarm	11	1%
TV/radio interference	14	1%
General noise	1	0%
Ground noise	0	0%
Other noise	0	0%
Vibration (no damage)	6	1%
Damage	1	0%
Insulation request	4	0%
Property blight	0	0%
Pollution	1	0%
Safety	0	0%
Policy DoT	0	0%
Cranford - contravention of	0	0%
Cranford - existence of	0	0%
Westerly preference	0	0%
Cross runway	0	0%
Other	0	0%

Total number of complaints in period: 1134 **Total number of calls in period: 322**

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Table 2: Calls by Area

Complaints about fixed wing aircraft and Concorde.

Area	Number of calls	% of total	Area	Number of calls	% of total
Barnes	236	73.3%	East Sheen	1	0.3%
East Twickenham	11	3.4%	Ham	3	0.9%
Hampton	11	3.4%	Kew	5	1.6%
Mortlake	2	0.6%	Richmond	13	4.0%
Teddington	4	1.2%	Twickenham	34	10.6%
Unknown	2	0.6%			

Note that each call can give rise to more than one complaint.

Table 3: Calls by Time of Day

Complaints about fixed wing aircraft and Concorde.

Time beginning:	00.00	01.00	02.00	03.00	04.00	05.00	06.00	07.00
Time ending:	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00
No. of complaints:	14	8	6	0	5	9	18	9
Time beginning:	08.00	09.00	10.00	11.00	12.00	13.00	14.00	15.00
Time ending:	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00
No. of complaints:	5	6	8	18	18	20	23	22
Time beginning:	16.00	17.00	18.00	19.00	20.00	21.00	22.00	23.00
Time ending:	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00
No. of complaints:	21	34	14	4	8	25	9	18

Note that a caller making a complaint may not specify a time. Any such calls will not be counted in the above table.

Table 4: Calls by Aircraft Type

Complaints about fixed wing aircraft and Concorde.

Fixed wing: 270 Concorde: 53 Helicopters: 50