

HACC COMPLAINTS BY BOROUGH**Quarter 2 - April - June**

Complainants	2002	2001
Hounslow	111	64
Richmond Upon Thames	91	102
Hillingdon	42	16
Ealing	31	31
Windsor and Maidenhead	25	53
Spelthorne	23	30
South Bucks	12	15
Slough	7	6
Runnymede	5	10

Contacts	2002	2001
Hounslow	145	138
Richmond Upon Thames	127	150
Hillingdon	96	28
Spelthorne	55	66
Ealing	37	46
Windsor and Maidenhead	29	86
South Bucks	24	19
Slough	6	6
Runnymede	15	15

Events	2002	2001
Richmond Upon Thames	261	244
Hounslow	224	341
Hillingdon	120	40
Spelthorne	71	69
Ealing	39	70
South Bucks	32	26
Windsor and Maidenhead	29	109
Slough	16	6
Runnymede	7	18

Aircraft Noise Complaints Report

Note: Figures for this report are based on the date of the reported incident, not the date the call was received

Aircraft Movements

Period	01/04/2002 - 30/06/2002	01/04/2001 - 30/06/2001
Departures	58774	59076
Arrivals	58754	59036
Movements	117528	118112

Note: Aircraft movement figures are from National Air Traffic Services Movement Statistics

Analysis of Complaint

Period	01/04/2002 - 30/06/2002	01/04/2001 - 30/06/2001
Number of Complainants	463	460
Number of Contacts	770	789
Number of Events	1100	1345
Events relating to aircraft departures	368	352
Events relating to aircraft arrivals	616	820
Events relating to ground noise	6	8
Events relating to other complaint types	110	165
Events as a % of aircraft movements	0.94%	1.14%

Subject of Complaints Received

HAL's figures 01/04/2001 - 30/06/2001	Events per Subject	Contacts per Subject	Complainants per Subject
Track Keeping	52	39	33
Under NPR	5	5	4
Take-off General	5	5	5
Arrivals - General	3	3	3
Arrivals - ILS	1	1	1
Arrivals - Path	1	1	1
Arrivals - Stack	0	0	0
Alternation	59	52	43
Too Loud	1081	565	330
Night - General	60	51	45
Early Morning	543	179	91
Easterlies	46	43	27
Westerlies	2	2	2
Cranford-Contravention Of	0	0	0
Cranford-Existence Of	3	3	3
West Preference	1	1	1
Cross Runway	0	0	0
Low Flying	227	123	81
Increased Flights	128	105	93
Concorde	0	0	0
Sonic Boom	0	0	0
Go-round	0	0	0
Ground Noise	8	7	7
Policy - DoT	0	0	0
ILS Check	0	0	0
General Noise	156	124	105
Other Noise	0	0	0
Vortex	2	2	2
Pollution	4	4	4
Safety	4	4	4
Insulation Request	21	21	21
Other Damage	2	2	2
Property Blight	0	0	0
Other	3	3	3

Subject of Complaints Received

HAL's figures 01/04/2002 - 30/06/2002	Events per Subject	Contacts per Subject	Complainants per Subject
Track Keeping	81	62	40
Under NPR	9	9	6
Take-off General	42	37	25
Arrivals - General	18	17	15
Arrivals - ILS	14	4	4
Arrivals - Path	1	1	1
Arrivals - Stack	2	2	1
Alternation	48	30	22
Too Loud	832	574	354
Night - General	178	128	89
Early Morning	379	213	134
Easterlies	34	30	19
Westerlies	2	2	2
Cranford-Contravention Of	49	35	16
Cranford-Existence Of	4	4	3
West Preference	0	0	0
Cross Runway	1	1	1
Low Flying	251	200	150
Increased Flights	334	254	186
Concorde	95	81	69
Sonic Boom	0	0	0
Go-round	3	2	1
Ground Noise	6	5	4
Policy - DoT	12	12	10
ILS Check	0	0	0
General Noise	372	290	209
Other Noise	6	4	4
Vortex	4	4	4
Pollution	5	5	4
Safety	7	7	4
Insulation Request	28	27	24
Other Damage	7	7	7
Property Blight	5	5	5
Other	8	6	6