



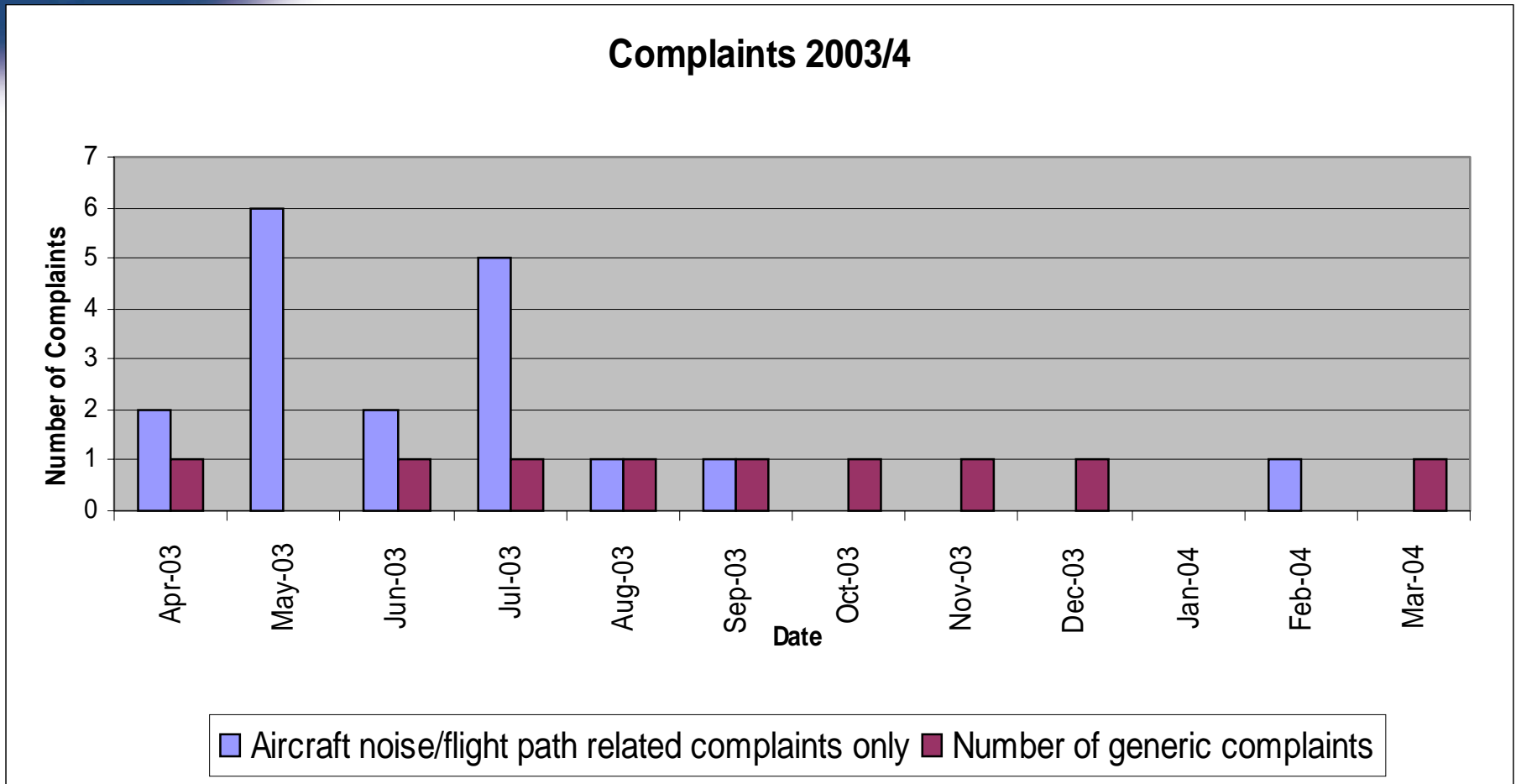
London City Airport Complaints 2002 - 2004

Rob Grafton
Environment & Planning Manager

Consultative Committee Meeting 6 July 2004



Complaints 2003/4



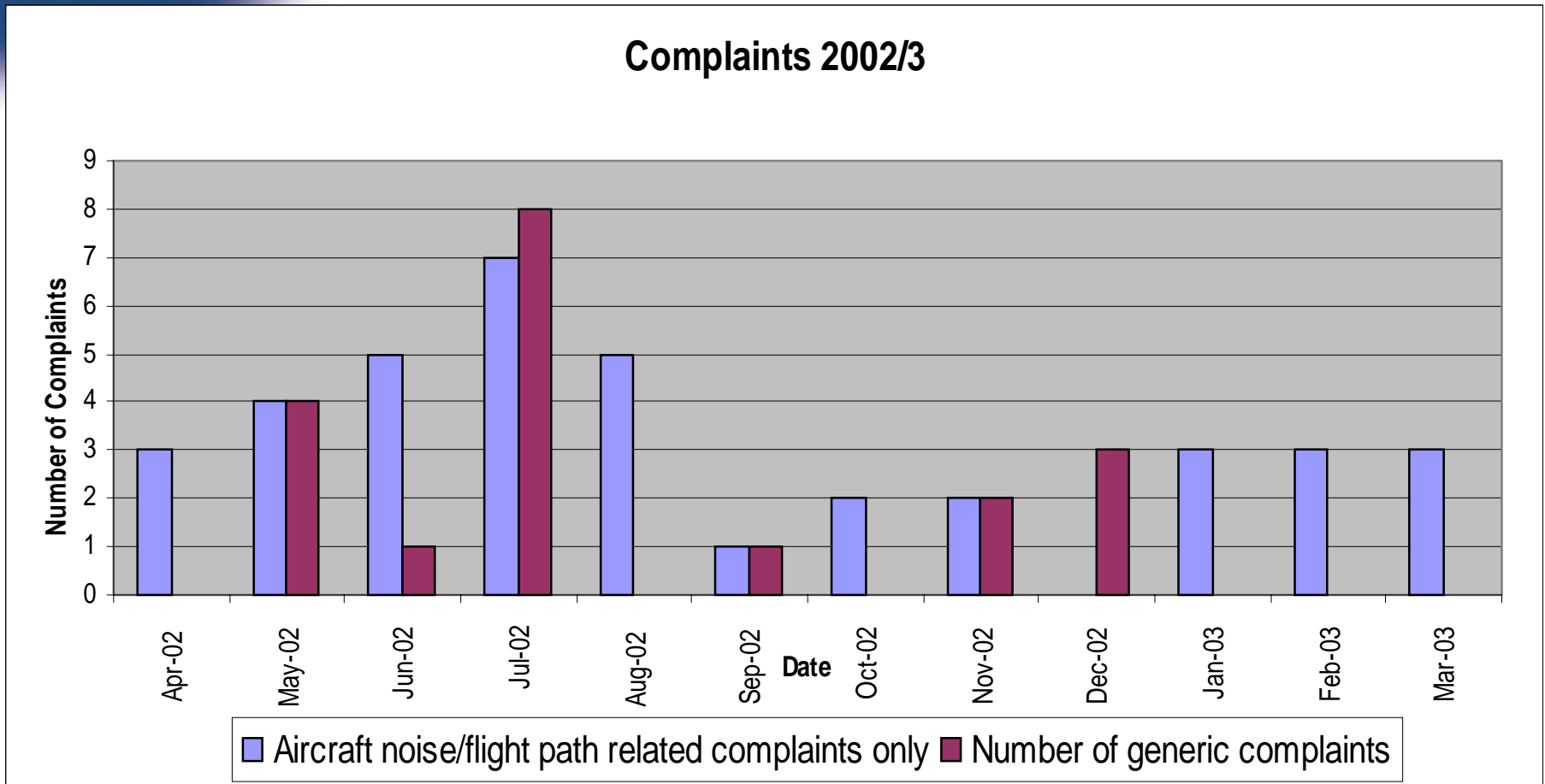


Breakdown of generic complaints 2003/4

Total of 29 Complaints

- Of 11 non aircraft noise related complaints up to March 2004
 - 3 Related to AMEC construction/vehicle noise (Not LCY)
 - 2 Related to alleged TV signal interference
 - 1 Related to alleged jet blast
 - 1 Related to light pollution
 - 1 Related to noise from air conditioning units (on airport)
 - 1 Related to alleged oily deposits
 - 2 Related to helicopter noise (Not LCY)

Complaints 2002/3





Breakdown of generic complaints 2002/3

Total of 56 Complaints

- Of the 38 aircraft noise related complaints up to end March 2003:
 - 22 complaints came from the same 2 complainants
- Of the 18 non aircraft noise related complaints up to end of March 2003:
 - 17 Related to either RRP or OIP works
 - 1 Related to alleged airport odour



Complaints 2002/4

Aircraft Noise/ Flight path Related Complaints

2002/3 (Based on 56,000 annual ATMs)

1 Aircraft noise related complaint for every 1500 flights

2003/4 (Based on 56,000 annual ATMs)

1 Aircraft noise related complaint for every 3000 flights



Complaints

Comparison with Other UK airports

Heathrow Airport 2003 – 5283 complaints

Stansted Airport – Complaints rose from
5593 to 17,293 in 2002/3!