

A composite image featuring a runway in the foreground, a city skyline in the middle ground, and a large commercial airplane flying directly towards the viewer in the sky. The sky is filled with dramatic, white clouds and a bright sun in the upper right corner, creating a lens flare effect. The overall color palette is dominated by blues and whites, giving it a clean, professional appearance.

NOISE COMPLAINTS ANALYSIS REPORT 2020

COMPLAINTS OVERVIEW

- During 2020, the noise complaints team handled 1,653 contacts that were made by 413 individuals. These contacts registered a total of 5,272 complaints and 3 other enquiries.
- We saw a significant decrease in complaints made in 2020, compared to the 15,389 complaints that were made by 370 individuals in 2019.
- Although there was an overall increase of 43 individuals in 2020 compared to 2019.

CONTACT METHODS

Stansted Airport can be contacted by phone, email, web form (direct from our WebTrak system) and letter. The vast majority of contacts (over 85%) were made by email. We had no complaints made via letter in 2020, and the number of complaints made via our answerphone decreased this year, from 7% in 2019 to only 5% in 2020. The number of complaints received using the form available on our website which is linked to our self service investigation tool, WebTrak, remained broadly the same as a percentage of the total.

2020

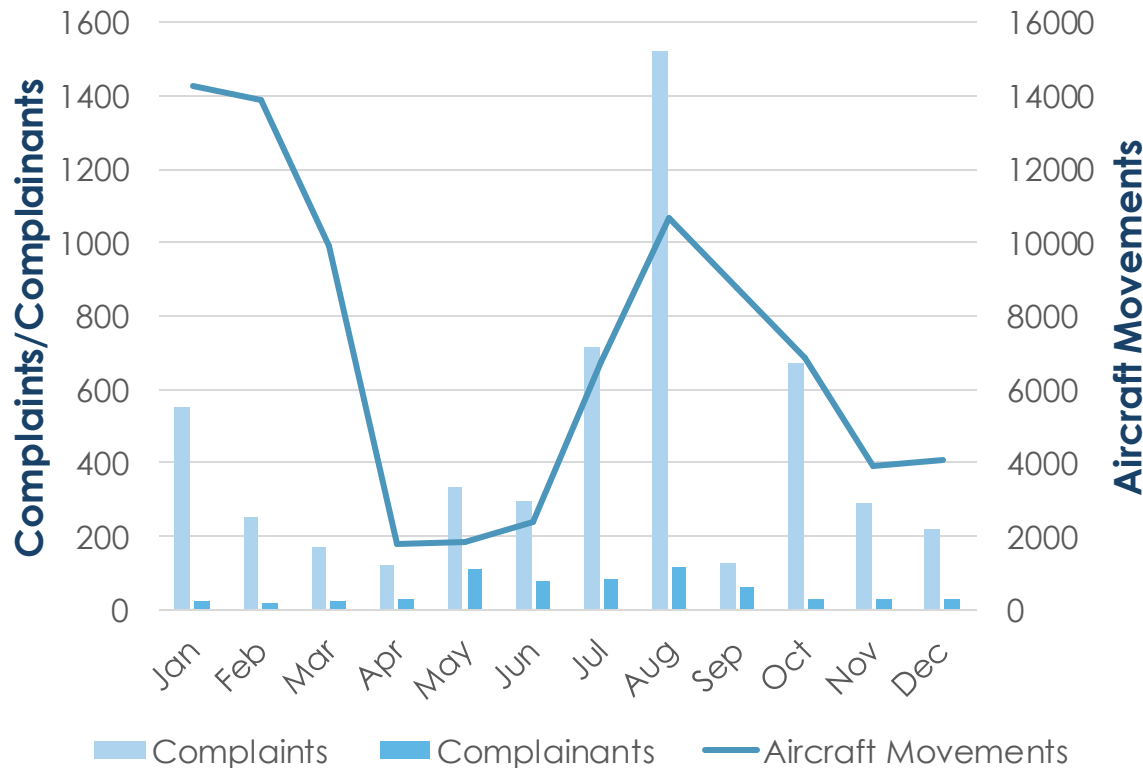
Contact method	No. of contacts	%
Email	1425	86
Web form	150	9
Answerphone	78	5
Letter	0	0

2019

Contact method	No. of contacts	%
Email	1504	83
Web form	165	9
Answerphone	131	7
Letter	3	<1
Other	2	<1

COMPLAINTS BY MONTH

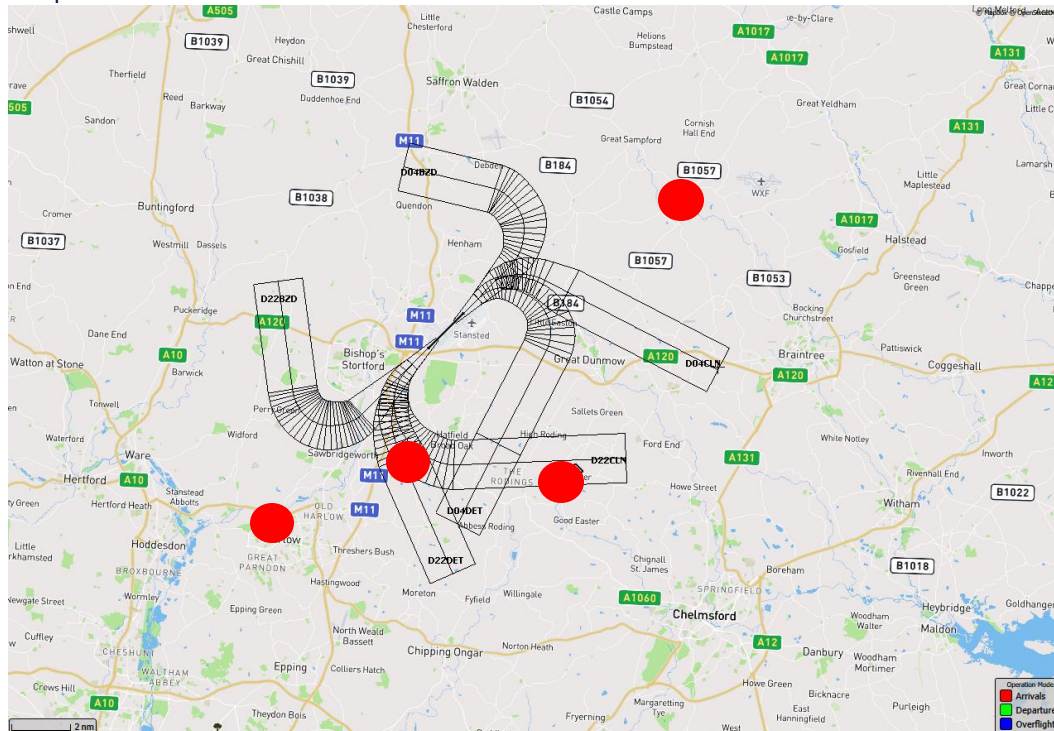
- The graph below compares the number of complaints by month to the number of individuals registering those complaints. August saw the highest numbers of individuals submitting complaints which follows the pattern we would usually expect with a busy summer season. We saw a slight increase in operations during late summer, with August being the busiest month, but not anywhere near the traditional busy summer pattern of aircraft movements.



Month	Complaints	Complainers
Jan	552	25
Feb	252	16
Mar	168	22
Apr	123	26
May	336	108
Jun	295	80
Jul	714	82
Aug	1522	117
Sep	129	59
Oct	674	31
Nov	289	28
Dec	218	28

FREQUENT COMPLAINANTS

- 81% of complaints came from 10 individuals, with 4 of these registering more than 30 complaints in any calendar month
- The most frequent complainant in 2020 accounted for 60% of all complaints received. This figure has decreased from last year (80% of total complaints in 2019).
- Two of the highest complainers are located directly under the Clacton 22 departure route. One is in close proximity to the runway 22 arrivals, and one is concerned about arrivals over Harlow. All 4 individuals are long standing complainants and have had detailed discussions with various members of staff to fully explore their concerns.



Month	Multiple Complainants
Jan	2
Feb	1
Mar	1
Apr	1
May	2
Jun	1
Jul	4
Aug	1
Sep	0
Oct	1
Nov	1
Dec	1

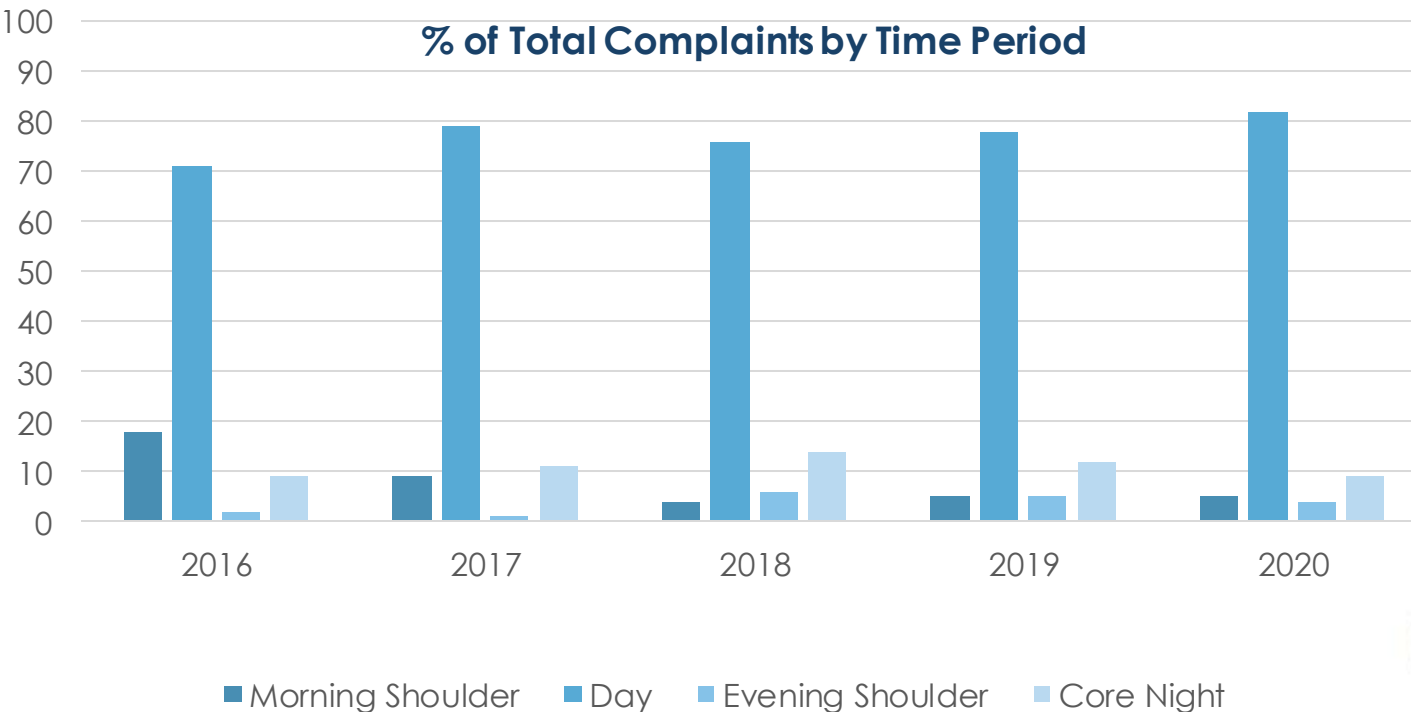
This map shows the location of our 4 multiple complainants

COMPLAINTS BY TIME PERIOD

In line with previous years, the majority of complaints related to operations during the day time.

		2016	2017	2018	2019	2020
Morning shoulder	06:00 - 07:00	767	745	596	728	255
Day	07:00 - 23:00	2954	6600	11139	12041	4321
Evening shoulder	23:00 - 23:30	90	87	921	730	219
Core night	23:30 - 06:00	359	963	2010	1890	477
Total complaints		4170	8395	14666	15389	5272

% of Total Complaints by Time Period

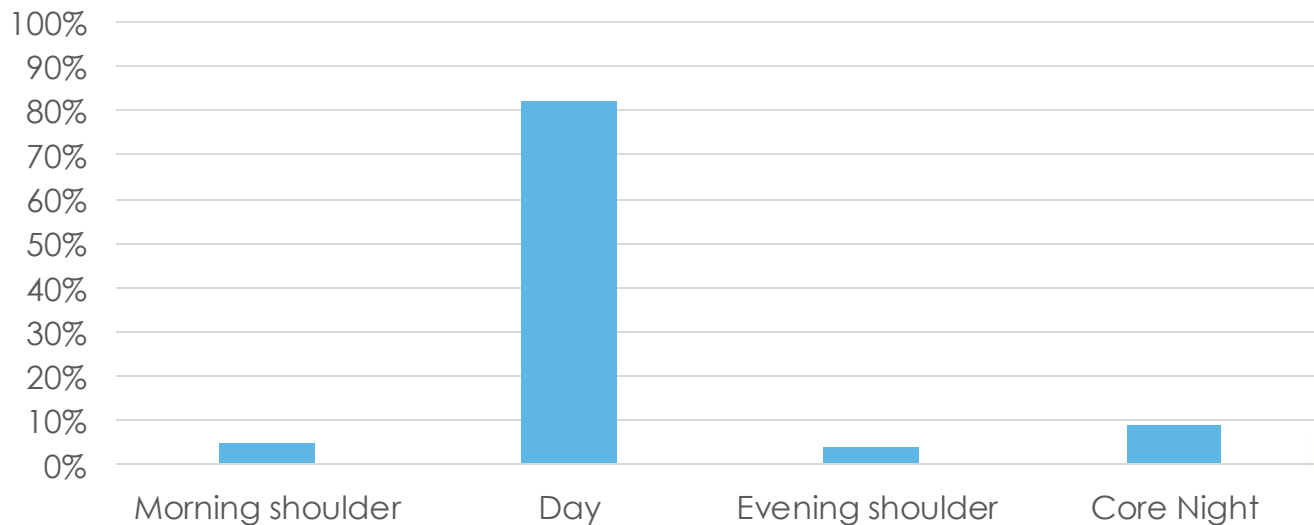


COMPLAINTS BY TIME PERIOD

The table below shows the number of complaints by time period during 2020. This data shows most complaints being about day time operations.

Time Period		Complaints	% of Complaints
Morning shoulder	06:00 - 07:00	255	5%
Day	07:00 - 23:00	4321	82%
Evening shoulder	23:00 - 23:30	219	4%
Core Night	23:30 - 06:00	477	9%

Complaints by time period (%)

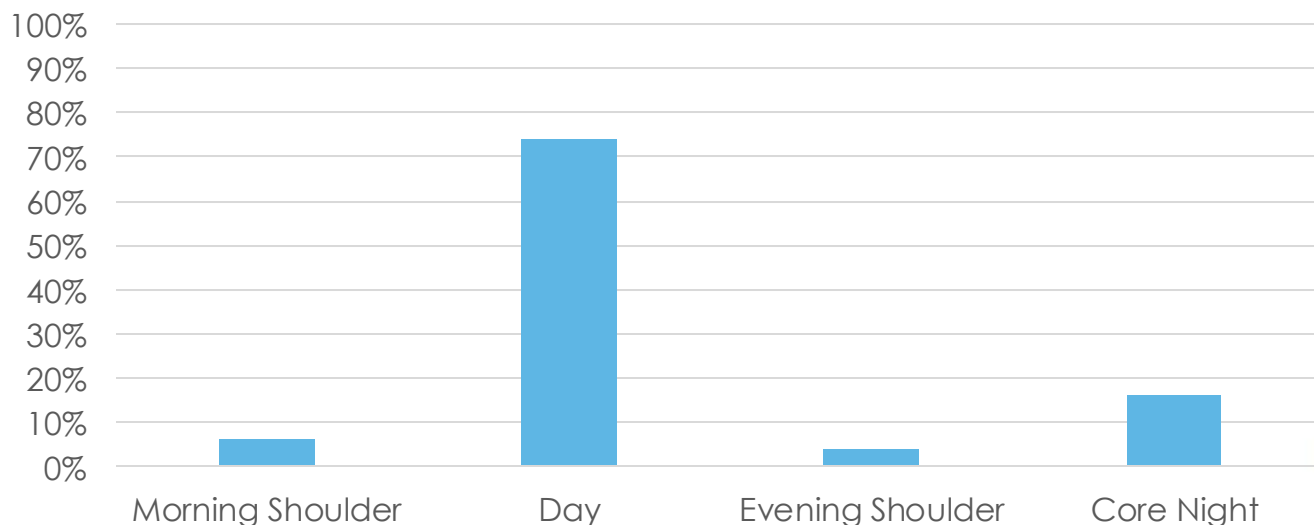


COMPLAINTS BY TIME PERIOD – MINUS MULTIPLES

The table below shows the number of complaints by time period during 2020, with all complaints from the 4 multiple complainers removed. When we look at the data from 2020 with the top 4 complainers removed, the data follows a very similar pattern to what is shown when they are included, with the overwhelming majority of complaints being during the day. The proportion of complaints relating to core night operations also remains similar.

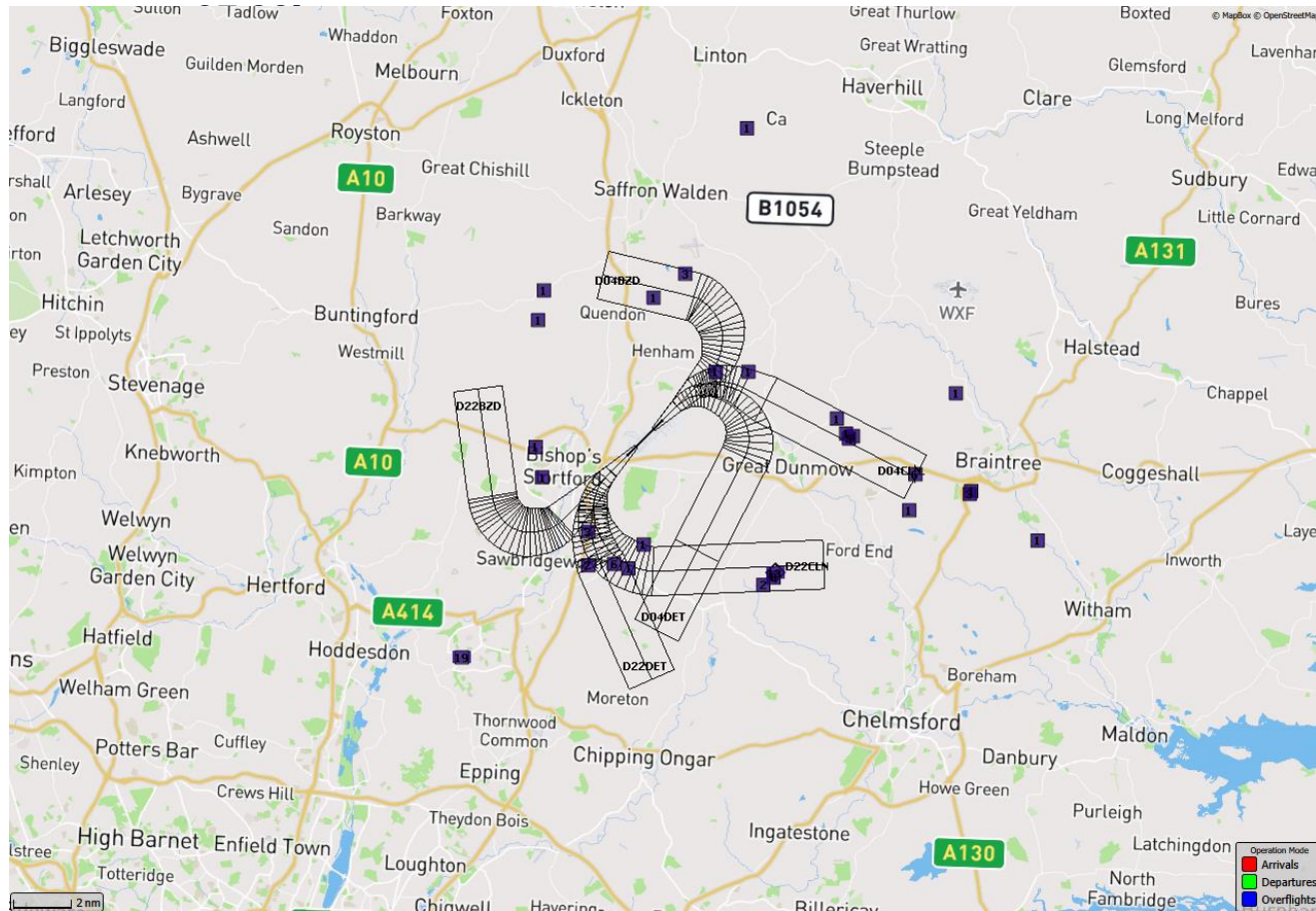
Time Period		Complaints	% of Complaints
Morning shoulder	06:00 - 07:00	87	6%
Day	07:00 - 23:00	1010	74%
Evening shoulder	23:00 - 23:30	56	4%
Core Night	23:30 - 06:00	214	16%

Complaints by time period (%) excluding multiples



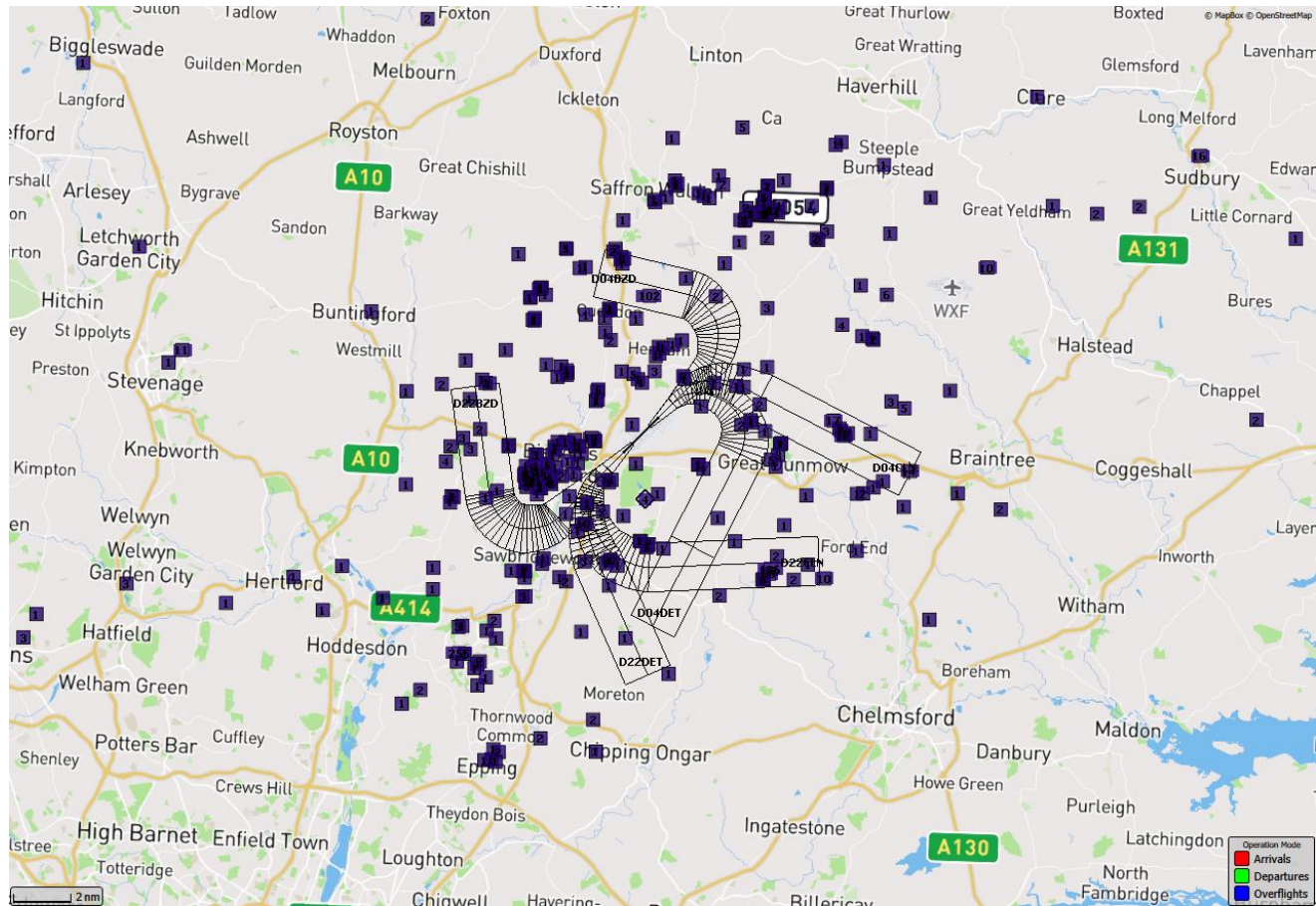
LOCATION OF COMPLAINTS BY TIME PERIOD

Location of morning shoulder complaints (06:00 -



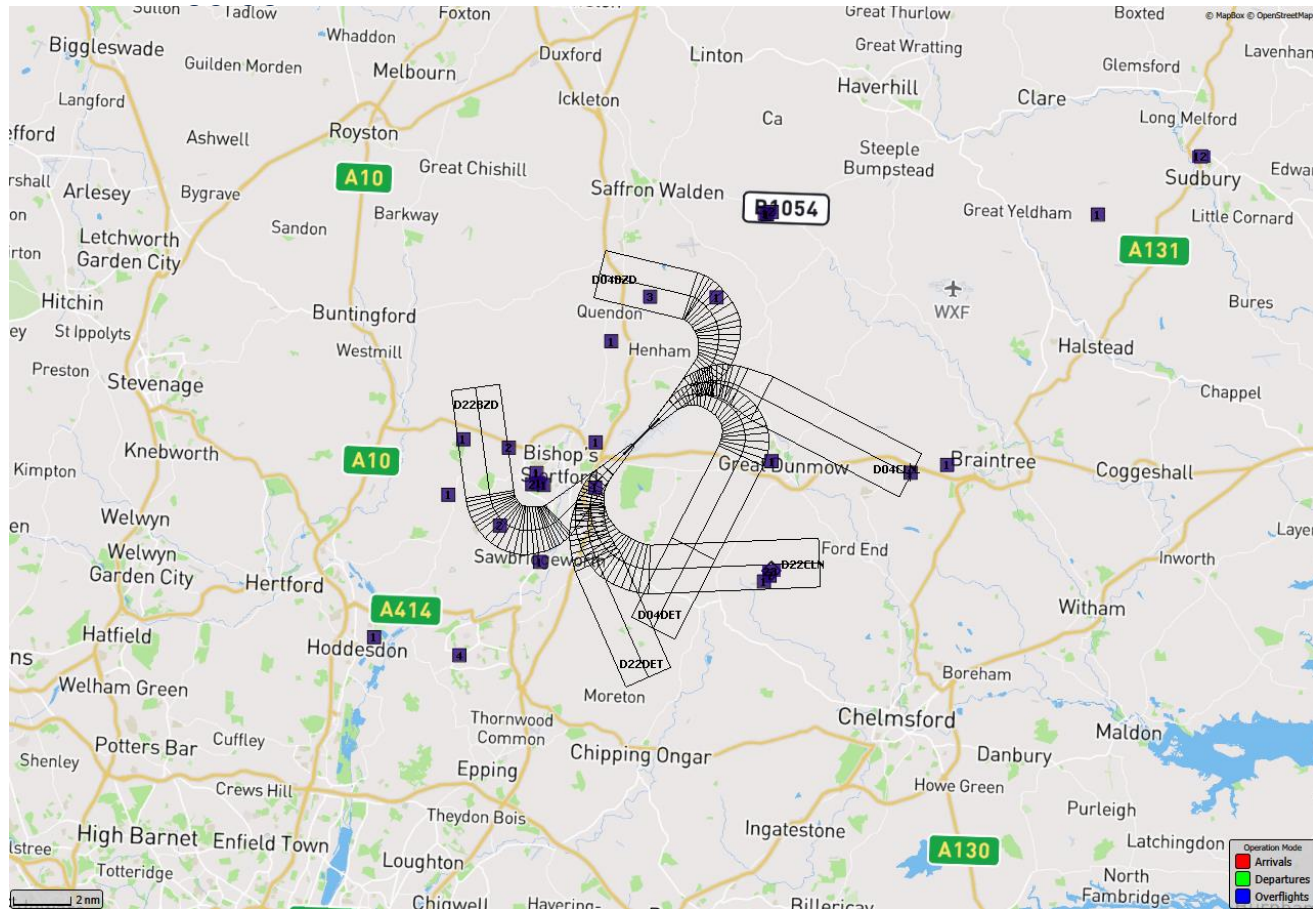
LOCATION OF COMPLAINTS BY TIME PERIOD

Location of day complaints (07:00-23:00)



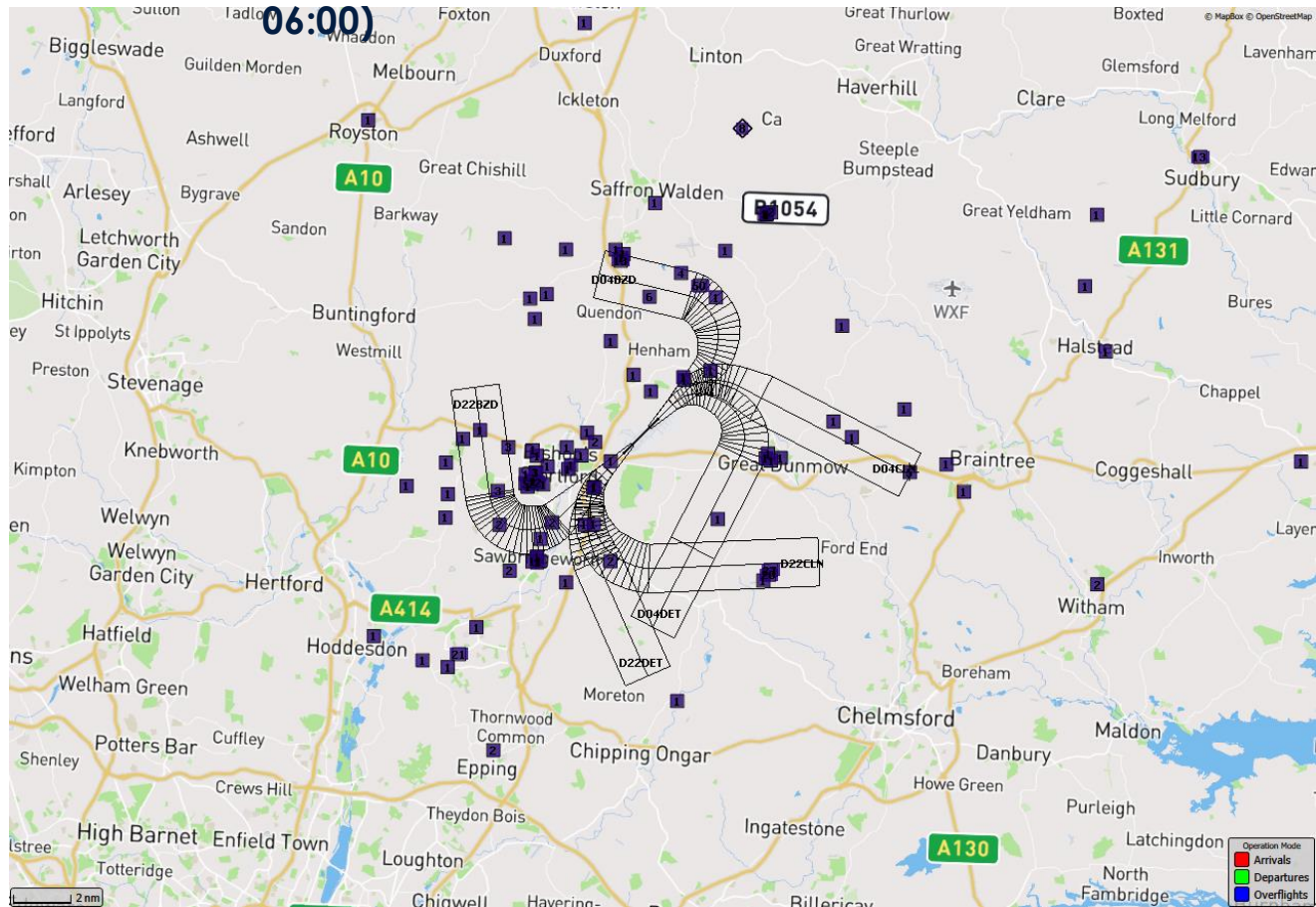
LOCATION OF COMPLAINTS BY TIME PERIOD

Location of evening shoulder complaints (23:00-



LOCATION OF COMPLAINTS BY TIME PERIOD

Location of core night complaints (23:00-

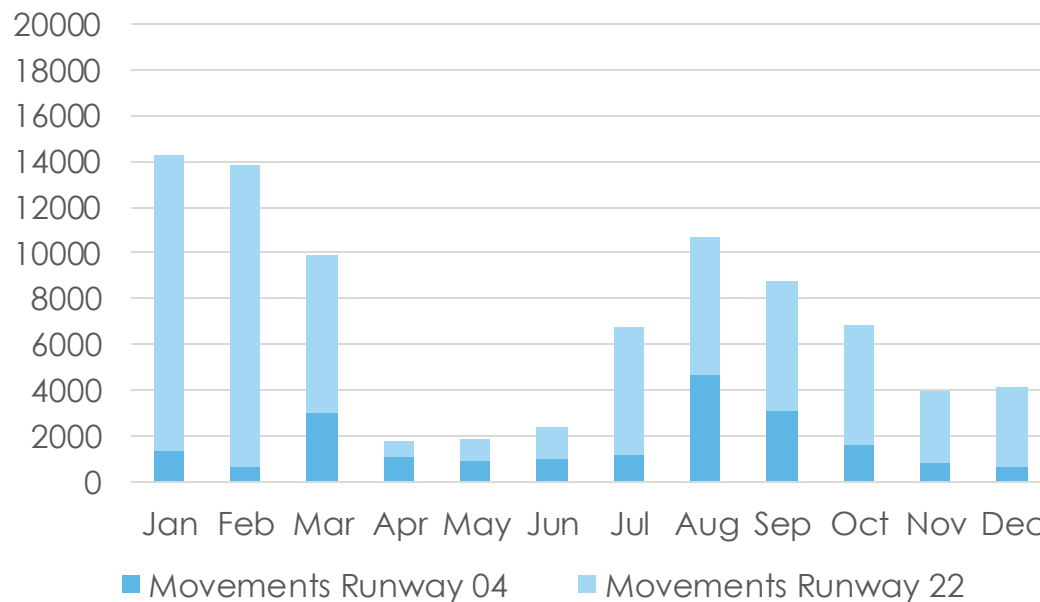


RUNWAY USAGE

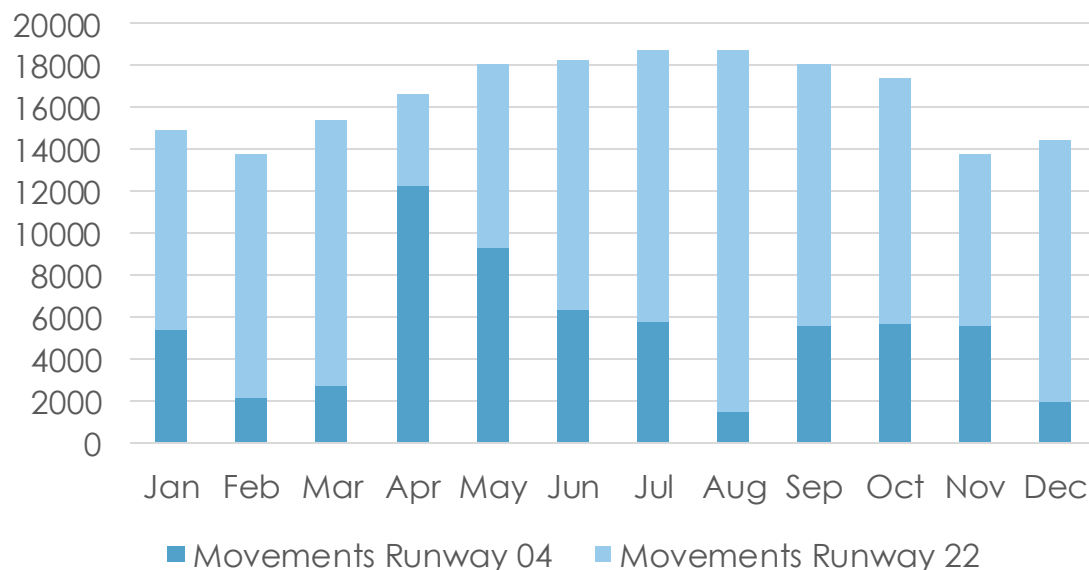
Overall runway 22 was in use 77% of the time which is higher than average. As we would expect, most months saw a higher level of runway 22 operations compared to runway 04 operations.

You are also able to see the dip in runway usage where the air traffic movements decreased as a result of COVID-19.

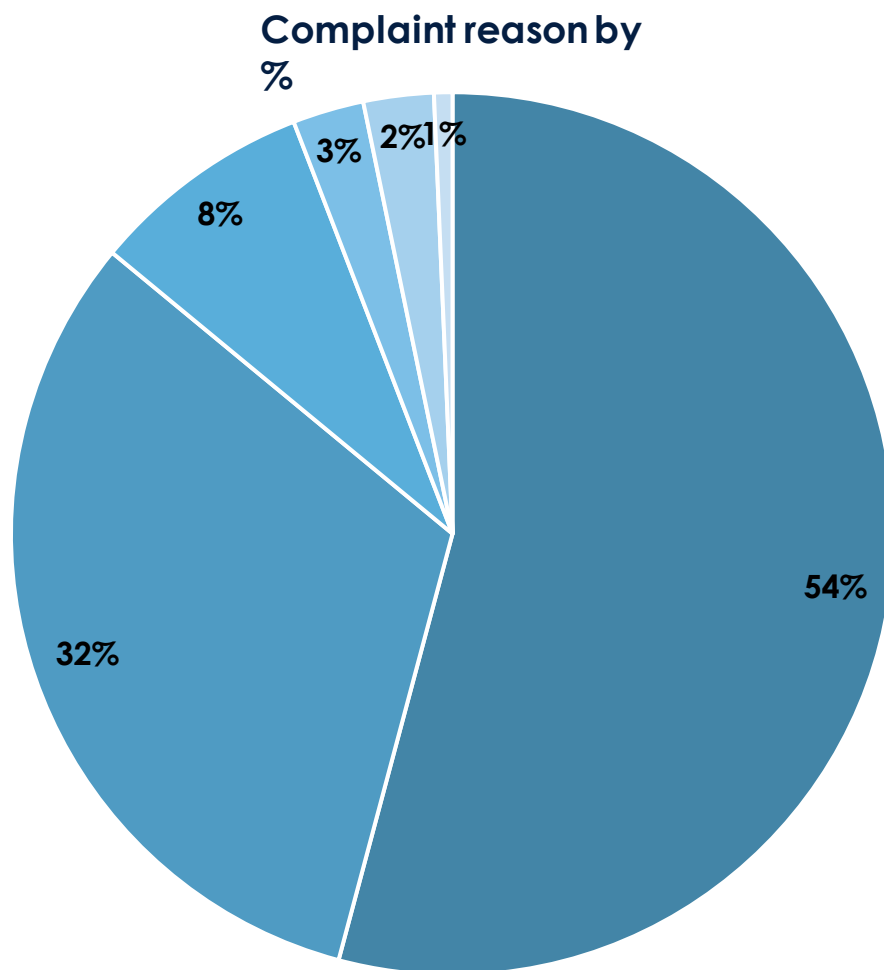
Runway usage 2020



Runway usage 2019



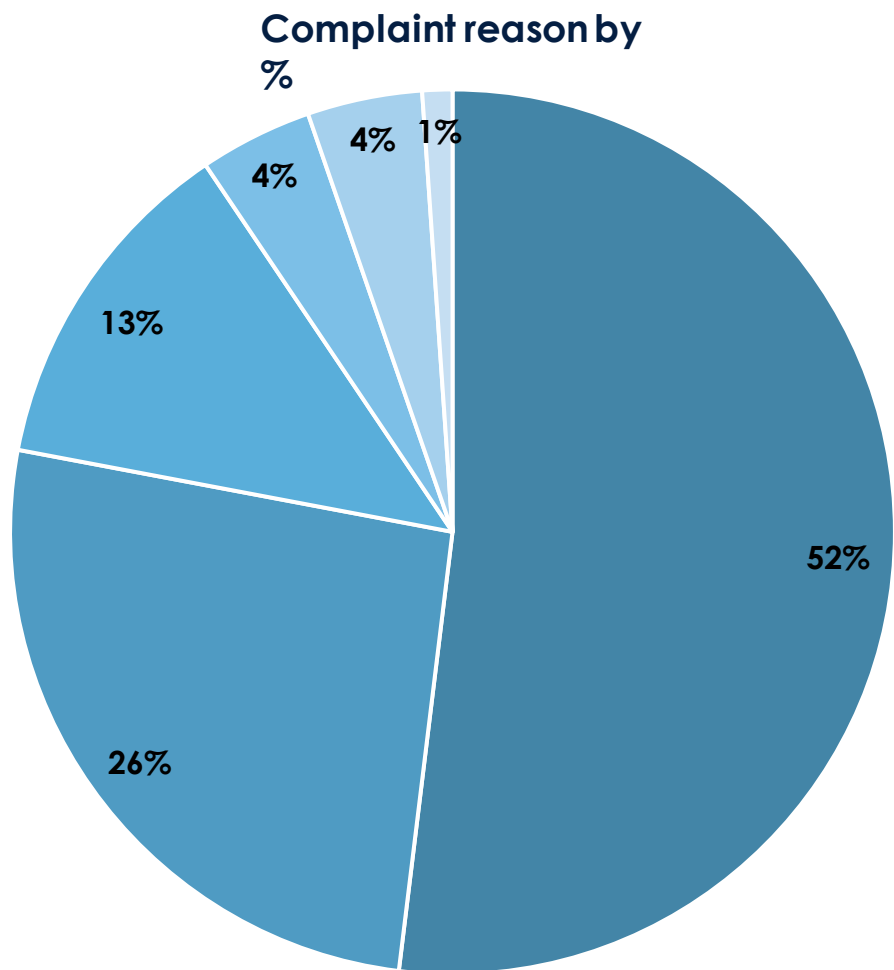
NATURE OF COMPLAINTS



The chart shows the areas of concern that have generated more than ten complaints. In line with previous years, the most common reason given for complaint is general noise levels which accounts for over half of complaints. Just behind, low flying aircraft are the second most complained about, accounting for 32% of complaints.

■ Too Loud ■ Low Flying ■ Track Keeping ■ Night Flights ■ Increased Flights ■ Helicopters

NATURE OF COMPLAINTS – MINUS MULTIPLES



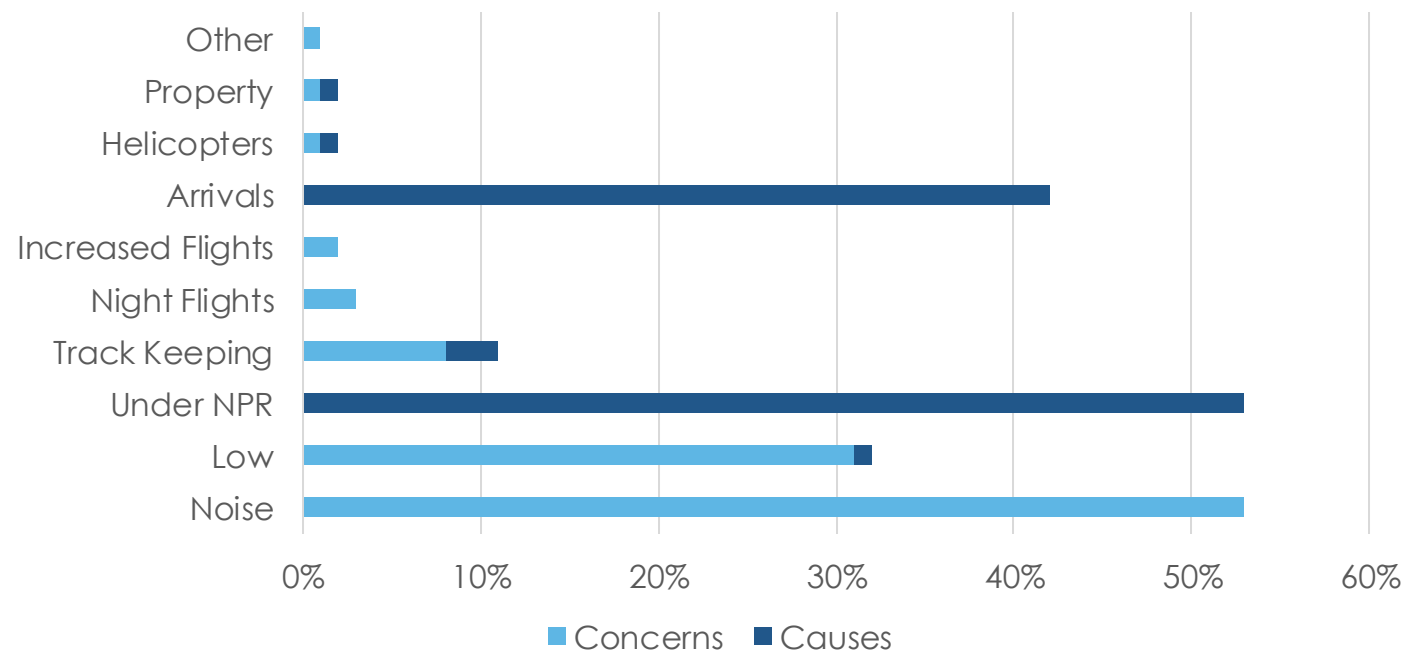
The chart shows the areas of concern that have generated more than ten complaints, without multiple complaints. The results are fairly similar.

■ Too Loud ■ Low Flying ■ Track Keeping ■ Night Flights ■ Increased Flights ■ Helicopters

DETERMINED CAUSES – MINUS MULTIPLES

- In 2020, 53% of complaints submitted were concerned with noise. However, none of these complaints were associated with any recorded noise infringements.
- 8% of complaints submitted were concerned with track-keeping. Out of this 8%, 3% were deemed to be off-track, with the remaining 5% found to have been within track-keeping regulations.
- 31% of complaints submitted were concerned with low-flying aircraft. Out of this 31%, 1% were deemed to be low-flying due to the aircraft performing a go-around, less than 1% were due to being off-track and the remainder were deemed to be valid events.
- 'Other' refers to complaints regarding odour, general health and pollution, all of which were to be deemed within regular operations and adhering to all procedures.

Concerns vs Determined Causes



CORRELATED COMPLAINTS

Where we are able to, complaints are correlated to the specific operation (either a departing or arriving aircraft) that was reported as causing the disturbance. This enables us to show what routes, by runway generate these complaints. The figures below do not include complaints from individuals registering more than 30 complaints in one month.

As seen in previous years runway 22 operations generated more complaints about departing aircraft than runway 04 operations and in particular the 22 Clacton route. This is likely due to the higher usage of runway 22 operations and the 22 Clacton route.

Runway 04 arrivals generated more complaints than runway 22 arrivals. This can be partly attributed to the inability to perform a continuous descent approach on runway 04, due to airspace constraints, which if available would facilitate aircraft being higher for longer during their approach to the airport. This is particularly prevalent around the Harlow, Hertford, Ware and Roydon areas.

Departures	Complaints
04 BZD	58
04 CLN	45
04 DET	11
22 BZD	77
22 CLN	271
22 DET	4

Arrivals	Complaints
04 Arrivals	124
22 Arrivals	83

ORIGIN OF COMPLAINTS

Area	2020	2019
Bishop's Stortford	69	54
Radwinter	27	1
Saffron Walden	19	12
Harlow	17	7
Felsted	12	6
High Easter	11	9
Sawbridgeworth	11	3

The table shows all areas with more than 10 complainants. In line with previous years, the area with the highest number of residents registering complaints was Bishop's Stortford and the number of complainants from this area has increased this year. 25% of those from Bishop's Stortford complained about off track aircraft, the remainder were in relation to normal operations.

There was a significant increase in Radwinter complainants this year. In May, we had a new aircraft delivery direct from the manufacture, and they had requested to conduct a number of training approaches, which was a one off as Stansted had so few other movements. This aircraft breached the DfT track-keeping regulation and was investigated.

For the most part the other areas with higher numbers of complainants are all either under or close to the initial flight paths for departures or the arrival path.

COVID-19



Despite being one of the sectors hardest hit by the pandemic, airports have stayed open and suffered huge losses to support essential air travel such as emergency services, repatriation flights and critical freight operations.

With more people than usual being at home during the day time throughout 2020, individuals may not have known the extent of aircraft noise at their property. Notably, there were far fewer aircraft movements than normal, but this could've still been a shock to some people.



We saw 129 new complainers in 2020, which we believe is a result of more people being at home, either furloughed, self-isolating, or working from home. After being provided with an extensive explanation, most people felt they had received sufficient information about the airport and its operations, and therefore did not feel the need to complain again.

SUMMARY

Noise complaints have decreased this year and the number of individuals making those complaints has risen compared with last year. The trend towards a small number of people submitting large numbers of complaints has continued and this has subsequently prompted the increase in totals. Overall, 81% of complaints came from 10 individuals, with 60% of total complaints from one person.

Areas with the highest amount of complainants remain largely unchanged and the majority of complaints related to normal operations.

There were 290 new complainers in 2020. 219 of them only complained once, 37 complained twice, and 34 complained more than twice.

