DublinAirport

Community Liaison Group

May 14, 2024

1. **Apologies**

2. **Minutes of Meeting of 19 March 2024**

3. **Matters Arising**

4. **Fingal County Council**
   1. Actions from Previous Meeting
   2. Fingal County Council Update
   3. Dublin Airport Planning Applications

5. **Dublin Airport Update**
   1. Noise Complaints and Noise Reporting

6. **Update from Residents**

7. **Chairperson Meetings**

8. **AOB**

Airport Update

No	Issue	daa response
1.	GOR requested further information on Apron 7 traffic measurements in the Infrastructure Application.	Further information issued to GOR 03 May 2024

- Over 2.7 million passengers travelled to and from Dublin Airport in April. The number of passengers travelling through Dublin Airport in April was up 1% on last year.

- Essential maintenance works were scheduled to take place from Monday, May 13 to Thursday, May 16 from 11pm to 5am, inclusive. Due to low visibility procedures (LVP), works could not proceed on Monday, May 13. This will now be deferred to Friday, May 17. All maintenance works are subject to weather conditions. The next scheduled works will take place in July.

- Notification of maintenance works is now published on Webtrak as well as communicated through the normal channels.

- To facilitate extra passenger and aircraft parking demand due to the UEFA Europa League Final, North Runway will be closed at 6pm on Wednesday, May 22 and will reopen at 7am on Thursday May 23. South Runway will be used for take-off and landing whilst the North Runway will be used for aircraft parking. There will be an increase of aircraft movements to facilitate demand, particularly between 2am and 5am on Thursday, May 23. We aim to depart as many aircraft as possible before 3:30am.

- Recently RedC Research conducted a door-to-door survey across areas in Fingal to assess community sentiment and obtain feedback in relation to Dublin Airport operations and activities. Results will be circulated and published in the coming weeks.

- The Community Fund has closed for applications with the Grant Making Panel meeting taking place in early June after which the successful applicants will be contacted. The Community Fund is currently undertaking a review and any changes and updates will be advised at the next CLG meeting.
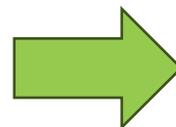
Noise Complaints & Noise Reporting

- **Complaint Handling Policy was updated in 2023 providing details such as:**

- Options for lodging a complaint - telephone, website, Webtrak, post
- Reporting procedures
- How responses will be dealt with and issued

- **System underwent an upgrade in Dec 2023/ Jan 2024 and continues to be reviewed:**

- Registration process to streamline process after an initial submission.
- Telephone voice message with automated transcription.
- New complaint form now suitable for smartphone.

- **A database management system is in place to effectively manage complaints:**

- ANOMS is the world leading software for airport noise monitoring systems, noise reporting, flight tracker technology and complaint management system. Used by 80+ worldwide airports.
- It stores data on aircraft movements, flight tracks, and noise monitors.
- Individual flights can be linked to a complaint in the ANOMS system.

- **As a result of these changes:**

December 2023:
Backlog 33,000 complaints
3,000 voice recordings – inbox full

➡️

May 2024:
500 complaints awaiting response
Voice recording working well

- **Pre-January 2024, all lines on complaint form had to be completed every time a complaint was lodged.**

- **Post-January 2024, once registered, personal details are pre-filled leaving users to complete just the details of their actual complaint**
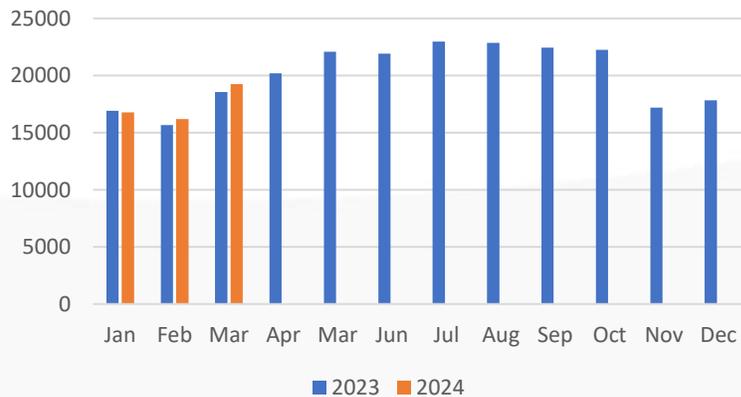
- **Smartphone form**

- 2024 public noise reporting consists of:
  - o Monthly Noise and Operations Reports
  - o Quarterly Noise and Flight Track Monitoring Reports

- Monthly Noise and Operations Report provides data on:
  - o Dublin Airport operations including movements and runway use
  - o Noise Complaints

- Quarterly Noise Monitoring Reports provides data from noise monitoring terminals

- Q1 2024 report currently being reviewed for compliance with Fingal County Council

- Both reports have been reformatted and updated with the aim of:
  - o Responding to community feedback on their need for more information
  - o Providing further data and information relating to monthly airport operations
  - o Providing data in a primarily graphical format to aid understanding of the information
  - o Reducing information provision which communities deem not to be useful in terms of their understanding of the noise situation surrounding Dublin Airport

- Further refinements and updates may be made over the coming months to further improve the data offering to local communities and the wider public

- Feedback from CLG members on how we can further improve these reports is welcome

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Aircraft Movements (Cat ABCD) Mar 2024

Zone		Arrivals		Departures		Total
A	South Runway	from West (RW10R)	2065	to West (RW28L)	675	2740
B		from East (RW28L)	5438	to East (RW10R)	4250	9688
C	North Runway	from West (RW10L)	2097	to West (RW28R)	4747	6844
D		from East (RW28R)	37	to East (RW10L)	0	37
E	Cross Runway	from North (RW16)	1	to North (RW34)	0	1
F		from South (RW34)		to South (RW16)		0
			9638		9672	19310

Monthly Aircraft Movements YTD + 2023

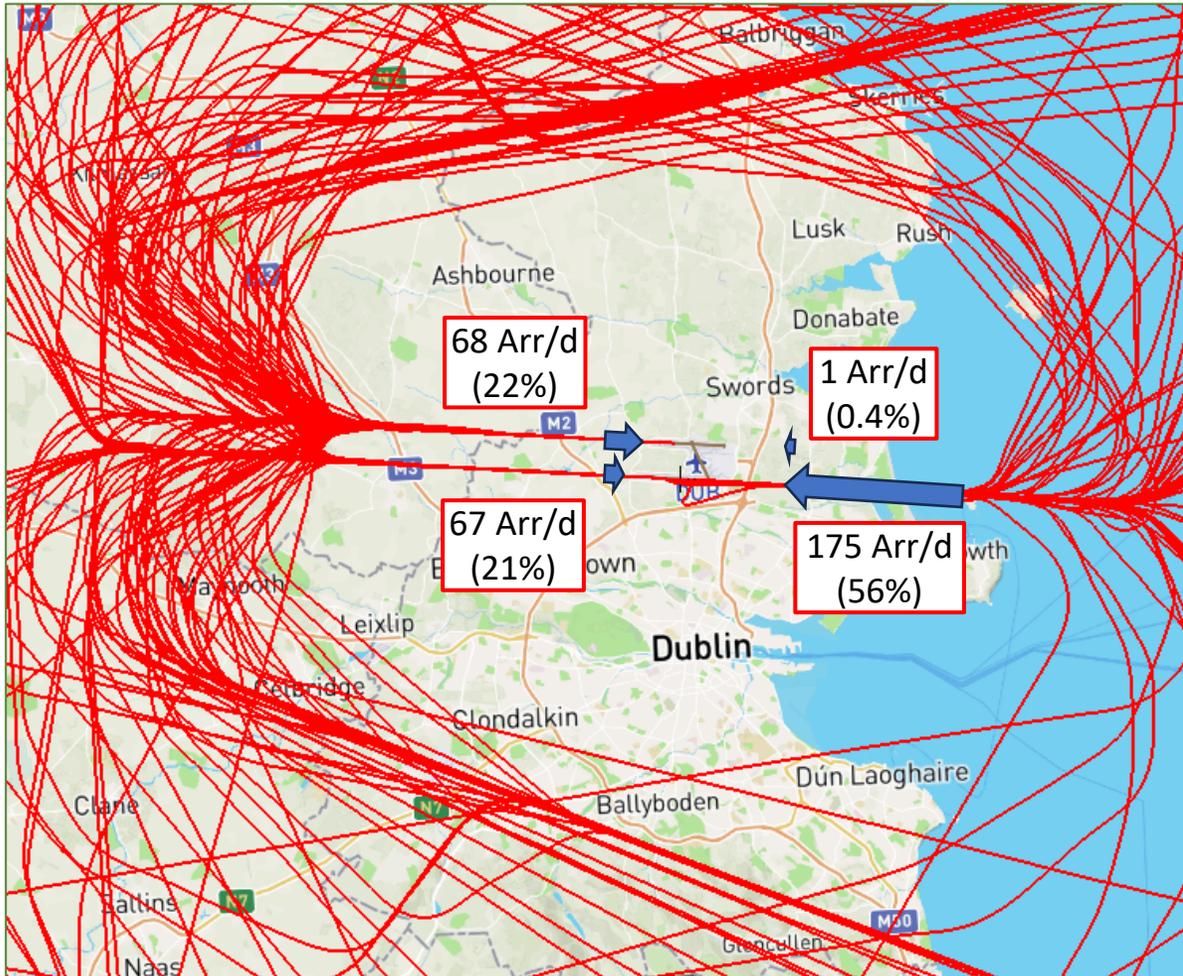■ 2023 ■ 2024

Windrose Dublin Apt March 2024
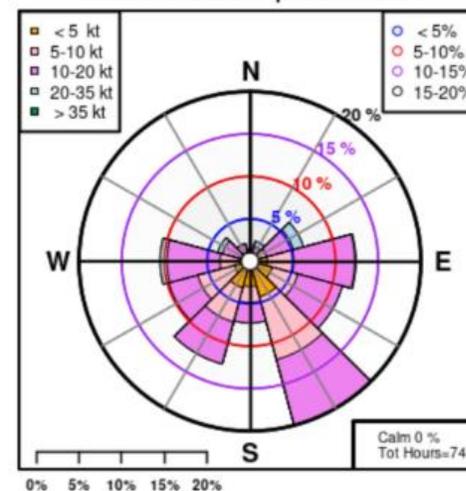
March 2024 Wind Rose:
shows percentage of time in each wind direction.
Table below shows YTD – Westerly and Easterly operations

2024	Jan	Feb	Mar	Apr	May
W	86%	87%	56%		
E	24%	23%	44%		

Note: Data is based on records in the Dublin Airport TARGIT and ANOMS databases

Left map (arrivals):
- 68 Arr/d (22%)
- 1 Arr/d (0.4%)
- 67 Arr/d (21%)
- 175 Arr/d (56%)

Right map (departures):
- 25 Dep/d (9%)
- 23 Dep/d (8%)
- 148 Dep/d (52%)
- 153 Dep/d 49%
- 0.0 Dep/d 0.0%
- 22 Dep/d 7%
- 137 Dep/d 44%
- 7 Dep/d (2%)
- 8 Dep/d (3%)
- 75 Dep/d (26%)

Graphic depicts:
- % arrivals on each main runway March 2024
- Average arrival movements per day on each main runway
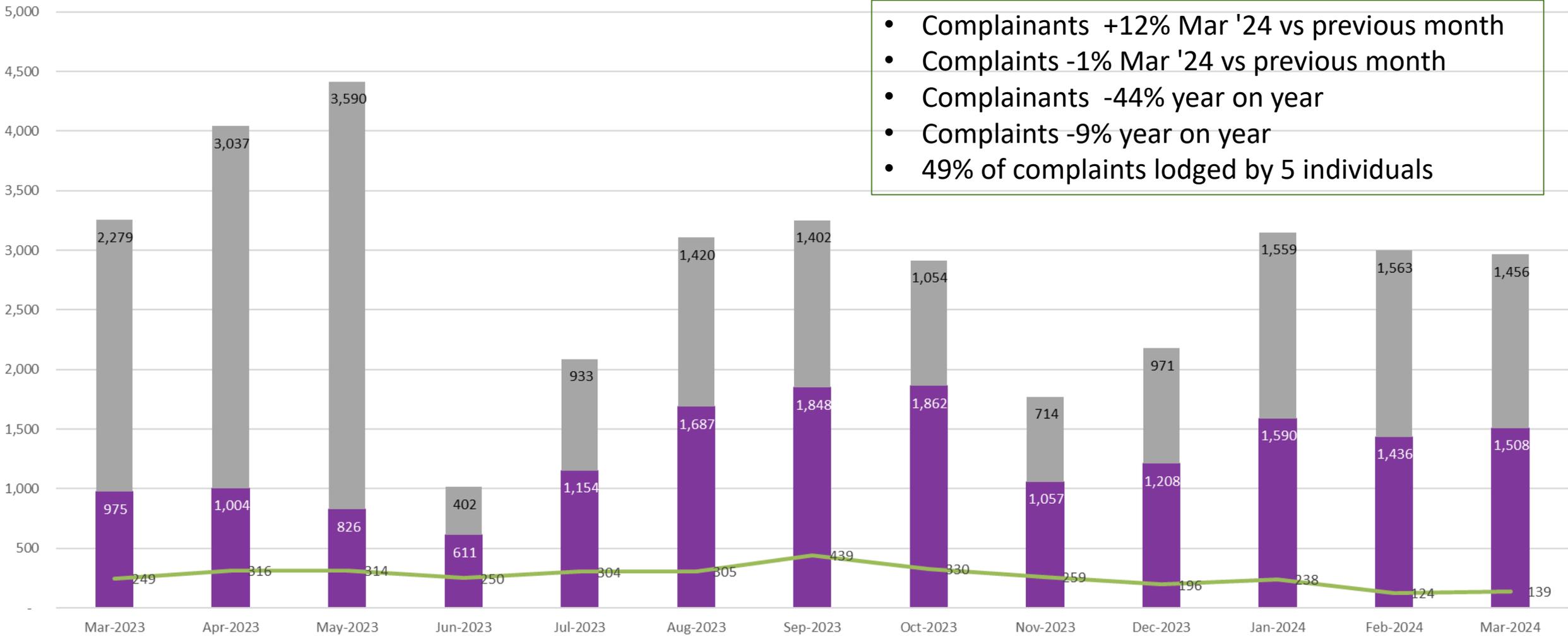- Note: example flight track selection used
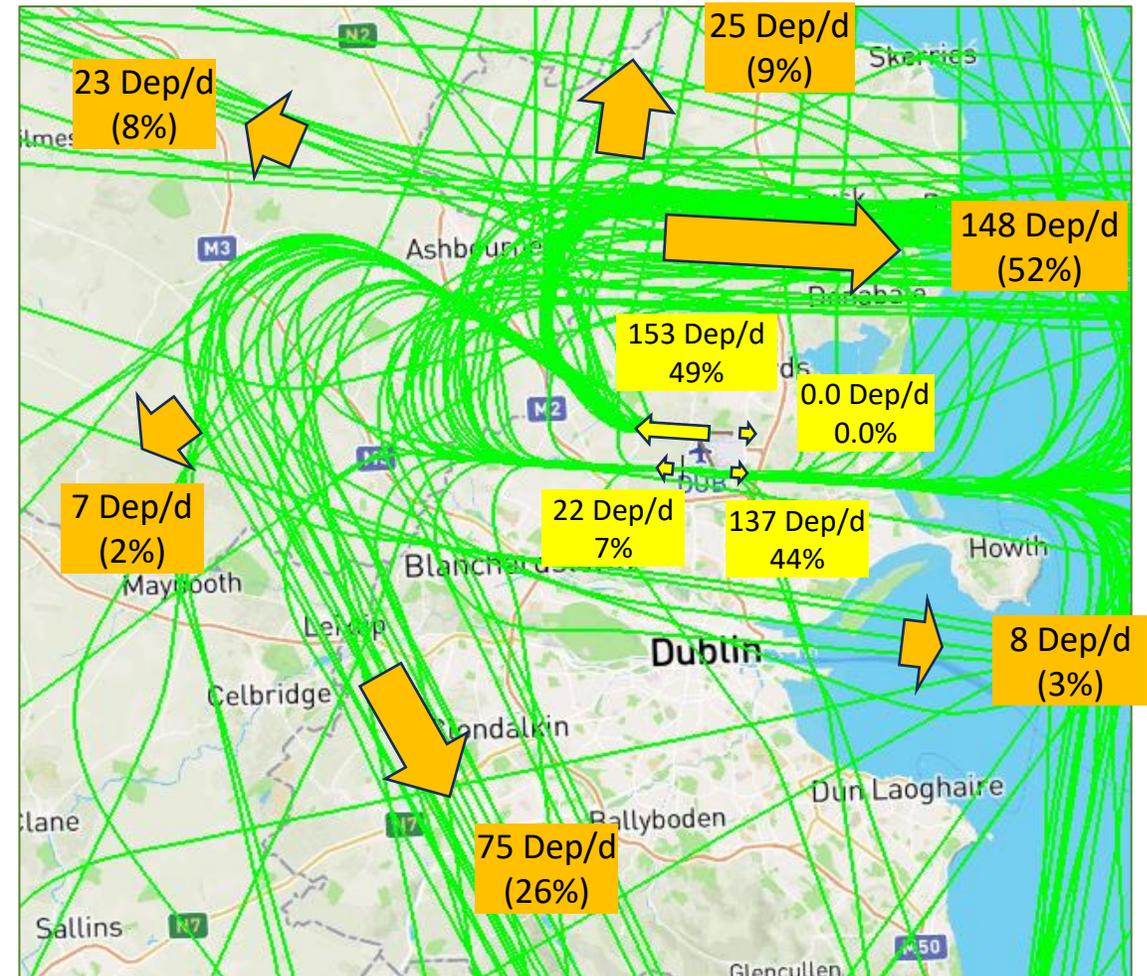
Graphic depicts:
- % departures on each main runway March 2024 (yellow box)
- Average departure movements per day on each main runway (yellow box)
- Average departures per day on each main track swathe (gold box)
- Note: example flight track selection used
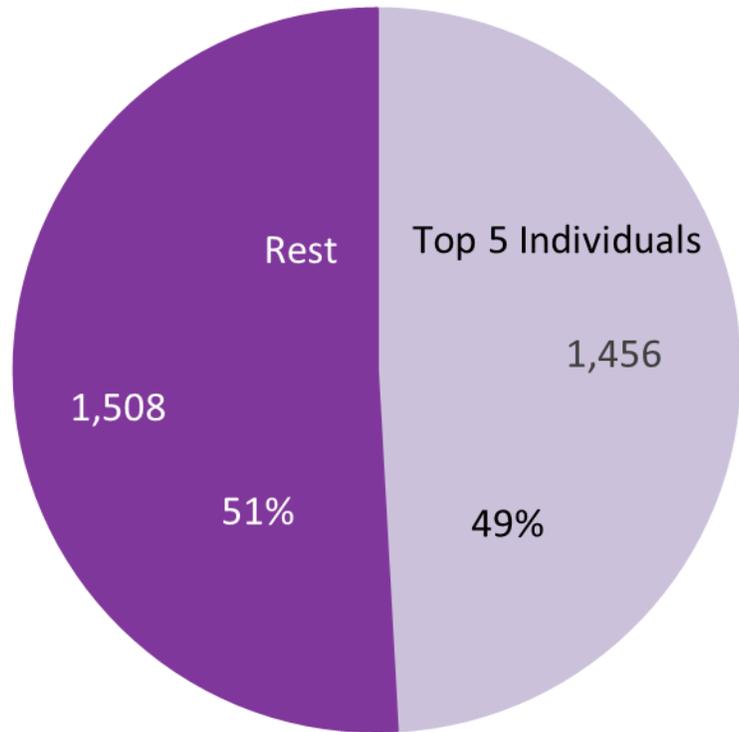
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Complainant Statistics

■ Complaints excluded Top 5 Individuals   ■ Top 5 Individuals' Complaints   — Complainants

- Complainants +12% Mar '24 vs previous month
- Complaints -1% Mar '24 vs previous month
- Complainants -44% year on year
- Complaints -9% year on year
- 49% of complaints lodged by 5 individuals

Month	Top 5 Individuals' Complaints	Complaints excluded Top 5 Individuals	Complainants
Mar-2023	2,279	975	249
Apr-2023	3,037	1,004	316
May-2023	3,590	826	314
Jun-2023	402	611	250
Jul-2023	933	1,154	304
Aug-2023	1,420	1,687	305
Sep-2023	1,402	1,848	439
Oct-2023	1,054	1,862	330
Nov-2023	714	1,057	259
Dec-2023	971	1,208	196
Jan-2024	1,559	1,590	238
Feb-2024	1,563	1,436	124
Mar-2024	1,456	1,508	139

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Complaints by Top 5 Individuals - Mar 2024

Rest

Top 5 Individuals

1,508

1,456

51%

49%

Top 10 Number of Complainants by Area - March 2024

■ Complainants ● Complaints
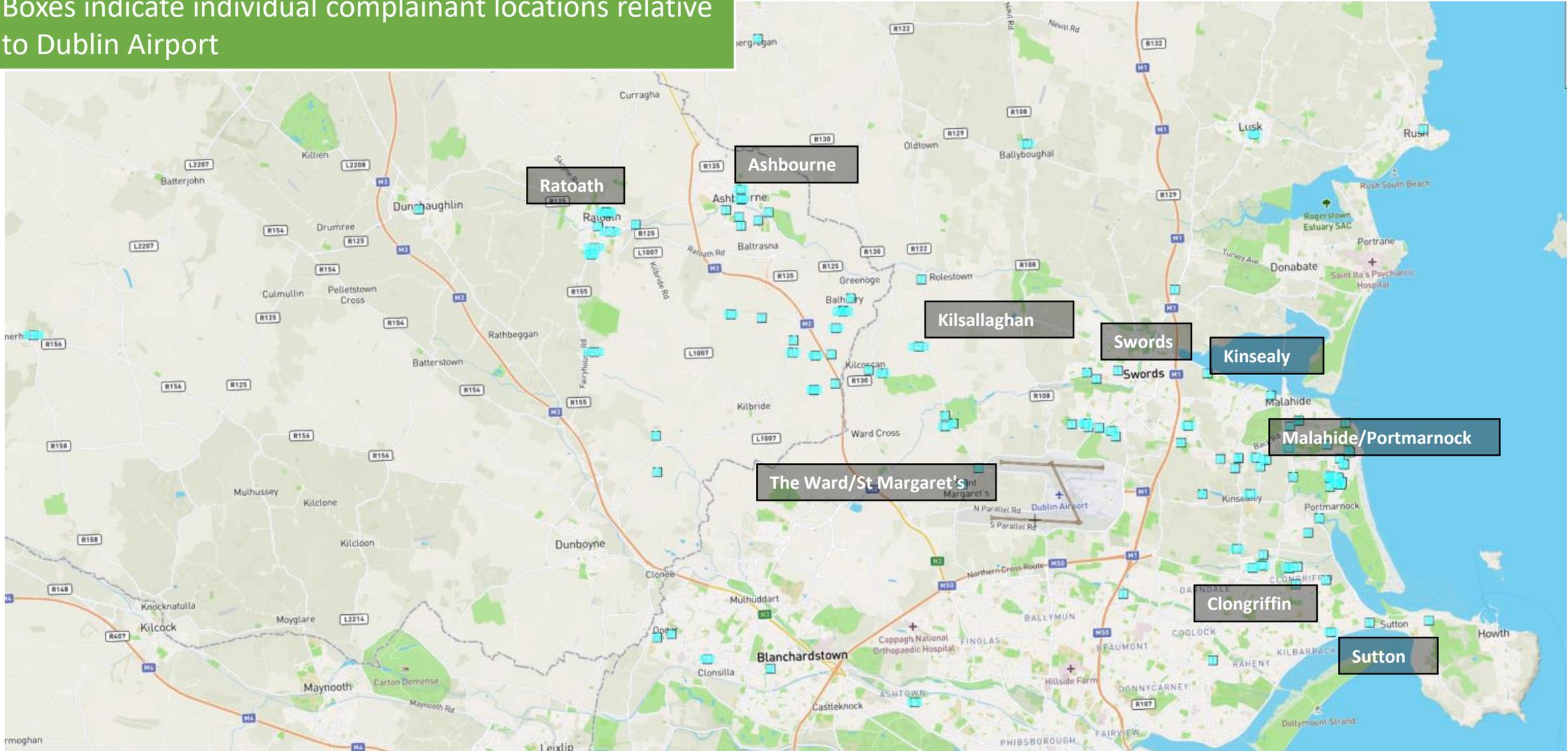

Number of Complainants
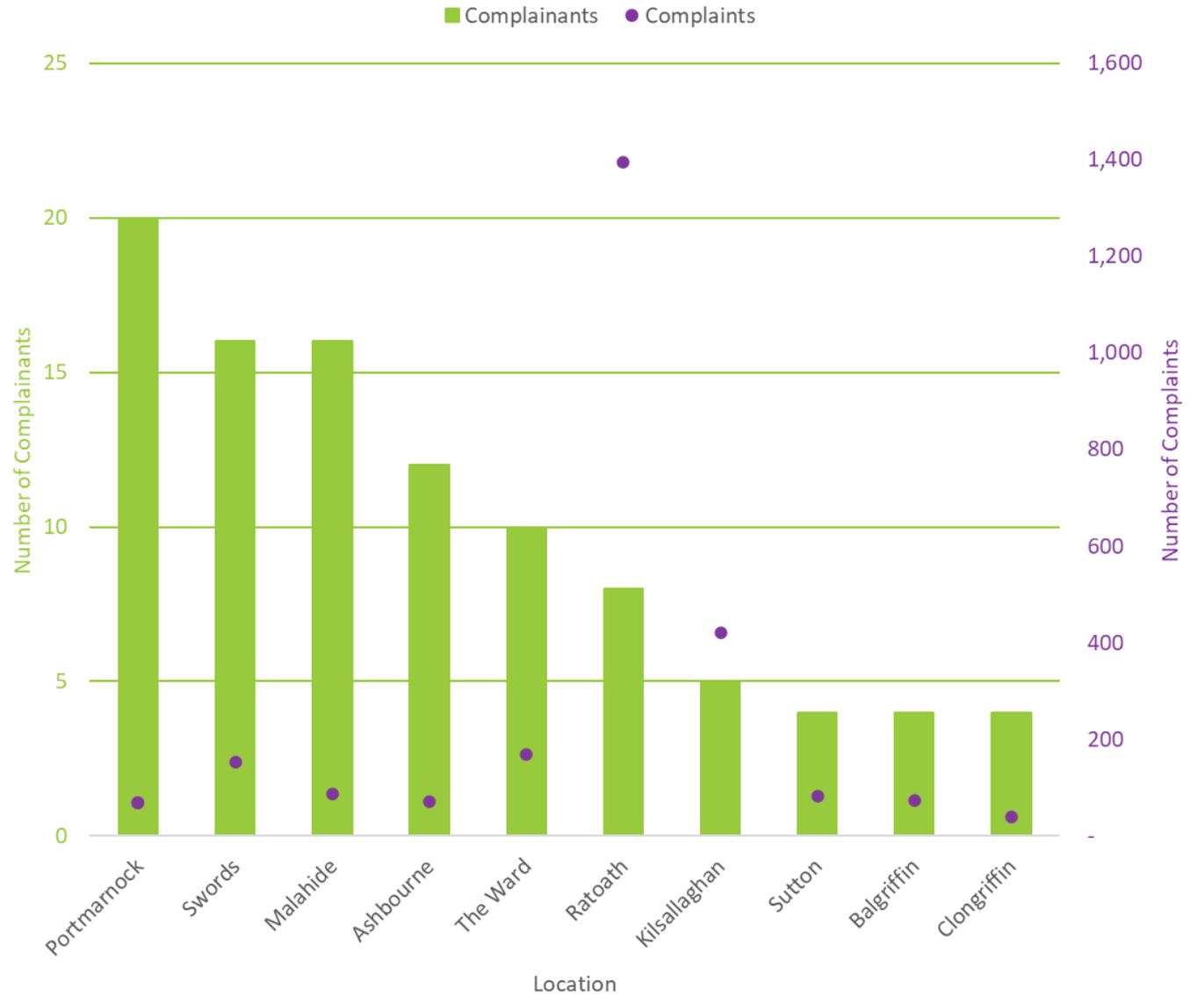
Location

DRAFT Noise Complaints - Complainant Hotspot Areas

- Boxes indicate individual complainant locations relative to Dublin Airport

Document Classification: Class 1 - General

- A template letter was recently circulated in the public domain in relation to the noise complaint system
- Key ask: to log every single flight off North Runway on the system (small number requested other runway operations)
- 57 letters/emails received in total (majority during the month of March)
- If reported based on departures from NR:
  - 4,747 departures in March x 57 = 270,579 total complaints in March 2024
  - Assume 62,368 departures in year 2024 x 57 = 3,554,976 complaints / year
- Key issues:
  - None logged into the formal complaints process (ANOMS)
  - Missing detail – 40 of 57 without Eircode, 19 of 57 with incomplete address (e.g. The Ward).
  - Assumptions have to be made on occupancy of homes 365 days a year, 7am – 11pm.
- Proposal:
  - We will continue to accept complaints made only through the formal complaints system (ANOMS).
  - We will acknowledge the 57 complaint letters received and will reference these bulk complaints in the March and/or April report.

Ms Angela Flynn

Community Engagement Manager

DAA

Three The Green

Dublin Airport Central

Dublin Airport

Swords

Co. Dublin.

Angela.flynn@da.ie

Re: Noise Complaints at Dublin Airport   Dated 24/3/24

Dear Ms Flynn

I am writing to you to inform you that the Noise Complaint system at Dublin Airport is not fit for purpose.

Since the opening of the North Runway in August 2022, aircraft have been flying in the vicinity of my home which they were never planned to do and the environmental impacts of this unplanned flight path were never assessed or presented in the planning application which received permission in 2007.
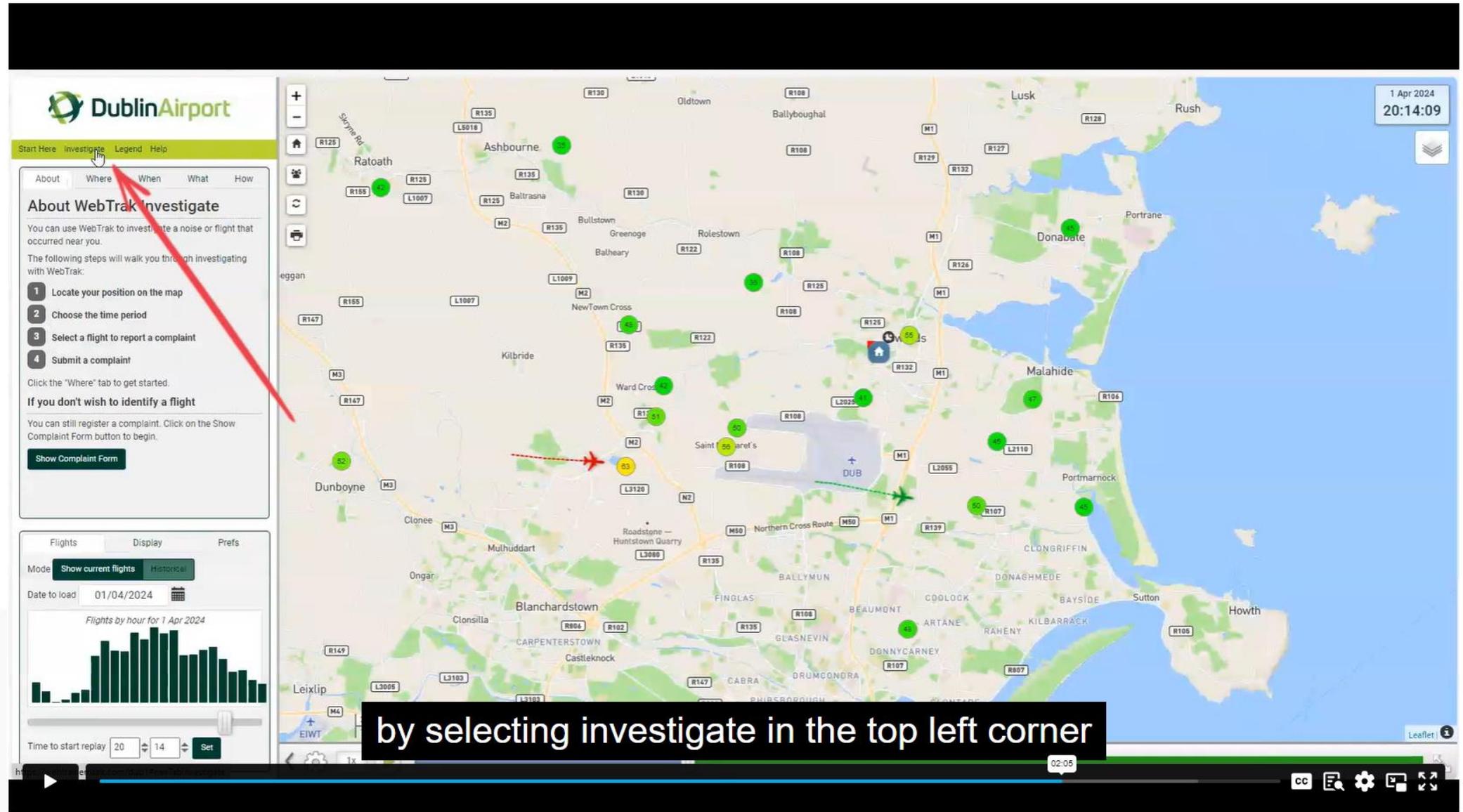
Therefore every flight off the North Runway is a noise problem for me and my family. For us to use the complaints system we would have to spend all of our time between 7am and 11pm submitting these complaints. This is not practical.

I would therefore request that you log every flight off the North Runway as a complaint from me and I expect these complaints to be counted and acknowledged in the complaint system.

I have to live my life under the stress of the aircraft noise and this is bad enough without having to spend all day using your system to log a complaint. It is just not possible.

Thank you for your understanding on this matter and trust you will include my noise complaints.
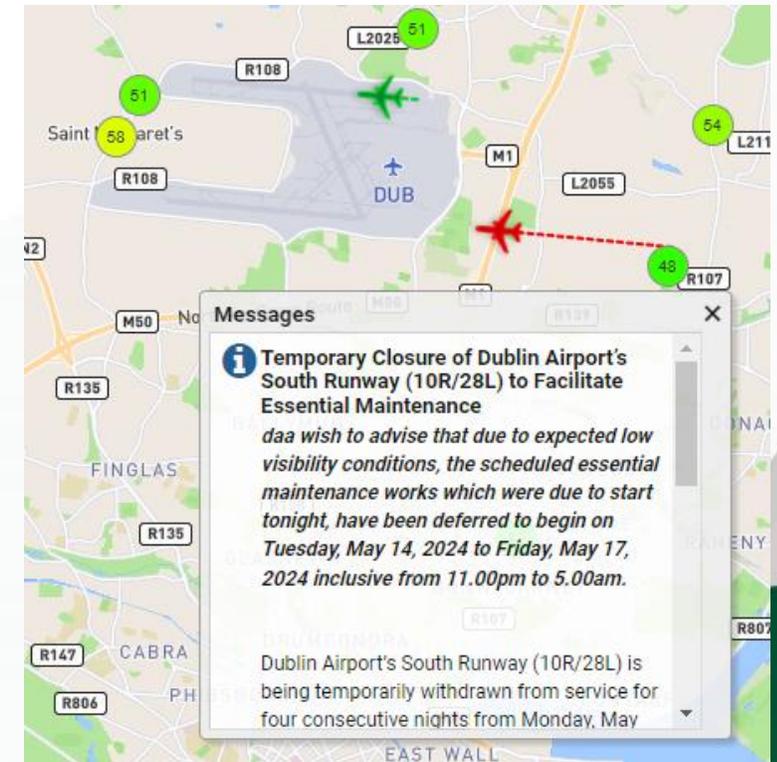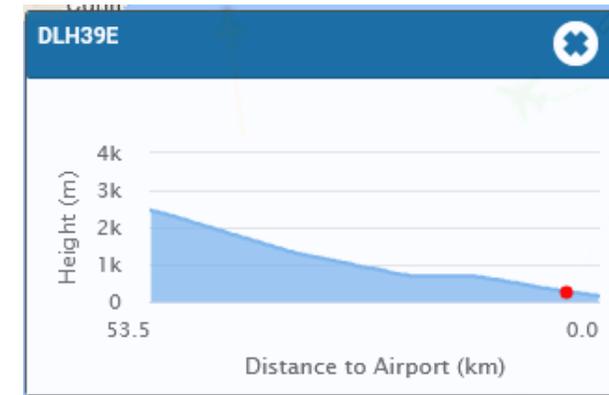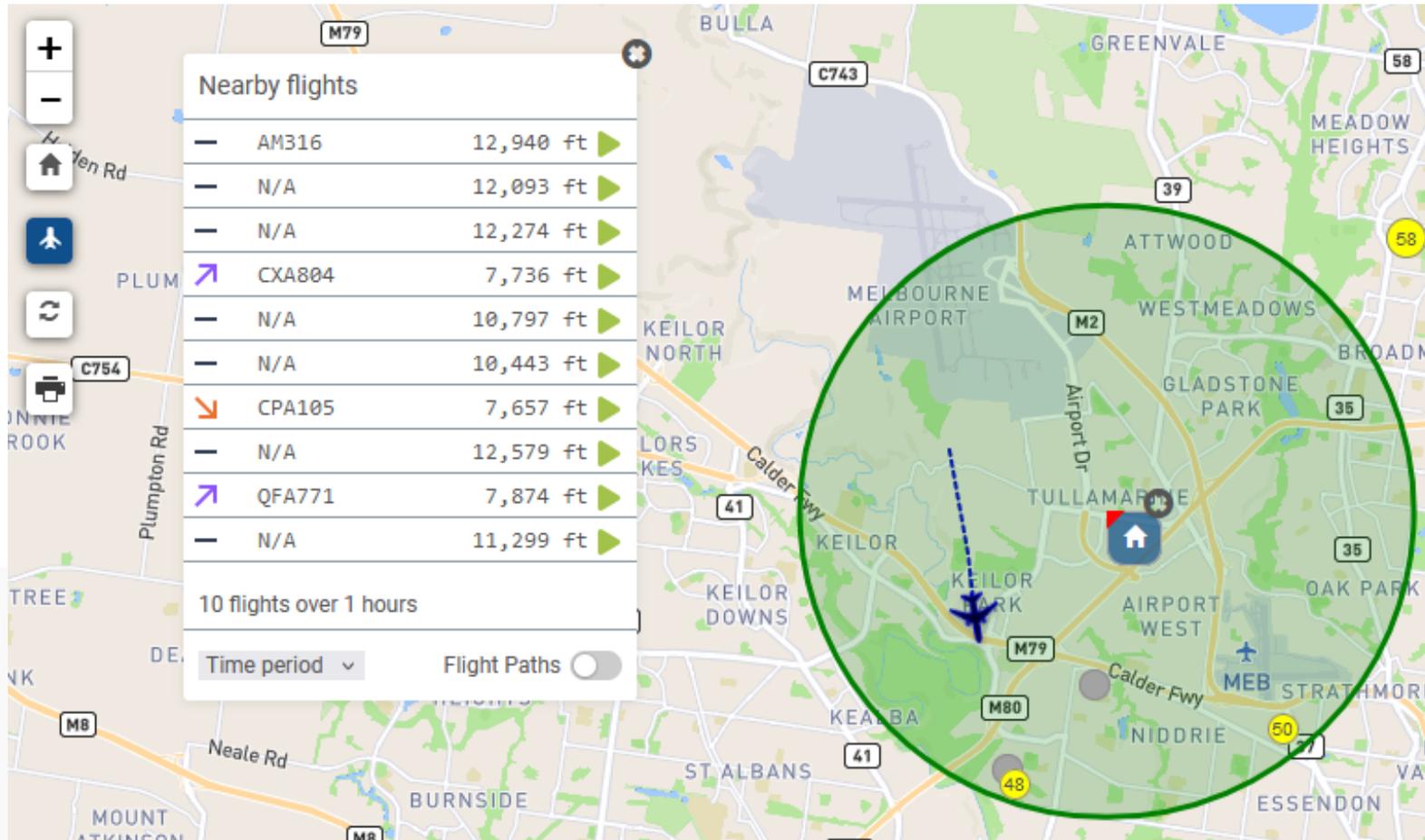
How to use WebTrak Video – coming soon

by selecting investigate in the top left corner

New Features on WebTrak– coming soon

- List of flights flew nearby your home in the last hour*
- Vertical flight profile
- Operation Update

Additional slides

DublinAirport

NMT – Q1 Monthly and Quarterly 2024 Lden, Lnight and Leq16hr

		# Correlated Aircraft Noise Events				Lden (dBA)				Lnight (=Leq 8h) (dBA)				Leq16h (dBA)			
		Jan	Feb	Mar	Q1	Jan	Feb	Mar	Q1	Jan	Feb	Mar	Q1	Jan	Feb	Mar	Q1
1	Bay Lane	1458	1373	2509	5340	62.7	62.7	65.4	63.8	57.1	57.0	59.3	57.9	51.2	52.4	57.8	54.9
2	St. Doolaghs	8084	7971	8919	24974	63.6	64.0	64.0	63.9	55.7	56.1	56.0	55.9	60.3	60.8	61.1	60.7
3	Bishopswood	4610	4105	5128	13843	58.1	57.2	58.5	58.0	48.2	46.4	44.4	46.6	57.1	56.7	58.6	57.5
4	Feltrim	1005	818	2170	3993	53.1	46.1	53.0	51.8	45.9	35.6	46.1	44.5	48.3	45.6	48.7	47.8
5	Balcultry	31	24	27	82	41.1	38.5	37.0	39.2	27.3	29.0	23.7	27.1	38.4	36.1	36.3	37.1
6	St.Davids	41	44	83	168	37.5	35.1	39.8	37.9	23.1	0.0	29.5	25.7	38.6	36.2	39.5	38.3
7	Swords	17	34	45	96	34.2	35.7	39.4	37.1	9.6	23.3	0.0	18.5	35.7	36.3	38.0	36.8
8	Malahide	102	40	117	259	40.8	28.9	41.4	39.6	34.7	17.1	34.0					3.8
10	St.Margarets NS	3702	5554	4721	13977	62.3	64.3	62.7	63.2	55.2	57.4	55.6					9.0
20	Coast Rd (OP)	7615	7681	8028	23324	62.1	62.3	61.7	62.0	53.7	54.0	53.3	53.7	59.2	59.3	59.3	59.3
26	Kilcoskan NS	5284	5436	4079	14799	59.5	60.0	59.1	59.5	32.7	32.0	34.2	33.1	60.4	60.8	59.8	60.3
27	Summerhill	18	19	65	102	30.4	32.5	35.1	33.1	21.6	14.7	25.7	22.7	29.6	33.4	34.4	32.9
28	Newpark	5364	5194	4811	15369	61.0	60.6	59.9	60.5	34.6	32.6	34.9	34.2	61.6	61.3	60.7	61.2
29	Ashbourne	195	234	266	695	37.8	38.6	39.2	38.6	25.8	14.1	21.1	22.6	37.9	39.3	39.9	39.1
30	Roundwood	2	0	0	2	19.4	6.4	6.4	15.1	0.0	0.0	0.0	0.0	21.0	0.0	0.0	16.4
31	Dunboyne	388	428	1398	2214	47.7	46.6	52.5	49.8	42.0	40.6	46.6	43.9	37.3	39.6	43.8	41.1
32	Donabate	13	9	21	43	31.1	27.5	36.6	33.4	0.0	12.7	14.1	11.8	32.3	28.8	34.6	32.6
33	Ardgillan	7	11	10	28	23.8	30.6	33.2	30.6	13.5	21.7	13.5	17.9	23.9	29.9	30.7	29.0
204	Milhead	6801	6443	6669	19913	66.2	66.2	65.8	66.1	47.9	48.0	47.9	47.9	66.8	66.7	66.3	66.6
205	Boroimhe	-		(210)		(See notes on this monitor on Page 10)											
206	Ratoath	-		971				44.9				26.8				45.9	

DRAFT PREVIEW

4

NMT – Q1 2024 Lmax and SEL (NA) Number Above (Daily Average)

		Average Number of Aircraft Noise Events per DAY Above Lmax (dBA)						# Aircraft N Events / DAY	Average Number of Aircraft Noise Events per DAY Above SEL (dBA)						# Aircraft N Events
		N60	N65	N70	N75	N80	N85	(Av day Q1)	N(SEL)70	N(SEL)75	N(SEL)80	N(SEL)85	N(SEL)90	N(SEL)95	(Total in Q1)
1	Bay Lane	58.4	58.4	57.3	46.4	18.6	0.4	58.4	58.4	58.2	56.5	45.4	6.3	0.1	5310
2	St. Doolaghs	274.2	274.2	255.8	140.1	3.8	0.2	274.2	274.2	273.1	250.2	90.1	2.8	0.0	24953
3	Bishopswood	152.1	152.1	118.3	38.9	1.7	0.1	152.1	152.1	149.8	112.1	31.2	1.6	0.1	13844
4	Feltrim	43.9	38.5	9.9	2.7	0.3	0.0	43.9	43.7	33.5	8.7	2.2	0.3	0.0	3991
5	Balcultry	0.9	0.7	0.4	0.2	0.1	0.0	0.9	0.9	0.7	0.4	0.2	0.1	0.0	79
6	St.Davids	1.5	1.5	0.9	0.2	0.1	0.0	1.5	1.5	1.5	0.6	0.2	0.1		139
7	Swords	1.0	0.9	0.6	0.3	0.1		1.0	1.0	0.8	0.7	0.3	0.1		90
8	Malahide	2.5	1.5	0.4	0.1	0.0		2.7	2.4	1.3					247
10	St.Margarets NS	153.8	148.9	141.7	86.5	8.3	0.1	154.1	152.8	148.8					14027
20	Coast Rd (OP)	256.2	256.2	232.3	27.6	0.9	0.1	256.2	256.2	256.2					23311
26	Kilcoskan NS	162.6	158.4	145.7	71.3	6.7	0.1	162.6	162.3	158.9	149.6	84.6	8.8	0.0	14794
27	Summerhill	0.7	0.6	0.1	0.0			0.7	0.7	0.4	0.1	0.0			67
28	Newpark	168.8	168.0	143.3	100.9	12.0	0.7	168.8	168.8	159.1	140.7	106.4	9.4	0.3	15362
29	Ashbourne	7.7	7.2	1.5	0.1			7.7	7.7	4.6	1.3	0.1			702
30	Roundwood	0.0	0.0	0.0				0.0	0.0	0.0	0.0				1
31	Dunboyne	24.0	21.3	3.3	0.1	0.0	0.0	24.0	23.9	17.8	3.0	0.1			2188
32	Donabate	0.4	0.4	0.2	0.1	0.0		0.4	0.4	0.3	0.2	0.1	0.0		35
33	Ardgillan	0.2	0.2	0.1	0.0	0.0		0.2	0.2	0.1	0.1	0.0	0.0		20
204	Milhead	218.1	217.0	213.0	175.2	123.0	45.7	218.8	217.8	216.8	203.5	145.8	104.6	10.5	19910
205	Boroimhe (March)	(See notes on this monitor on Page 10)													
206	Ratoath (March)	31.2	24.1	4.7	1.1	0.3	0.0	32 (March)	30.6	24.3	5.0	0.9			966 (March)

DRAFT PREVIEW