

Annex E5: daa Noise Complaint Response Templates

Source

Four letters issued by daa's Noise and Flight Track Monitoring Team to complainants between February and August 2024. These are daa's responses to noise complaints submitted through the Dublin Airport noise complaint system, not documents obtained under FOI.

Letters Included

Letter	Date	Addressee	Complaint Refs	Template Type
1	20 February 2024	Gareth O'Brien	89217, 89220	No Violation
2	20 February 2024	Gareth O'Brien	89586	Violation
3	8 April 2024	Eoin Keary	96813, 96811, 96812, 96700, 96693, 96698, 96701, 96694, 96695, 96810, 96706, 96696, 96697, 96699 (14 complaints batched)	No Violation
4	19 August 2024	Gareth O'Brien	118683	Violation and No Violation (mixed, 7 movements, 1 deviation)

Template Variant 1: "No Violation"

Used when daa determines the aircraft remained within the corridor daa defines as the NPR. Verbatim key passage:

"The aircraft in question remained within the airspace or the Noise Preferential Route (NPR or environmental corridor) and therefore did not infringe any track procedure in force at Dublin Airport."

The April 2024 version adds: "Aircraft flying inside the NPR is deemed to be flying on-track. Once an aircraft reaches the end of the relevant NPR or is at an appropriate altitude for the relevant runway (3,000ft for the Southern and Crosswind Runway; and 4,000ft for the Northern Runway), it may be vectored by AirNav onto a more direct heading to its destination."

Template Variant 2: "Violation"

Used when daa determines the aircraft deviated from the corridor daa defines as the NPR. Verbatim key passage:

"The departure aircraft in question left the Noise Preferential Route (NPR or environmental corridor) below the releasing altitude of 3,000ft (or 4,000ft when using the North Runway). All departure aircraft must follow the NPR until they reach the releasing altitude unless vectored by air traffic controller for safe separation of aircraft, weather avoidance or emergency."

Common Elements Across All Templates

All four letters contain:

1. The fabricated term "Noise Preferential Route (NPR or environmental corridor)," which has no basis in the 2007 planning permission, the EIS, or any statutory instrument.
2. A deflection to AirNav Ireland: "it is AirNav who is responsible for the routing of aircraft."
3. Logging confirmation: "Your query has been logged in our noise database."
4. Reporting to ANCA: "All concerns are reported to the Aircraft Noise Competent Authority (ANCA)."
5. Boilerplate assurance: "I can assure you that we take concerns regarding aircraft noise very seriously."
6. No named signatory. All letters are signed "Noise and Flight Track Monitoring Team."

Significance

These letters demonstrate three systemic problems:

1. daa has unilaterally created the term "NPR or environmental corridor" and applied it to the actual SID corridor (containing 3,895 homes) rather than the assessed NPR from the 2007 EIS (containing 1,077 homes). Every on-track aircraft is deemed compliant, regardless of whether the track itself is authorised.
2. Complaints are batched: Letter 3 addresses 14 separate complaint references with a single identical template response. The complaint reference numbers reach 118,683 by August 2024, indicating the scale (complaints are sequentially numbered across all complainants).
3. No complaint has ever resulted in a route change, a noise abatement measure, or any operational modification. The system produces only template responses, monthly statistics, and aggregated reports to ANCA.