

From: [redacted]
To: [redacted]
Cc: [redacted]
Subject: ASA/HBA - CMS358422, 359998 NMT375 Richmond with intermittent data issue (also location issue)
Date: Monday, 4 January 2021 6:00:49 PM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)
[image007.jpg](#)
[image008.png](#)

Hi [redacted]

Hope you had a good break and all ready for 2021!

I would like to give you an update on the Richmond unit as it is experiencing intermittent data gaps issue (including some hours) since deployment on the 18 Dec 2020. The unit (2250 plus microphone) was fully replaced on the 23 Dec but still seeing data gaps. It is currently not contactable so we have arranged contractor to re-visit tomorrow morning. We will keep you posted with outcome. Robert will also contact you in regards to the location of this unit – it is not picking up 30-50% of RNP arrival RWY 12 operations as these turning operations are about 1.7KM away from the monitor, often they not generating enough noise above the day threshold of 55dB to create a valid event.

Below is a table of daily hourly count since deployment.

Date	Daily Hourly	Comments
18-Dec-20	18	
19-Dec-20	21	
20-Dec-20	23	
21-Dec-20	21	*Hardware replaced including microphone on 23 Dec 2020. CMS356697
22-Dec-20	23	
23-Dec-20	19	
24-Dec-20	11	
25-Dec-20	14	
26-Dec-20	0	
27-Dec-20	8	
28-Dec-20	24	*Replacement unit also unstable with data gaps (CMS35998)
29-Dec-20	20	
30-Dec-20	0	Waiting for Contractor to visit on 5 Jan 2021 morning
31-Dec-20	0	
01-Jan-21	0	
02-Jan-21	0	
03-Jan-21	0	

Kind Regards

[redacted]

From: [redacted]
Sent: Tuesday, 22 December 2020 4:33 PM
To: [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>
Cc: [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>
Subject: ASA/HBA - CMS358422, NMT375 Richmond unit not stable

Hi [redacted]

Thank you for looking at NMT375 today. As per our discussion, while waiting for Denmark's response, please go ahead to organise for contractor to visit site to replace the unit at the earliest time. We can always cancel the visit if there is useful information from Denmark.

Following is an image showing all the one sec data gaps from this unit since deployment from 18 Dec. The grey areas are gaps where no events are recorded and hence won't match to aircraft. In many cases, WebTrak is still showing noise level for this grey gap period due to data to WebTrak is live stream of the noise level not events. This means there will be confusion for the end users (public), it they map report a noise complaint by looking at the WebTrak data but ANOMS won't have events correlated to the aircraft.



Thank you for your help.

[redacted]

From: [redacted]
Sent: Monday, 21 December 2020 4:53 PM
To: [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>
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Subject: ASA/HBA - CMS358422, NMT375 Richmond unit not stable

FYI the ticket no is CMS358422. There are many short hourly records too, maybe unit keep restarting?

Ticket now with NMT team.

EMSOC – Reminder that HBA now has 3 monitors, daily check is to have ticket for any data issue.

Thanks

[redacted]

From: [redacted]
Sent: Monday, 21 December 2020 4:40 PM
To: [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>; [redacted] <[redacted]@envirosuite.com>
Cc: [redacted] <[redacted]@envirosuite.com>
Subject: ASA/HBA - NMT375 Richmond unit not stable

Hi [redacted]

NMT375 Richmond unit not stable. It is missing some hours every day. I will create a ticket very soon.

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Can you check and see if site visit is required?

Date	RMTID	Hourly Count
18-Dec-20	375	18
19-Dec-20	375	21
20-Dec-20	375	23
21-Dec-20	375	14

Thanks

s47f

From: **s47f** <s47f@envirosuite.com>

Sent: Monday, 21 December 2020 3:58 PM

To: **s47f** <s47f@envirosuite.com>; **s47f** <s47f@envirosuite.com>

Cc: **s47f** <s47f@envirosuite.com>

Subject: RE: Hobart NMT Deployment update & status

Hi **s47f**

We need to submit by COB tomorrow – so preferably before then.
Just for next time, if we can't get it done by planned date (Which was 18/12) then please provide heads up.

Thanks

s47f

From: **s47f** <s47f@envirosuite.com>

Sent: Monday, 21 December 2020 3:06 PM

To: **s47f** <s47f@envirosuite.com>; **s47f** <s47f@envirosuite.com>

Cc: **s47f** <s47f@envirosuite.com>

Subject: RE: Hobart NMT Deployment update & status

Hi **s47f**

s47f will have them complete and submit by COB tomorrow.



Formerly EMS Brüel & Kjaer

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