

Noise Complaints and Information Service Statistics Report

Adelaide Airport – December 2011

Introduction

In this report a complaint, an enquiry or a request for information about aircraft operations received by Airservices Noise Complaints and Information Service (NCIS) is referred to as a contact. Persons making contacts are referred to as clients. The data summarised in this report relates to contacts and clients concerned with operations out of Adelaide Airport and exclude those associated with nearby airports such as Parafield. The results and analysis in this report reflects the data collected at the time of preparation.

Contacts made with the NCIS are done via WebTrak¹, on-line form, phone, letter, fax or email. Contact and client details are recorded in the NCIS's database for the purpose of complaint management, analysis of issues and identification of causal factors. Personal details collected and stored in the NCIS database are done so in accordance with Airservices privacy guidelines.

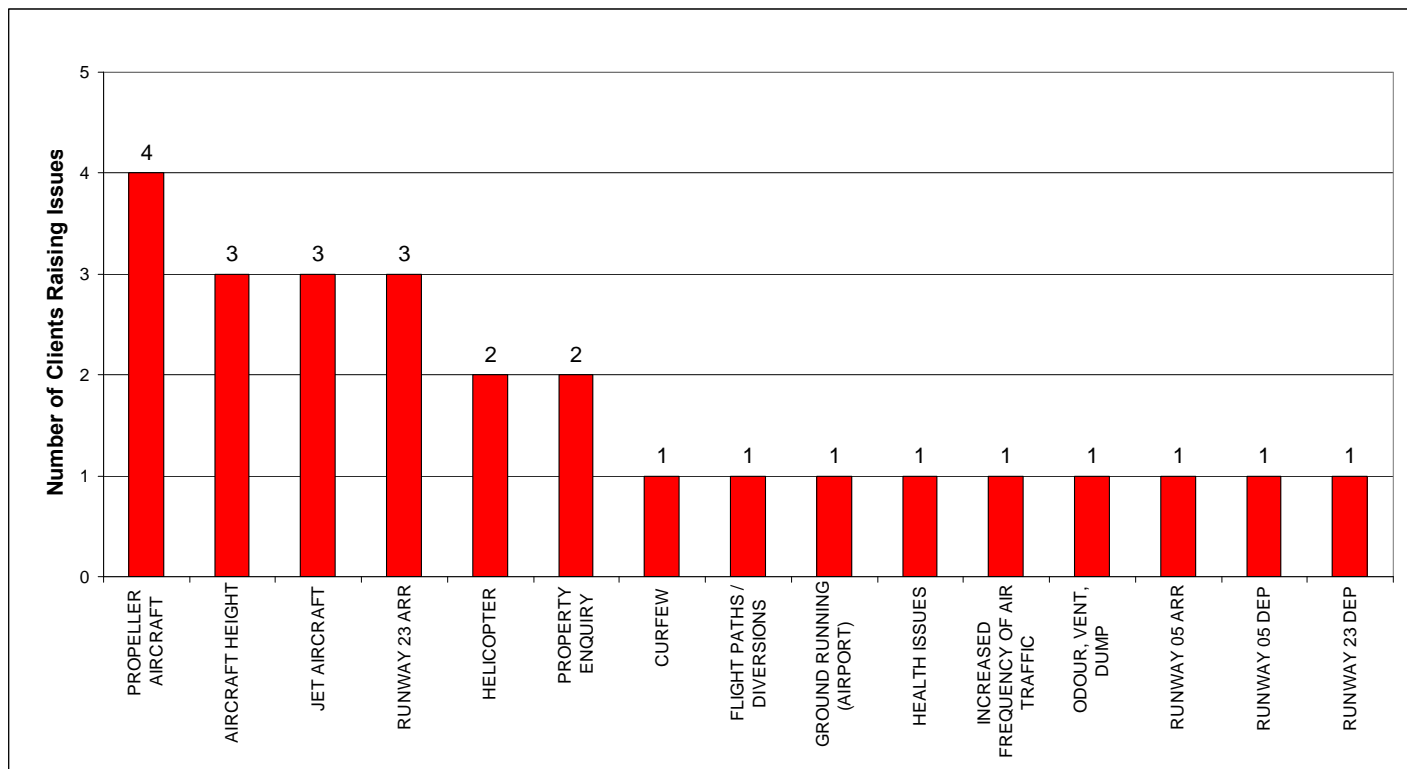
During December 2011 the NCIS recorded 5581 contacts Australia wide. Of these, 39 or 0.6% were attributed to operations at Adelaide Airport.

Section 1: Contact Issues at Adelaide Airport.

Contacts with the NCIS are analysed to determine the underlying issue(s) of concern for each client. A single contact can involve multiple issues.

There were 15 issues identified by clients during December 2011. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Adelaide Airport.

Figure 1: Issues identified by clients during December 2011



¹ WebTrak is Airservices online aircraft tracking facility. It allows anyone with access to the internet to obtain information about where and how high aircraft fly over metropolitan areas. It is available via www.airservicesaustralia.com/aircraftnoise/webtrak/
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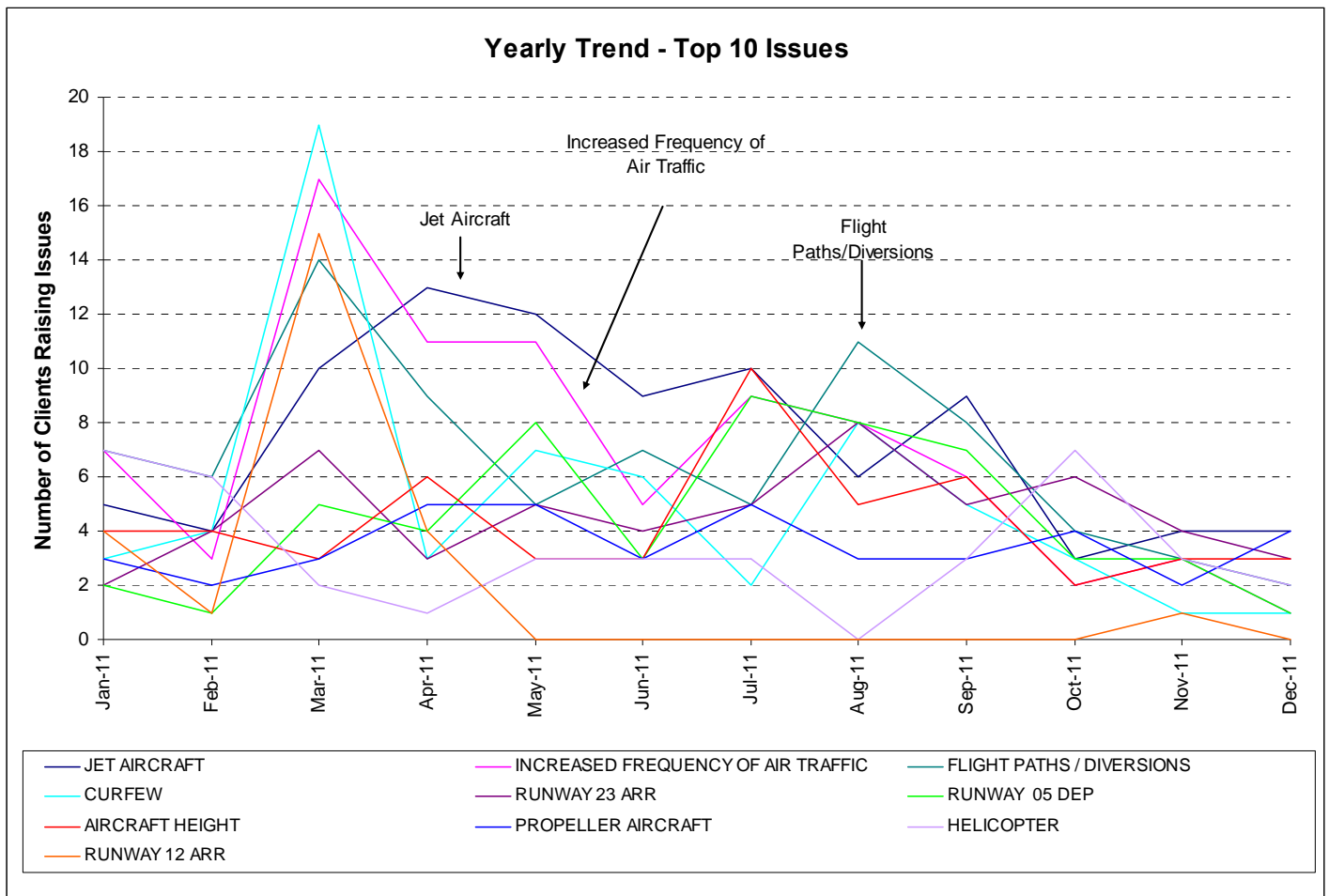
Table 1 lists the issues, the number of clients who raised each issue and the number of contacts that identified the issue, noting that clients may identify multiple issues in each contact. There were four dominant issues, each identified by 3 or more clients; Propeller Aircraft (4), Aircraft Height (3), Jet Aircraft (3) and Runway 23 Arrivals (3).

Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - December 2011

Issue	Number of Clients	Number of Contacts
AIRCRAFT HEIGHT	3	3
CURFEW	1	7
FLIGHT PATHS / DIVERSIONS	1	7
GROUND RUNNING (AIRPORT)	1	1
HEALTH ISSUES	1	1
HELICOPTER	2	2
INCREASED FREQUENCY OF AIR TRAFFIC	1	7
JET AIRCRAFT	3	4
ODOUR, VENT, DUMP	1	2
PROPELLER AIRCRAFT	4	23
PROPERTY ENQUIRY	2	2
RUNWAY 05 ARR	1	1
RUNWAY 05 DEP	1	7
RUNWAY 23 ARR	3	19
RUNWAY 23 DEP	1	5

Contact and client information for Adelaide airport is reported on a monthly basis. This enables the NCIS to track ongoing issues and to better focus resources in addressing key community concerns.

**Figure 2: Top ten issues raised by clients over the past 12 months
January 2011 to December 2011**



The yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (January to December 2011) is shown in Figure 2. Over this period the dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Flight Paths / Diversions.

Figure 2 shows that the number of clients raising issues in December 2011 was relatively low compared to other months of the year. This may correspond to a seasonal variation.

Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period January 2011 to December 2011.

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	89	12
INCREASED FREQUENCY OF AIR TRAFFIC	83	12
FLIGHT PATHS / DIVERSIONS	81	12
CURFEW	62	12
RUNWAY 23 ARR	56	12
RUNWAY 05 DEP	54	12
AIRCRAFT HEIGHT	52	12
PROPELLER AIRCRAFT	42	12
HELICOPTER	40	11
RUNWAY 12 ARR	25	5
*OTHER	18	11
HEALTH ISSUES	16	10
RUNWAY 23 DEP	15	10
PROPERTY ENQUIRY	12	7
RUNWAY 05 ARR	12	8
ODOUR, VENT, DUMP	11	8
RUNWAY 30 ARR	9	4
RUNWAY 30 DEP	6	4
GROUND RUNNING (AIRPORT)	5	5
RUNWAY SELECTION	4	3
RUNWAY 12 DEP	3	2
NOISE INSULATION	2	2
POSITIVE COMMENT	2	2

* Not enough details were provided by client to assign an issue to the contact

Table 2 provides an aggregate of the monthly number of clients raising each issue for the 12 months to December 2011 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 53% of all the clients' issues raised in the last 12 months are contained in the first five issues of Table 2.

Section 2: Adelaide Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts received by the NCIS for each Adelaide suburb for December 2011. There were a total of 8 clients and 39 contacts from 8 suburbs, which corresponds to a daily average of 1.2 contacts per day.

The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients whom the NCIS dealt with during December 2011.

All suburbs this month had the same number of clients. The suburb with the heights number of contacts was Rosewater with one client submitting all 28 contacts which equates to 71% of all contacts attributed to Adelaide Airport.

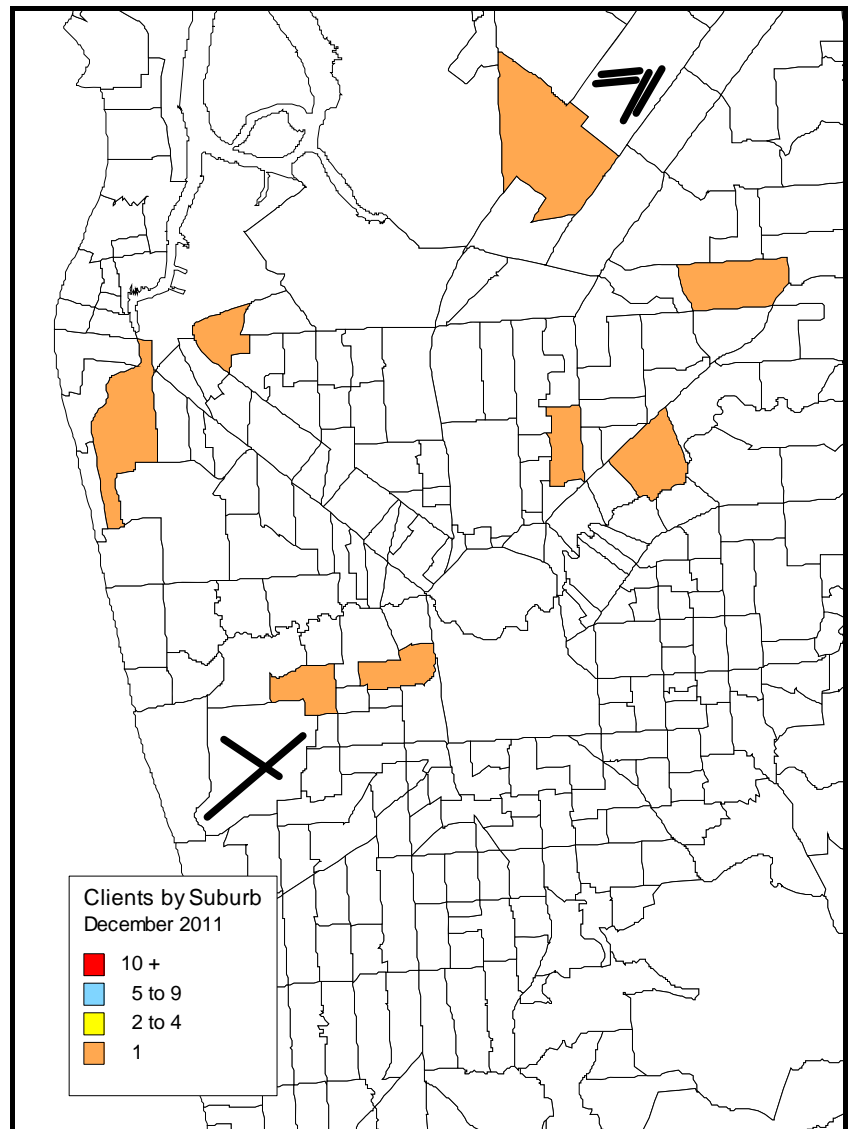
Table 3

**Adelaide Suburbs
Client and Contact numbers
December 2011**

Suburb	Clients	Contacts
Broadview	1	1
Brooklyn Park	1	1
Klemzig	1	2
Mawson Lakes	1	1
Mile End	1	4
Rosewater	1	28
Valley View	1	1
West Lakes	1	1
Total 8		39

Figure 3.

**Clients Density Map
Adelaide Airport
December 2011**



Section 3: Trends for Clients at Adelaide Airport.

The daily count of clients and contacts for the month of December is shown in Figure 4. During December there were up to 2 individuals making contact with the NCIS on any single day. There were 2 days where 2 clients contacted the NCIS; Wednesday 7th (2 contacts from 2 clients) and Thursday 15th (10 contacts from 2 clients).

Figure 4. Clients and Contacts by day for December 2011

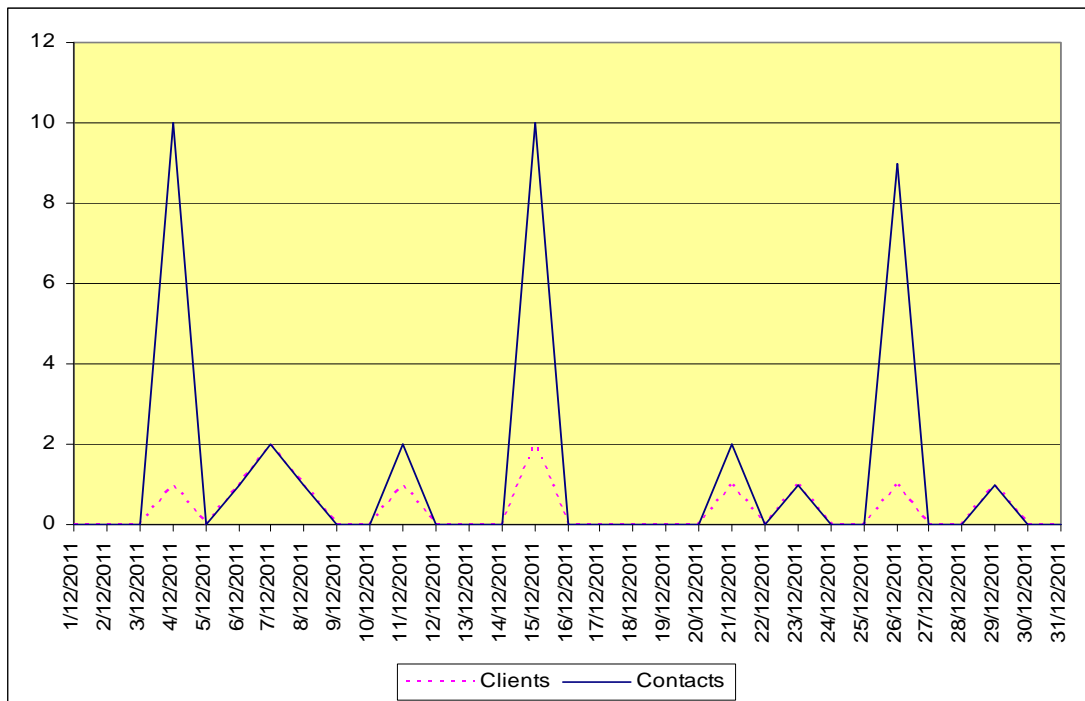


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Both contact numbers (73) and client numbers (34) peaked in March. Client numbers have been declining over the last 9 months as well as the contact numbers fluctuating slightly. The only period where there was a correlation between the clients and contacts was in February where there were 16 clients and 19 contacts.

Figure 5. Monthly client and contact numbers over the last 12 months

