

Noise Complaints and Information Service Statistics Report

Adelaide Airport – July 2012

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 at 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 with the NCIS are made 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 the analysis and management 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.

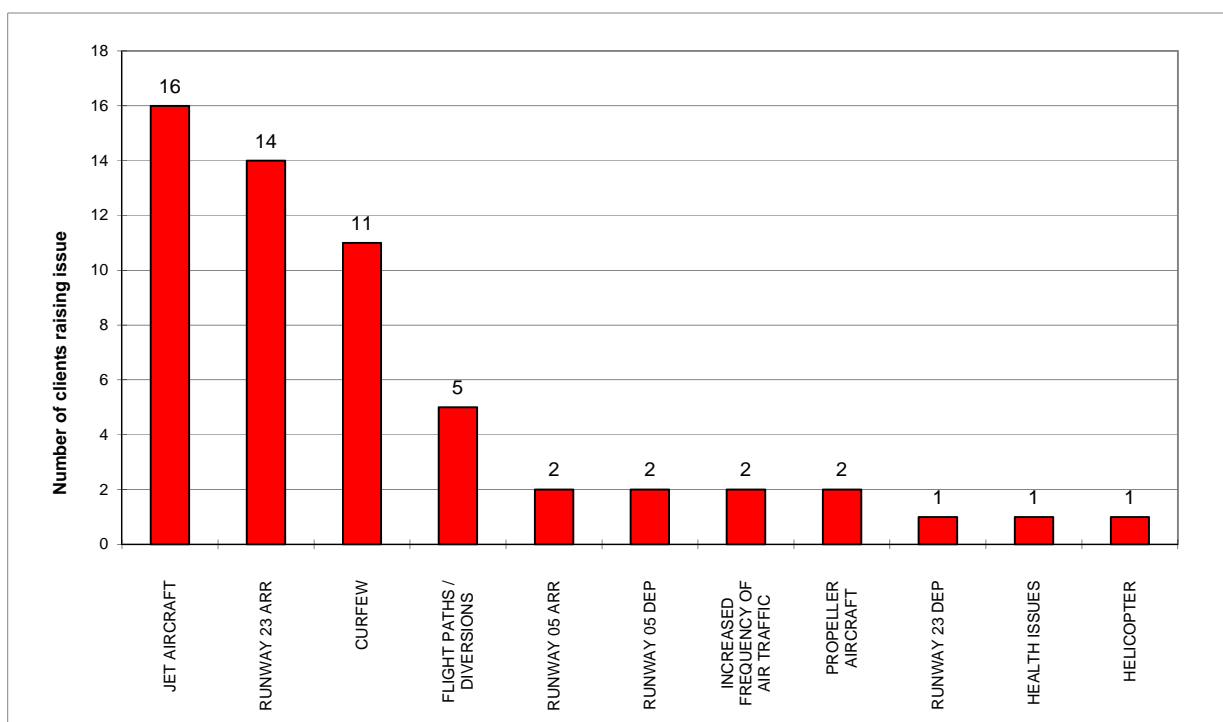
During July 2012 the NCIS recorded 7777 contacts Australia wide. Of these, 48 or 0.6% were attributed to operations at Adelaide Airport.

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 11 issues identified by clients during July 2012. 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 July 2012



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/

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 three dominant issues, each identified by 11 or more clients; Jet Aircraft (16), Runway 23 Arrivals (14) and Curfew (11).

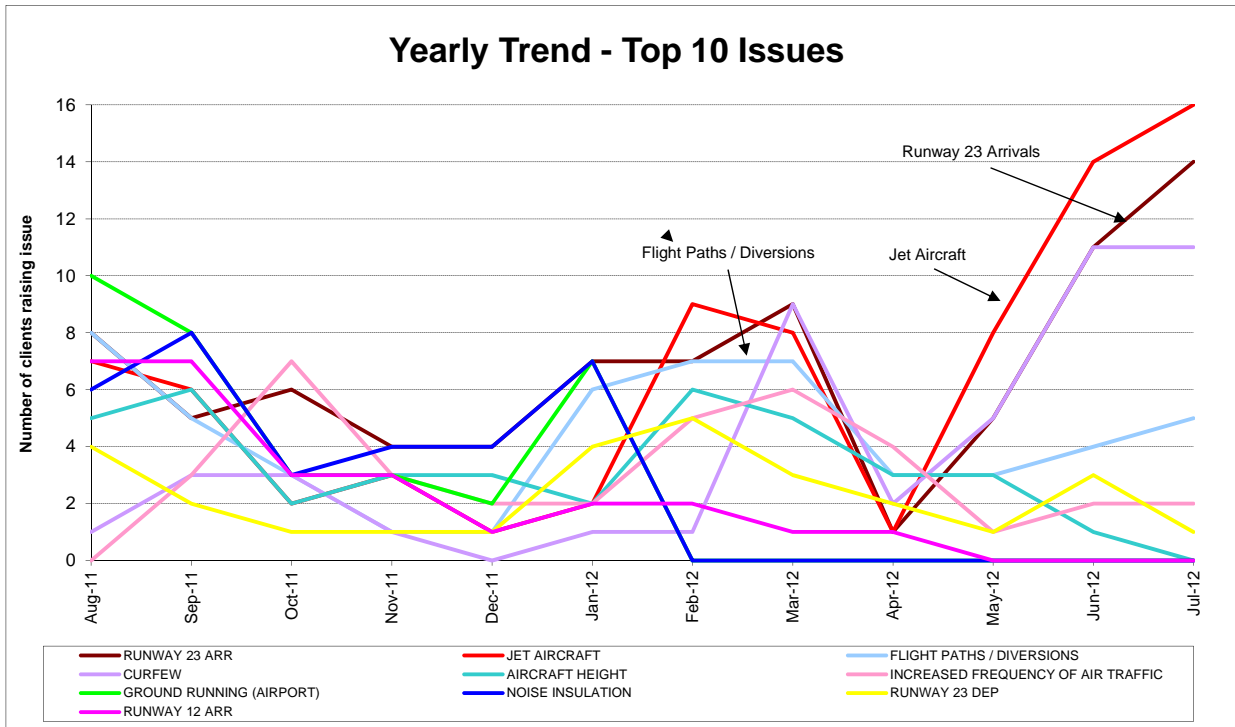
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – July 2012

Issue	Clients	Contacts
JET AIRCRAFT	16	16
RUNWAY 23 ARR	14	16
CURFEW	11	11
FLIGHT PATHS / DIVERSIONS	5	6
RUNWAY 05 ARR	2	2
RUNWAY 05 DEP	2	2
INCREASED FREQUENCY OF AIR TRAFFIC	2	2
PROPELLER AIRCRAFT	2	3
RUNWAY 23 DEP	1	1
HEALTH ISSUES	1	1
HELICOPTER	1	1

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 contains the yearly trend for the number of clients raising an issue on a monthly basis (August 2011 to July 2012). Although there are a total of 21 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the dominant issues raised by clients are; Runway 23 Arrivals, Jet Aircraft and Flight Paths / Diversions.

Figure 2: Top ten issues raised by clients over the past 12 months August 2011 to July 2012



July shows a spike in curfew based contacts due to landings on runway 23 on the 11 July 2012 as a result of diversions to Adelaide Airport caused by fog. Considering these aircraft were passenger jets and landing on runway 23 there is also a spike in those issues.

Table 2 provides an aggregate of the number of clients raising issues for the 12 months to July 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern. Please note, per month, any one client may raise a number of issues and may be counted multiple times throughout this list.

Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period August 2011 to July 2012.

Issue	12 month total for clients raising issue	Number of months issue was raised
RUNWAY 23 ARR	81	12
JET AIRCRAFT	77	12
FLIGHT PATHS / DIVERSIONS	53	12
CURFEW	48	11
AIRCRAFT HEIGHT	39	11
INCREASED FREQUENCY OF AIR TRAFFIC	37	11
GROUND RUNNING (AIRPORT)	33	6
NOISE INSULATION	32	6
RUNWAY 23 DEP	28	12
RUNWAY 12 ARR	27	9
HELICOPTER	26	11
RUNWAY SELECTION	23	9
PROPELLER AIRCRAFT	21	6
RUNWAY 05 DEP	21	10
RUNWAY 05 ARR	8	5
OTHER*	6	5
HEALTH ISSUES	5	4
ODOUR, VENT, DUMP	5	5
RUNWAY 30 ARR	3	3
RUNWAY 12 DEP	3	2
RUNWAY 30 DEP	2	2

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

44.8% of the total clients raising issues have raised an issue in the top four 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 July 2012. There were a total of 20 clients and 48 contacts from 15 suburbs, which corresponds to a daily average of 1.5 contacts.

Figure 3 is a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during July 2012.

The suburb with the highest number of clients during the month of July was Mile End (3). A single client from Rosewater made 27 contacts which equates to 56% of all contacts attributed to Adelaide airport.

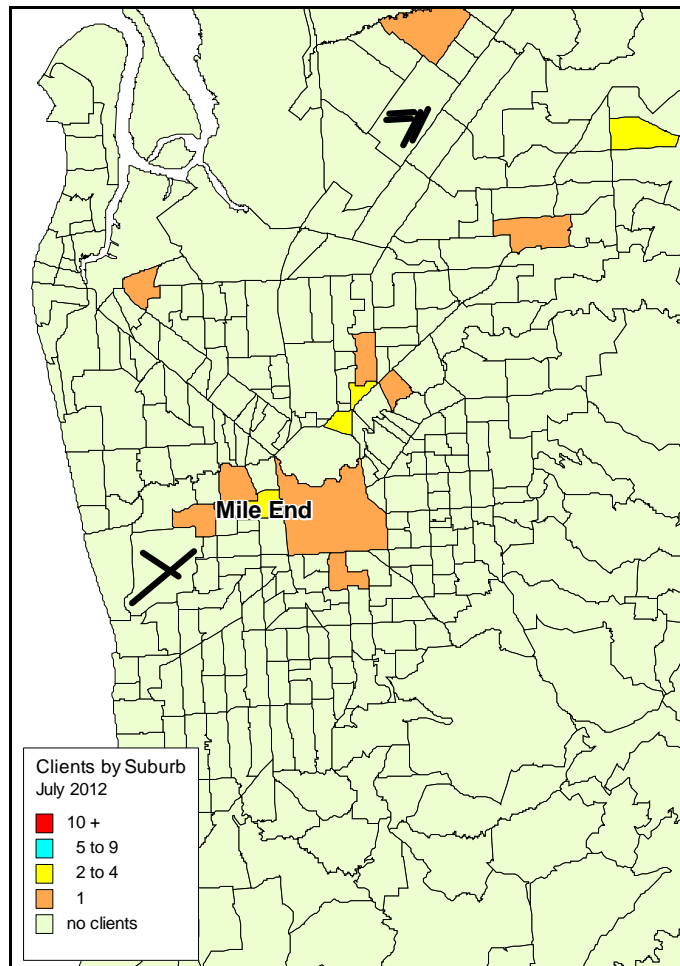
Table 3

**Adelaide Suburbs
Client and Contact numbers
July 2012**

Suburb	Clients	Contacts
Adelaide	1	1
Broadview	1	1
Brooklyn Park	1	1
Collinswood	2	2
Fairview Park	2	2
Medindie	2	2
Mile End	3	4
Modbury	1	2
Port Noarlunga	1	1
Rosewater	1	27
Salisbury	1	1
Seaford Meadows	1	1
Torrensville	1	1
Unley	1	1
Vale Park	1	1
Total	20	48

Figure 3.

**Clients Density Map
Adelaide Airport July 2012**



Section 3: Trends for Clients at Adelaide Airport.

Figure 4 shows the daily count of clients and contacts for the month of July. During July there were up to 9 clients making contact with the NCIS on any single day. There was one day where nine clients contacted the NCIS; Wednesday 11th (9 clients made 10 contacts).

Figure 4. Clients and Contacts by day for July 2012

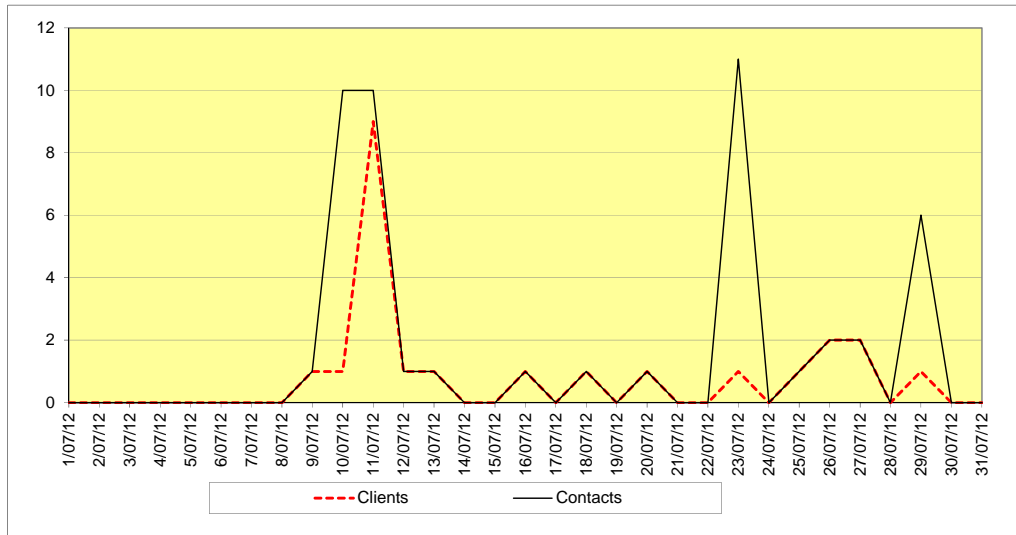


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The month with the highest number of clients contacting the NCIS was August 2011 with 22 clients making 58 contacts. The two months with the least number of clients was December 2011 with 8 clients making 39 contacts and April 2012 with 8 clients making 34 contacts. The monthly average for the 12 month period was 15 clients making 44 contacts.

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

