

# **Noise Complaints and Information Service Statistics Report**

Adelaide Airport – May 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 WebTrak<sup>1</sup>, 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.

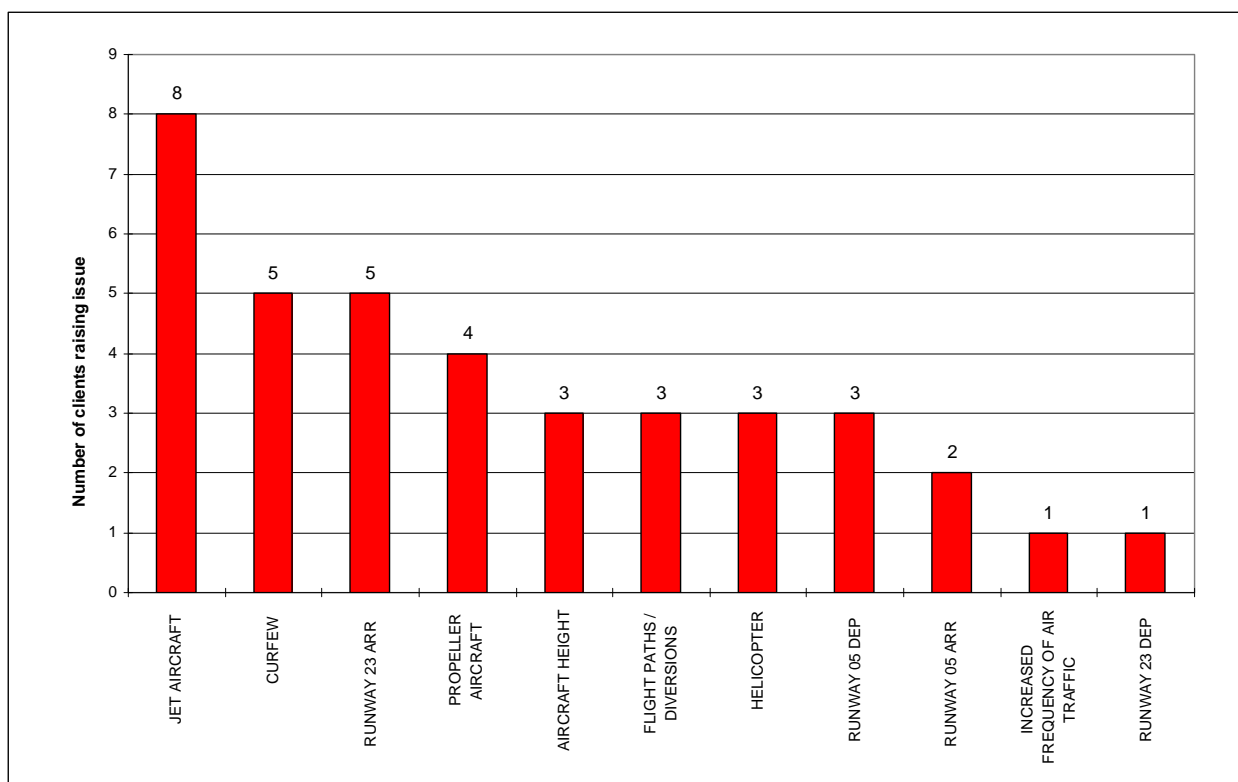
During May 2012 the NCIS recorded 6343 contacts Australia wide. Of these, 35 or 0.6% were attributed to operations at Adelaide Airport.

### 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 May 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 May 2012**



<sup>1</sup> 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/](http://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 5 or more clients; Jet Aircraft (8), Curfew (5) and Runway 23 Arrivals (5).

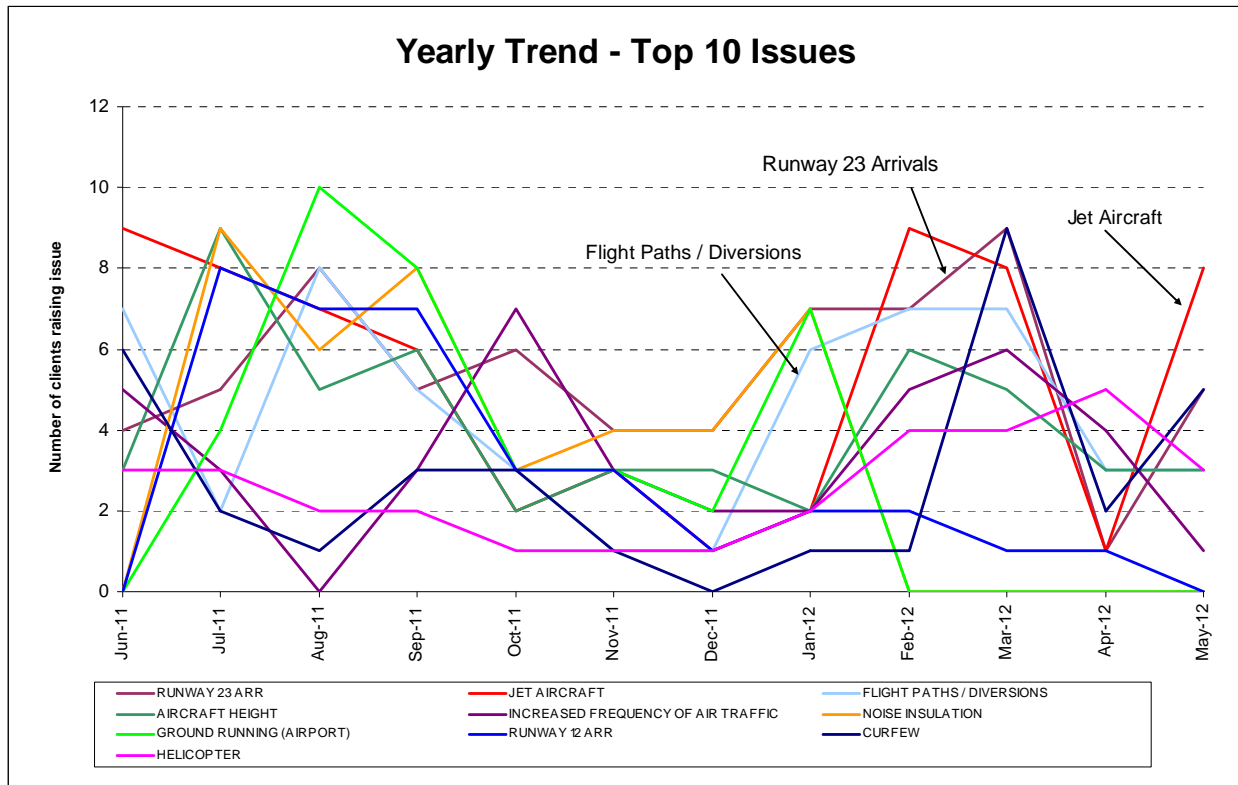
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – May 2012**

<b>Issue</b>	<b>Clients</b>	<b>Contacts</b>
JET AIRCRAFT	8	10
CURFEW	5	6
RUNWAY 23 ARR	5	6
PROPELLER AIRCRAFT	4	15
AIRCRAFT HEIGHT	3	3
FLIGHT PATHS / DIVERSIONS	3	4
HELICOPTER	3	4
RUNWAY 05 DEP	3	9
RUNWAY 05 ARR	2	2
INCREASED FREQUENCY OF AIR TRAFFIC	1	1
RUNWAY 23 DEP	1	2

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 (June 2011 to May 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; Jet Aircraft, Runway 23 Arrivals and Flight Paths / Diversions.

**Figure 2: Top ten issues raised by clients over the past 12 months  
June 2011 to May 2012**



**Table 2** provides an aggregate of the number of clients raising issues for the 12 months to May 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

**Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period June 2011 to May 2012.**

Issue	12 month total for clients raising issue	Number of months issue was raised
RUNWAY 23 ARR	65	12
JET AIRCRAFT	64	12
FLIGHT PATHS / DIVERSIONS	53	12
AIRCRAFT HEIGHT	50	12
INCREASED FREQUENCY OF AIR TRAFFIC	41	11
NOISE INSULATION	41	7
GROUND RUNNING (AIRPORT)	37	7
RUNWAY 12 ARR	35	10
CURFEW	34	11
HELICOPTER	31	12
RUNWAY SELECTION	27	9
RUNWAY 23 DEP	26	12
PROPELLER AIRCRAFT	18	6
RUNWAY 05 DEP	16	9
OTHER*	8	6
RUNWAY 05 ARR	8	5
RUNWAY 30 ARR	7	4
HEALTH ISSUES	5	4
ODOUR, VENT, DUMP	5	5
RUNWAY 12 DEP	3	2
RUNWAY 30 DEP	3	3

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

Note 47.3% of all the clients' issues raised in the last 12 months are contained in the top 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 May 2012. There were a total of 13 clients and 35 contacts from 12 suburbs, which corresponds to a daily average of 1.1 contacts.

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

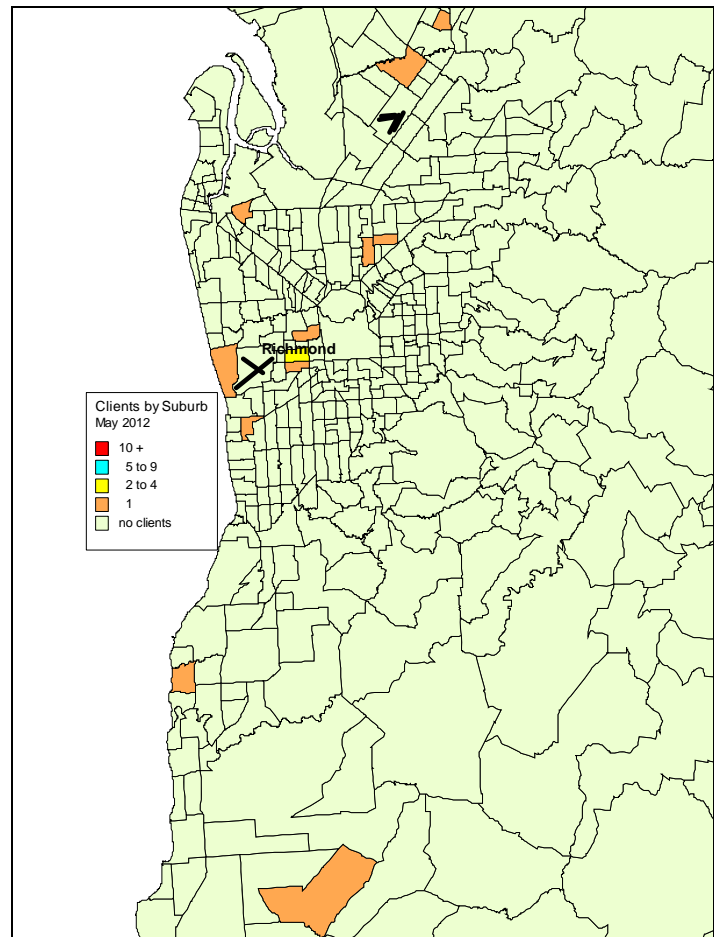
The suburb with the highest number of clients during the month of May was Richmond (2). A single client from Rosewater made 17 contacts which equates to 48.6% of all contacts attributed to Adelaide airport.

**Table 3  
Adelaide Suburbs Client and Contact numbers May 2012**

Suburb	Clients	Contacts
BROADVIEW	1	2
CHRISTIES BEACH	1	1
ELIZABETH GROVE	1	1
GLENELG EAST	1	1
GREENACRES	1	1
MARLESTON	1	1
MILE END	1	1
RICHMOND	2	4
ROSEWATER	1	17
SALISBURY	1	3
WEST BEACH	1	2
WILLUNGA	1	1
<b>TOTAL</b>	<b>13</b>	<b>35</b>

**Figure 3.**

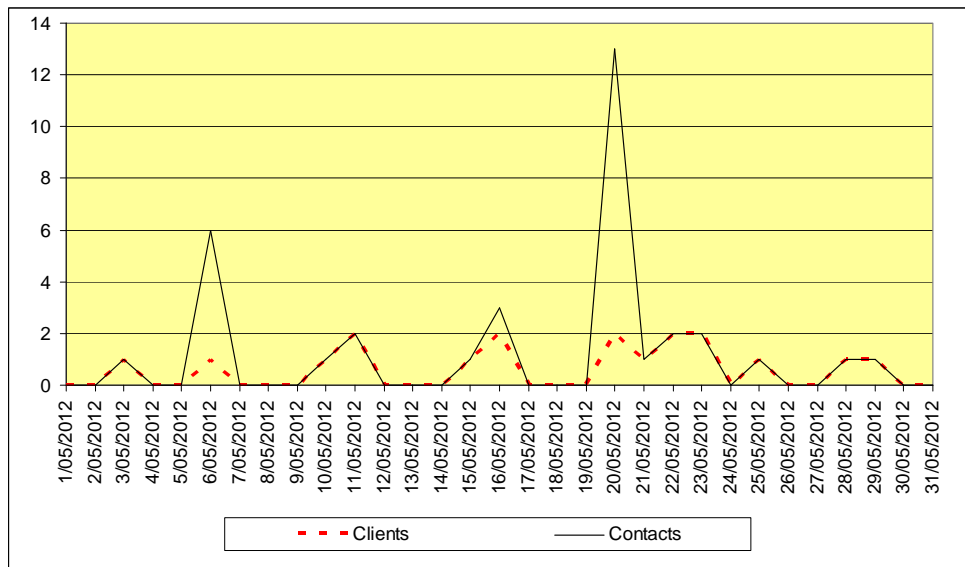
**Clients Density Map  
Adelaide Airport May 2012**



### Section 3: Trends for Clients at Adelaide Airport.

**Figure 4** shows the daily count of clients and contacts for the month of May. During May there were up to 2 clients making contact with the NCIS on any single day. This occurred on 5 occasions; Friday 11<sup>th</sup> (2 clients made 2 contacts), Wednesday 16<sup>th</sup> (2 clients made 3 contacts), Sunday 20<sup>th</sup> (2 clients made 13 contacts), Tuesday 22<sup>nd</sup> (2 clients made 2 contacts) and Wednesday 23<sup>rd</sup> (2 clients made 2 contacts).

**Figure 4. Clients and Contacts by day for May 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 month with the least number of clients was April 2012 with 8 clients making 34 contacts. The monthly average for the 12 month period was 15.2 clients making 46 contacts.

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

