

Noise Complaints and Information Service Statistics Report

Brisbane Airport – February 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 out of Brisbane Airport and exclude those associated with nearby airports such as Archerfield. 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.

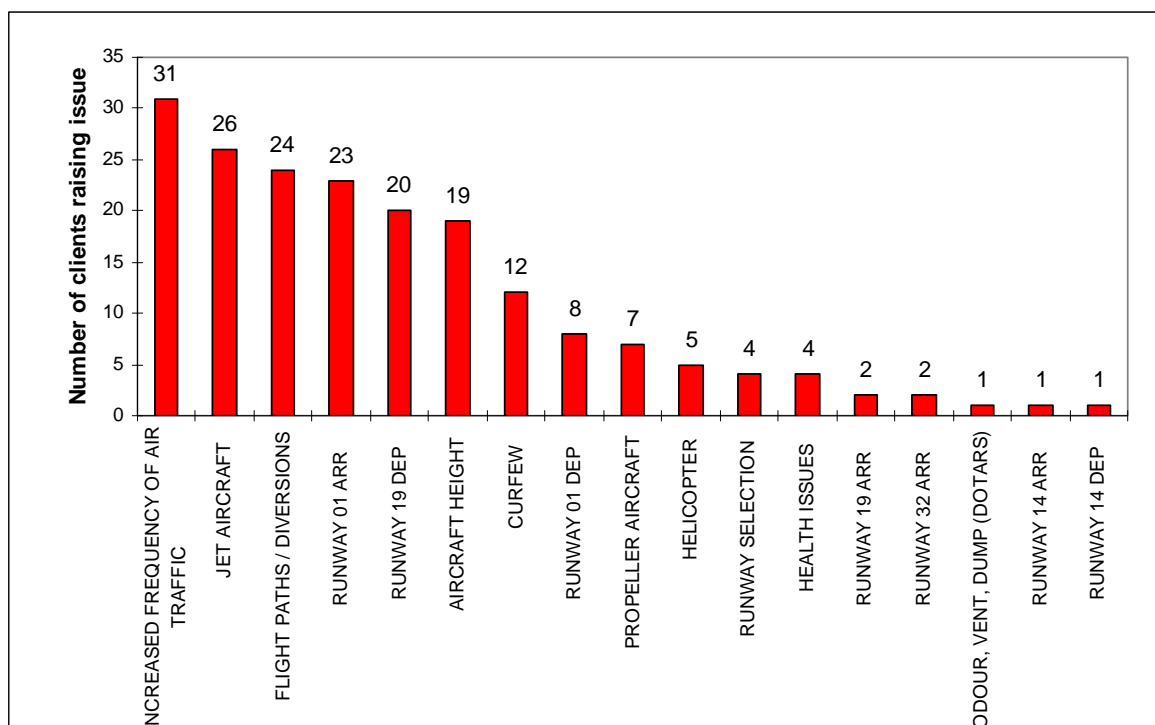
During February 2012, the NCIS recorded 6677 contacts Australia wide. Of these 964 or 14.4% were attributed to operations at Brisbane Airport.

Section 1: Contact Issues at Brisbane 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 17 issues identified by clients during February 2012. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Brisbane Airport.

Figure 1 Issues identified by Clients during February 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 four dominant issues, each identified by 23 or more clients; Increased Frequency of Air Traffic (31) Jet Aircraft (26), Flight Paths / Diversions (24) and Runway 01 Arrivals (23).

Table 1 List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue (February 2012)

Issue	Number of Clients	Number of Contacts
INCREASED FREQUENCY OF AIR TRAFFIC	31	36
JET AIRCRAFT	26	760
FLIGHT PATHS / DIVERSIONS	24	161
RUNWAY 01 ARR	23	38
RUNWAY 19 DEP	20	432
AIRCRAFT HEIGHT	19	47
CURFEW	12	84
RUNWAY 01 DEP	8	306
PROPELLER AIRCRAFT	7	87
HELICOPTER	5	6
RUNWAY SELECTION	4	8
HEALTH ISSUES	4	4
RUNWAY 19 ARR	2	25
RUNWAY 32 ARR	2	12
ODOUR, VENT, DUMP (DOTARS)	1	1
RUNWAY 14 ARR	1	1
RUNWAY 14 DEP	1	1

Contact and client information for Brisbane 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
March 2011 – February 2012**

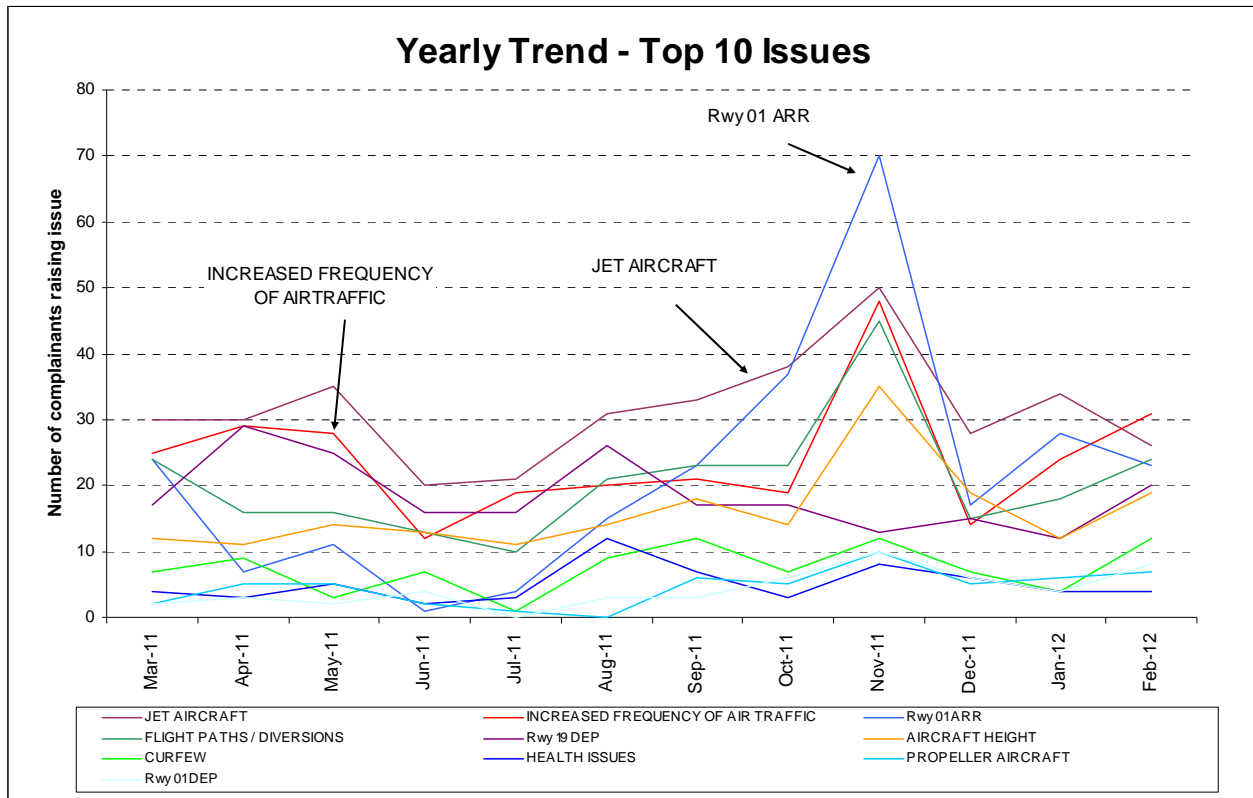


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (March 2011 to February 2012). Although there are a total of 21 issues, this figure has been limited to the top 10 issues for the previous 12 months. Over this period the three most dominant issues raised by clients were; Jet Aircraft, Increased Frequency of Air Traffic and Runway 01 Arrivals.

The number of clients and issues of concern has been relatively stable over the year with the exception of the peak in November 2011 which coincides with the seasonal northerly winds which dictate the use of Runway 01 for arrivals.

Table 2 Summary of the issues raised and the number of clients raising these issues over the period March 2011 to February 2012.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	376	12
INCREASED FREQUENCY OF AIR TRAFFIC	290	12
RUNWAY 01 ARR	260	12
FLIGHT PATHS / DIVERSIONS	248	12
RUNWAY 19 DEP	223	12
AIRCRAFT HEIGHT	192	12
CURFEW	90	12
HEALTH ISSUES	61	12
PROPELLER AIRCRAFT	54	11
RUNWAY 01 DEP	51	11
RUNWAY SELECTION	45	11
HELICOPTER	26	11
RUNWAY 19 ARR	17	10
RUNWAY 14 DEP	13	9
RUNWAY 32 ARR	10	6
OTHER*	9	3
RUNWAY 32 DEP	7	6
ODOUR, VENT, DUMP (DOTARS)	6	6
RUNWAY 14 ARR	5	4
NEW PARALLEL RUNWAY PROJECT	3	3

**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 February 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 80.0% of all the clients' issues raised in the last 12 months are contained in the top six issues of Table 2.

Section 2: Brisbane Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts received by the NCIS for each Brisbane suburb during February 2012. There were a total of 60 clients and 962 contacts from 31 suburbs (two contacts did not indicate a suburb). This corresponds to a daily average of 33.2 contacts.

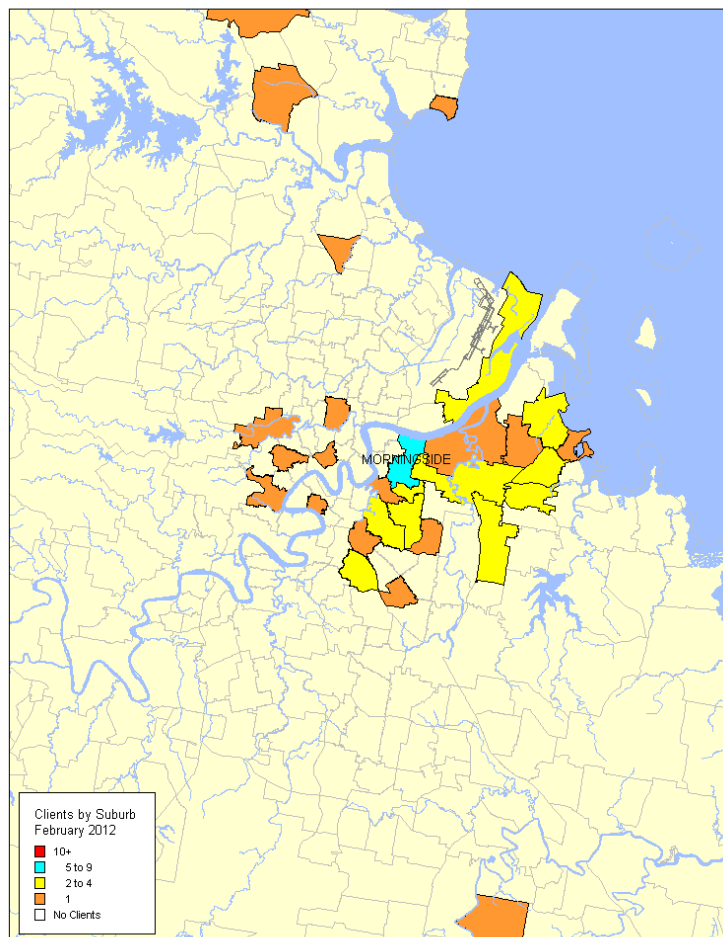
The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients with whom the NCIS dealt with during February 2012.

The suburb with the highest number of clients during the month of February was Morningside (7) all the clients from this suburb submitted 9 contacts, which equates to 0.93% of all contacts attributed to Brisbane Airport. Of the 436 contacts received from the suburb of Tingalpa, 416 were from a single client. Of the 435 contacts received from the suburb of Wynnum, 426 were from a single client. These two clients account for 87.3% of contacts regarding Brisbane Airport.

Table 3.
Brisbane Suburbs Client and Contact numbers February 2012

Suburb	Clients	Contacts
ASHGROVE	1	1
BELMONT	2	8
BUCCAN	1	1
CAMP HILL	4	4
CANNON HILL	3	6
CARINA HEIGHTS	1	1
COORPAROO	4	5
FITZGIBBON	1	2
GREENSLOPES	1	1
HEMMANT	1	1
HIGHGATE HILL	1	2
KALLANGUR	1	1
MANLY	1	1
MANLY WEST	3	3
MORNINGSIDE	7	9
MOUNT GRAVATT	1	13
MURARRIE	1	1
NARANGBA	1	1
NORMAN PARK	1	2
PADDINGTON	1	1
PINKENBA	2	2
SEVEN HILLS	4	11
SPRING HILL	1	1
TARRAGINDI	2	2
TINGALPA	3	436
TOOWONG	1	1
WAKERLEY	3	6
WINDSOR	1	1
WOODY POINT	1	2
WYNNUM	4	435
WYNNUM WEST	1	1
TOTAL	60	962

Figure 3
Clients Density Map Brisbane Airport February 2012



Section 3: Trends for Clients at Brisbane Airport.

The daily count of clients and contacts for the month of February is shown in Figure 4. During February there were up to 10 clients making contact with the NCIS on any single day. There were three days where 8 or more clients contacted the NCIS; Wednesday 1st (17 contacts from 10 clients), Friday 3rd (11 contacts from 8 clients), Wednesday 29th (90 contacts from 8 clients).

Figure 4 Clients and Contacts by day for February 2012

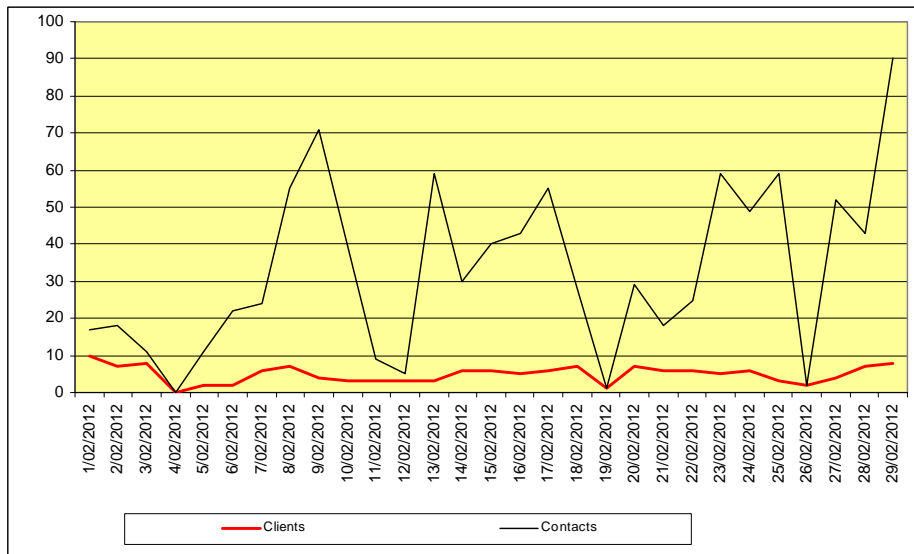


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in April (821) and February (964). There has been a noticeable steady increase in contact numbers since November and this could be associated with seasonal weather patterns. Overall Figure 5 demonstrates there is a poor correlation between the number of clients and the number of contacts.

Figure 5. Monthly Client and Contact numbers over the last 12 months

