

Noise Complaints and Information Service Statistics Report

Brisbane Airport – June 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 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 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.

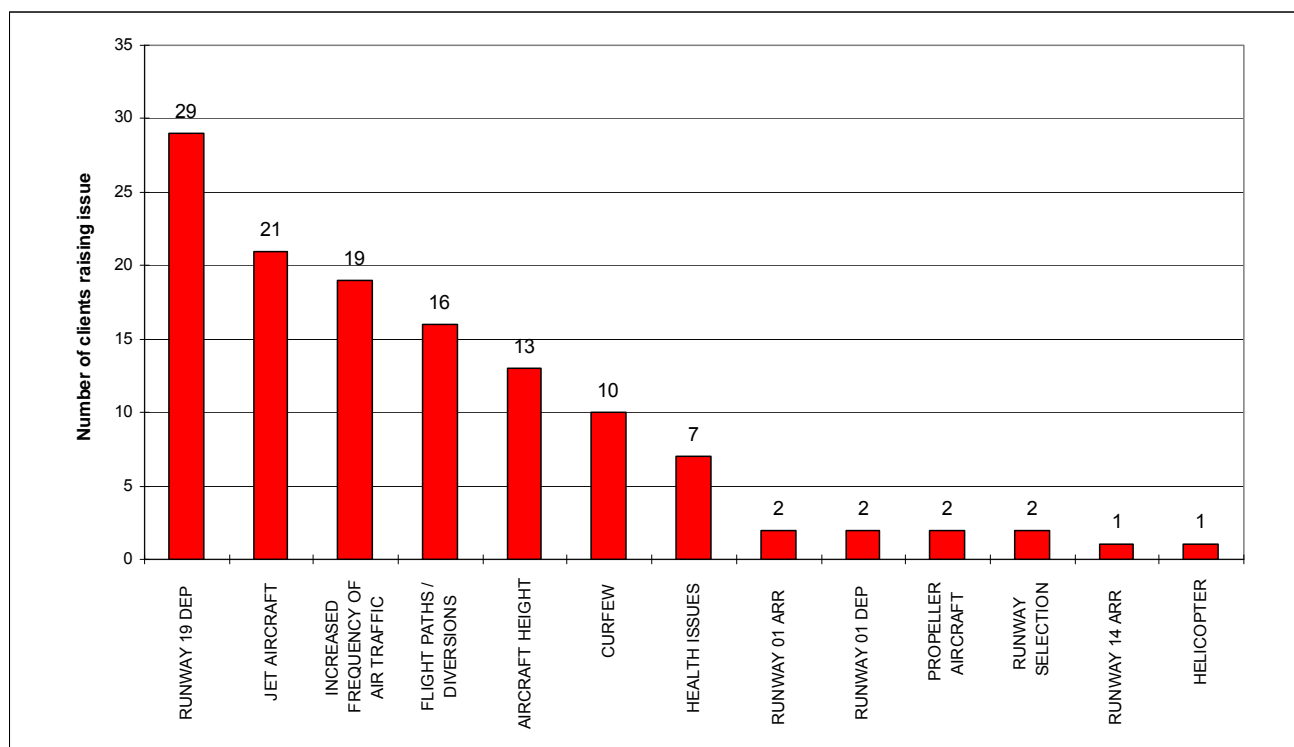
During June 2012, the NCIS recorded 6552 contacts Australia wide. Of these 786 or 12% were attributed to operations at Brisbane Airport.

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 13 issues identified by clients during June 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 June 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 19 or more clients; Runway 19 Dep (29), Jet Aircraft (21) and Increased Frequency of Air Traffic (19).

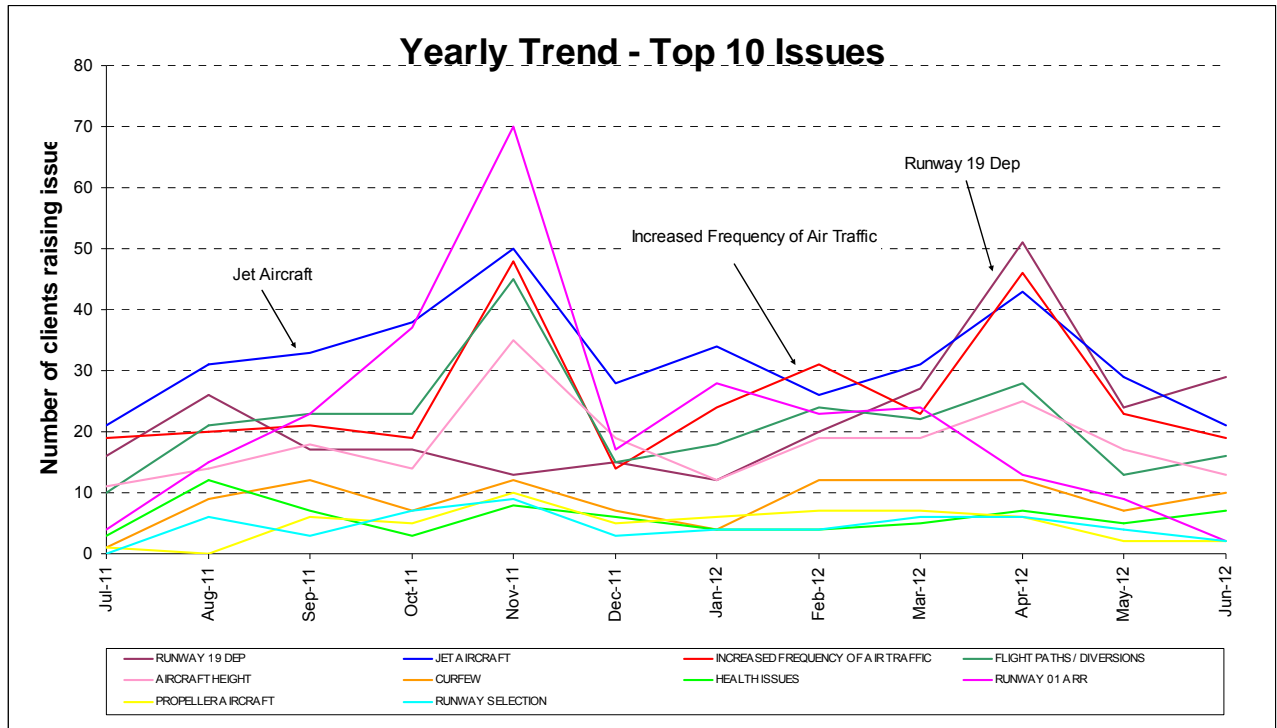
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – June 2012

| Issue | Number of Clients | Number of Contacts |
|------------------------------------|--------------------------|---------------------------|
| Runway 19 Dep | 29 | 745 |
| Jet Aircraft | 21 | 742 |
| Increased Frequency Of Air Traffic | 19 | 35 |
| Flight Paths / Diversions | 16 | 41 |
| Aircraft Height | 13 | 25 |
| Curfew 10 | | 33 |
| Health Issues | 7 | 12 |
| Runway 01 Arr | 2 | 5 |
| Runway 01 Dep | 2 | 2 |
| Propeller Aircraft | 2 | 2 |
| Runway Selection | 2 | 3 |
| Runway 14 Arr | 1 | 1 |
| Helicopter 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 contains the yearly trend for the number of clients raising an issue on a monthly basis (July 2011 to June 2012). Although there are a total of 20 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the three most dominant issues raised by clients were; Runway 19 Departures, Jet Aircraft and Increased Frequency of Air Traffic

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



The number of clients and issues of concern has been relatively stable over the year with the exception of an increase in clients raising the issue of Runway 01 arrivals in November 2011 which coincides with the seasonal northerly winds that dictate the use of Runway 01 for arrivals. During Nov 2011 75.2% of arrival aircraft for Brisbane Airport used runway 01.

This information is found in Airservices Australia’s Noise and Flight Path Monitoring System Reports located at <http://www.airservicesaustralia.com/publications/reports-and-statistics/noise-reports/> under Brisbane Reports – Brisbane 2011 4th quarter page 42.

Table 2 provides an aggregate of the number of clients raising issues for the 12 months to June 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 July 2011 - June 2012.

| Issue | 12 month total for clients raising issues | Number of months issue was raised |
|------------------------------------|---|-----------------------------------|
| JET AIRCRAFT | 385 | 12 |
| INCREASED FREQUENCY OF AIR TRAFFIC | 307 | 12 |
| RUNWAY 01 ARR | 265 | 12 |
| FLIGHT PATHS / DIVERSIONS | 258 | 12 |
| RUNWAY 19 DEP | 267 | 12 |
| AIRCRAFT HEIGHT | 216 | 12 |
| CURFEW | 105 | 12 |
| HEALTH ISSUES | 71 | 12 |
| PROPELLER AIRCRAFT | 57 | 11 |
| RUNWAY SELECTION | 54 | 11 |
| RUNWAY 01 DEP | 50 | 11 |
| HELICOPTER 27 | | 10 |
| RUNWAY 19 ARR | 16 | 10 |
| RUNWAY 14 DEP | 15 | 9 |
| RUNWAY 32 ARR | 10 | 5 |
| RUNWAY 14 ARR | 7 | 6 |
| ODOUR, VENT, DUMP | 6 | 6 |
| RUNWAY 32 DEP | 6 | 6 |
| NEW PARALLEL RUNWAY PROJECT | 2 | 2 |
| RNAV - 19 DEP SOUTH | 1 | 1 |

Note 79.9% 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 for each Brisbane suburb during June 2012. There were a total of 34 clients and 786 contacts from 23 suburbs. This corresponds to a daily average of 26.2 contacts.

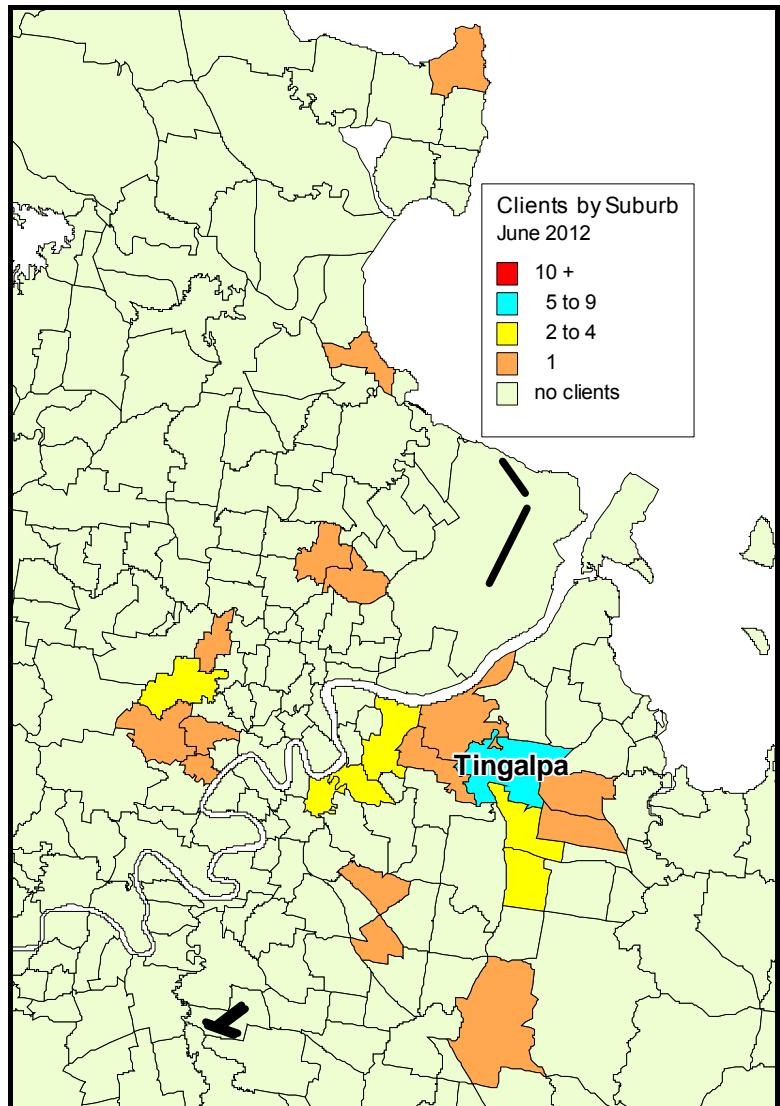
Figure 3 is a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during June 2012.

The suburb with the highest number of clients during the month of June was Tingalpa (6). Of the 700 contacts received from the suburb of Tingalpa, 660 were from a single client. This client accounts for 94.2% of the June contacts for Tingalpa and 83.9% of the total contacts regarding Brisbane Airport.

Table 3
Brisbane Suburbs Client and Contact Numbers June 2012

| Suburb | Clients | Contacts |
|----------------|-----------|------------|
| Aeroglen 1 | | 1 |
| Alderley 1 | | 1 |
| Ashgrove 3 | | 3 |
| Auchenflower 1 | | 1 |
| Bardon 1 | | 1 |
| Beaudesert 1 | | 1 |
| Belmont 2 | | 10 |
| Cannon Hill | 1 | 2 |
| East Brisbane | 2 | 3 |
| Gumdale 1 | | 6 |
| Holland Park | 1 | 6 |
| Morningside 2 | | 3 |
| Mount Gravatt | 1 | 13 |
| Murarie 1 | | 20 |
| Norman Park | 2 | 8 |
| Nundah 1 | | 1 |
| Paddington 1 | | 1 |
| Rochedale 1 | | 1 |
| Sandgate 1 | | 1 |
| Scarborough 1 | | 1 |
| Tingalpa 6 | | 700 |
| Wakerley 1 | | 1 |
| Wavell Heights | 1 | 1 |
| Total | 34 | 786 |

Figure 3
Clients Density Map Brisbane Airport June 2012



Section 3: Trends for Clients at Brisbane Airport.

Figure 4 shows the daily count of clients and contacts for the month of June. During June there were up to 7 clients making contact with the NCIS on any single day. There were three days where 7 clients contacted the NCIS; Wednesday 6th (7 clients made 37 contacts), Wednesday 13th (7 clients made 41 contacts) and Monday 25th (7 clients made 46 contacts).

Figure 4 Clients and Contacts by day for June 2012

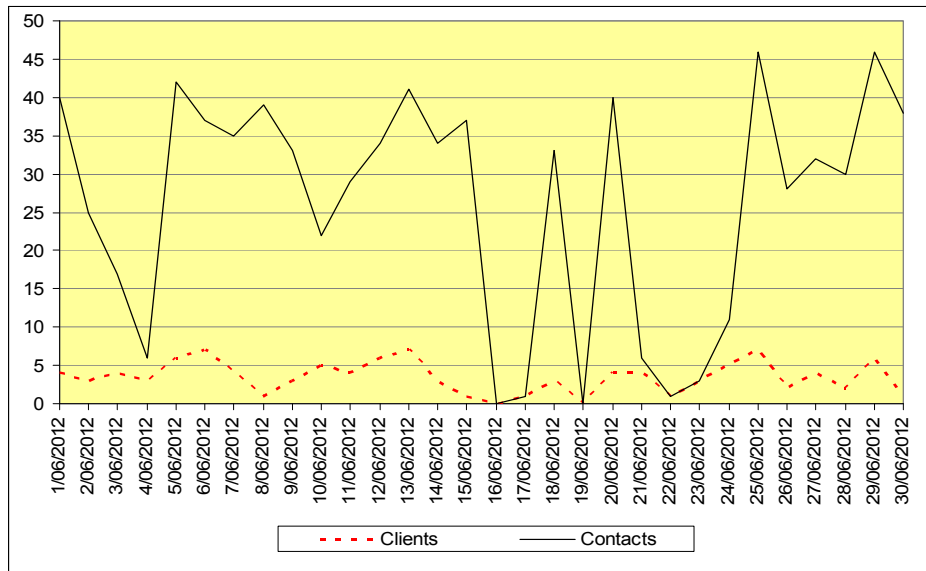


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients is 53 per month, the average number of contacts is 672 per month. November 2011 has the highest total number of clients (90). There is a noticeable reduction in contacts over the past three months. February 2012 has the highest total number of contacts (964). 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

