

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

Brisbane Airport – March 2012

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## 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 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.

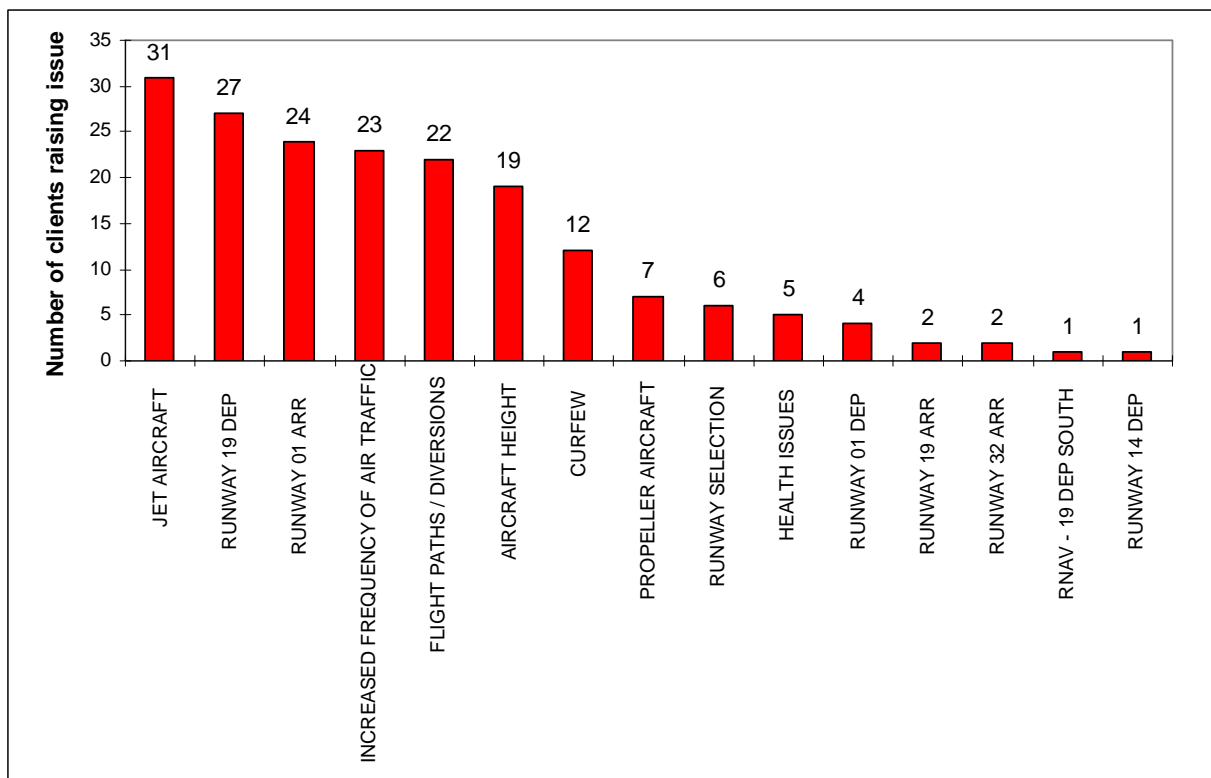
During March 2012, the NCIS recorded 7277 contacts Australia wide. Of these 768 or 10.6% were attributed to operations at Brisbane Airport.

### 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 15 issues identified by clients during March 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 March 2012**



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<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. The top six issues were raised by 78.5% of clients.

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

| Issue                              | Number of Clients | Number of Contacts |
|------------------------------------|-------------------|--------------------|
| JET AIRCRAFT                       | 31                | 651                |
| RUNWAY 19 DEP                      | 27                | 532                |
| RUNWAY 01 ARR                      | 24                | 31                 |
| INCREASED FREQUENCY OF AIR TRAFFIC | 23                | 33                 |
| FLIGHT PATHS / DIVERSIONS          | 22                | 42                 |
| AIRCRAFT HEIGHT                    | 19                | 25                 |
| CURFEW                             | 12                | 31                 |
| PROPELLER AIRCRAFT                 | 7                 | 50                 |
| RUNWAY SELECTION                   | 6                 | 11                 |
| HEALTH ISSUES                      | 5                 | 9                  |
| RUNWAY 01 DEP                      | 4                 | 136                |
| RUNWAY 19 ARR                      | 2                 | 2                  |
| RUNWAY 32 ARR                      | 2                 | 32                 |
| RNAV - 19 DEP SOUTH                | 1                 | 1                  |
| RUNWAY 14 DEP                      | 1                 | 2                  |

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  
April 2011 – March 2012**

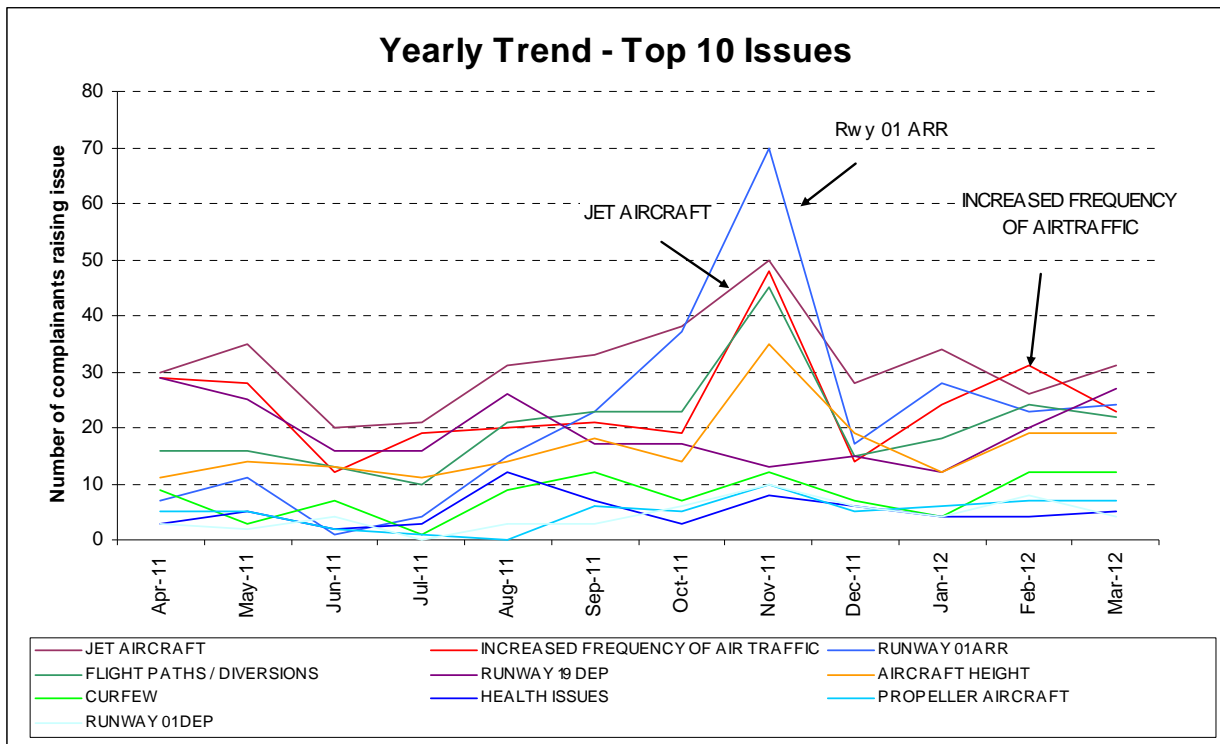


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (April 2011 to March 2012). Although there are a total of 21 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the three most dominant issues 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 an increase in clients raising the issue of 01 arrivals in November 2011 which coincides with the seasonal northerly winds that 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 April 2011 to March 2012.**

| Issue                              | 12 month total for clients raising issues | Number of months issue was raised |
|------------------------------------|---|-----------------------------------|
| JET AIRCRAFT                       | 377                                       | 12                                |
| INCREASED FREQUENCY OF AIR TRAFFIC | 288                                       | 12                                |
| RUNWAY 01 ARR                      | 260                                       | 12                                |
| FLIGHT PATHS / DIVERSIONS          | 246                                       | 12                                |
| RUNWAY 19 DEP                      | 233                                       | 12                                |
| AIRCRAFT HEIGHT                    | 199                                       | 12                                |
| CURFEW                             | 95  | 12                                |
| HEALTH ISSUES                      | 62  | 12                                |
| PROPELLER AIRCRAFT                 | 59  | 11                                |
| RUNWAY 01 DEP                      | 53  | 11                                |
| RUNWAY SELECTION                   | 50  | 11                                |
| HELICOPTER                         | 23  | 10                                |
| RUNWAY 19 ARR                      | 19  | 11                                |
| RUNWAY 14 DEP                      | 13  | 9                                 |
| RUNWAY 32 ARR                      | 12  | 7                                 |
| RUNWAY 32 DEP                      | 7   | 6                                 |
| ODOUR, VENT, DUMP                  | 6   | 6                                 |
| OTHER*                             | 6   | 2                                 |
| RUNWAY 14 ARR                      | 5   | 4                                 |
| NEW PARALLEL RUNWAY PROJECT        | 3   | 3                                 |
| RNAV - 19 DEP SOUTH                | 1   | 1                                 |

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

Note 79.5% 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 March 2012. There were a total of 54 clients and 767 contacts from 31 suburbs (one contact did not indicate a suburb). This corresponds to a daily average of 24.7 contacts.

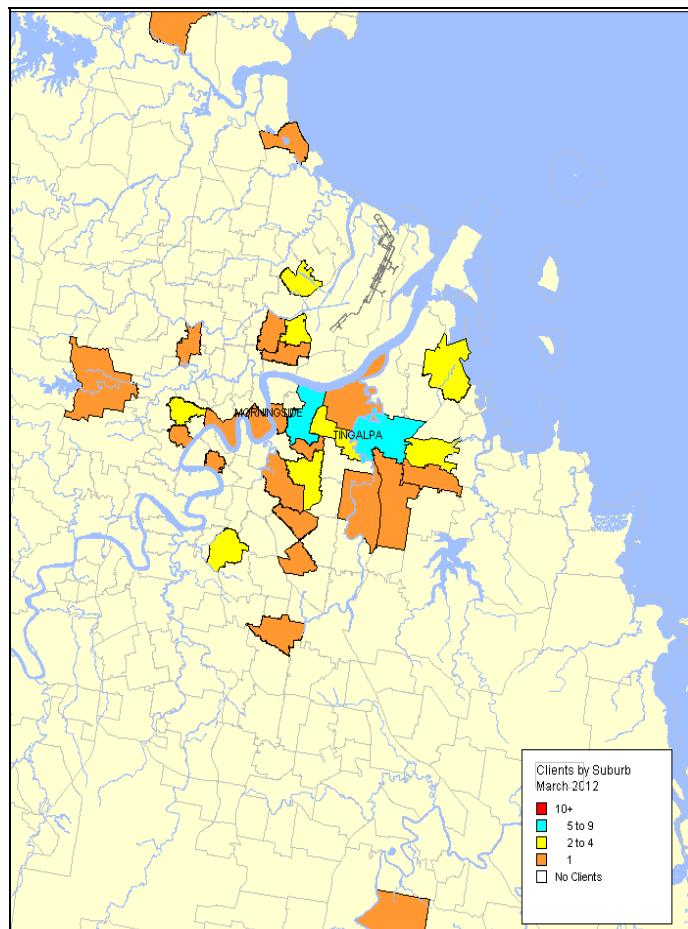
The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during March 2012.

The suburbs with the highest number of clients during the month of March were Tingalpa (7) and Morningside (7). Of the 498 contacts received from the suburb of Tingalpa, 459 were from a single client. Of the 194 contacts received from the suburb of Wynnum, 193 were from a single client. These two clients account for 85% of contacts regarding Brisbane Airport.

**Table 3.**  
**Brisbane Suburbs Client and Contact numbers March 2012**

| Suburb        | Clients   | Contacts   |
|---------------|-----------|------------|
| ALDERLEY      | 1         | 1          |
| ASCOT         | 1         | 1          |
| AUCHENFLOWER  | 1         | 1          |
| BELMONT       | 1         | 6          |
| BRISBANE CITY | 2         | 2          |
| BUCCAN        | 1         | 1          |
| CAMP HILL     | 3         | 4          |
| CANNON HILL   | 3         | 5          |
| CARINDALE     | 1         | 1          |
| CLAYFIELD     | 1         | 3          |
| COORPAROO     | 1         | 1          |
| GUMDALE       | 1         | 3          |
| HAWTHORNE     | 1         | 2          |
| HENDRA        | 2         | 2          |
| HIGHGATE HILL | 1         | 11         |
| HOLLAND PARK  | 1         | 2          |
| KALLANGUR     | 1         | 1          |
| MOOROOKA      | 2         | 2          |
| MORNINGSIDE   | 7         | 9          |
| MOUNT GRAVATT | 1         | 1          |
| MURARRIE      | 1         | 3          |
| NEW FARM      | 1         | 2          |
| NORTHGATE     | 2         | 2          |
| PADDINGTON    | 2         | 2          |
| SANDGATE      | 1         | 1          |
| SEVEN HILLS   | 1         | 1          |
| SUNNYBANK     | 1         | 1          |
| THE GAP       | 1         | 1          |
| TINGALPA      | 7         | 498        |
| WAKERLEY      | 2         | 3          |
| WYNNUM        | 2         | 194        |
| <b>TOTAL</b>  | <b>54</b> | <b>767</b> |

**Figure 3**  
**Clients Density Map Brisbane Airport March 2012**



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

The daily count of clients and contacts for the month of March is shown in Figure 4. During March there were up to 13 clients making contact with the NCIS on any single day. There were four days where 7 or more clients contacted the NCIS; Friday 2<sup>nd</sup> (51 contacts from 7 clients), Wednesday 7<sup>th</sup> (43 contacts from 7 clients), Wednesday 21<sup>st</sup> (32 contacts from 7 clients) and Friday 23<sup>rd</sup> (45 contacts from 13 clients).

**Figure 4 Clients and Contacts by day for March 2012**

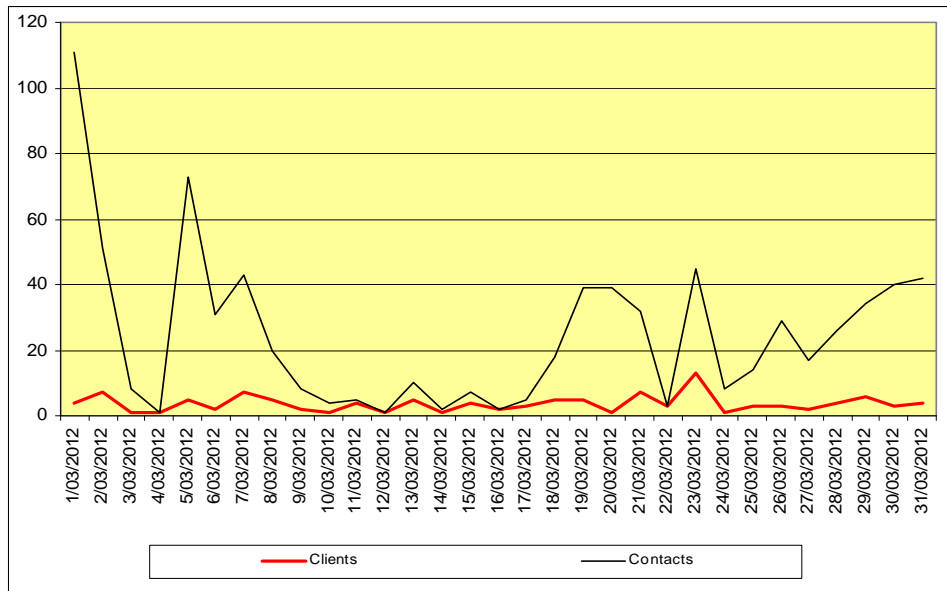


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients is 50.7 per month, the average number of contacts is 634.2 per month. November 2011 has the highest total number of clients (90), February 2012 has the highest total 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**

