

Noise Complaints and Information Service Statistics Report

Brisbane 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 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.

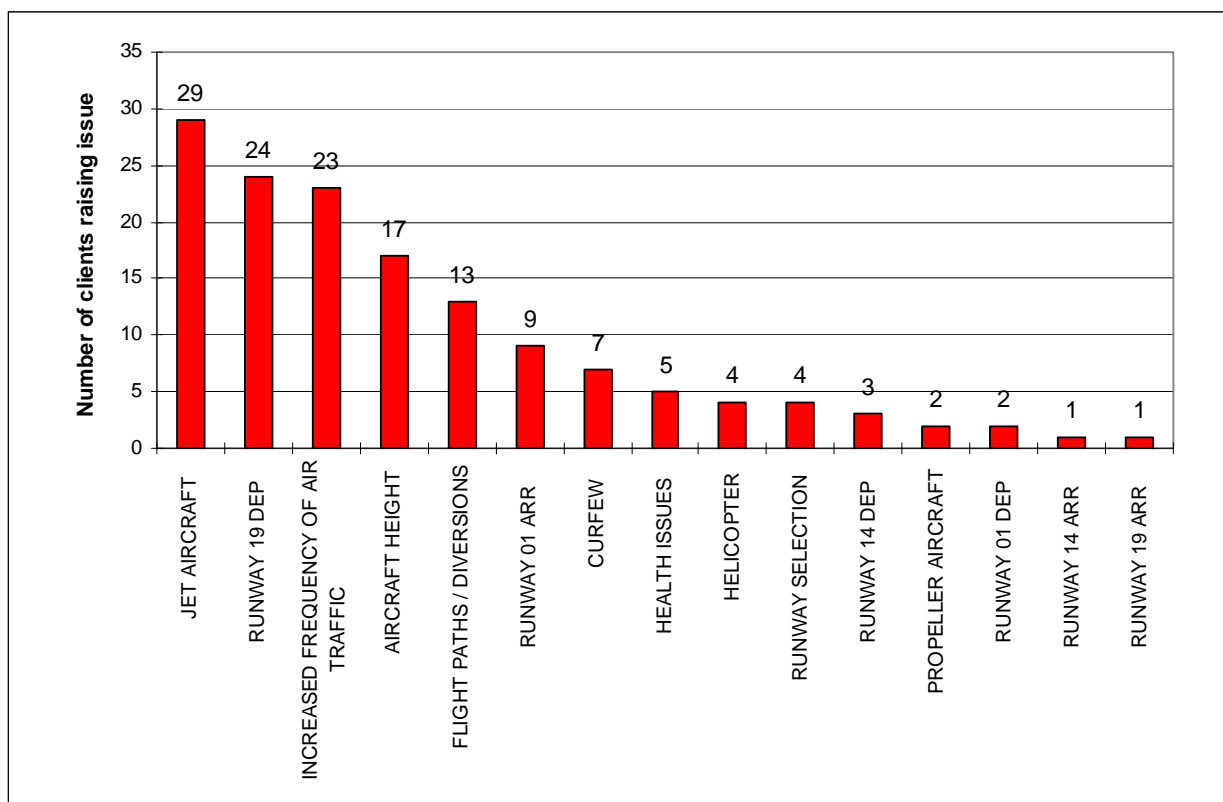
During May 2012, the NCIS recorded 6343 contacts Australia wide. Of these 692 or 10.9% were attributed to operations at Brisbane Airport.

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 May 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 May 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 23 or more clients; Jet Aircraft (29), Runway 19 Dep (24) and Increased Frequency of Air Traffic (23).

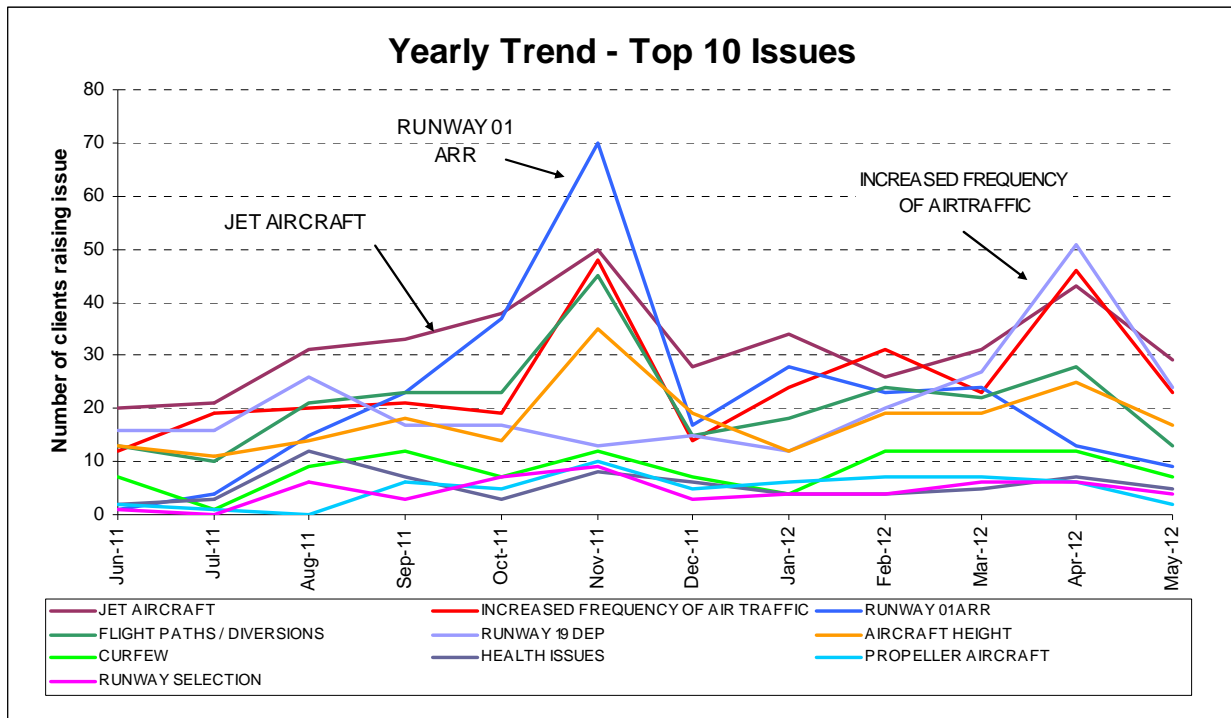
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - May 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	29	644
RUNWAY 19 DEP	24	627
INCREASED FREQUENCY OF AIR TRAFFIC	23	33
AIRCRAFT HEIGHT	17	26
FLIGHT PATHS / DIVERSIONS	13	23
RUNWAY 01 ARR	9	15
CURFEW	7	19
HEALTH ISSUES	5	9
HELICOPTER	4	4
RUNWAY SELECTION	4	6
RUNWAY 14 DEP	3	3
PROPELLER AIRCRAFT	2	6
RUNWAY 01 DEP	2	2
RUNWAY 14 ARR	1	1
RUNWAY 19 ARR	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 (June 2011 to May 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; Jet Aircraft, Increased Frequency of Air Traffic and Runway 01 Arrivals.

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

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	384	12
INCREASED FREQUENCY OF AIR TRAFFIC	300	12
RUNWAY 01 ARR	264	12
FLIGHT PATHS / DIVERSIONS	255	12
RUNWAY 19 DEP	254	12
AIRCRAFT HEIGHT	216	12
CURFEW	102	12
HEALTH ISSUES	66	12
PROPELLER AIRCRAFT	57	11
RUNWAY SELECTION	53	11
RUNWAY 01 DEP	52	11
HELICOPTER	28	10
RUNWAY 19 ARR	18	11
RUNWAY 14 DEP	15	9
RUNWAY 32 ARR	10	5
ODOUR, VENT, DUMP	6	6
RUNWAY 14 ARR	6	5
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 May 2012. There were a total of 47 clients and 692 contacts from 30 suburbs. This corresponds to a daily average of 22.3 contacts.

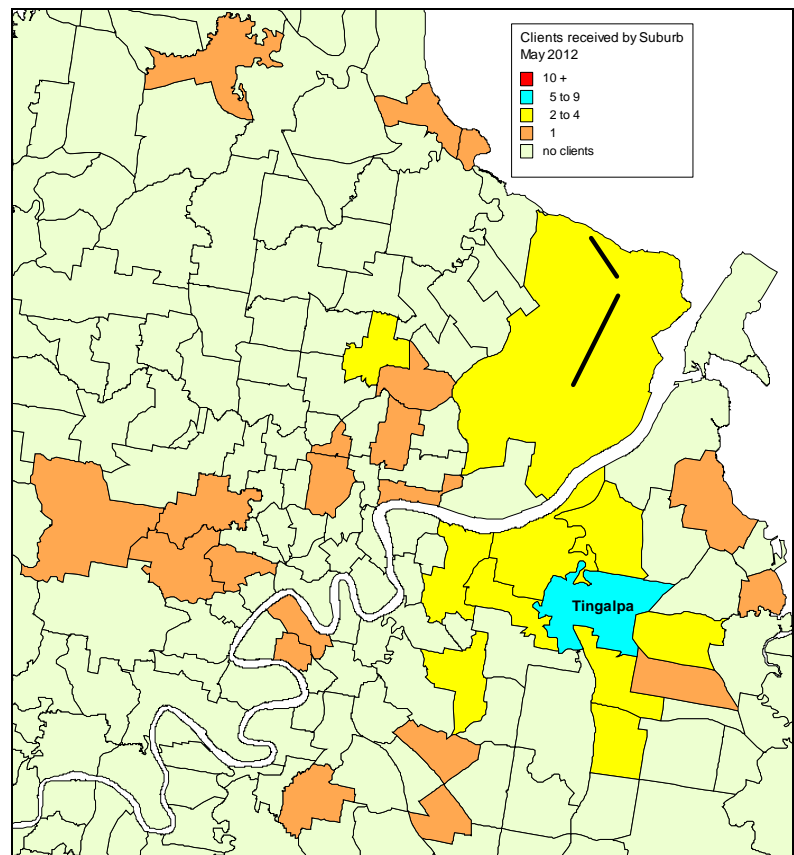
Figure 3 is a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during May 2012.

The suburb with the highest number of clients during the month of May was Tingalpa (6). Of the 610 contacts received from the suburb of Tingalpa, 548 were from a single client. This client accounts for 89.8% of the May contacts for Tingalpa and 79.2% of the total contacts regarding Brisbane Airport.

Table 3
Brisbane Suburbs Client and Contact Numbers May 2012

Suburb	Clients	Contacts
ASHGROVE	1	2
BARDON	1	1
BELMONT	3	3
CAMP HILL	4	5
CANNON HILL	2	5
CLAYFIELD	1	6
GUMDALE	1	2
HAMILTON	1	1
HEMMANT	2	2
HIGHGATE HILL	1	1
HOLLAND PARK	1	4
LOTA	1	1
LUTWYCHE	1	1
MOOROOKA	1	1
MORNINGSIDE	2	2
MOUNT GRAVATT	1	7
MURARRIE	2	20
NUNDAH	1	1
PADDINGTON	1	1
PINKENBA	2	2
SANDGATE	1	1
SHORNCLIFFE	1	1
SOUTH BRISBANE	1	1
STRATHPINE	1	2
THE GAP	1	1
TINGALPA	6	610
WAKERLEY	2	2
WAVELL HEIGHTS	2	2
WINDSOR	1	1
WYNNUM	1	3
TOTAL	47	692

Figure 3
Clients Density Map Brisbane Airport May 2012



Section 3: Trends for Clients at Brisbane Airport.

Figure 4 shows the daily count of clients and contacts for the month of May. During May there were up to 8 clients making contact with the NCIS on any single day. There were four days where 8 clients contacted the NCIS; Wednesday 2nd (8 clients made 43 contacts), Friday 4th (8 clients made 10 contacts), Tuesday 22nd (8 clients made 13 contacts) and Wednesday 23rd (8 clients made 25 contacts).

Figure 4 Clients and Contacts by day for May 2012

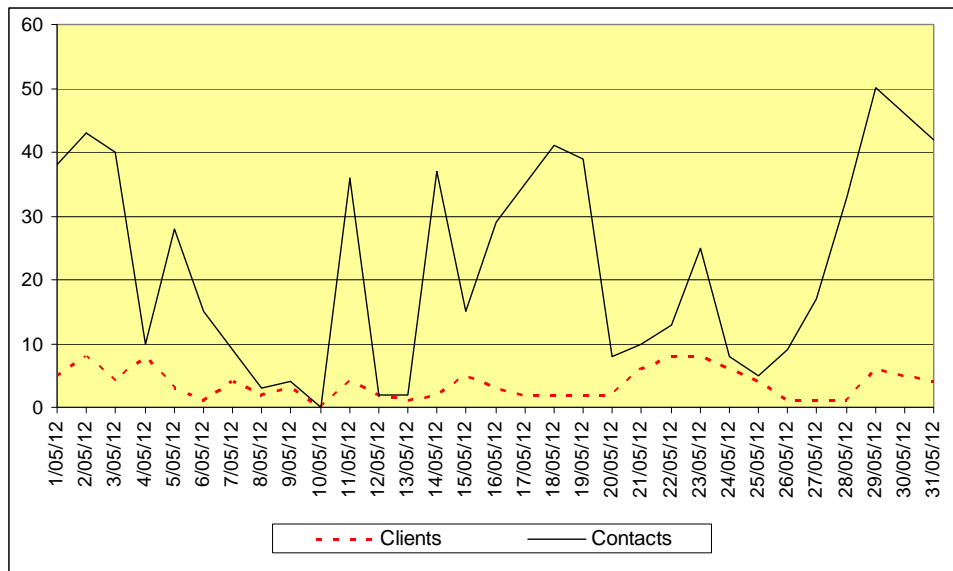


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients is 52.8 per month, the average number of contacts is 640.6 per month. November 2011 has the highest total number of clients (90), February 2012 has the highest total 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

