

Noise Complaints and Information Service Statistics Report

Brisbane Airport – August 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.

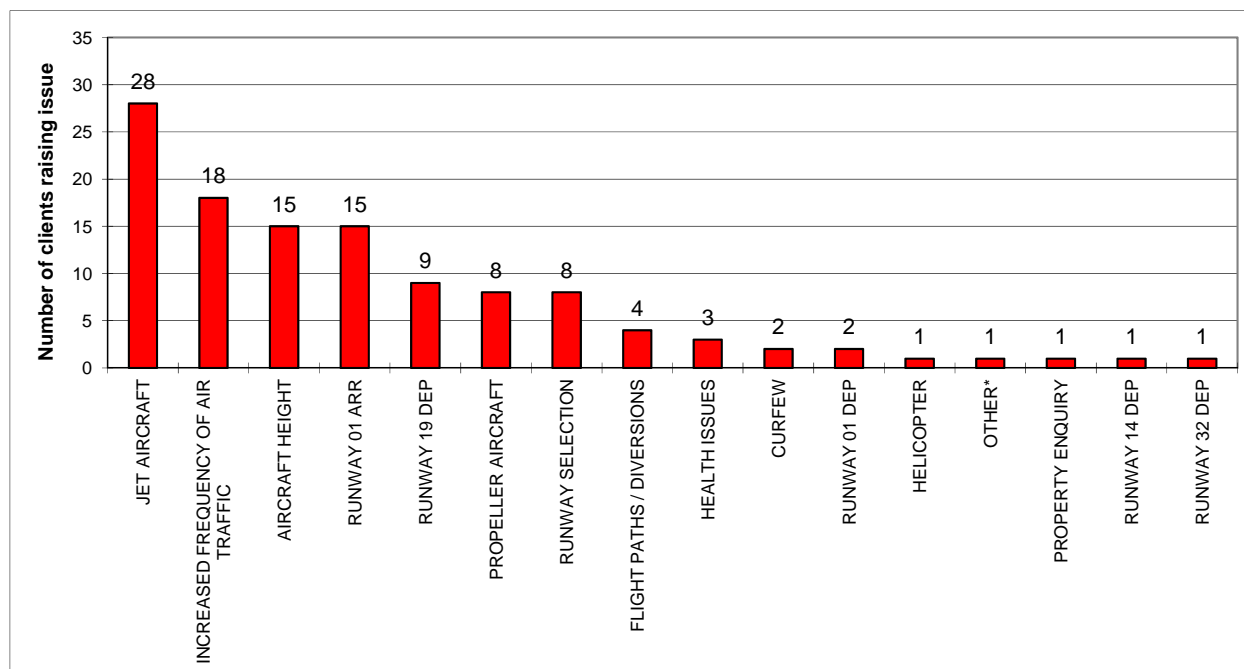
During August 2012, the NCIS recorded 7408 contacts Australia wide. Of these 370 or 5.0% were attributed to operations at Brisbane Airport.

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 16 issues identified by clients during August 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 August 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 15 or more clients; Jet Aircraft (28), Increased Frequency of Air Traffic (18), Aircraft Height (15) and Runway 01 Arr (15).

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

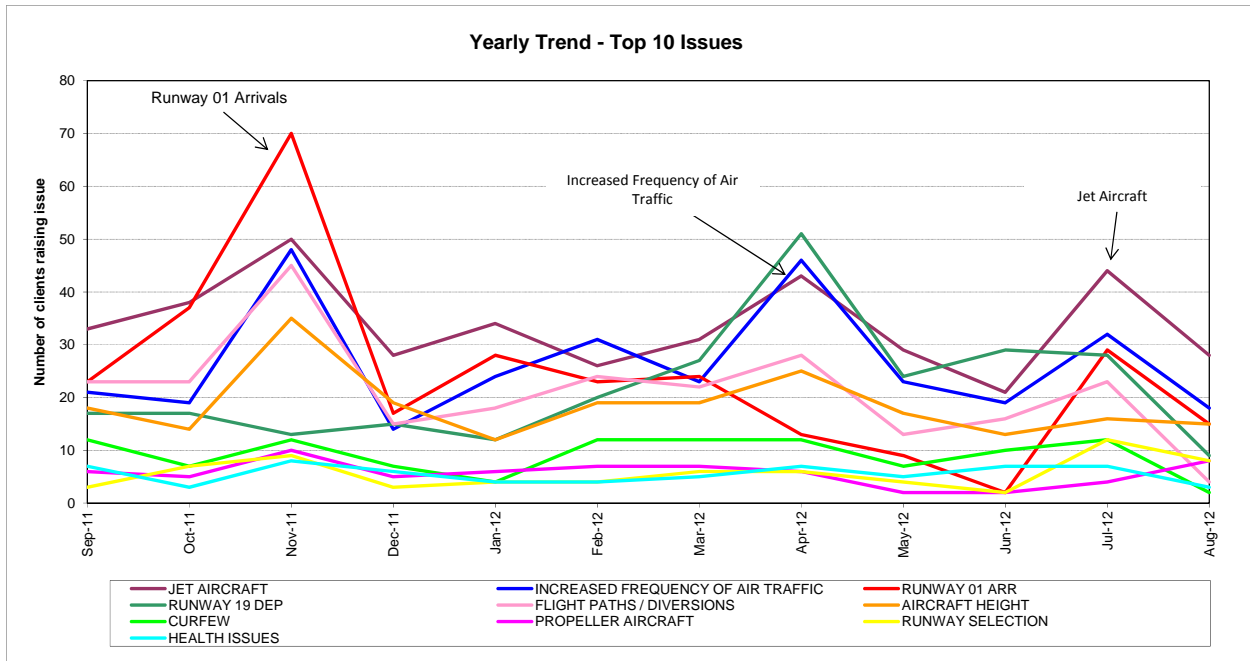
Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	28	71
INCREASED FREQUENCY OF AIR TRAFFIC	18	24
AIRCRAFT HEIGHT	15	19
RUNWAY 01 ARR	15	60
RUNWAY 19 DEP	9	20
PROPELLER AIRCRAFT	8	32
RUNWAY SELECTION	8	22
FLIGHT PATHS / DIVERSIONS	4	4
HEALTH ISSUES	3	4
CURFEW	2	3
RUNWAY 01 DEP	2	2
HELICOPTER	1	1
OTHER*	1	1
PROPERTY ENQUIRY	1	1
RUNWAY 14 DEP	1	1
RUNWAY 32 DEP	1	1

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

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 (September 2011 to August 2012). Although there are a total of 22 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
September 2011 - August 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 August 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern. Please note, per month, any one client may raise a number of issues and may be counted multiple times throughout this list.

Table 2: Summary of clients raising issues over the period September 2011 - August 2012.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	405	12
INCREASED FREQUENCY OF AIR TRAFFIC	318	12
RUNWAY 01 ARR	290	12
RUNWAY 19 DEP	262	12
FLIGHT PATHS / DIVERSIONS	254	12
AIRCRAFT HEIGHT	222	12
CURFEW	109	12
PROPELLER AIRCRAFT	68	12
RUNWAY SELECTION	68	12
HEALTH ISSUES	66	12
RUNWAY 01 DEP	53	12
HELICOPTER	29	10
RUNWAY 19 ARR	18	10
RUNWAY 14 DEP	14	8
RUNWAY 32 ARR	11	6
ODOUR, VENT, DUMP	7	6
RUNWAY 14 ARR	7	6
RUNWAY 32 DEP	5	5
PROPERTY ENQUIRY	5	2
NEW PARALLEL RUNWAY PROJECT	2	2
OTHER*	1	1
RNAV - 19 DEP SOUTH	1	1

79.1% of the total clients raising issues have raised an issue in the top six 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 August 2012. There were a total of 40 clients and 370 contacts from 21 suburbs (one client did not indicate a suburb). This corresponds to a daily average of 11.9 contacts.

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

The suburb with the highest number of clients during the month of August was Morningside (6). Tingalpa had the highest number of contacts (264) of which 247 were received by a single client. This client accounts for 66.7% of the total contacts regarding Brisbane Airport.

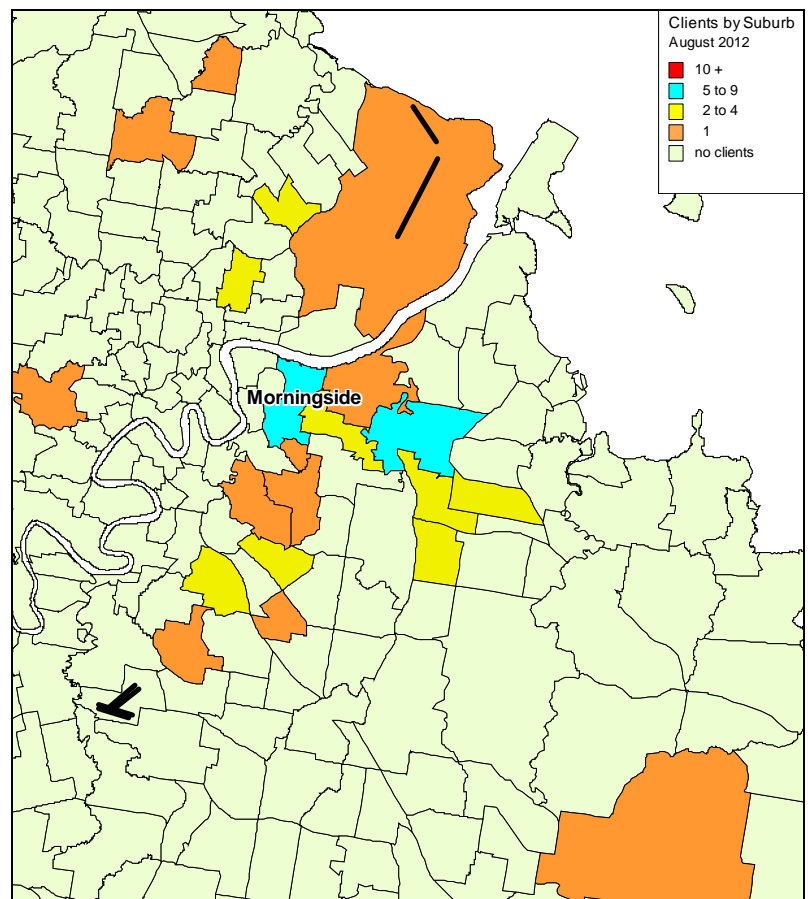
Table 3

Brisbane Suburbs Client and Contact Numbers August 2012

Suburb	Clients	Contacts
Not Specified	1	1
ASPLEY	1	1
BARDON	1	1
BELMONT	2	4
CAMP HILL	1	3
CANNON HILL	4	12
CLAYFIELD	2	27
COORPAROO	1	1
GUMDALE	2	6
HOLLAND PARK	2	3
MORNINGSIDE	6	26
MOUNT COTTON	1	1
MOUNT GRAVATT	1	3
MURARRIE	1	6
NEWPORT	1	1
NORTHGATE	2	2
PINKENBA	1	1
SALISBURY	1	1
SEVEN HILLS	1	1
TAIGUM	1	1
TARRAGINDI	2	4
TINGALPA	5	264
Total	40	370

Figure 3

Clients Density Map Brisbane Airport August 2012



Section 3: Trends for Clients at Brisbane Airport.

Figure 4 shows the daily count of clients and contacts for the month of August. During August there were up to 7 clients making contact with the NCIS on any single day. There were four days where 5 or more clients contacted the NCIS; Tuesday 7th (6 clients made 38 contacts), Thursday 9th (5 clients made 8 contacts), Friday 24th (7 clients made 7 contacts) and Thursday 30th (6 clients made 18 contacts).

Figure 4 Clients and Contacts by day for August 2012

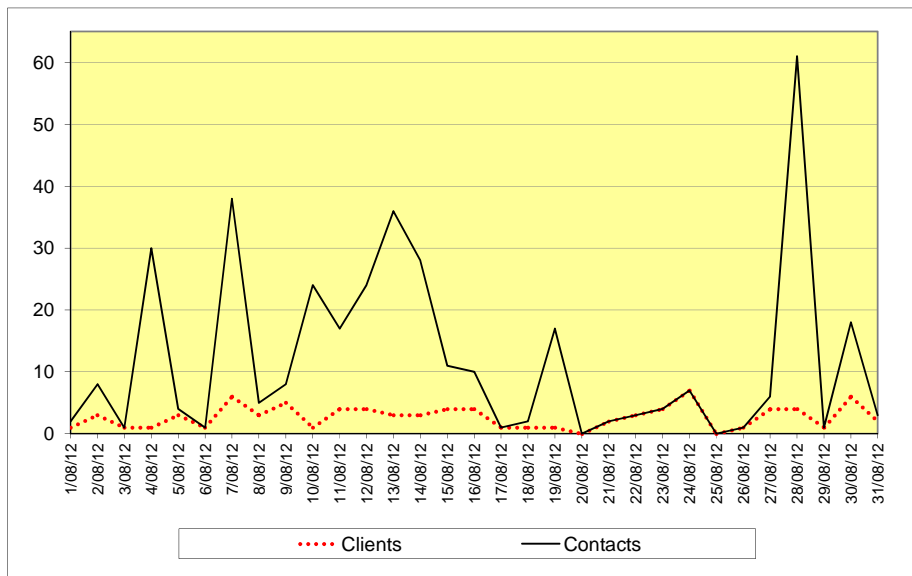


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients is 56 per month, the average number of contacts is 689 per month. November 2011 has the highest total number of clients (90). February 2012 has the highest total number 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

