

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

Adelaide Airport – September 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 Adelaide Airport and exclude those associated with nearby airports such as Parafield. 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.

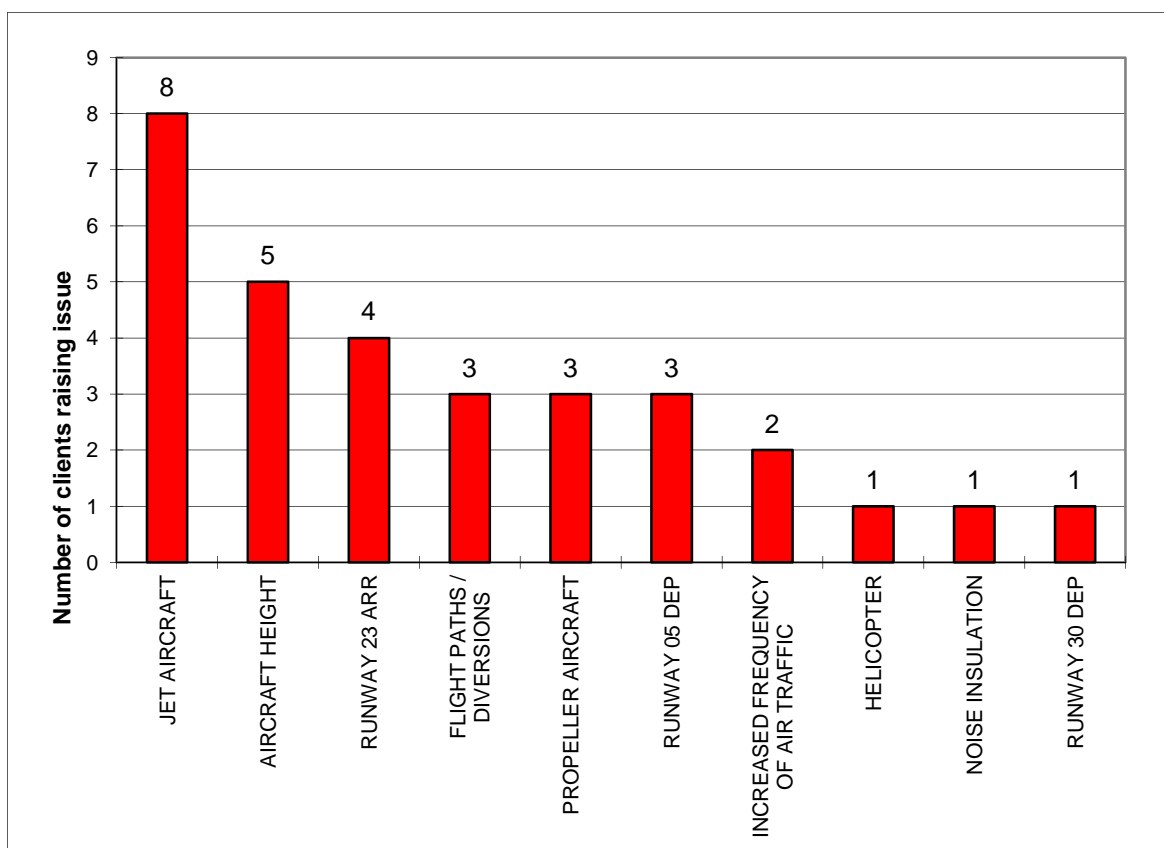
During September 2012 the NCIS recorded 7488 contacts Australia wide. Of these, 34 or 0.5% were attributed to operations at Adelaide Airport.

### Section 1: Contact Issues at Adelaide 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 10 issues identified by clients during September 2012. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Adelaide Airport.

**Figure 1: Issues identified by clients during September 2012**



<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. There were three dominant issues, each identified by 4 or more clients; Jet Aircraft (8), Aircraft Height (5) and Runway 23 Arrivals (4).

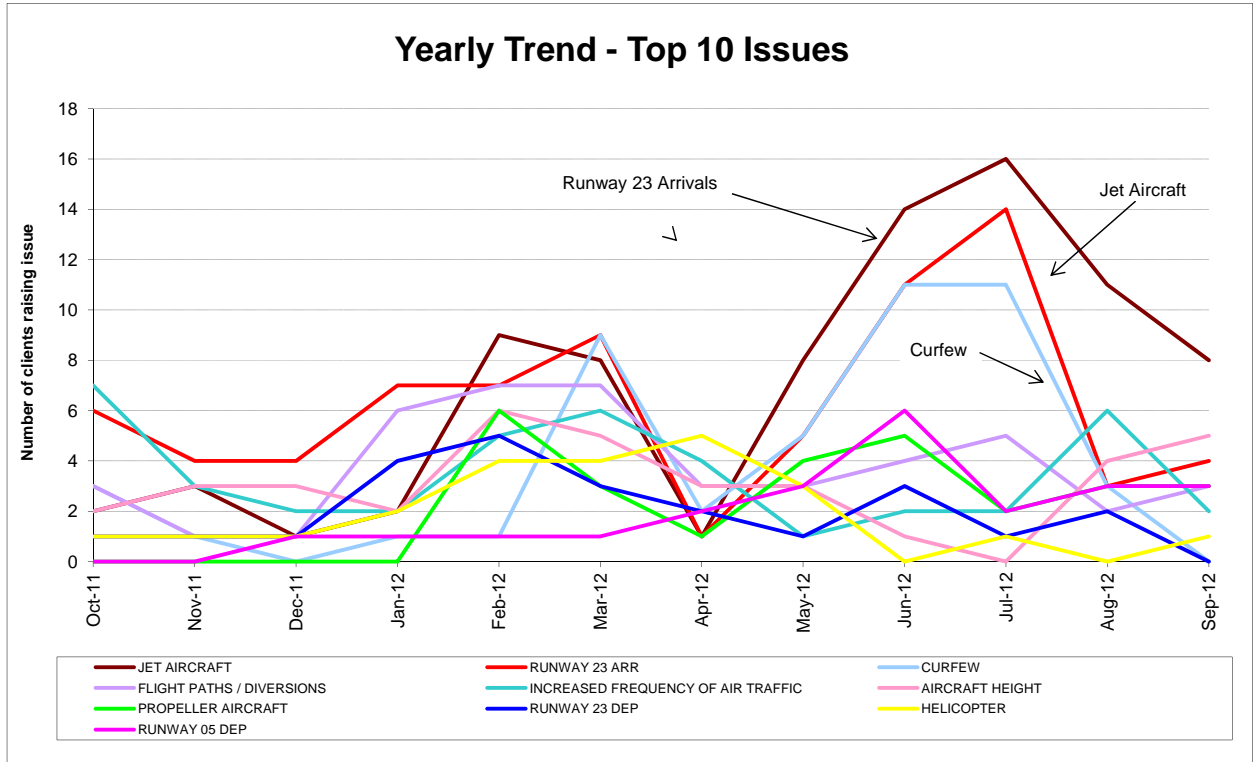
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – September 2012**

<b>Issue</b>	<b>Clients</b>	<b>Contacts</b>
JET AIRCRAFT	8	10
AIRCRAFT HEIGHT	5	5
RUNWAY 23 ARRIVAL	4	4
FLIGHT PATHS / DIVERSIONS	3	4
PROPELLER AIRCRAFT	3	3
RUNWAY 05 DEPARTURE	3	3
INCREASED FREQUENCY OF AIR TRAFFIC	2	2
HELICOPTER	1	1
NOISE INSULATION	1	1
RUNWAY 30 DEPARTURE	1	1

Contact and client information for Adelaide 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 (October 2011 to September 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 dominant issues raised by clients are; Jet Aircraft, Runway 23 Arrivals and Curfew.

**Figure 2: Top ten issues raised by clients over the past 12 months  
October 2011 to September 2012**



**Table 2** provides an aggregate of the number of clients raising issues for the 12 months to September 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 the Issues raised and the number of clients raising the Issue over the period October 2011 to September 2012.**

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	83	12
RUNWAY 23 ARR	75	12
CURFEW	47	10
FLIGHT PATHS / DIVERSIONS	45	12
INCREASED FREQUENCY OF AIR TRAFFIC	42	12
AIRCRAFT HEIGHT	37	11
PROPELLER AIRCRAFT	27	8
RUNWAY 23 DEP	24	11
HELICOPTER	23	10
RUNWAY 05 DEP	23	10
NOISE INSULATION	20	6
RUNWAY SELECTION	17	7
GROUND RUNNING (AIRPORT)	15	4
RUNWAY 12 ARR	14	8
RUNWAY 05 ARR	8	5
HEALTH ISSUES	6	4
ODOUR, VENT, DUMP	4	4
OTHER*	4	4
RUNWAY 12 DEP	3	2
RUNWAY 30 ARR	3	3
RUNWAY 30 DEP	3	3
PROPERTY ENQUIRY	1	1

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

62.8% of the total clients raising issues have raised an issue in the top six of Table 2.

## Section 2: Adelaide Airport Clients and Contacts by Suburb.

**Table 3** lists the number of clients and the number of contacts received by the NCIS for each Adelaide suburb for September 2012. There were a total of 13 clients and 34 contacts from 12 suburbs which corresponds to a daily average of 1.1 contacts.

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

The suburb with the highest number of clients during the month of September was Mile End. A single client from Rosewater made 20 contacts which equates to 58.8% of all contacts attributed to Adelaide airport.

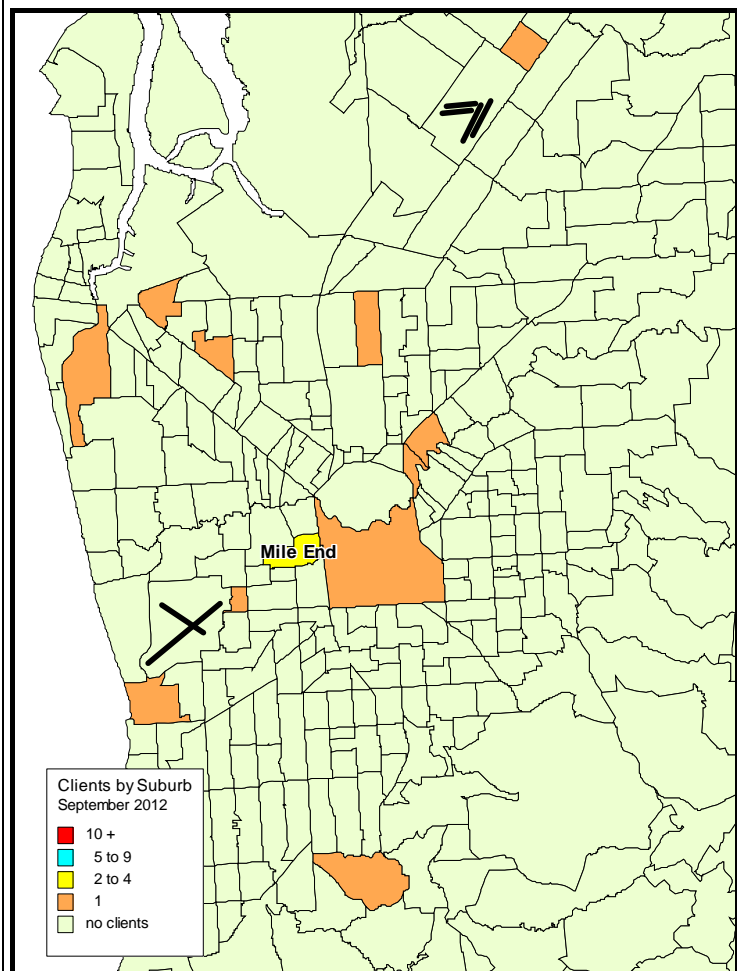
**Table 3**

**Adelaide Suburbs  
Client and Contact numbers  
September 2012**

Suburb	Clients	Contacts
ADELAIDE	1	2
BLAIR ATHOL	1	2
BRAHMA LODGE	1	1
EDEN HILLS	1	1
GILBERTON	1	1
GLENELG NORTH	1	1
MILE END	2	2
ROSEWATER	1	20
WALKERVILLE	1	1
WEST LAKES	1	1
WEST RICHMOND	1	1
WOODVILLE NORTH	1	1
<b>TOTAL</b>	<b>13</b>	<b>34</b>

**Figure 3.**

**Clients Density Map  
Adelaide Airport September 2012**



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

Figure 4 shows the daily count of clients and contacts for the month of September. During September there were up to three clients making contact with the NCIS on any single day. There were three days where up to three clients contacted the NCIS; Friday 7<sup>th</sup> (3 clients made 3 contacts), Tuesday 11<sup>th</sup> (2 clients made 2 contacts) and Thursday 20<sup>th</sup> (2 clients made 16 contacts).

**Figure 4. Clients and Contacts by day for September 2012**

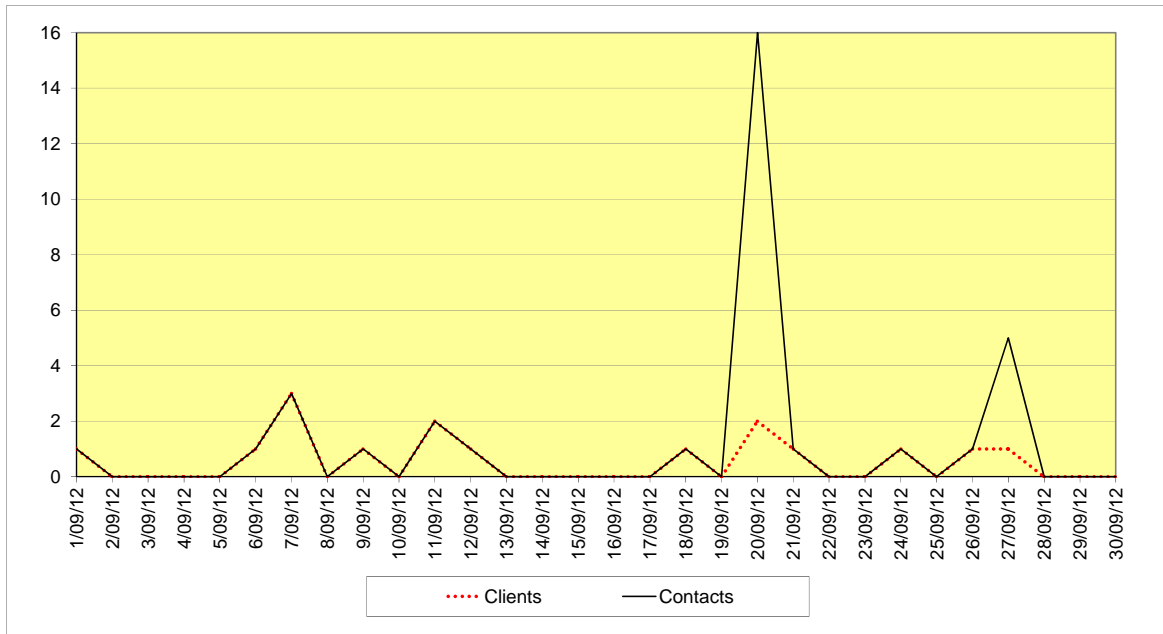


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The month with the highest number of clients contacting the NCIS was July 2012 with 20 clients making 48 contacts. The two months with the least number of clients was December 2011 with 8 clients making 39 contacts and April 2012 with 8 clients making 34 contacts. The monthly average for the 12 month period was 14 clients making 42 contacts.

**Figure 5. Monthly client and contact numbers over the last 12 months**

