

Sunshine Coast and Caloundra Airports

Aircraft Noise Information Report

Quarter 2 2013 (April to June)

Version Control

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This report contains a summary of data collected over the specified period and is intended to convey the best information available from the NFPMS at the time. The system databases are to some extent dependent upon external sources and errors may occur. All care is taken in preparation of the report but its complete accuracy can not be guaranteed. Airservices Australia does not accept any legal liability for any losses arising from reliance upon data in this report which may be found to be inaccurate.

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1. Purpose

This report summarises data for Quarter 2 2013 (April to June) from Airservices Operational Data Warehouse (ODW) and Noise Complaints and Information Service (NCIS) for the Maroochydore/Caloundra area (Sunshine Coast and Caloundra Airports).

1.1 Sunshine Coast Airport

Sunshine Coast Airport is located in the geographic centre of the Sunshine Coast approximately 7 kms to the north of Maroochydore CBD (see Figure 1). During Quarter 2 2013 there were around 21,000 aircraft movements at the Airport. Of these around 50 per cent involve circuit training activities by both small fixed wing aircraft and helicopters. Regular passenger transport operations include medium to larger propeller-driven aircraft and medium jets, mainly Boeing 737 and Airbus A320.

1.2 Caloundra Airport

Caloundra Airport is approximately 2 km west of the Caloundra CBD and 20 km south of Sunshine Coast Airport (see Figure 2). Flight training activities associated with small fixed wing aircraft and helicopters account for most of the traffic at the airport. Most operations from Caloundra are conducted outside air traffic control.

1.3 Teewah Airfield

Teewah Airfield is a small grassed strip on the North Shore of Noosa. Although it has three grass runways it is not suitable for small fixed-wing aircraft. Most of the activities involve helicopter training (for which it is a satellite airfield) and ultra-light aircraft.

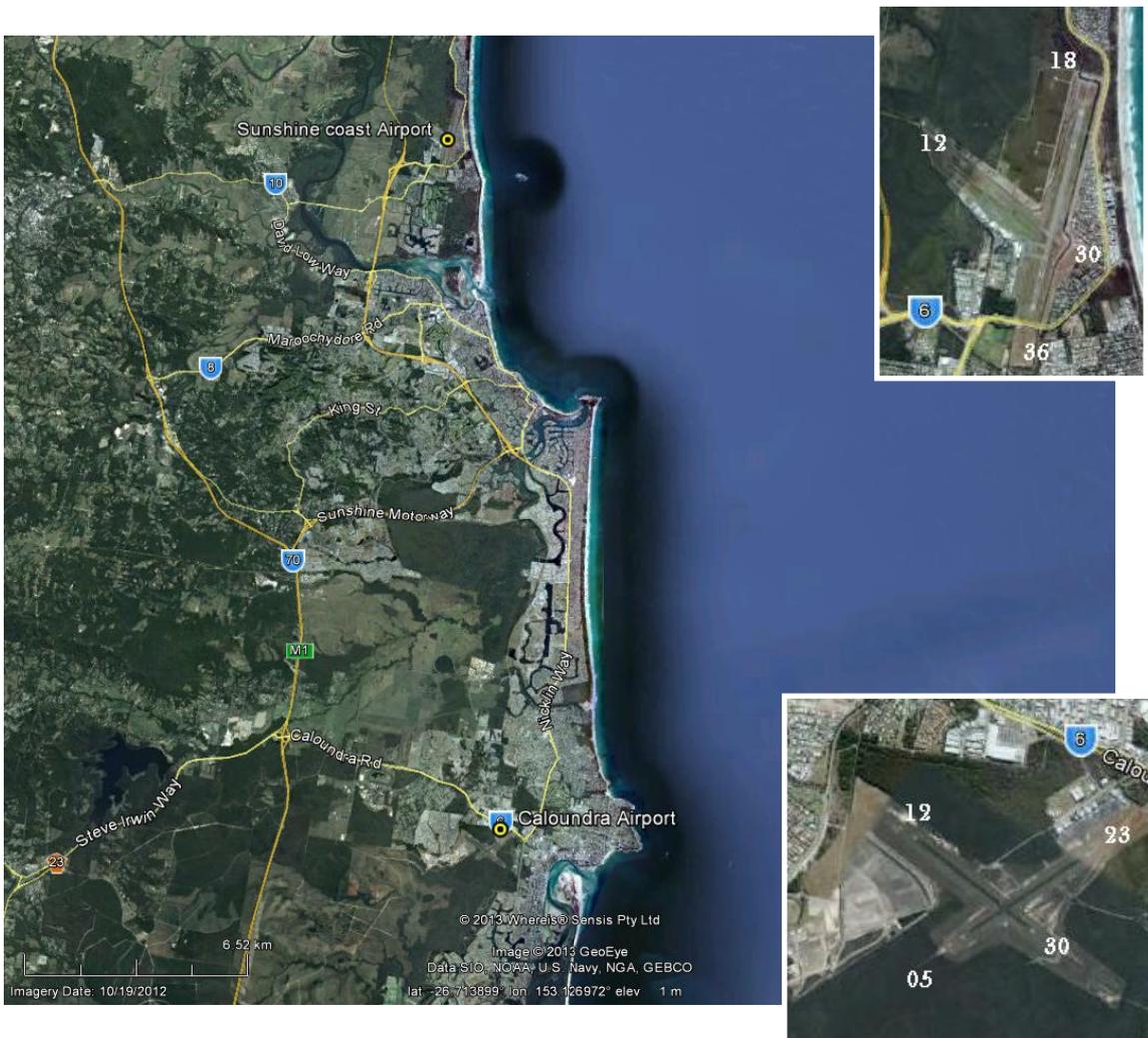


Figure 1 Location of Sunshine Coast and Caloundra Airports. Runway orientation for both airports is shown in the inserts.

The runways at Sunshine Coast Airport consist of a main runway (18/36) of 1.8km orientated north-south and a 0.65km cross runway (12/30) aligned north/west to south/east.

Caloundra Airport also has two runways, a north/east to south/west (05/23) and a north/west to south/east (12/30) both 0.76km in length.

Information about runway selection is available on the Airservices website at www.airservicesaustralia.com/aircraftnoise/factsheets/.

2. Aircraft movements

2.1 Airport movements

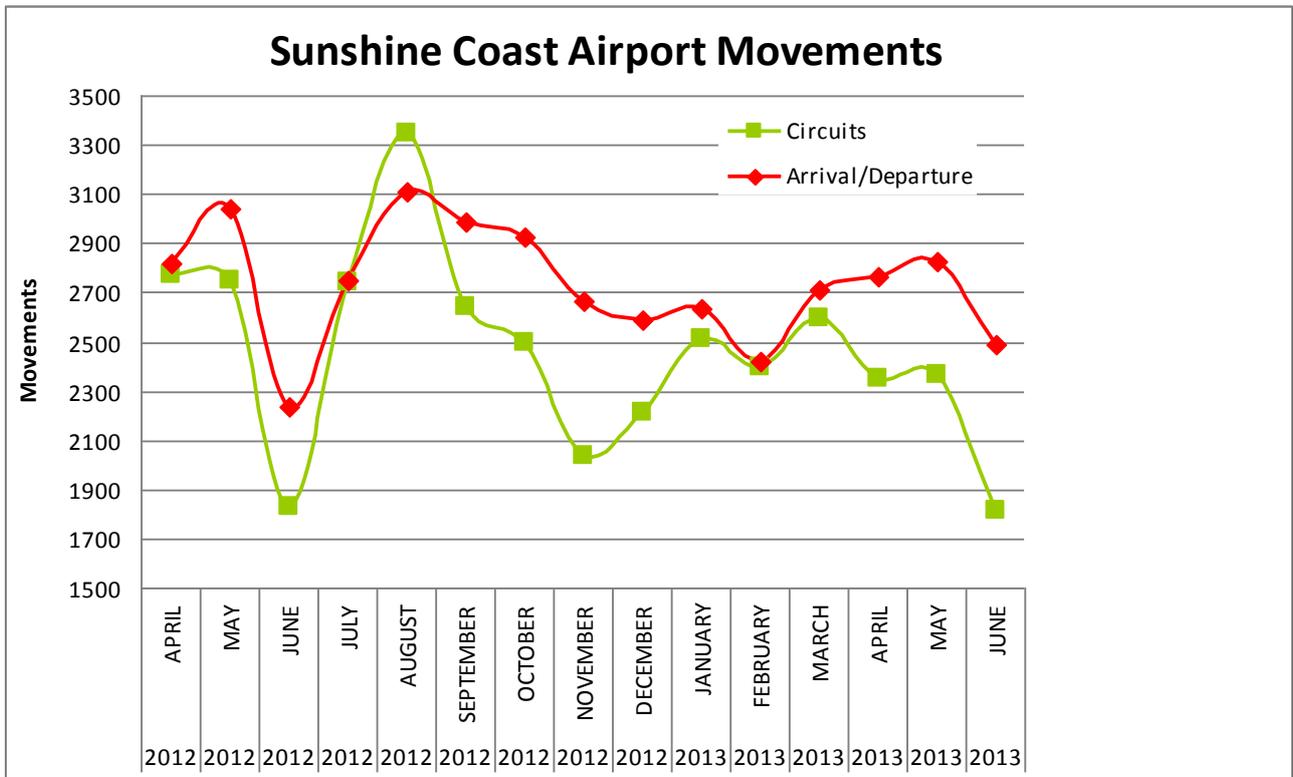


Figure 2 Aircraft movements at Sunshine Coast Airport from April to June 2013

Key points are:

- Around half of the operations at Sunshine Coast Airport involve circuit training including small single and twin engine aircraft as well as helicopters.
- Circuit training movements tend to fluctuate during the year due to the particular training cycles of flying schools.

Caloundra Airport

During Quarter 2 2013 the number of aircraft that lodged a flight plan with Airservices totalled 416. However the majority of operations at Caloundra Airport take place in uncontrolled airspace outside of Airservices control.

3. Complaints data

Airservices manages complaints and enquiries about aircraft noise and operations through its Noise Complaints and Information Service (NCIS). Complaints, enquiries and requests for information about aircraft operations received by the NCIS are collected and stored in a database for the purpose of complaint management, analysis of issues and identification of causal factors. Each complaint, enquiry or request for information is referred to as a contact and each person who makes contact with the NCIS is referred to as a client.

3.1 NCIS Clients by suburb

The NCIS received contacts from 35 clients from Caloundra and Sunshine Coast Airports during Quarter 2 2013. Client density maps are used to show the number of clients from each suburb, with suburbs coloured according to how many clients had contacted the NCIS. The data does not include clients who contacted other organisations (e.g. airports).

Table 1 provides a breakdown of clients from Quarter 2 2013 by suburb.

Table 1 Recorded clients Quarter 2 2013 by suburb and airport

Suburb	Caloundra Airport	Sunshine Coast Airport	Total
Buderim		1	1
Caloundra West	1		1
Cooribah		1	1
Glass House Mountains		1	1
GOLDEN BEACH	1		1
Little Mountain	1		1
Marcoola		15	15
Mermaid Beach		1	1
MUDJIMBA		7	7
Pelican Waters	1		1
Sunshine Coast		1	1
TWIN WATERS		2	2
(blank)		2	2
Grand Total	4	31	35

Key points are:

- The vast majority of clients in the Sunshine Coast region during Quarter 2 of 2013 contacted the NCIS over concerns with Sunshine Coast airport operations.
- This is to be expected as it is the largest and busiest airport in the region.
- Complaints relating to early morning helicopter operations have become an issue. The airport is liaising with operators as part of its "Fly Neighbourly" initiative.

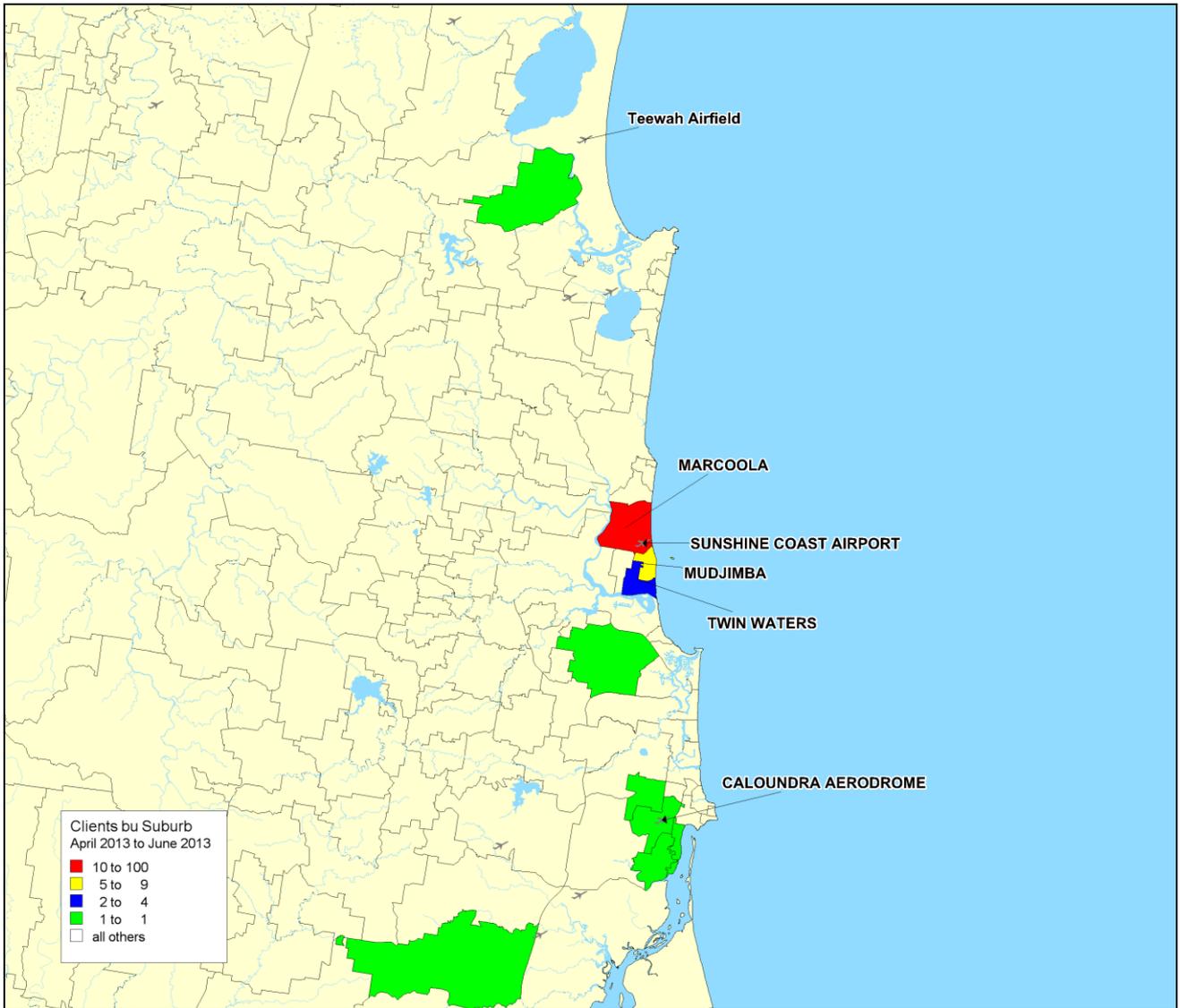


Figure 3 Sunshine Coast and Caloundra Airports client density by suburb for Quarter 2 2013.

The key points are:

- Suburbs around Sunshine Coast Airport (particularly Marcoola) had the greatest number of clients. The issues of concern were helicopter operations and propeller aircraft doing circuits rather than commercial flights.
- There were also complaints about helicopter movements in the northern parts of the region around Noosa. Some of these complaints relate to flights using the helicopter satellite strip at Teewah and others related to operators carrying out low-level checks of power lines and transmission towers.

3.2 Issues raised by NCIS clients

Figure 4 shows the top five issues raised by clients at Sunshine Coast and Caloundra Airports for the 15 month period to the end of Quarter 2 2013. A single contact can involve multiple issues (i.e. a client may have raised more than one issue when they contacted the NCIS). During this 15 month period, the issues raised by the greatest number of clients were helicopter operations, the increasing jet aircraft operations at Sunshine Coast Airport, low flying aircraft and noise from propeller aircraft. Helicopter operations from Caloundra Airport are also an issue.

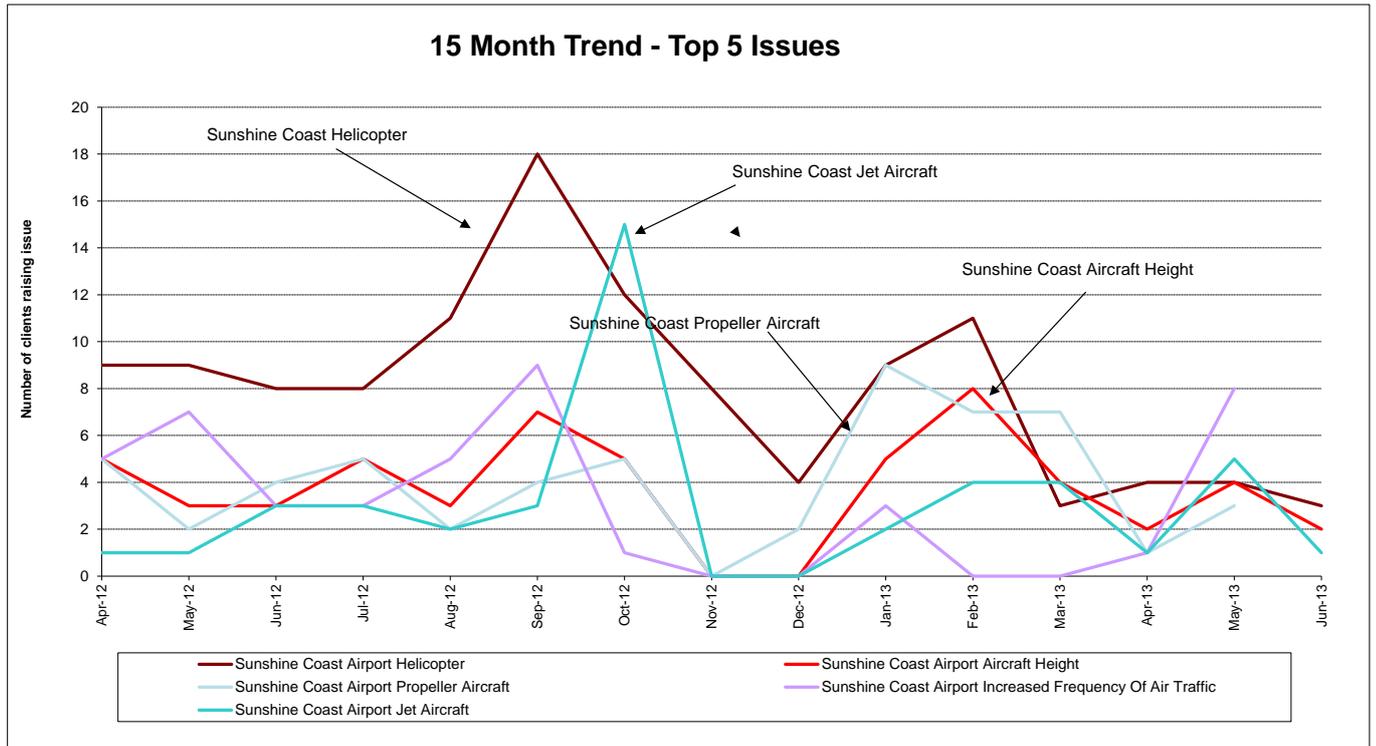


Figure 4 Top five issues for Caloundra and Sunshine Coast Airports for the 15 month period, Quarter 2 2013

The key points shown are:

- While the number of clients raising four of the top five issues at Caloundra Airport and Sunshine Coast Airport has remained steady, the number of clients complaining about helicopter operations fluctuated greatly in 2012, peaking in Quarter 3 and falling back again in Quarter 4. Quarter 3 was the quarter with the highest number of helicopter circuits at Sunshine Coast Airport.
- There was an increase in the number of clients complaining about propeller aircraft at Sunshine Coast Airport during Quarter 4 of 2012.
- Contacts declined in Quarter 2 of 2013 following a similar pattern to that of the same period in the previous year.

4 Noise improvement opportunities

A key Airservices objective is being actively involved in airport community forums such as the Community Aviation Consultation Groups (CACGs) and, through these forums, seeking community input into potential noise improvements. This means looking for, finding, and where feasible, implementing change. Airservices wants active consideration of, and consultation on, proposals or ideas and seeking input from the CACG is a very important part of this process.

A 'noise-initiated change process' has been drafted to guide this objective and Airservices sought input and support from the Department of Infrastructure and Transport and the Aircraft Noise Ombudsman in the development of this.

This is a process for change driven by improving noise outcomes and allows for early identification of feasibility. If a proposal is considered as likely to result in an improved noise outcome, it will *then* enter the complete change process for implementation.

The Airservices noise initiated change process:

1. Identified change opportunity solely for improved noise outcome (CACG/community, Airservices, airports, industry, issues/complaints analysis)
2. Airservices will undertake an initial high level assessment that includes potential noise impacts. This will be provided to the CACG for initial feedback before progressing further
3. An Air Traffic Control feasibility assessment will then be undertaken and options considered (includes safety and efficiency)
4. Industry consultation as required
5. Updates to CACG on status of the suggestion including proposed/likely timelines and next steps if it is deemed feasible to explore further
6. Change process undertaken, which includes an environmental assessment
7. Airservices to keep CACG informed of the progress

While there is a focus on exploring noise improvement opportunities, making or implementing change is difficult and often improvement suggested by some community members may mean that there is a detrimental impact on another area. However, Airservices will continue to look for opportunities and further engage with the community as these opportunities are considered. The CACG, and seeking feedback early in the process, is central to improving noise outcomes.

5 Contact us

To lodge a complaint or make an enquiry about aircraft operations, you can:

- go to WebTrak (www.airservicesaustralia.com/aircraftnoise/webtrak/)
- use our online form (www.airservicesaustralia.com/aircraftnoise/about-making-a-complaint/)
- telephone 1800 802 584 (freecall) or 1300 302 240 (local call –Sydney)
- fax (02) 9556 6641 or
- write to, Noise Complaints and Information Service, PO Box 211, Mascot NSW 1460.

Airservices welcomes comments about this report. Please contact us via e-mail at community.relations@airservicesaustralia.com if you would like to provide feedback.