

Noise Complaints and Information Service Statistics Report

Adelaide Airport – April 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 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.

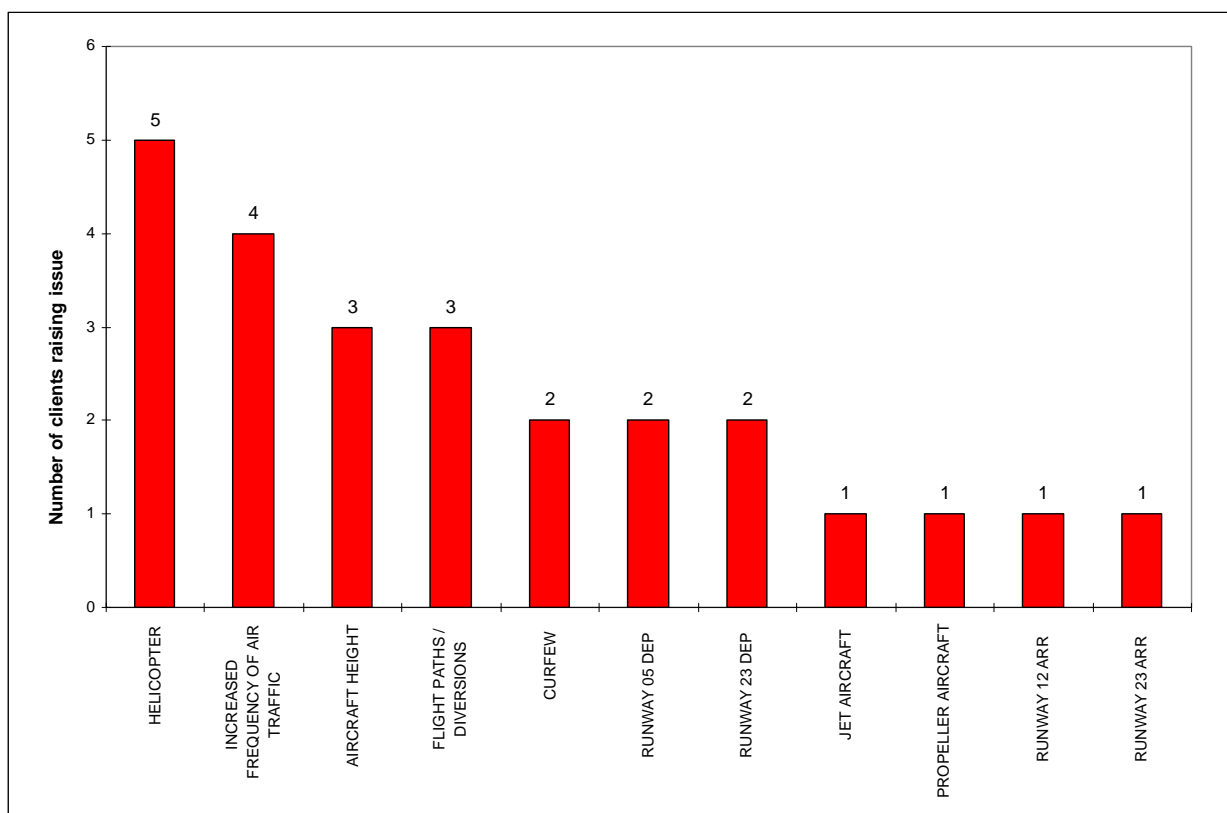
During April 2012 the NCIS recorded 7635 contacts Australia wide. Of these, 34 or 0.4% were attributed to operations at Adelaide Airport.

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 11 issues identified by clients during April 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 April 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/

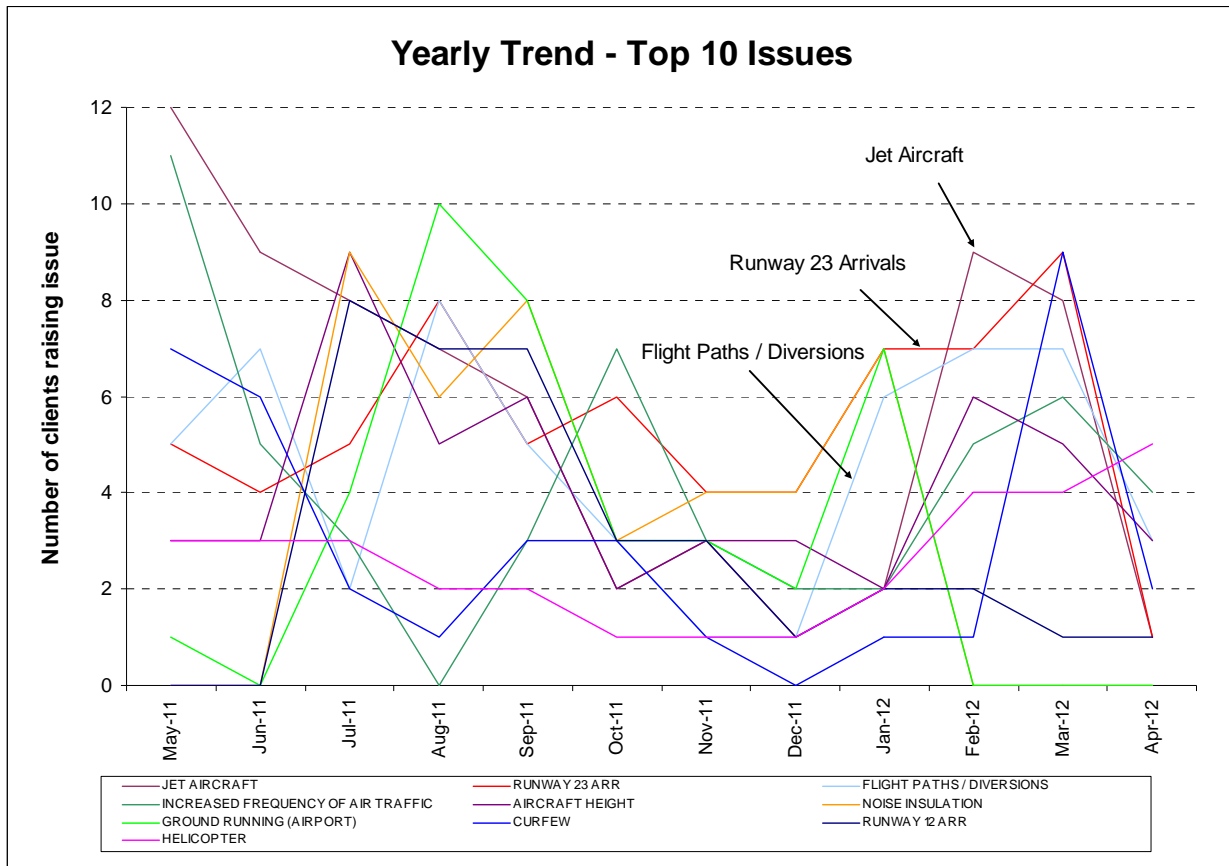
Table 1 lists the issues, the number of clients who raised each issue and the number of contacts that identified the issue, noting that clients may identify multiple issues in each contact. There were two dominant issues, each identified by 4 or more clients; Helicopter (5) and Increased Frequency of Air Traffic (4).

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

Issue	Clients	Contacts
HELICOPTER	5	5
INCREASED FREQUENCY OF AIR TRAFFIC	4	8
AIRCRAFT HEIGHT	3	3
FLIGHT PATHS / DIVERSIONS	3	10
CURFEW	2	8
RUNWAY 05 DEP	2	15
RUNWAY 23 DEP	2	2
JET AIRCRAFT	1	1
PROPELLER AIRCRAFT	1	8
RUNWAY 12 ARR	1	1
RUNWAY 23 ARR	1	3

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: Top ten issues raised by clients over the past 12 months
May 2011 to April 2012**



The yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (May 2011 to April 2012) is shown in Figure 2. Over this period the dominant issues raised by clients are; Jet Aircraft, Runway 23 Arrivals and Flight Paths / Diversions.

Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period May 2011 to April 2012.

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	68	12
RUNWAY 23 ARR	65	12
FLIGHT PATHS / DIVERSIONS	55	12
INCREASED FREQUENCY OF AIR TRAFFIC	51	11
AIRCRAFT HEIGHT	50	12
NOISE INSULATION	41	7
GROUND RUNNING (AIRPORT)	38	8
CURFEW	36	11
RUNWAY 12 ARR	35	10
HELICOPTER	31	12
RUNWAY SELECTION	27	9
RUNWAY 23 DEP	26	12
RUNWAY 05 DEP	21	9
PROPELLER AIRCRAFT	19	6
OTHER*	9	7
RUNWAY 05 ARR	7	5
RUNWAY 30 ARR	7	4
HEALTH ISSUES	6	5
ODOUR, VENT, DUMP	5	5
RUNWAY 12 DEP	3	2
RUNWAY 30 DEP	3	3

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

Note 47.9% of all the clients' issues raised in the last 12 months are contained in the top five issues 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 April 2012. There were a total of 8 clients and 34 contacts from 8 suburbs, which corresponds to a daily average of 1.1 contacts.

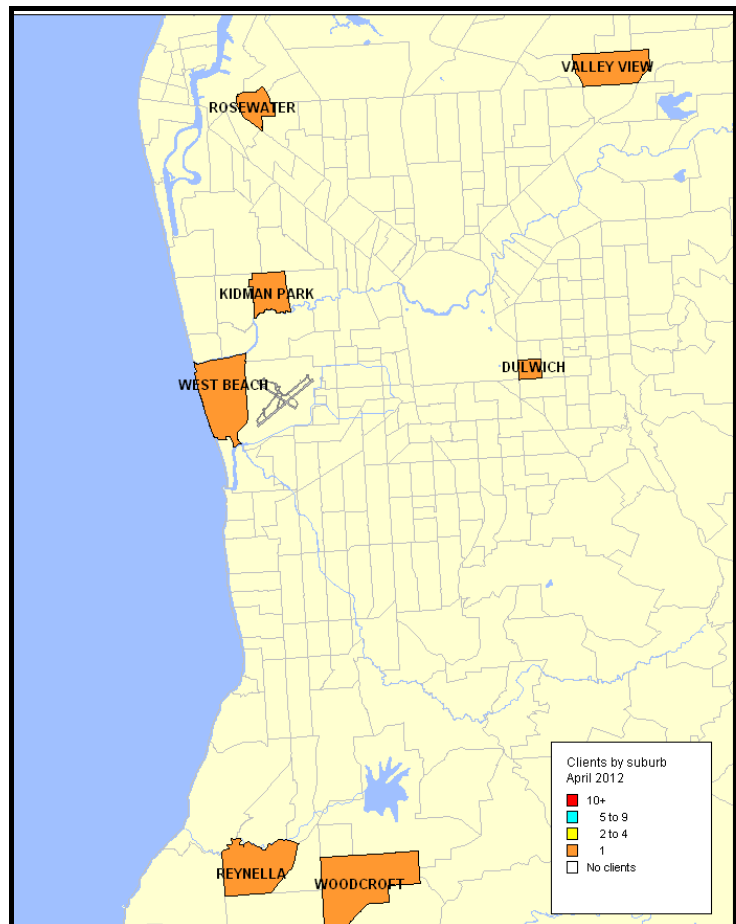
The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during April 2012 (Finniss, located South East of Adelaide Airport, is outside the range of the printed map).

No more than one client was recorded from each reported suburb. A single client from Rosewater made 27 contacts which equates to 79.4% of all contacts attributed to Adelaide airport.

Table 3
Adelaide Suburbs Client and Contact numbers April 2012

Suburb	Clients	Contacts
DULWICH	1	1
FINNISS	1	1
KIDMAN PARK	1	1
REYNELLA	1	1
ROSEWATER	1	27
VALLEY VIEW	1	1
WEST BEACH	1	1
WOODCROFT	1	1
TOTAL	8	34

Figure 3.
Clients Density Map
Adelaide Airport April 2012



Section 3: Trends for Clients at Adelaide Airport.

The daily count of clients and contacts for the month of April is shown in Figure 4. During April there were up to 2 clients making contact with the NCIS on any single day. This occurred on 2 occasions; Tuesday 10th (2 clients made 2 contacts) and Thursday 19th (2 clients made 2 contacts).

Figure 4. Clients and Contacts by day for April 2012

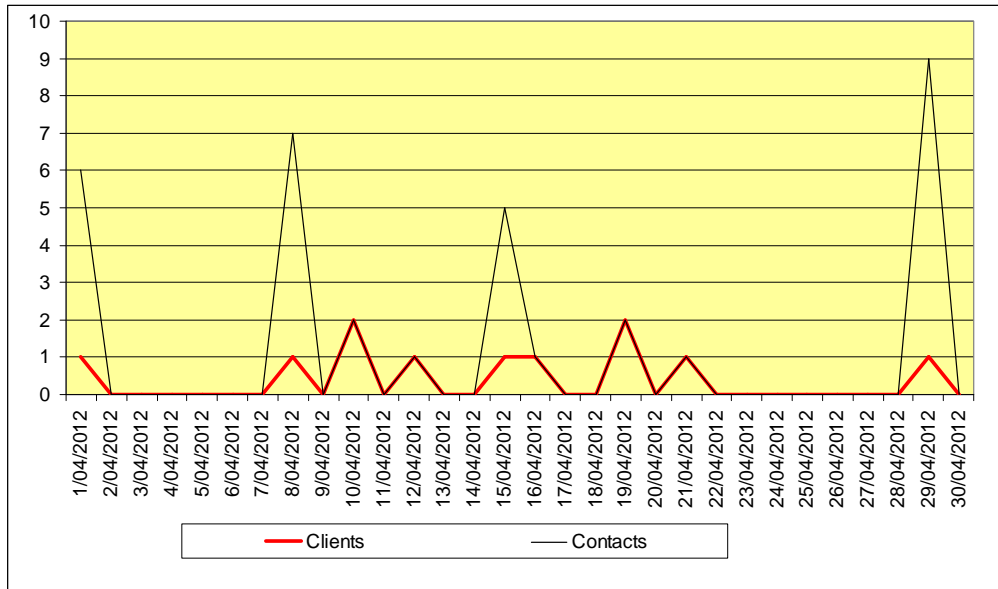


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The month with the highest number of clients contacting the NCIS was August 2011 with 22 clients making 58 contacts. The month with the least number of clients was April 2012 with 8 clients making 34 contacts. The monthly average for the 12 month period was 15.8 clients making 47.9 contacts.

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

