

**Noise Complaints and Information  
Service  
Statistics Report  
Adelaide Airport – February 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 out of 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 made with the NCIS are done 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 complaint management, analysis 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.

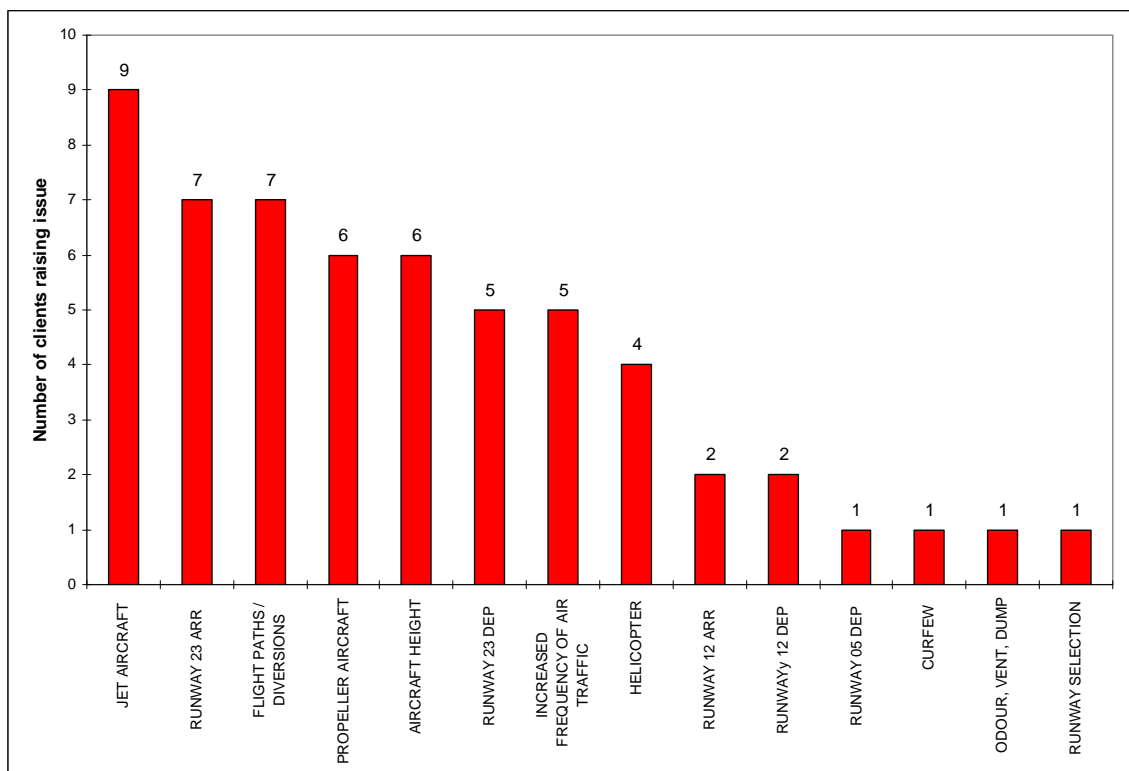
During February 2012 the NCIS recorded 6677 contacts Australia wide. Of these, 45 or 0.7% were attributed to operations at Adelaide Airport.

### 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 14 issues identified by clients during February 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 February 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/)

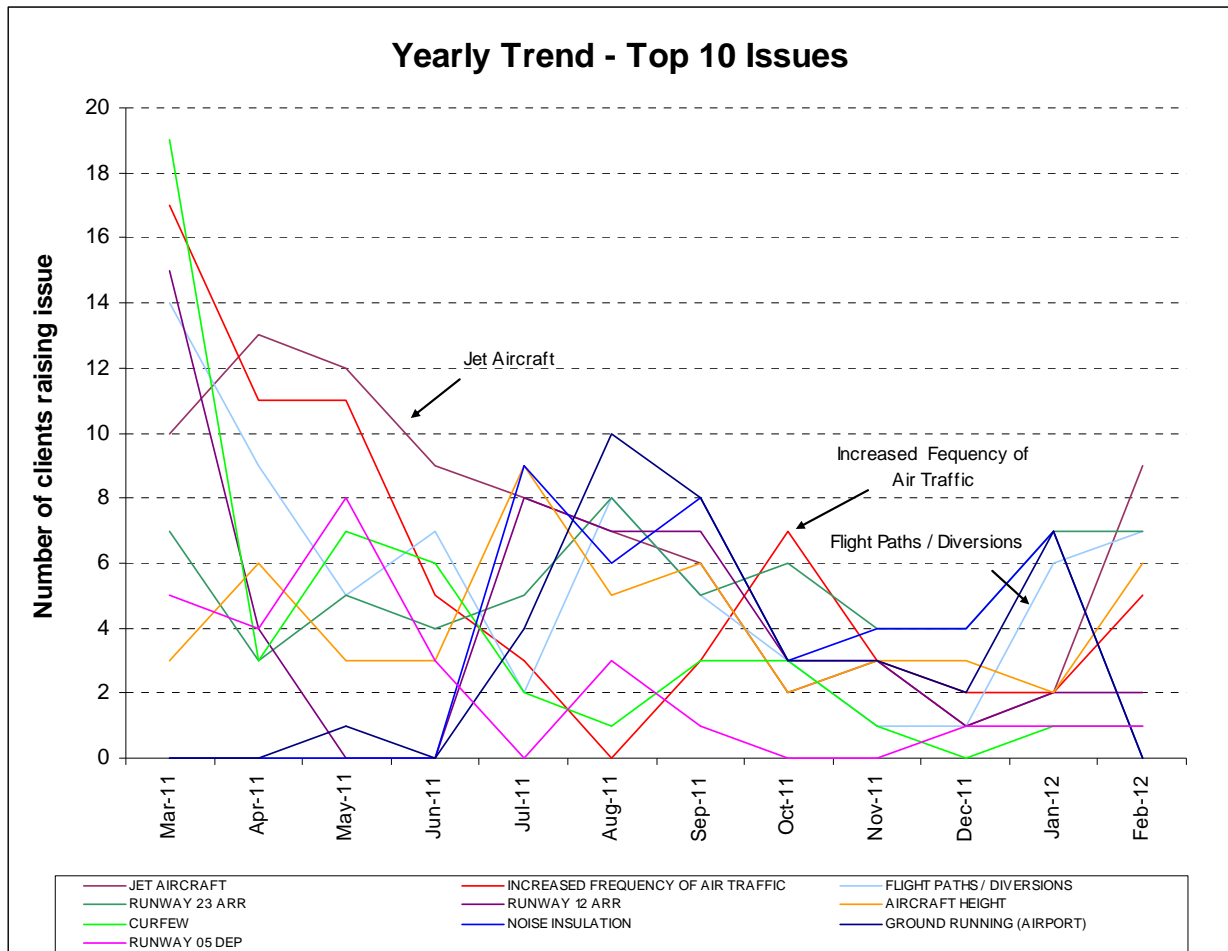
**Table 1** lists the issues, the number of clients who raised each issue and the number of contacts that identified the issue, noting that clients may identify multiple issues in each contact. Just over 40% of the Adelaide clients' concerns were captured in 3 issues; Jet Aircraft (9), Runway 23 Arrivals (7) and Flight Paths / Diversions (7).

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

<b>Issue</b>	<b>Number of Clients</b>	<b>Number of Contacts</b>
JET AIRCRAFT	9	12
RUNWAY 23 ARR	7	17
FLIGHT PATHS / DIVERSIONS	7	7
PROPELLER AIRCRAFT	6	13
AIRCRAFT HEIGHT	6	7
RUNWAY 23 DEP	5	12
INCREASED FREQUENCY OF AIR TRAFFIC	5	5
HELICOPTER	4	4
RUNWAY 12 ARR	2	2
RUNWAY 12 DEP	2	2
RUNWAY 05 DEP	1	1
CURFEW	1	1
ODOUR, VENT, DUMP (DOTARS)	1	1
RUNWAY SELECTION	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: Top ten issues raised by clients over the past 12 months  
March 2011 to February 2012**



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

**Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period MARCH 2011 to February 2012.**

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	82	12
INCREASED FREQUENCY OF AIR TRAFFIC	69	11
FLIGHT PATHS / DIVERSIONS	68	12
RUNWAY 23 ARR	65	12
RUNWAY 12 ARR	52	10
AIRCRAFT HEIGHT	51	12
CURFEW	47	11
NOISE INSULATION	41	7
GROUND RUNNING (AIRPORT)	38	8
RUNWAY 05 DEP	27	9
RUNWAY SELECTION	27	9
HELICOPTER	25	12
RUNWAY 23 DEP	24	12
PROPELLER AIRCRAFT	23	6
RUNWAY 30 ARR	10	5
HEALTH ISSUES	8	6
RUNWAY 05 ARR	8	6
OTHER*	7	7
RUNWAY 30 DEP	6	4
ODOUR, VENT, DUMP	6	6
RUNWAY 12 DEP	5	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 February 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 48.8% 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 February 2012. There were a total of 19 clients and 45 contacts from 17 suburbs, which corresponds to a daily average of 1.6 contacts.

The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients whom the NCIS dealt with during February 2012.

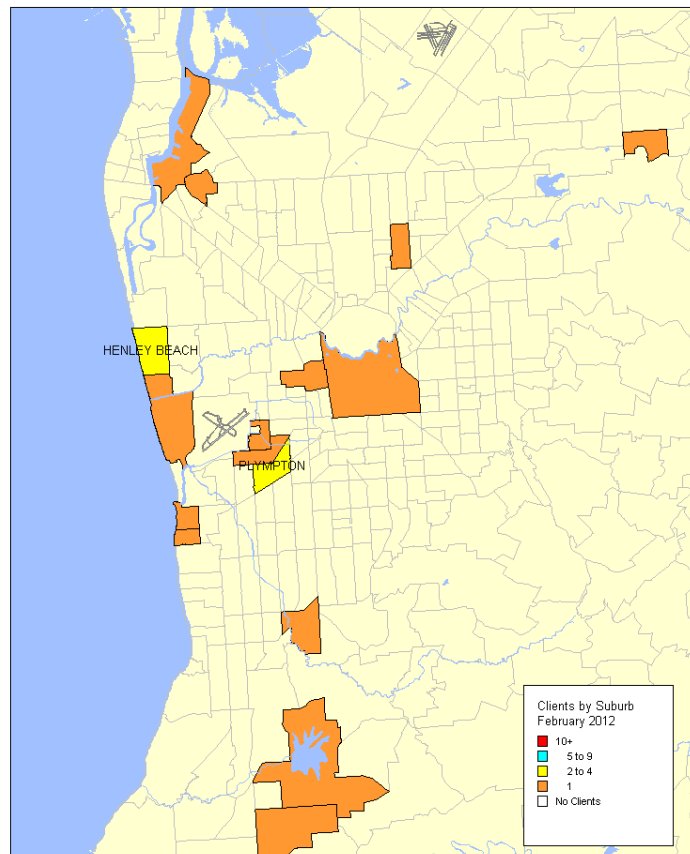
The suburbs with the highest number of clients during the month of February were Henley Beach and Plympton with 4 clients making 5 contacts. A single client from Rosewater made 12 contacts which equates to 26.7% of all contacts attributed to Adelaide airport.

**Table 3  
Adelaide Suburbs Client and Contact  
numbers February 2012**

Suburb	Clients	Contacts
ADELAIDE	1	1
BEDFORD PARK	1	1
BROADVIEW	1	1
GLENELG	1	2
GLENELG SOUTH	1	1
HAPPY VALLEY	1	1
HENLEY BEACH	2	3
HENLEY BEACH SOUTH	1	1
MILE END	1	7
NETLEY	1	1
NORTH PLYMPTON	1	1
PLYMPTON	2	2
PORT ADELAIDE	1	1
ROSEWATER	1	12
VISTA	1	1
WEST BEACH	1	1
WOODCROFT	1	8
<b>Total</b>	<b>19</b>	<b>45</b>

**Figure 3.**

**Clients Density Map  
Adelaide Airport February 2012**



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

The daily count of clients and contacts for the month of February is shown in Figure 4. During February there were up to 3 clients making contact with the NCIS on any single day. The maximum number of clients from the Adelaide city region contacting the NCIS during any one day was 3, occurring on 3 occasions; Thursday 16<sup>th</sup> (11 contacts from 3 clients), Monday 20<sup>th</sup> (3 contacts from 3 clients) and Wednesday 29<sup>th</sup> (3 contacts from 3 clients).

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

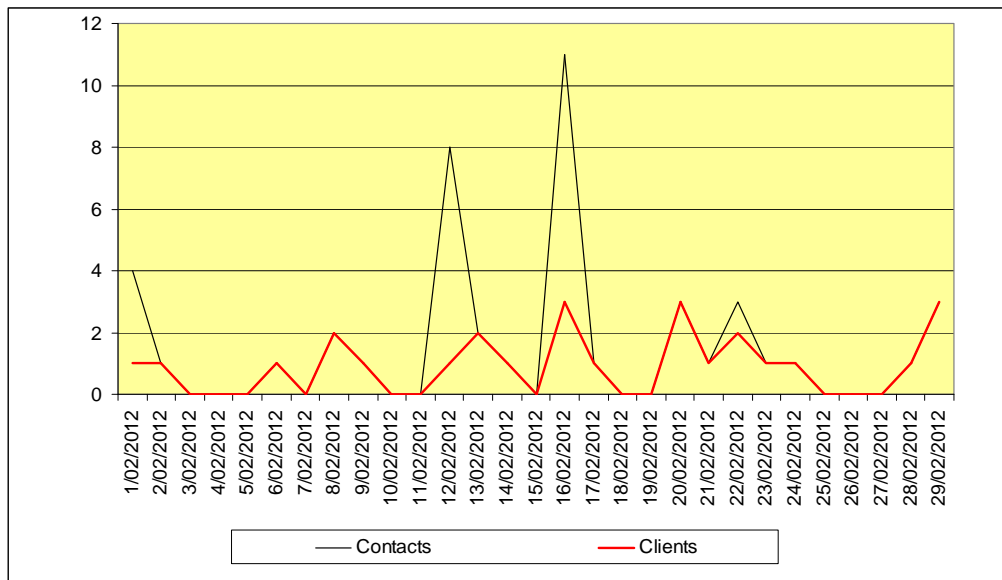


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The month with the highest number of clients contacting the NCIS was March 2011 with 34 clients making 73 contacts. The month with the least number of clients was November 2011 with 9 clients making 32 contacts. The monthly average for the 12 month period was 18.5 clients making 51.3 contacts.

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

