

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

Adelaide Airport – January 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.

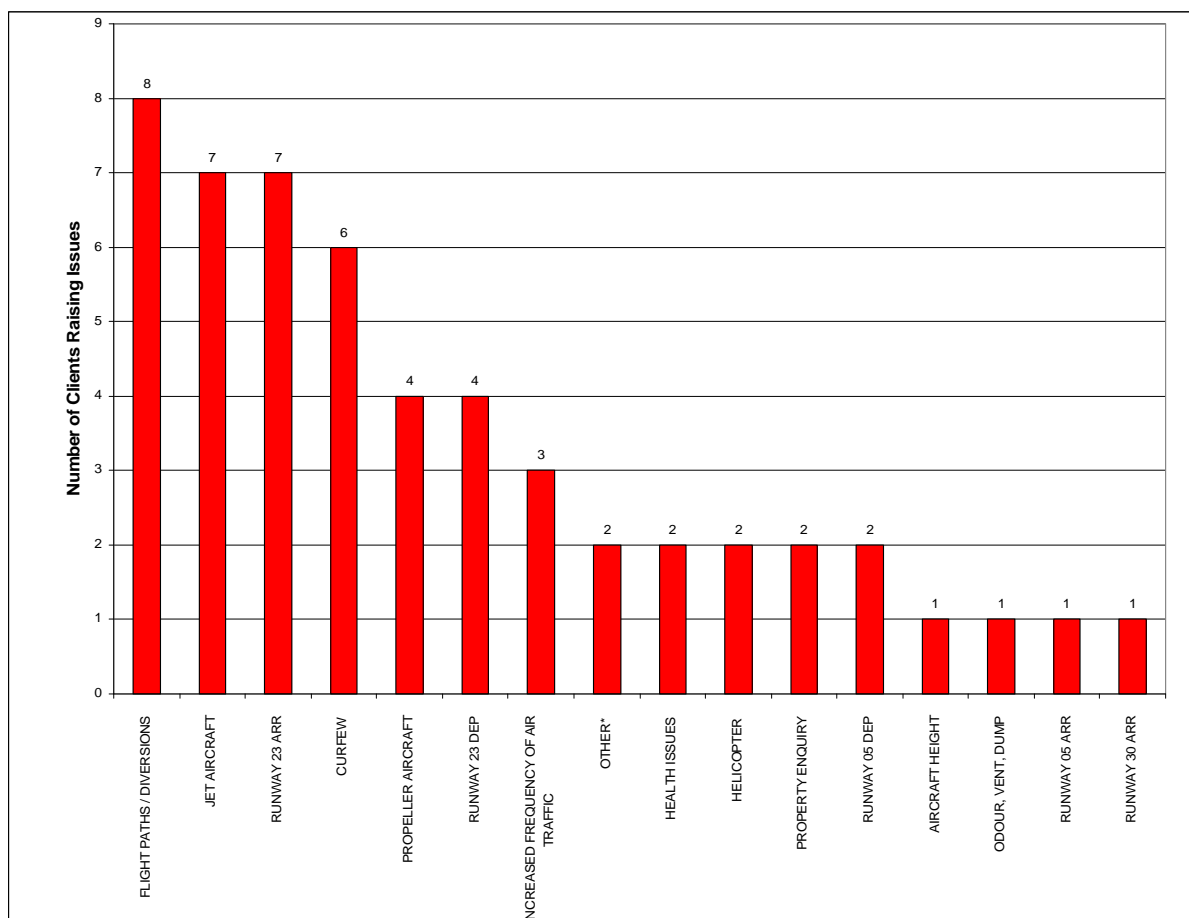
During January 2012 the NCIS recorded 8638 contacts Australia wide. Of these, 45 or 0.5% were attributed to operations at Adelaide Airport.

### 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 16 issues identified by clients during January 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 January 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/)  
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**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 6 or more clients; Flight Paths / Diversions (8), Jet Aircraft (7), Runway 23 Arrivals (7) and Curfew (6).

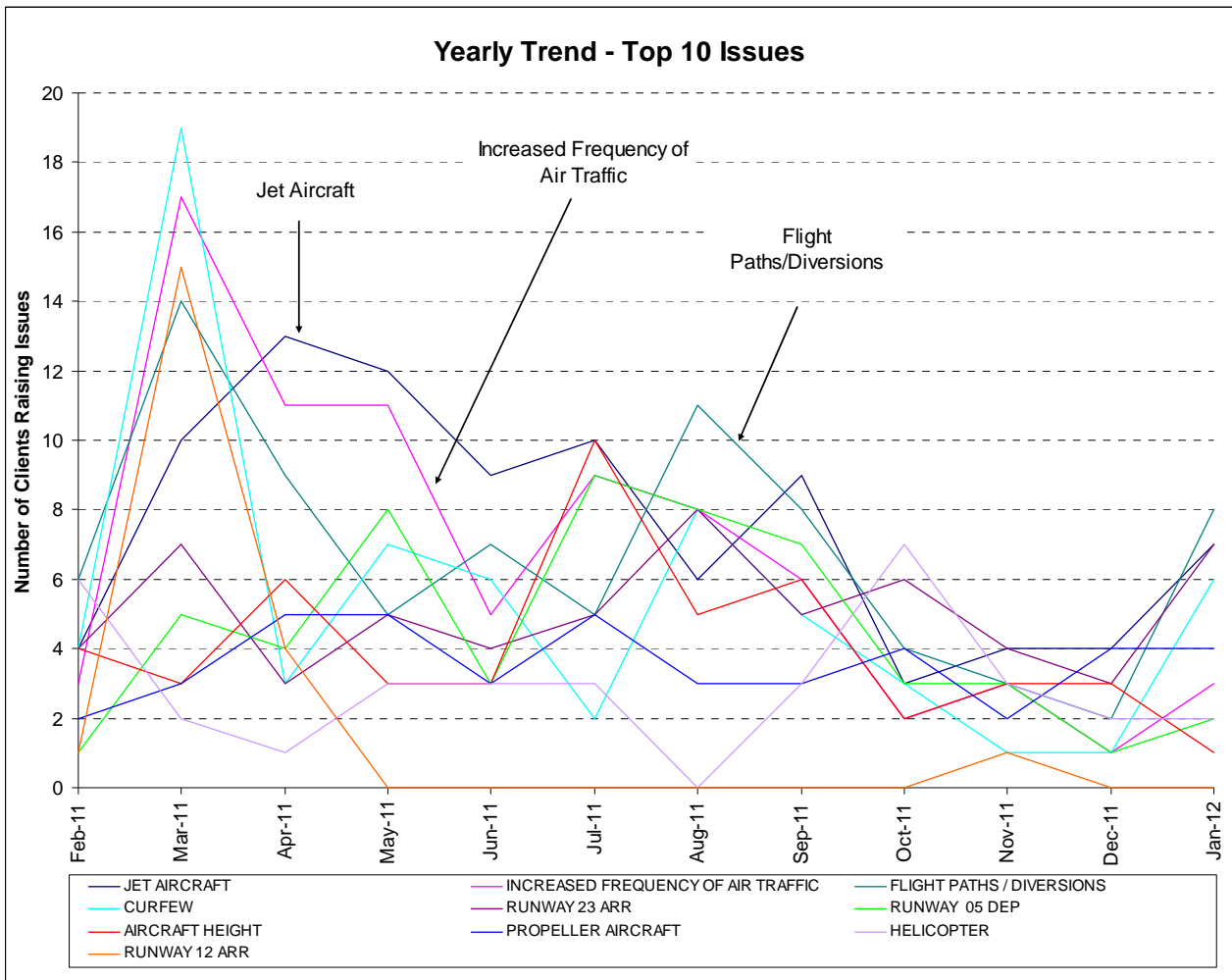
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue - January 2012**

| Issue                              | Number of Clients | Number of Contacts |
|------------------------------------|-------------------|--------------------|
| AIRCRAFT HEIGHT                    | 1                 | 1                  |
| CURFEW                             | 6                 | 12                 |
| FLIGHT PATHS / DIVERSIONS          | 8                 | 15                 |
| HEALTH ISSUES                      | 2                 | 2                  |
| HELICOPTER                         | 2                 | 2                  |
| INCREASED FREQUENCY OF AIR TRAFFIC | 3                 | 3                  |
| JET AIRCRAFT                       | 7                 | 9                  |
| ODOUR, VENT, DUMP                  | 1                 | 2                  |
| OTHER*                             | 2                 | 12                 |
| PROPELLER AIRCRAFT                 | 4                 | 9                  |
| PROPERTY ENQUIRY                   | 2                 | 2                  |
| RUNWAY 05 ARR                      | 1                 | 1                  |
| RUNWAY 05 DEP                      | 2                 | 4                  |
| RUNWAY 23 ARR                      | 7                 | 16                 |
| RUNWAY 23 DEP                      | 4                 | 4                  |
| RUNWAY 30 ARR                      | 1                 | 1                  |

\*Not enough details were provided by clients to assign as issue to the contact

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  
February 2011 to January 2012**



The yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (February 2011 to January 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.

Figure 2 shows that the number of clients raising issues in January 2012 has slightly increased since October 2011. This may correspond to a seasonal variation.

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

| Issue                              | 12 month total for clients raising issue | Number of months issue was raised |
|------------------------------------|--|-----------------------------------|
| JET AIRCRAFT                       | 84                                       | 12                                |
| INCREASED FREQUENCY OF AIR TRAFFIC | 76                                       | 12                                |
| FLIGHT PATHS / DIVERSIONS          | 74                                       | 12                                |
| CURFEW                             | 59                                       | 12                                |
| RUNWAY 23 ARR                      | 54                                       | 12                                |
| RUNWAY 05 DEP                      | 52                                       | 12                                |
| AIRCRAFT HEIGHT                    | 48                                       | 12                                |
| PROPELLER AIRCRAFT                 | 39                                       | 12                                |
| HELICOPTER                         | 33                                       | 11                                |
| RUNWAY 12 ARR                      | 21                                       | 4                                 |
| OTHER*                             | 17                                       | 11                                |
| HEALTH ISSUES                      | 15                                       | 10                                |
| RUNWAY 23 DEP                      | 15                                       | 11                                |
| PROPERTY ENQUIRY                   | 10                                       | 7                                 |
| RUNWAY 05 ARR                      | 11                                       | 8                                 |
| ODOUR, VENT, DUMP                  | 10                                       | 8                                 |
| RUNWAY 30 ARR                      | 9  | 5                                 |
| RUNWAY 30 DEP                      | 6  | 4                                 |
| GROUND RUNNING (AIRPORT)           | 5  | 5                                 |
| RUNWAY SELECTION                   | 4  | 3                                 |
| RUNWAY 12 DEP                      | 2  | 1                                 |
| NOISE INSULATION                   | 2  | 2                                 |
| POSITIVE COMMENT                   | 2  | 2                                 |

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

Note 53% of all the clients' issues raised in the last 12 months are contained in the first 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 January 2012. There were a total of 15 clients and 45 contacts from 13 suburbs, which corresponds to a daily average of 1.4 contacts per day.

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 January 2012.

The suburbs with the highest number of clients during the month of January were Mile End and Rosewater with 4 clients making 32 contacts. A single client from Rosewater made 23 contacts which equates to 51% of all contacts attributed to Adelaide airport.

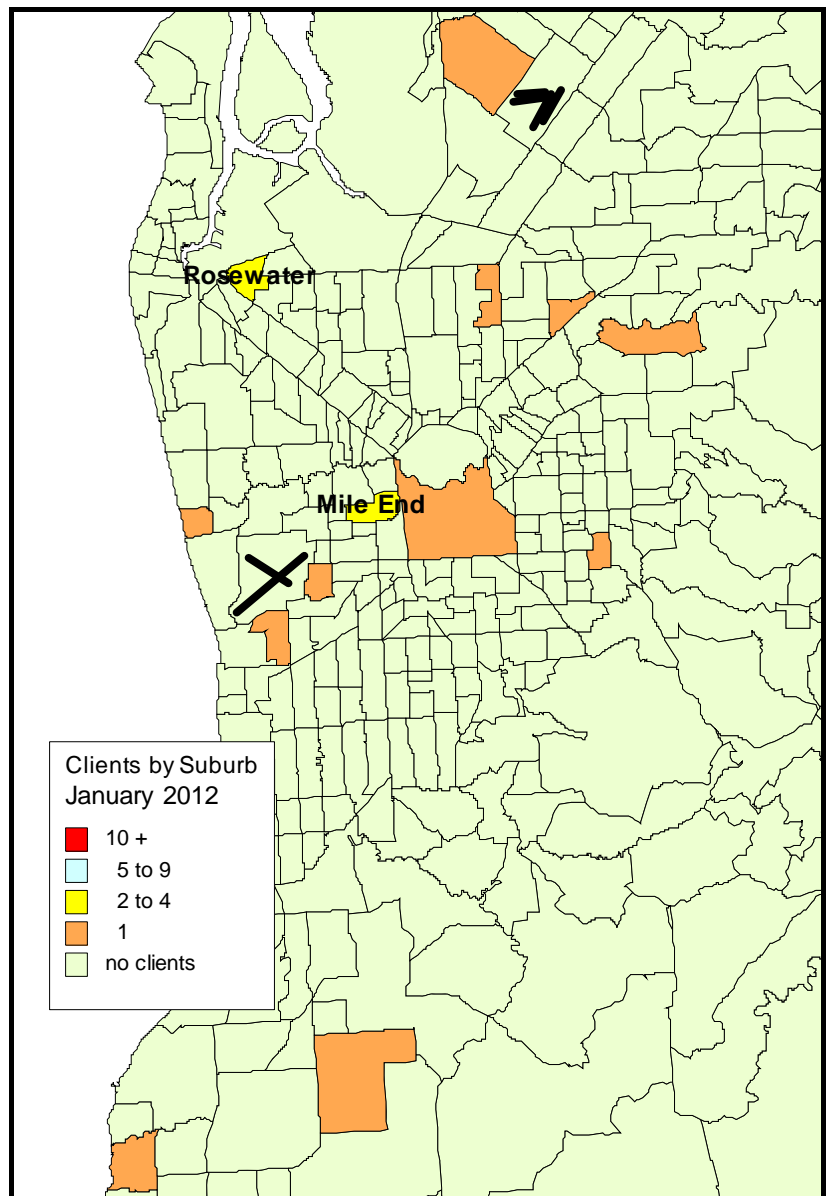
**Table 3**

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

| Suburb             | Clients   | Contacts  |
|--------------------|-----------|-----------|
| Adelaide           | 1         | 2         |
| Christies Beach    | 1         | 1         |
| Clearview          | 1         | 1         |
| Hazelwood Park     | 1         | 1         |
| Henley Beach South | 1         | 1         |
| Hillcrest          | 1         | 2         |
| Mile End           | 2         | 6         |
| Netley             | 1         | 1         |
| Novar Gardens      | 1         | 1         |
| Paradise           | 1         | 1         |
| Parafield Gardens  | 1         | 1         |
| Rosewater          | 2         | 26        |
| Woodcroft          | 1         | 1         |
| <b>Total</b>       | <b>15</b> | <b>45</b> |

**Figure 3.**

**Clients Density Map  
Adelaide Airport  
January 2012**



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

The daily count of clients and contacts for the month of January is shown in Figure 4. During January there were up to 4 clients making contact with the NCIS on any single day. There was 1 day where 4 clients contacted the NCIS; Wednesday 11<sup>th</sup> (11 contacts from 4 clients).

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

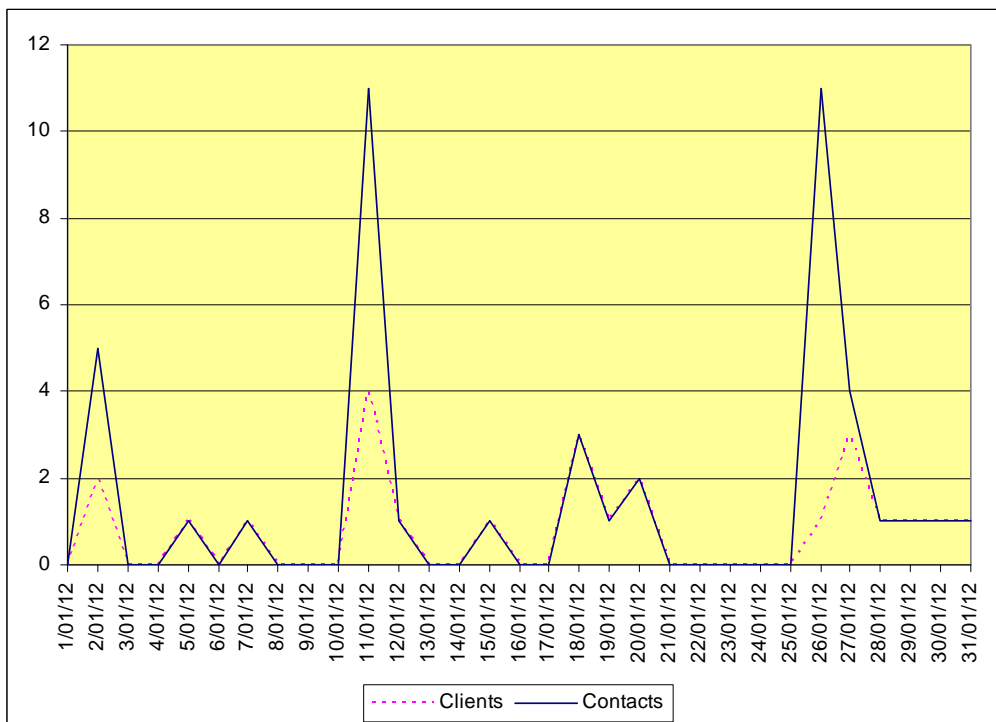


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Both contact numbers (73) and client numbers (34) peaked in March. Client numbers have been declining over the last 8 months with a noticeable increase since November 2011. Contact numbers have been fluctuating with a recent increase since December 2011. The only period where there was a correlation between the clients and contacts was in February where there were 16 clients and 19 contacts.

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

