

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

Adelaide Airport – June 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.

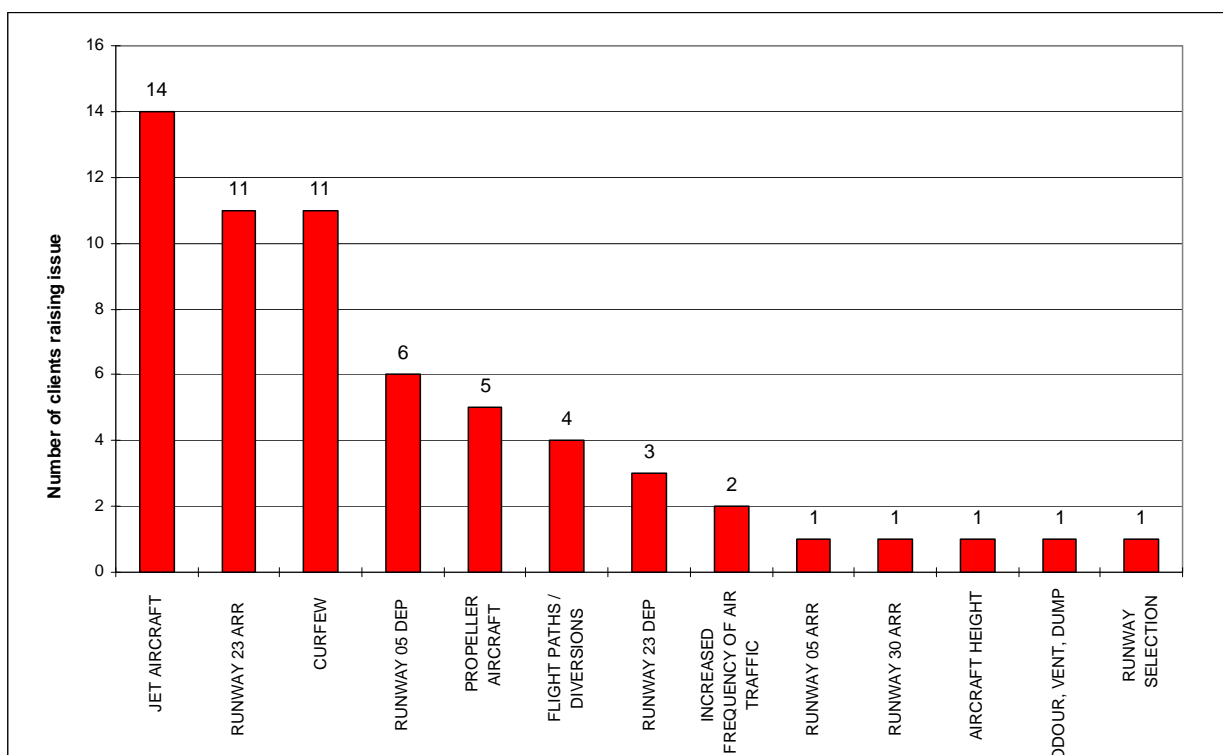
During June 2012 the NCIS recorded 6552 contacts Australia wide. Of these, 54 or 0.8% were attributed to operations at Adelaide Airport.

### 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 13 issues identified by clients during June 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 June 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 11 or more clients; Jet Aircraft (14), Curfew (11) and Runway 23 Arrivals (11).

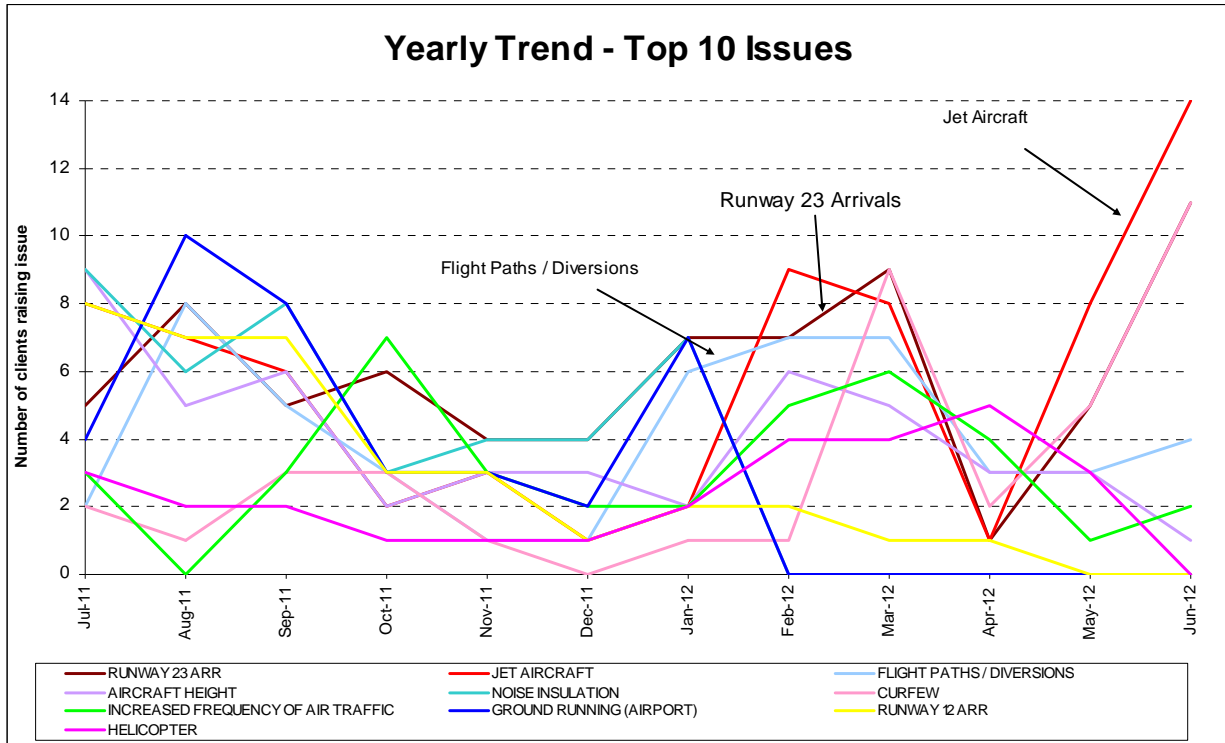
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – June 2012**

<b>Issue</b>	<b>Clients</b>	<b>Contacts</b>
JET AIRCRAFT	14	17
CURFEW	11	18
RUNWAY 23 ARR	11	19
RUNWAY 05 DEP	6	14
PROPELLER AIRCRAFT	5	14
FLIGHT PATHS / DIVERSIONS	4	12
RUNWAY 23 DEP	3	5
INCREASED FREQUENCY OF AIR TRAFFIC	2	3
RUNWAY 05 ARR	1	1
RUNWAY 30 ARR	1	1
AIRCRAFT HEIGHT	1	3
ODOUR, VENT, DUMP	1	1
RUNWAY SELECTION	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** contains the yearly trend for the number of clients raising an issue on a monthly basis (July 2011 to June 2012). Although there are a total of 21 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 Flight Paths / Diversions.

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



**Table 2** provides an aggregate of the number of clients raising issues for the 12 months to June 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

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

Issue	12 month total for clients raising issue	Number of months issue was raised
RUNWAY 23 ARR	72	12
JET AIRCRAFT	69	12
FLIGHT PATHS / DIVERSIONS	50	12
AIRCRAFT HEIGHT	48	12
NOISE INSULATION	41	7
CURFEW	39	11
INCREASED FREQUENCY OF AIR TRAFFIC	38	11
GROUND RUNNING (AIRPORT)	37	7
RUNWAY 12 ARR	35	10
HELICOPTER	28	11
RUNWAY SELECTION	28	10
RUNWAY 23 DEP	28	12
PROPELLER AIRCRAFT	20	6
RUNWAY 05 DEP	19	9
OTHER*	8	6
RUNWAY 05 ARR	7	5
RUNWAY 30 ARR	5	4
HEALTH ISSUES	5	4
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

Note 47.6% 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 June 2012. There were a total of 19 clients and 54 contacts from 13 suburbs (one client did not indicate a suburb), which corresponds to a daily average of 1.8 contacts.

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

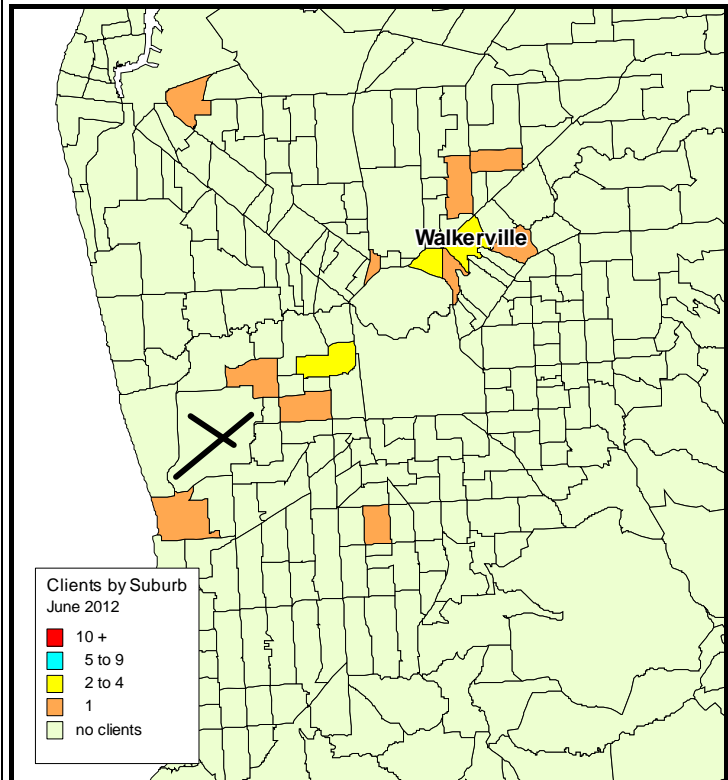
The suburbs with the highest number of clients during the month of June were Medindie (2) and Mile End (2). A single client from Rosewater made 24 contacts which equates to 44.4% of all contacts attributed to Adelaide airport.

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

Suburb	Clients	Contacts
NOT SPECIFIED	1	1
BROADVIEW	1	1
BROOKLYN PARK	1	3
CUMBERLAND PARK	1	1
GILBERTON	1	1
GLENELG NORTH	1	1
GREENACRES	1	3
MARDEN	1	1
MEDINDIE	2	3
MILE END	2	6
OVINGHAM	1	1
RICHMOND	1	1
ROSEWATER	1	24
WALKERVILLE	4	7
<b>TOTAL</b>	<b>19</b>	<b>54</b>

**Figure 3.**

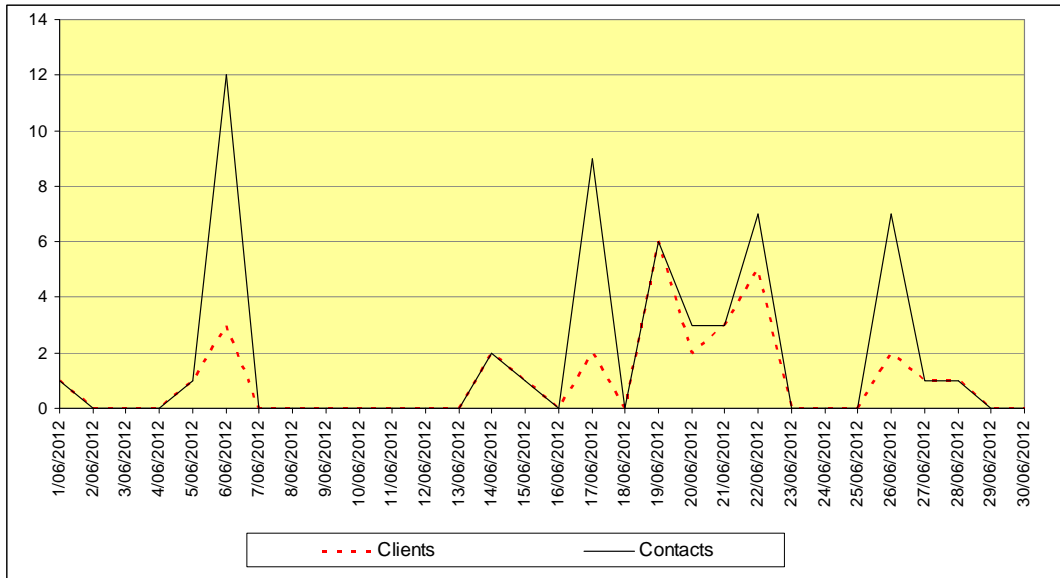
**Clients Density Map  
Adelaide Airport June 2012**



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

**Figure 4** shows the daily count of clients and contacts for the month of June. During June there were up to 6 clients making contact with the NCIS on any single day. There were two days where five or more clients contacted the NCIS; Tuesday 19<sup>th</sup> (6 clients made 6 contacts) and Friday 22<sup>nd</sup> (5 clients made 7 contacts).

**Figure 4. Clients and Contacts by day for June 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 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 15.2 clients making 46 contacts.

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

