

Noise Complaints and Information Service Statistics Report

Adelaide Airport – March 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.

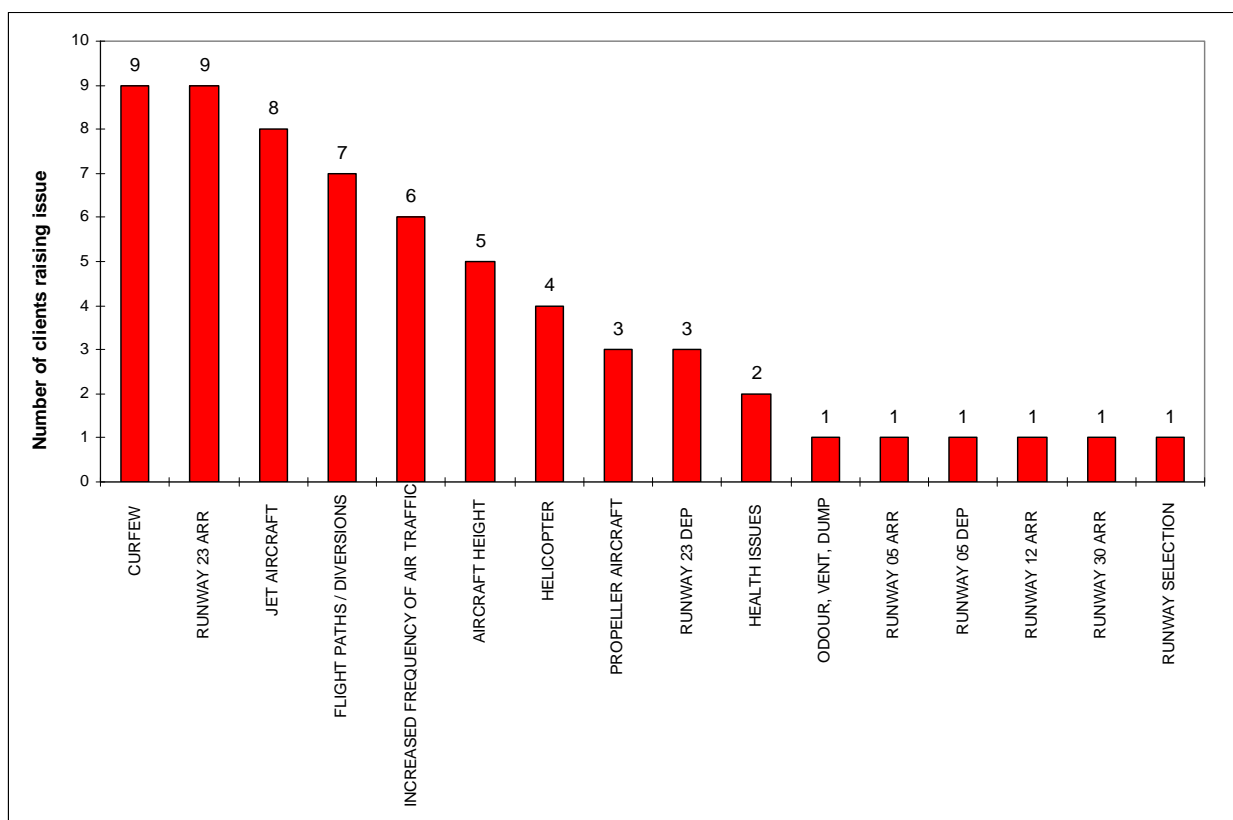
During March 2012 the NCIS recorded 7277 contacts Australia wide. Of these, 46 or 0.6% were attributed to operations at Adelaide Airport.

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 March 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 March 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/

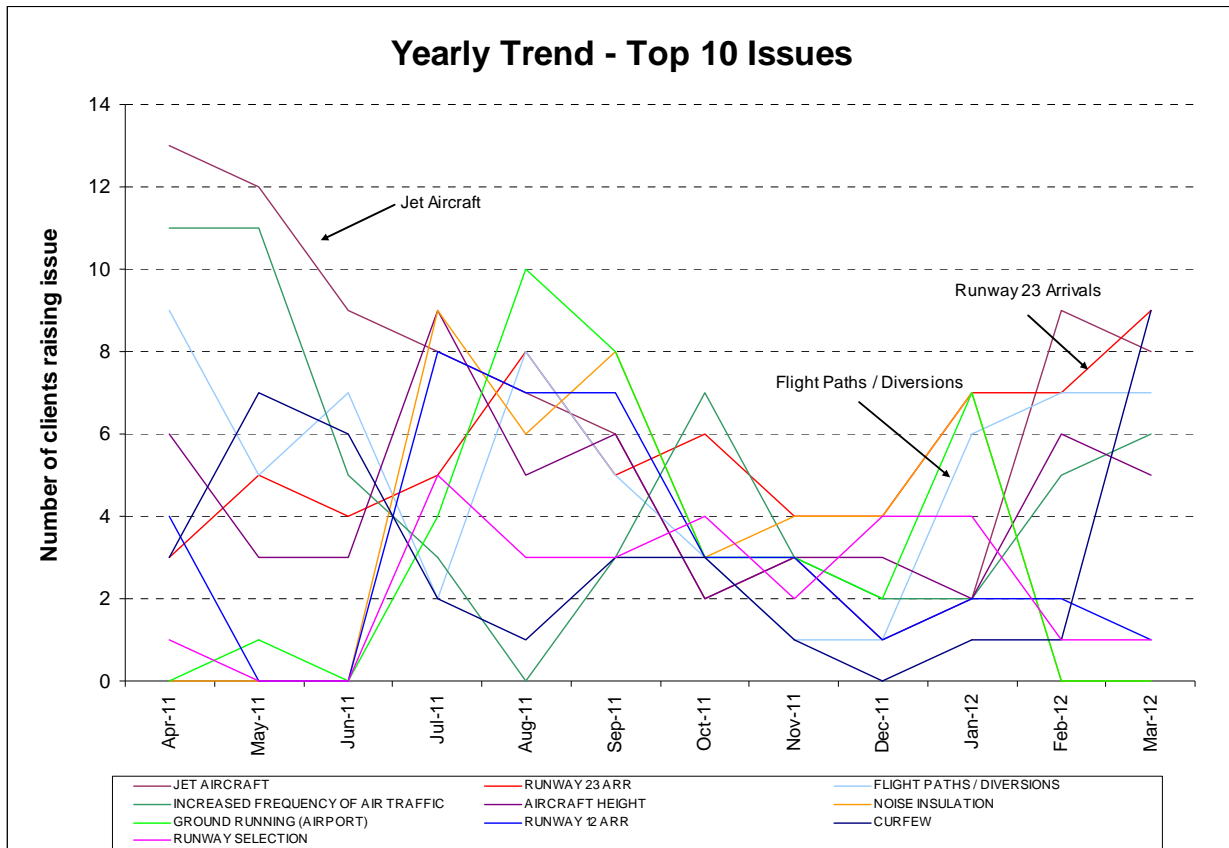
Table 1 lists the issues, the number of clients who raised each issue and the number of contacts that identified the issue, noting that clients may identify multiple issues in each contact. 47.9% of Adelaide clients' concerns were captured in 3 issues; Curfew (23), Runway 23 Arrivals (17) and Flight Path / Diversions (18).

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

Issue	Number of Clients	Number of Contacts
CURFEW	9	23
RUNWAY 23 ARR	9	17
JET AIRCRAFT	8	9
FLIGHT PATHS / DIVERSIONS	7	18
INCREASED FREQUENCY OF AIR TRAFFIC	6	8
AIRCRAFT HEIGHT	5	5
HELICOPTER	4	4
PROPELLER AIRCRAFT	3	14
RUNWAY 23 DEP	3	10
HEALTH ISSUES	2	2
ODOUR, VENT, DUMP	1	1
RUNWAY 05 ARR	1	1
RUNWAY 05 DEP	1	6
RUNWAY 12 ARR	1	1
RUNWAY 30 ARR	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
April 2011 to March 2012**



The yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (April 2011 to March 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 April 2011 to March 2012.

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	80	12
RUNWAY 23 ARR	67	12
FLIGHT PATHS / DIVERSIONS	61	12
INCREASED FREQUENCY OF AIR TRAFFIC	58	11
AIRCRAFT HEIGHT	53	12
NOISE INSULATION	41	7
GROUND RUNNING (AIRPORT)	38	8
RUNWAY 12 ARR	38	10
CURFEW	37	11
RUNWAY SELECTION	28	10
HELICOPTER	27	12
RUNWAY 23 DEP	26	12
PROPELLER AIRCRAFT	23	6
RUNWAY 05 DEP	23	9
OTHER*	10	8
RUNWAY 05 ARR	8	6
RUNWAY 30 ARR	8	5
HEALTH ISSUES	7	6
ODOUR, VENT, DUMP	6	6
RUNWAY 30 DEP	6	4
RUNWAY 12 DEP	3	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 March 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 77.3% of all the clients' issues raised in the last 12 months are contained in the top ten 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 March 2012. There were a total of 17 clients and 46 contacts from 12 suburbs, which corresponds to a daily average of 1.5 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 March 2012.

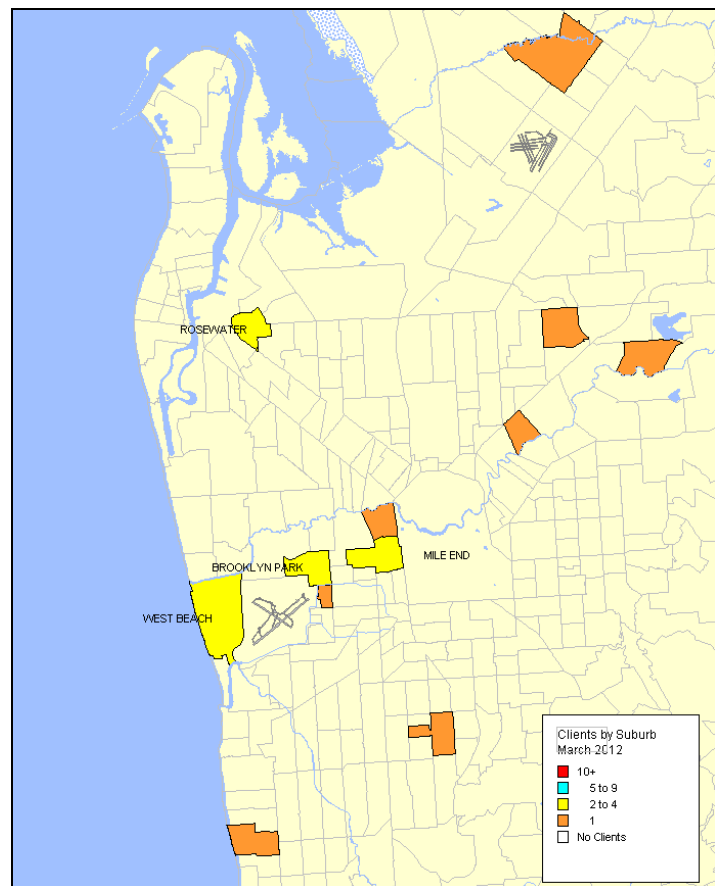
The suburb with the highest number of clients during the month of March was Mile End with 3 clients making 7 contacts. A single client from Rosewater made 25 contacts which equates to 54.3% of all contacts attributed to Adelaide airport.

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

Suburb	Clients	Contacts
BRIGHTON	1	1
BROOKLYN PARK	2	3
COLONEL LIGHT GARDENS	1	1
DERNANCOURT	1	1
MILE END	3	7
OAKDEN	1	1
ROSEWATER	2	26
SALISBURY	1	1
THEBARTON	1	1
VALE PARK	1	1
WEST BEACH	2	2
WEST RICHMOND	1	1
TOTAL	17	46

Figure 3.

**Clients Density Map
Adelaide Airport March 2012**



Section 3: Trends for Clients at Adelaide Airport.

The daily count of clients and contacts for the month of March is shown in Figure 4. During March there were up to 3 clients making contact with the NCIS on any single day. This occurred on 3 occasions; Friday 16th (4 contacts from 3 clients), Sunday 18th (10 contacts from 3 clients) and Tuesday 20th (3 contacts from 3 clients).

Figure 4. Clients and Contacts by day for March 2012

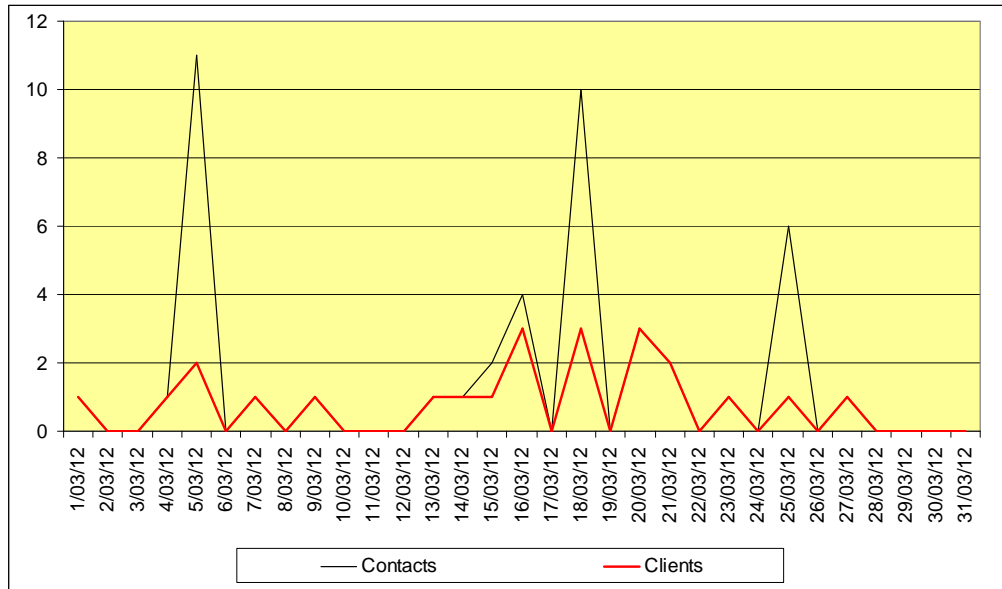


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The month with the highest number of clients contacting the NCIS was April 2011 with 23 clients making 48 contacts. The month with the least number of clients was November 2011 with 9 clients making 32 contacts. The monthly average for the 12 month period was 17.1 clients making 49.1 contacts.

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

