

Noise Complaints and Information Service Statistics Report

Brisbane 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 Brisbane Airport and exclude those associated with nearby airports such as Archerfield. 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.

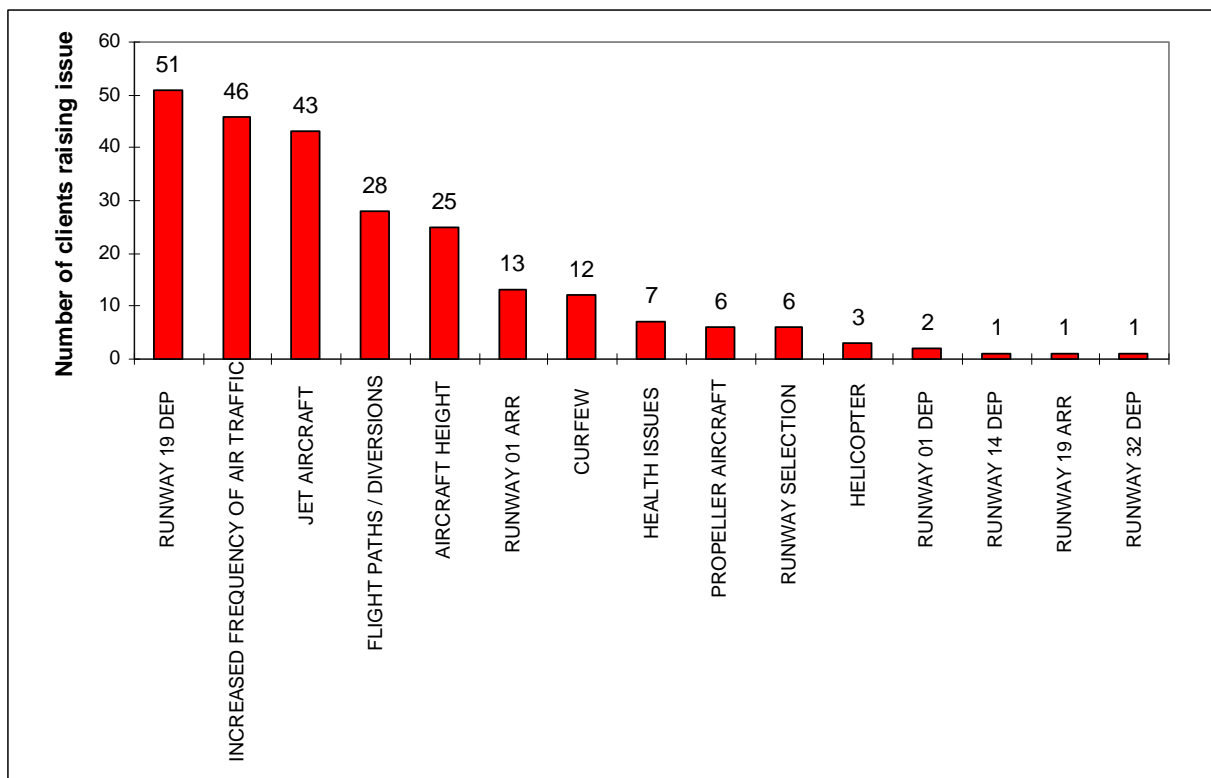
During April 2012, the NCIS recorded 7635 contacts Australia wide. Of these 867 or 11.4% were attributed to operations at Brisbane Airport.

Section 1: Contact Issues at Brisbane 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 15 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 Brisbane 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. The top six issues were raised by 84.1% of clients.

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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	Number of Clients	Number of Contacts
RUNWAY 19 DEP	51	800
INCREASED FREQUENCY OF AIR TRAFFIC	46	98
JET AIRCRAFT	43	774
FLIGHT PATHS / DIVERSIONS	28	54
AIRCRAFT HEIGHT	25	44
RUNWAY 01 ARR	13	17
CURFEW	12	20
HEALTH ISSUES	7	23
PROPELLER AIRCRAFT	6	11
RUNWAY SELECTION	6	12
HELICOPTER	3	3
RUNWAY 01 DEP	2	2
RUNWAY 14 DEP	1	2
RUNWAY 19 ARR	1	1
RUNWAY 32 DEP	1	1

Contact and client information for Brisbane 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 – April 2012**

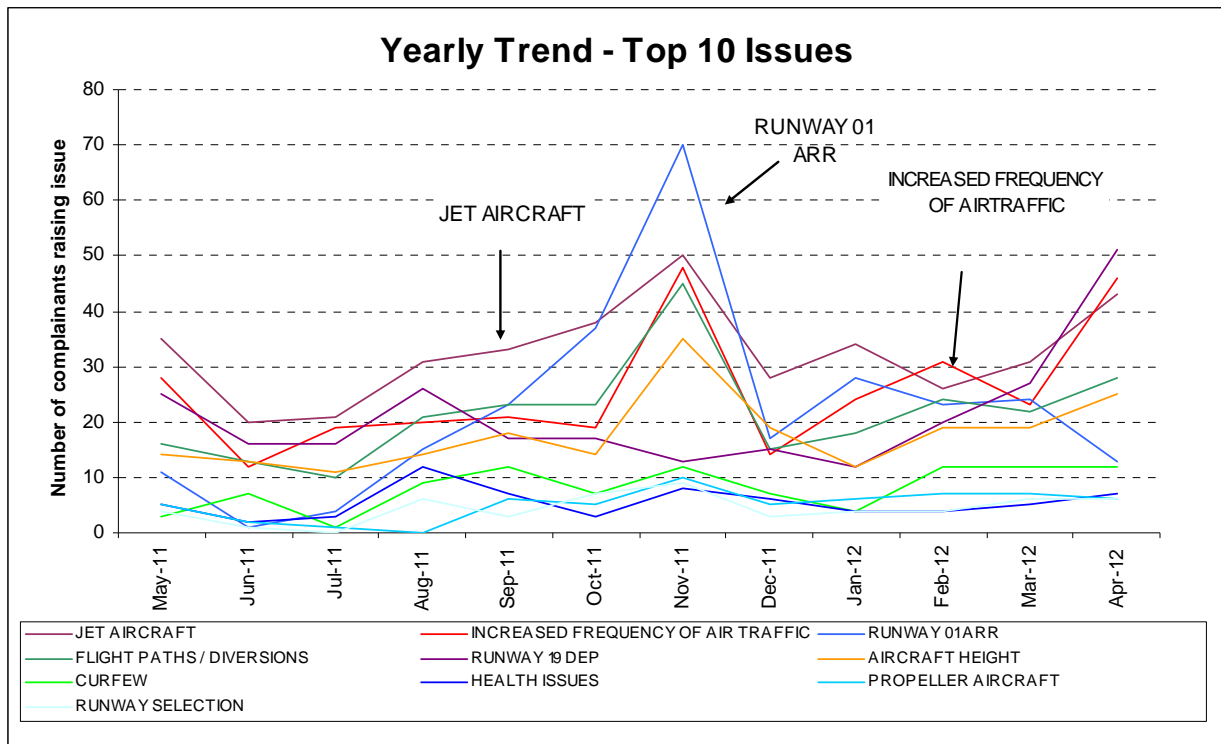


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (May 2011 to April 2012). Although there are a total of 21 issues, figure 2 displays the top 10 issues for the previous 12 months. Over this period the three most dominant issues raised by clients were; Jet Aircraft, Increased Frequency of Air Traffic and Runway 01 Arrivals.

The number of clients and issues of concern has been relatively stable over the year with the exception of an increase in clients raising the issue of 01 arrivals in November 2011 which coincides with the seasonal northerly winds that dictate the use of Runway 01 for arrivals. During Nov 2011 75.2% of arrival aircraft for Brisbane Airport used runway 01. This information is found in Airservices Australia’s Noise and Flight Path Monitoring System Reports located at <http://www.airservicesaustralia.com/publications/reports-and-statistics/noise-reports/> under Brisbane Reports – Brisbane 2011 4th quarter page 42.

Table 2 Summary of the issues raised and the number of clients raising these issues over the period May 2011 to April 2012.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	390	12
INCREASED FREQUENCY OF AIR TRAFFIC	305	12
RUNWAY 01 ARR	266	12
FLIGHT PATHS / DIVERSIONS	258	12
RUNWAY 19 DEP	255	12
AIRCRAFT HEIGHT	213	12
CURFEW	98	12
HEALTH ISSUES	66	12
PROPELLER AIRCRAFT	60	11
RUNWAY SELECTION	53	11
RUNWAY 01 DEP	52	11
HELICOPTER	25	10
RUNWAY 19 ARR	18	11
RUNWAY 14 DEP	13	9
RUNWAY 32 ARR	11	6
ODOUR, VENT, DUMP	6	6
RUNWAY 32 DEP	6	6
RUNWAY 14 ARR	5	4
NEW PARALLEL RUNWAY PROJECT	2	2
OTHER*	1	1
RNAV - 19 DEP SOUTH	1	1

**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 80.2% of all the clients' issues raised in the last 12 months are contained in the top six issues of Table 2.

Section 2: Brisbane Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts received by the NCIS for each Brisbane suburb during April 2012. There were a total of 74 clients and 865 contacts from 33 suburbs (2 contacts did not indicate a suburb). This corresponds to a daily average of 28.8 contacts.

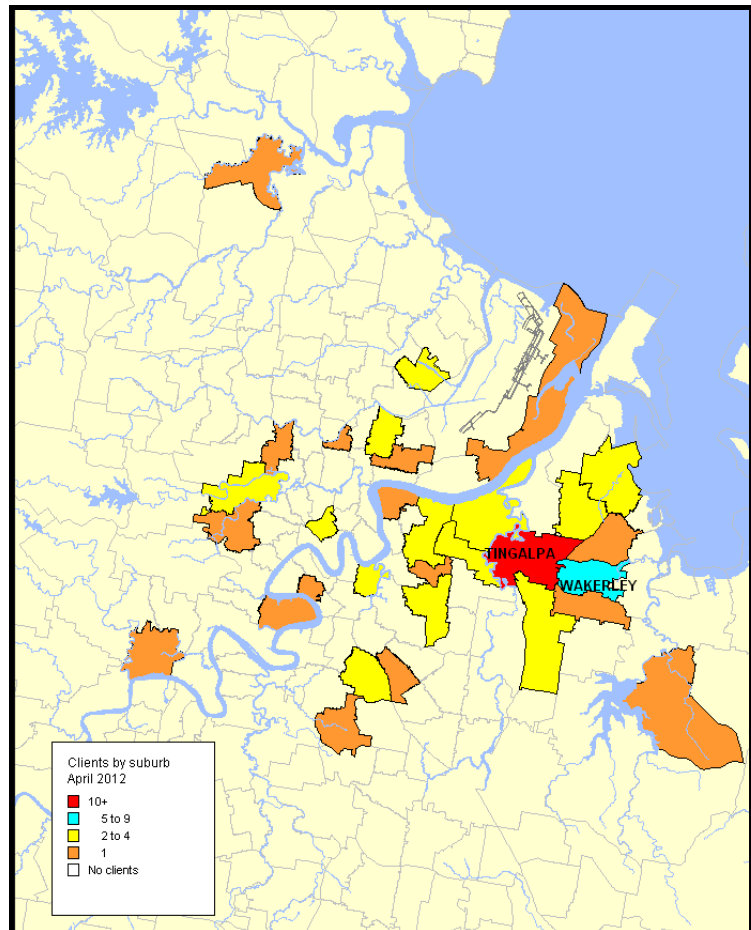
The data in Table 3 has been presented as a density map for clients, with suburbs coloured according to the number of clients that the NCIS dealt with during April 2012.

The suburb with the highest number of clients during the month of April was Tingalpa (11). Of the 723 contacts received from the suburb of Tingalpa, 667 were from a single client. This client accounts for 77.1% of contacts regarding Brisbane Airport.

Table 3.
Brisbane Suburbs Client and Contact numbers April 2012

Suburb	Clients	Contacts
ALDERLEY	1	1
ASCOT	1	1
ASHGROVE	3	3
BARDON	1	1
BELMONT	4	35
BULIMBA	1	1
CAMP HILL	3	3
CANNON HILL	4	11
CAPALABA	1	1
CLAYFIELD	3	8
DAYBORO	1	1
EAST BRISBANE	2	3
GUMDALE	1	3
HIGHGATE HILL	1	7
HOLLAND PARK WEST	1	1
KENMORE	1	1
LUTWYCHE	1	1
MANLY WEST	1	1
MORNINGSIDE	3	3
MURARRIE	2	20
NORTHGATE	2	3
ORMEAU	1	1
PINKENBA	1	2
SALISBURY	1	1
SEVEN HILLS	1	1
SPRING HILL	2	2
ST LUCIA	1	1
STRATHPINE	1	2
TARRAGINDI	2	2
TINGALPA	11	723
WAKERLEY	9	15
TOTAL	74	865

Figure 3
Clients Density Map Brisbane Airport April 2012



Section 3: Trends for Clients at Brisbane Airport.

The daily count of clients and contacts for the month of April is shown in Figure 4. During April there were up to 12 clients making contact with the NCIS on any single day. There were three days where 11 or more clients contacted the NCIS; Tuesday 10th (11 clients made 23 contacts), Monday 16th (12 clients made 51 contacts) and Tuesday 17th (12 clients made 13 contacts).

Figure 4 Clients and Contacts by day for April 2012

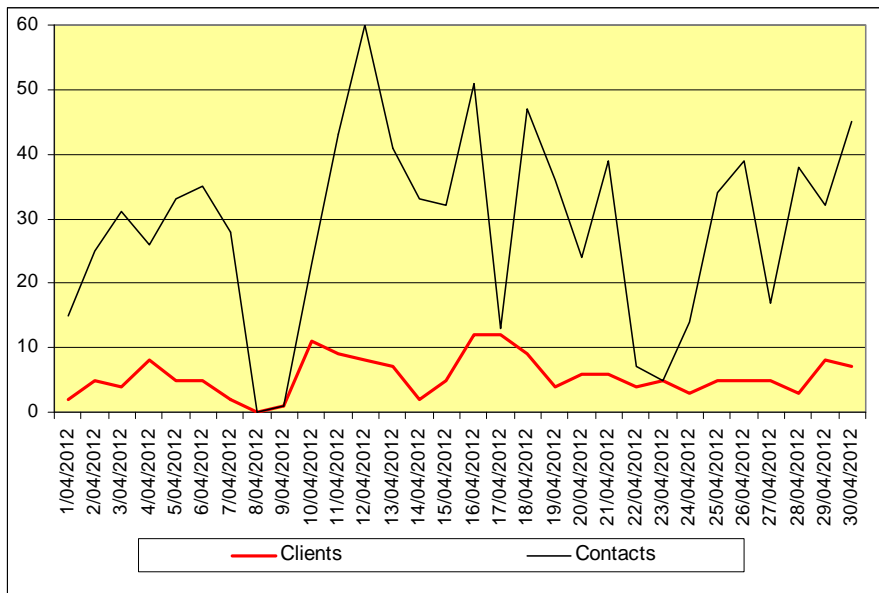


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients is 53.2 per month, the average number of contacts is 641.6 per month. November 2011 has the highest total number of clients (90), February 2012 has the highest total number of contacts (964). Overall Figure 5 demonstrates there is a poor correlation between the number of clients and the number of contacts.

Figure 5. Monthly Client and Contact numbers over the last 12 months

