



NOISE COMPLAINTS AND INFORMATION SERVICE COMPLAINTS STATISTICS REPORT

BRISBANE AIRPORT

DECEMBER 2011

Disclaimer

This report contains a summary of the complaints data collected over a specific period and reflects the information at the time of preparation. Airservices Australia accepts no liability for any reliance placed on any data in this report by any third party. Airservices Australia accepts no liability for any interpretation of this data by third parties.

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 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 made with the NCIS are done 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 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.

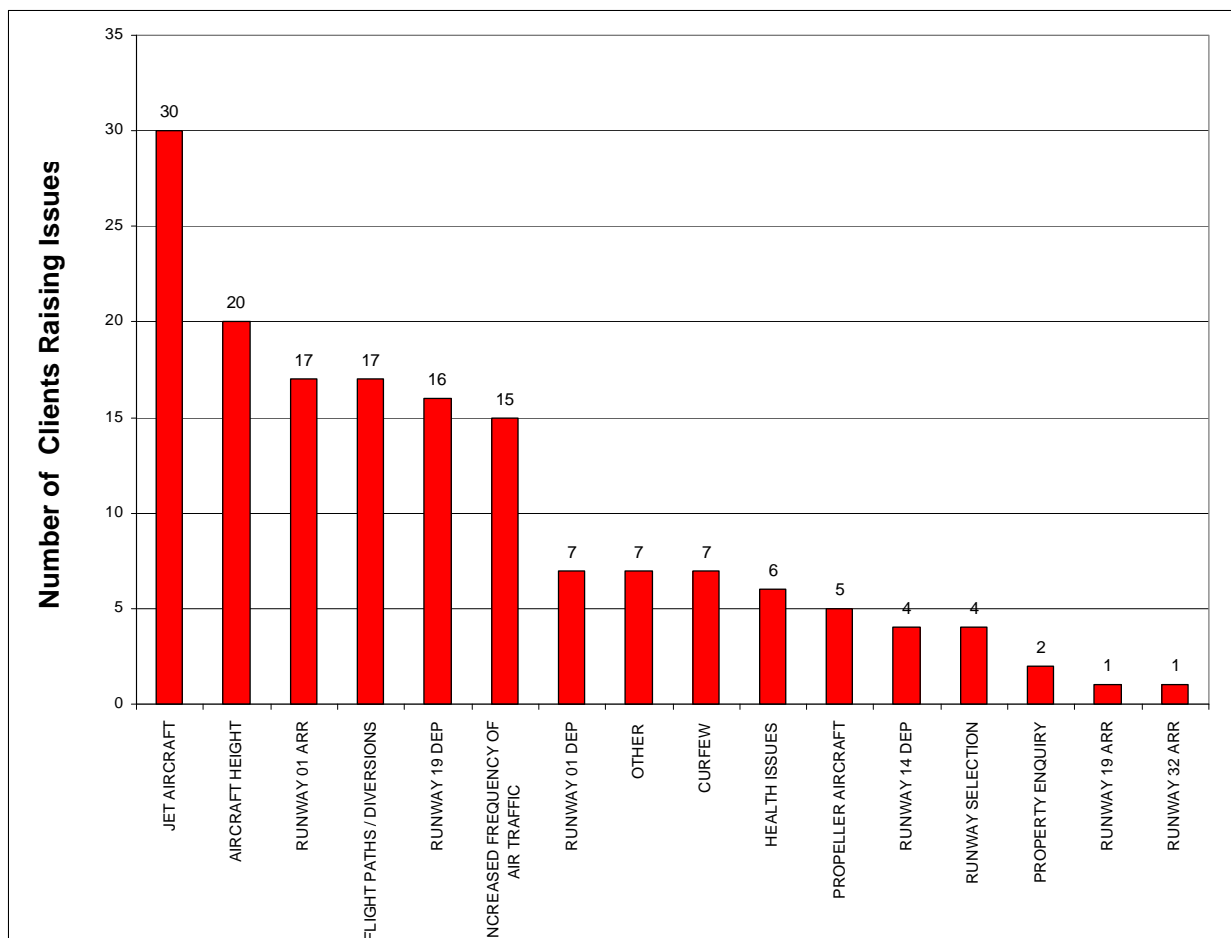
During December 2011, the NCIS recorded 5581 contacts Australia wide. Of these 695 or 12.4% were attributed to operations at Brisbane Airport.

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 December 2011. 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 December 2011



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. There were two dominant issues, each identified by 20 or more clients; Jet Aircraft (30) and Aircraft Height (20).

Table 1 List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue (December 2011)

Issue	Number of Clients	Number of Contacts
Rwy 01 ARR	17	34
Rwy 01 DEP	7	220
Rwy 14 DEP	4	6
Rwy 19 ARR	1	1
Rwy 19 DEP	16	318
Rwy 32 ARR	1	5
AIRCRAFT HEIGHT	20	30
OTHER*	7	331
CURFEW	7	69
FLIGHT PATHS / DIVERSIONS	17	36
HEALTH ISSUES	6	9
INCREASED FREQUENCY OF AIRCRAFT TRAFFIC	15	30
JET AIRCRAFT	30	323
PROPELLER AIRCRAFT	5	13
PROPERTY ENQUIRY	2	2
RUNWAY SELECTION	4	10

**Not enough details were provided by client to assign an issue to the contact*

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 (January 2011 – December 2011)

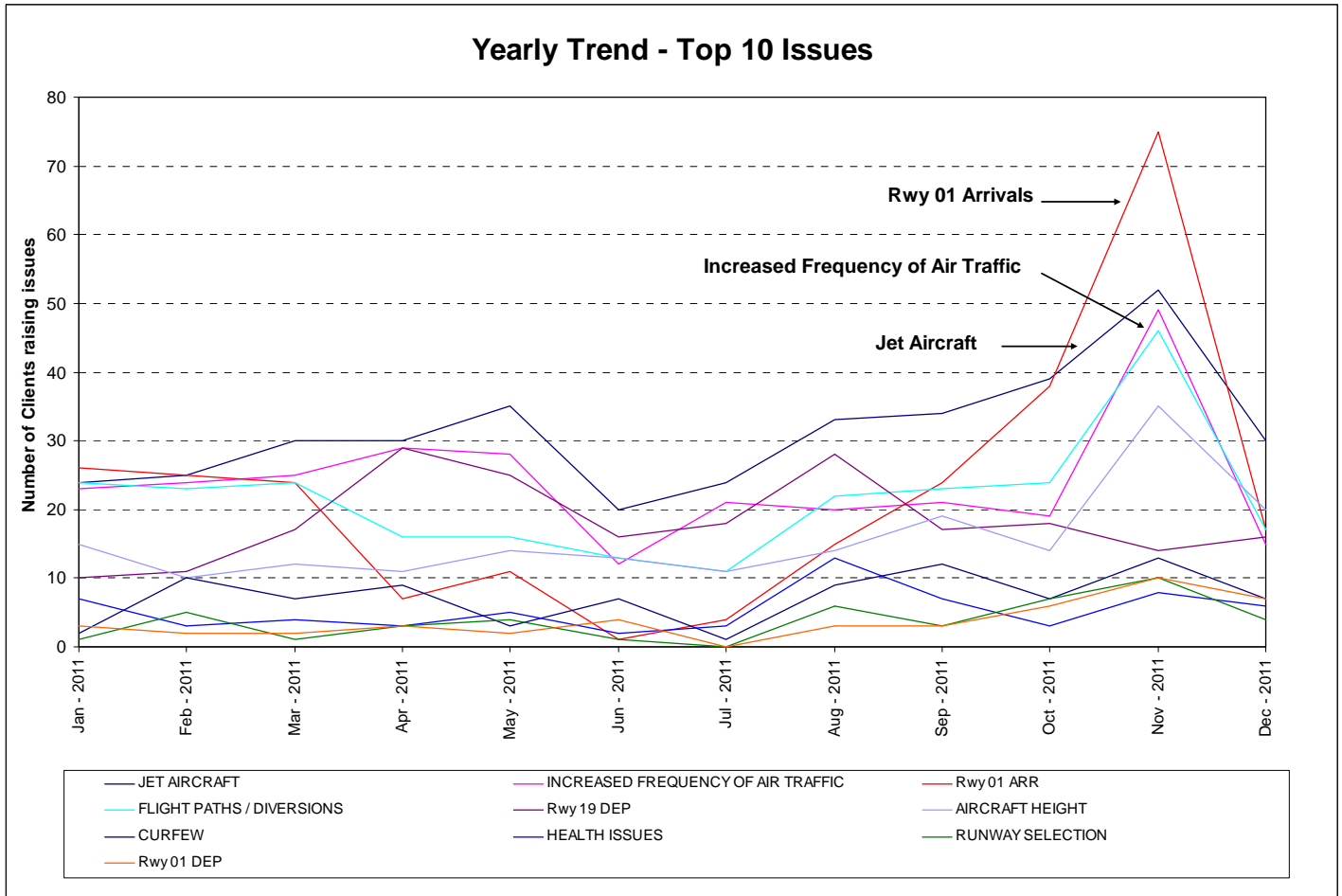


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (January to December 2011). Although there are a total of 22 issues, this figure has been limited to the top 10 issues for the previous 12 months. Over this period the three most dominant issues raised by clients are; Jet Aircraft, Increased Frequency of Air Traffic and Runway 01 Arrivals.

The spike in the number of clients concerned with issues of Runway 01 Arrivals, Jet Aircraft, Increased Frequency of Air Traffic, Flight Paths and Aircraft Height in November 2011 coincides with seasonal northerly winds which dictate the use of Runway 01 for arrivals.

Table 2 Summary of the issues raised and the number of clients raising these issues over the period January 2011 to December 2011.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	376	12
INCREASED FREQUENCY OF AIR TRAFFIC	286	12
RUNWAY 01 ARR	267	12
FLIGHT PATHS / DIVERSIONS	259	12
RUNWAY 19 DEP	219	12
AIRCRAFT HEIGHT	188	12
CURFEW	87	12
HEALTH ISSUES	64	12
RUNWAY SELECTION	45	11
RUNWAY 01 DEP	45	11
PROPELLER AIRCRAFT	42	10
*OTHER	29	8
HELICOPTER	23	10
Rwy 19 ARR	15	9
PROPERTY ENQUIRY	14	9
RUNWAY 14 DEP	14	8
RUNWAY 32 DEP	6	5
RUNWAY 32 ARR	6	4
ODOUR, VENT, DUMP	5	4
POSITIVE COMMENT	4	3
RUNWAY 14 ARR	3	2
NEW PARALLEL RUNWAY PROJECT	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 December 2011 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 70.3% of all the clients' issues raised in the last 12 months are contained in the first five 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 December 2011. There were a total of 36 clients and 695 contacts from 22 suburbs. This corresponds to a daily average of 22.4 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 December 2011.

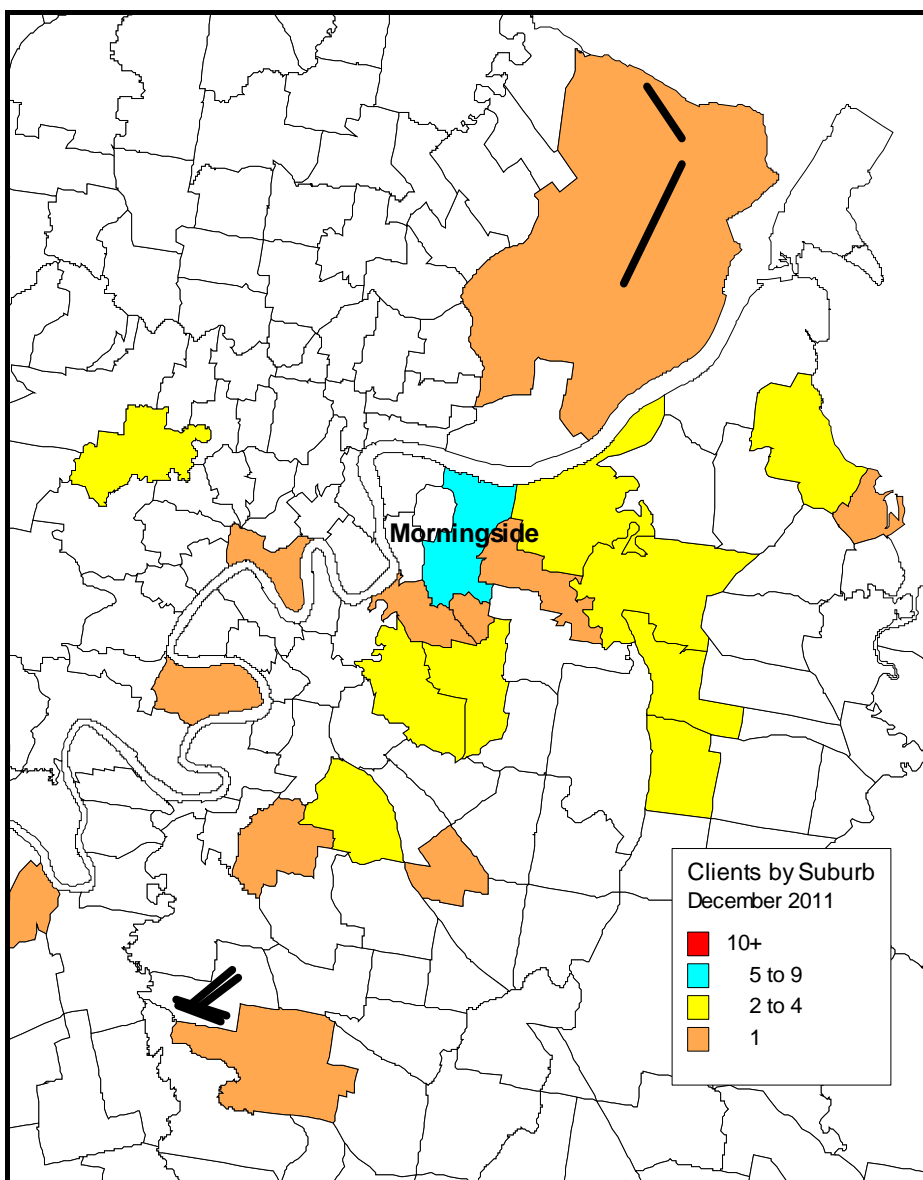
The suburb with the highest number of clients during the month of December was Morningside (5). The clients from Morningside submitted 5 complaints, which equates to 1% of all contacts attributed to Brisbane Airport. Of the 579 contacts received from the suburb of Tingalpa 545 were from a single client.

Table 3.
Brisbane Suburbs
Client and Contact numbers
December 2011

Suburb	Clients	Contacts
Acacia Ridge	1	2
Ashgrove	2	5
Ashgrove West	1	5
Belmont	2	12
Brisbane	1	1
Camp Hill	2	3
Cannon Hill	1	2
Coorparoo	2	2
Manly	1	10
Moorooka	1	3
Morningside	5	5
Mount Gravatt	1	12
Murarrie	3	10
Norman Park	1	1
Pinkenba	1	1
Seven Hills	1	6
Seventeen Mile Rocks	1	1
St Lucia	1	1
Tarragindi	2	2
Tingalpa	3	579
Wynnum	1	1
Wynnum North	2	31
Total	36	695

Figure 3

Clients Density Map
Brisbane Airport
December 2011



Section 3: Trends for Clients at Brisbane Airport.

The daily count of clients and contacts for the month of December is shown in Figure 4. During December there were up to 7 individuals making contact with the NCIS on any single day. There were five days where 6 or more clients contacted the NCIS; Tuesday 6th (42 contacts from 6 clients) Wednesday 14th (15 contacts from 7 clients), Friday 16th (7 contacts from 7 clients) Tuesday 20th (9 contacts from 6 clients) and Monday 26th (7 contacts from 6 clients).

Figure 4 Clients and Contacts by day for December 2011

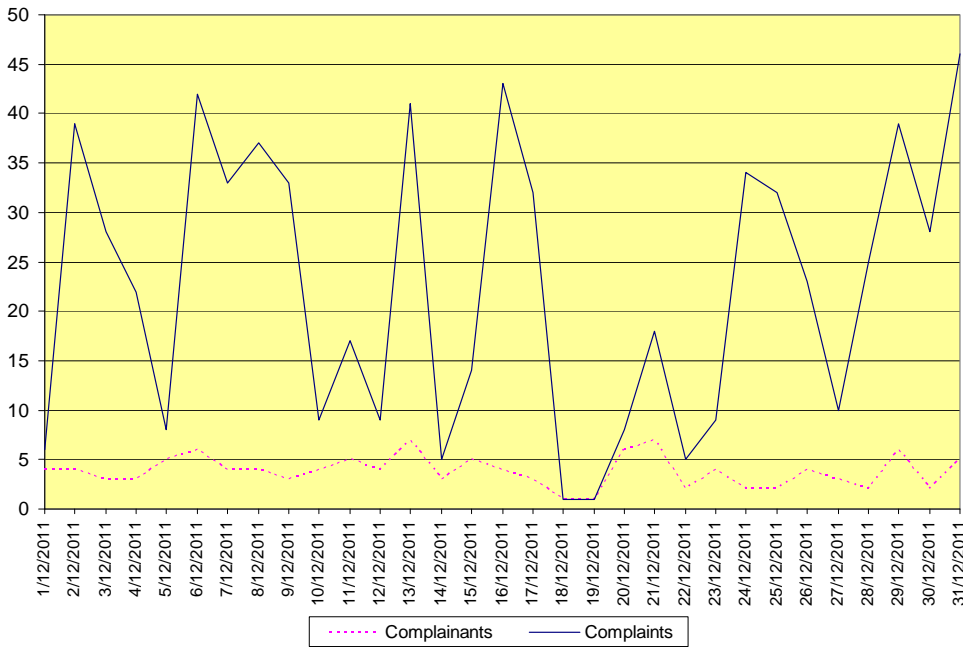


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in April (822) followed by an 8 month period of fluctuating contact numbers. Over this period the client numbers remained fairly steady with a slight peak in November. 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

