

Noise Complaints and Information Service Statistics Report

Brisbane 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 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.

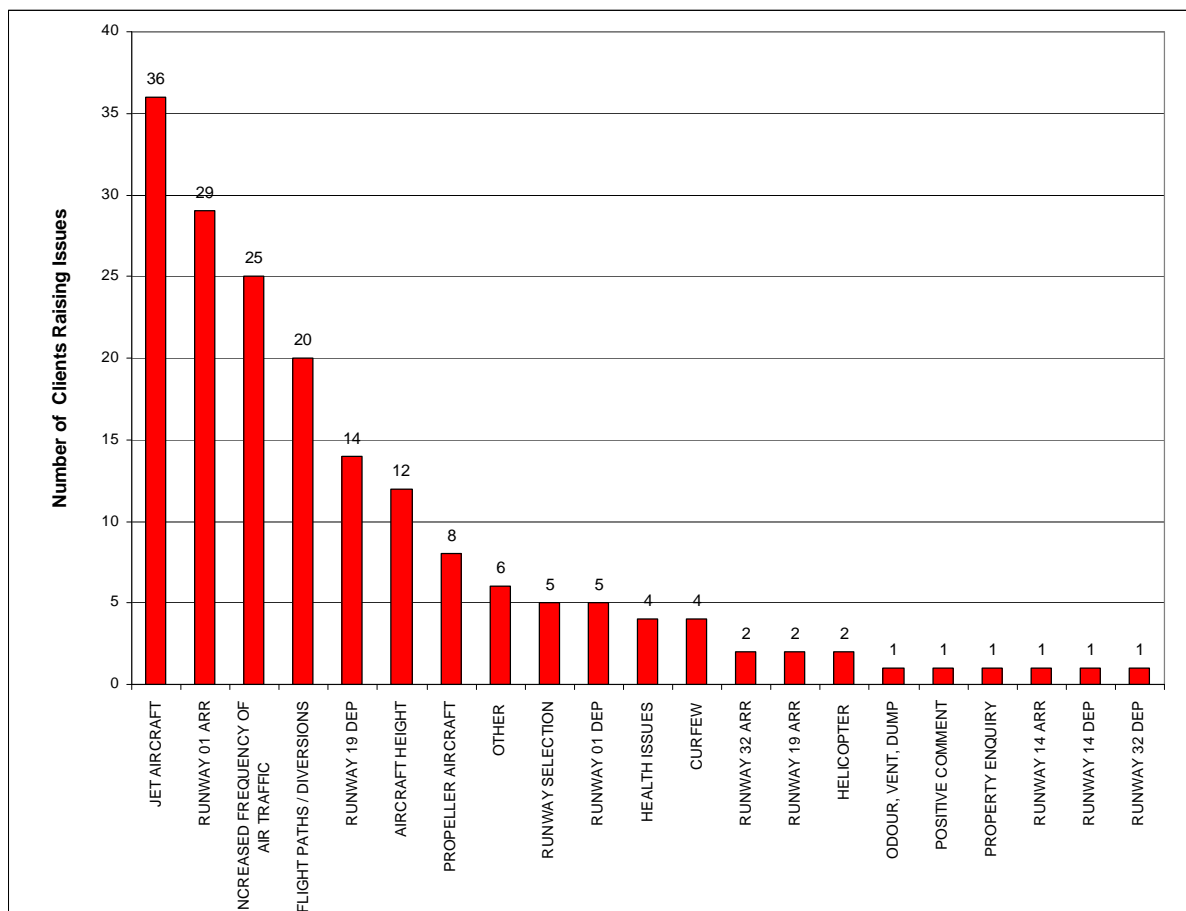
During January 2012, the NCIS recorded 8638 contacts Australia wide. Of these 817 or 9.4% were attributed to operations at Brisbane Airport.

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 21 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 Brisbane Airport.

Figure 1 Issues identified by Clients during January 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. There were four dominant issues, each identified by 20 or more clients; Jet Aircraft (36), Runway 01 Arrivals (29), Increased Frequency of Air Traffic (25) and Flight Paths / Diversions (20).

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	12	45
CURFEW	4	25
FLIGHT PATHS / DIVERSIONS	20	105
HEALTH ISSUES	4	8
HELICOPTER	2	4
INCREASED FREQUENCY OF AIR TRAFFIC	25	34
JET AIRCRAFT	36	537
ODOUR, VENT, DUMP	1	2
OTHER*	6	162
POSITIVE COMMENT	1	1
PROPELLER AIRCRAFT	8	79
PROPERTY ENQUIRY	1	1
RUNWAY 01 ARR	29	72
RUNWAY 01 DEP	5	225
RUNWAY 14 ARR	1	1
RUNWAY 14 DEP	1	1
RUNWAY 19 ARR	2	3
RUNWAY 19 DEP	14	330
RUNWAY 32 ARR	2	25
RUNWAY 32 DEP	1	2
RUNWAY SELECTION	5	8

**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 (February 2011 – January 2012)

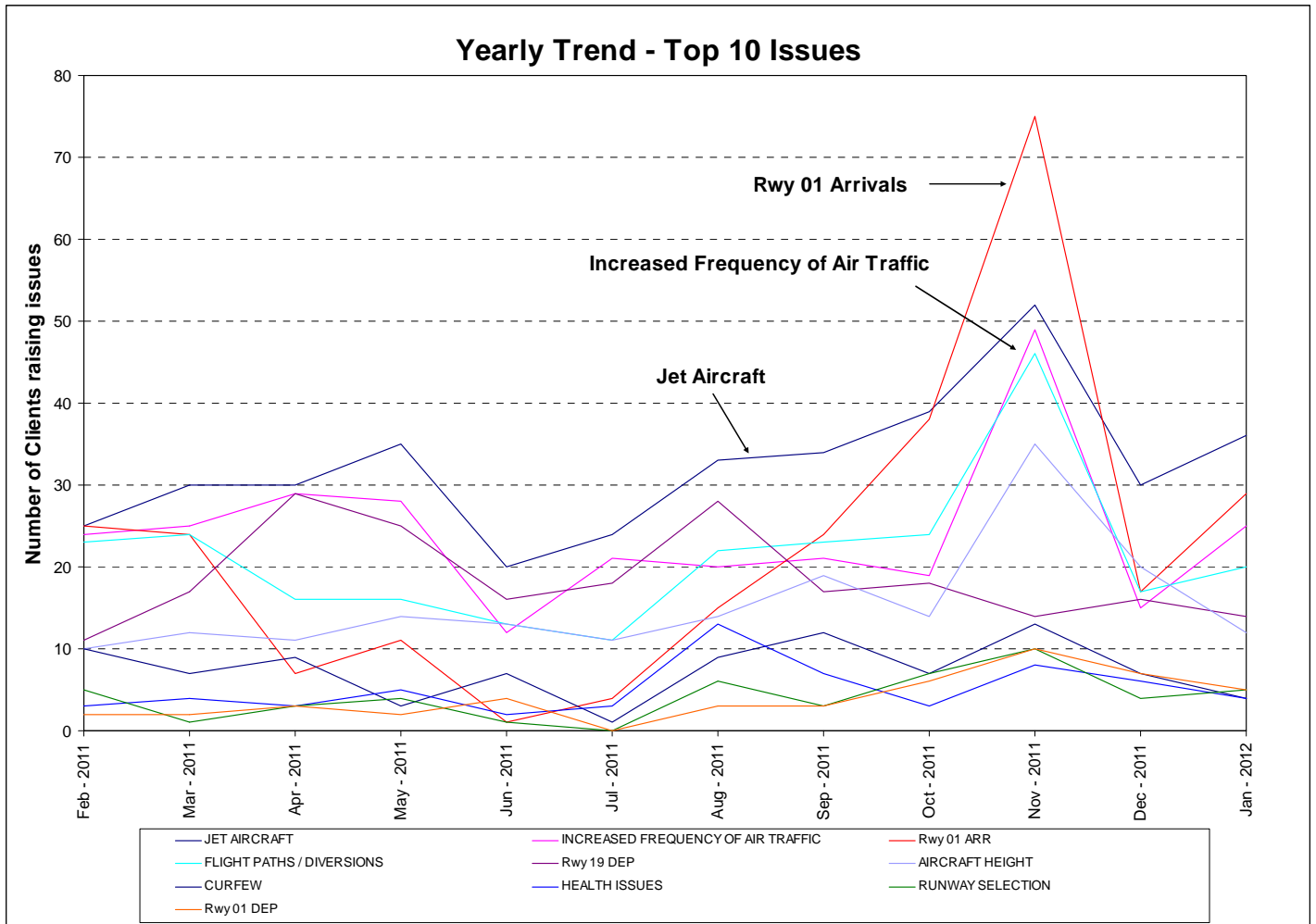


Figure 2 contains the yearly trend for the number of clients raising an issue on a monthly basis over the last 12 months (February 2011 to January 2012). Although there are a total of 21 issues, this figure has been limited to the top 10 issues for the previous 12 months. Over this period the three most dominant issues raised by clients 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 the peak in November 2011 which coincides with the 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 February 2011 to January 2012.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	388	12
INCREASED FREQUENCY OF AIR TRAFFIC	288	12
Rwy 01 ARR	270	12
FLIGHT PATHS / DIVERSIONS	255	12
Rwy 19 DEP	223	12
AIRCRAFT HEIGHT	185	12
CURFEW	89	12
HEALTH ISSUES	61	12
RUNWAY SELECTION	49	11
Rwy 01 DEP	47	11
PROPELLER AIRCRAFT	49	10
OTHER*	29	8
HELICOPTER	21	10
Rwy 19 ARR	15	9
PROPERTY ENQUIRY	14	9
Rwy 14 DEP	12	8
Rwy 32 DEP	7	6
Rwy 32 ARR	8	5
ODOUR, VENT, DUMP	6	5
POSITIVE COMMENT	5	4
Rwy 14 ARR	4	3
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 January 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern.

Note 70.2% 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 January 2012. There were a total of 50 clients and 815 contacts from 32 suburbs. This corresponds to a daily average of 26.2 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 with whom the NCIS dealt with during January 2012.

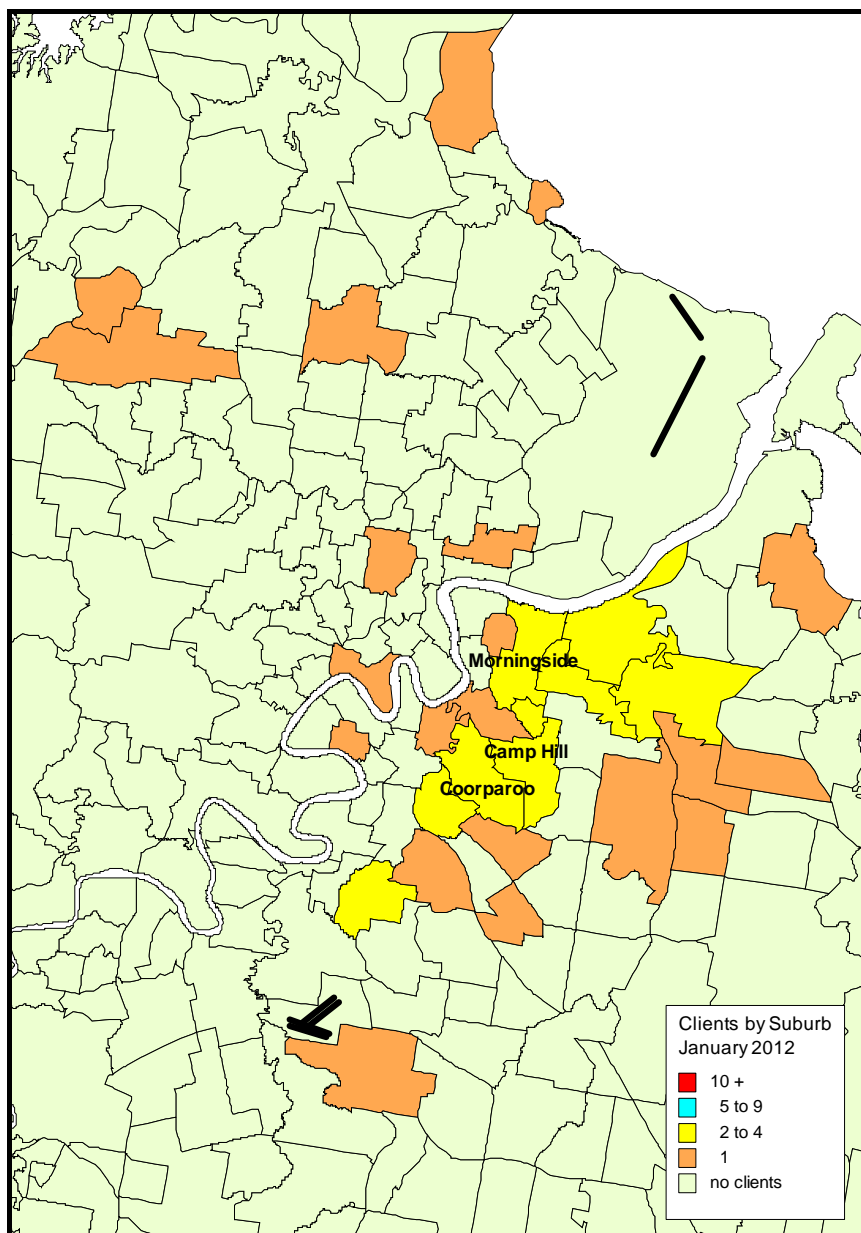
The suburb with the highest number of clients during the month of January was Camp Hill (4), Coorparoo (4) and Morningside (4). All the clients from these three suburbs submitted 14 contacts, which equates to 1.7% of all contacts attributed to Brisbane Airport. Of the 383 contacts received from the suburb of Tingalpa 370 were from a single client.

Table 3.
Brisbane Suburbs
Client and Contact numbers
January 2012

Suburb	Clients	Contacts
ACACIA RIDGE	1	1
ASCOT	1	1
ASHGROVE WEST	1	1
ASPLEY	1	1
BALMORAL	1	1
BELMONT	1	9
BRIGHTON	1	1
BRISBANE	1	1
BUCCAN	1	2
BUNYA	1	1
CAMP HILL	4	5
CANNON HILL	3	13
CARINDALE	1	1
COORPAROO	4	5
EAST BRISBANE	1	1
GREENSLOPES	2	2
GUMDALE	1	1
HIGHGATE HILL	1	3
HOLLAND PARK	1	1
MERMAID WATERS	1	1
MOOROOKA	2	4
MORNINGSIDE	4	4
MOUNT GRAVATT	1	12
MURARRIE	3	4
NORMAN PARK	1	1
SEVEN HILLS	2	33
SHORNCLIFFE	1	1
TARRAGINDI	1	1
TINGALPA	3	383
WINDSOR	1	1
WYNNUM	1	273
WYNNUM NORTH	1	46
TOTAL	50	815

Figure 3

**Clients Density Map
Brisbane Airport
January 2012**



Section 3: Trends for Clients at Brisbane Airport.

The daily count of clients and contacts for the month of January is shown in Figure 4. During January there were up to 12 clients making contact with the NCIS on any single day. There were five days where 6 or more clients contacted the NCIS; Friday 6th (27 contacts from 8 clients), Monday 16th (51 contacts from 7 clients), Monday 23rd (49 contacts from 6 clients), Monday 30th (33 contacts from 12 clients) and Tuesday 31st (39 contacts from 6 clients).

Figure 4 Clients and Contacts by day for January 2012

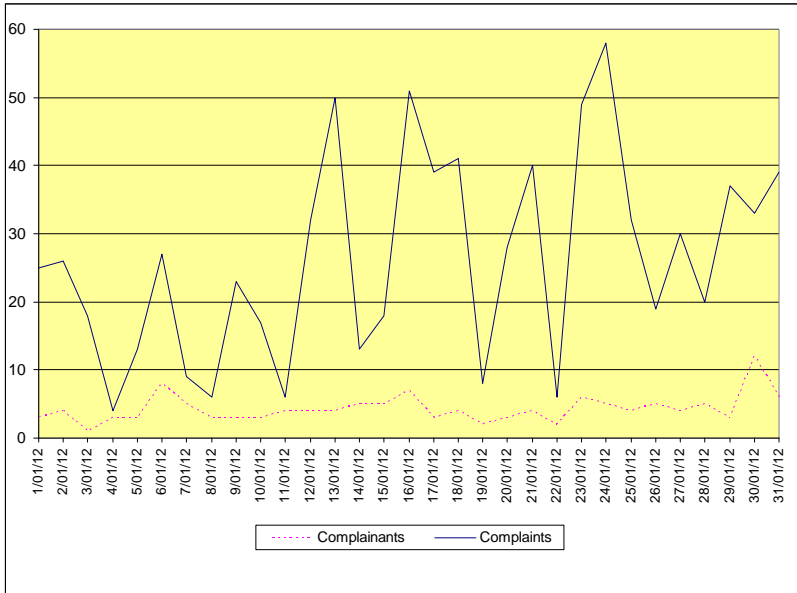


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. Contact numbers over the last 12 months peaked in April (822) and January (815). There has been a noticeable steady increase in contact numbers since November and this could be associated with seasonal weather patterns. 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

