

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

Brisbane Airport – July 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 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.

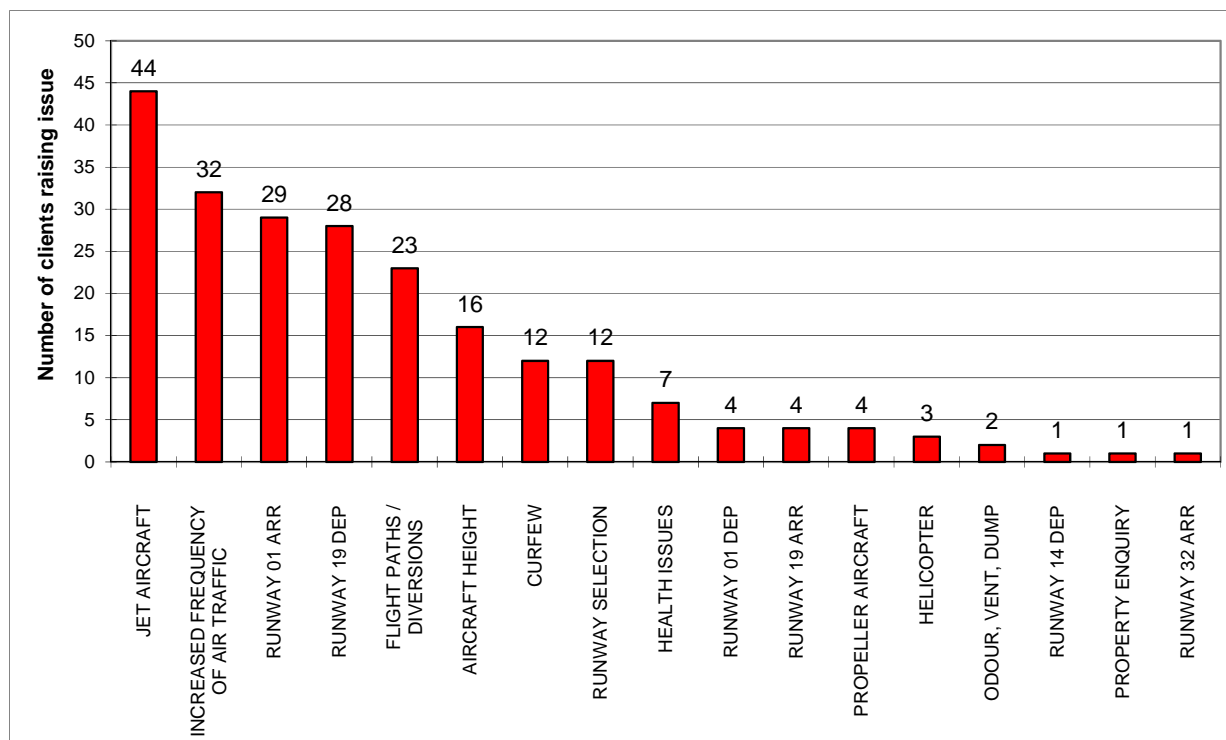
During July 2012, the NCIS recorded 7777 contacts Australia wide. Of these 921 or 11.8% were attributed to operations at Brisbane Airport.

### 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 16 issues identified by clients during July 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 July 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 five dominant issues, each identified by 23 or more clients; Jet Aircraft (44) and Increased Frequency of Air Traffic (32), Runway 01 Arr (29), Runway 19 Dep (28) and Flight Paths / Diversions (23).

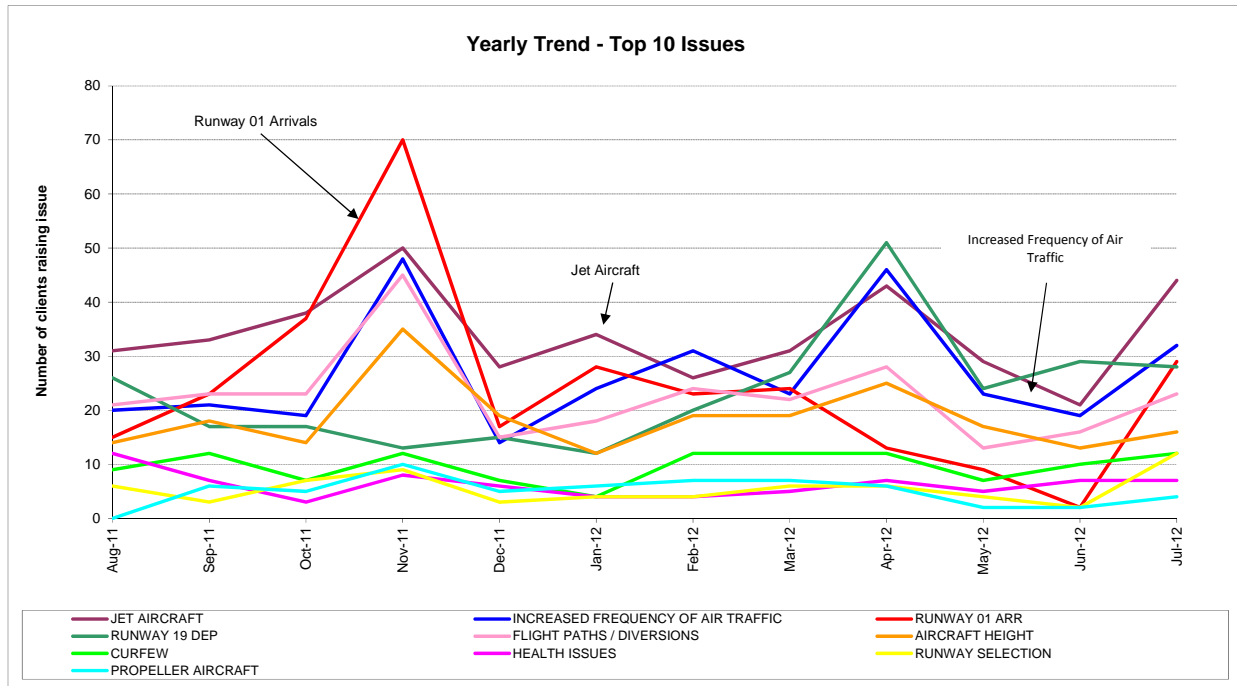
**Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – July 2012**

<b>Issue</b>	<b>Number of Clients</b>	<b>Number of Contacts</b>
JET AIRCRAFT	44	232
INCREASED FREQUENCY OF AIR TRAFFIC	32	55
RUNWAY 01 ARR	29	46
RUNWAY 19 DEP	28	200
FLIGHT PATHS / DIVERSIONS	23	41
AIRCRAFT HEIGHT	16	29
CURFEW	12	13
RUNWAY SELECTION	12	13
HEALTH ISSUES	7	12
RUNWAY 01 DEP	4	4
RUNWAY 19 ARR	4	5
PROPELLER AIRCRAFT	4	4
HELICOPTER	3	3
ODOUR, VENT, DUMP	2	2
RUNWAY 14 DEP	1	1
RUNWAY 32 ARR	1	1
PROPERTY ENQUIRY	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** contains the yearly trend for the number of clients raising an issue on a monthly basis (Aug 2011 to July 2012). Although there are a total of 20 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.

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



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 Runway 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 4<sup>th</sup> quarter page 42.

**Table 2** provides an aggregate of the number of clients raising issues for the 12 months to July 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern. Please note, per month, any one client may raise a number of issues and may be counted multiple times throughout this list.

**Table 2: Summary of clients raising issues over the period Aug 2011 - July 2012.**

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	408	12
INCREASED FREQUENCY OF AIR TRAFFIC	320	12
RUNWAY 01 ARR	290	12
RUNWAY 19 DEP	279	12
FLIGHT PATHS / DIVERSIONS	271	12
AIRCRAFT HEIGHT	221	12
CURFEW	116	12
HEALTH ISSUES	75	12
RUNWAY SELECTION	66	12
PROPELLER AIRCRAFT	60	11
RUNWAY 01 DEP	54	12
HELICOPTER	29	10
RUNWAY 19 ARR	20	11
RUNWAY 14 DEP	14	8
RUNWAY 32 ARR	11	6
ODOUR, VENT, DUMP	8	7
RUNWAY 14 ARR	7	6
RUNWAY 32 DEP	5	5
NEW PARALLEL RUNWAY PROJECT	2	2
RNAV - 19 DEP SOUTH	1	1
PROPERTY ENQUIRY	1	1

69.5% of the total clients raising issues have raised an issue in the top five of Table 2.

**Section 2: Brisbane Airport Clients and Contacts by Suburb.**

**Table 3** lists the number of clients and the number of contacts for each Brisbane suburb during July 2012. There were a total of 67 clients and 921 contacts from 32 suburbs. This corresponds to a daily average of 29.7 contacts.

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

The suburb with the highest number of clients during the month of July was Morningside (9). Tingalpa had the highest number of contacts (772) of which 711 were received by a single client. This client accounts for 77.2% of the total contacts regarding Brisbane Airport.

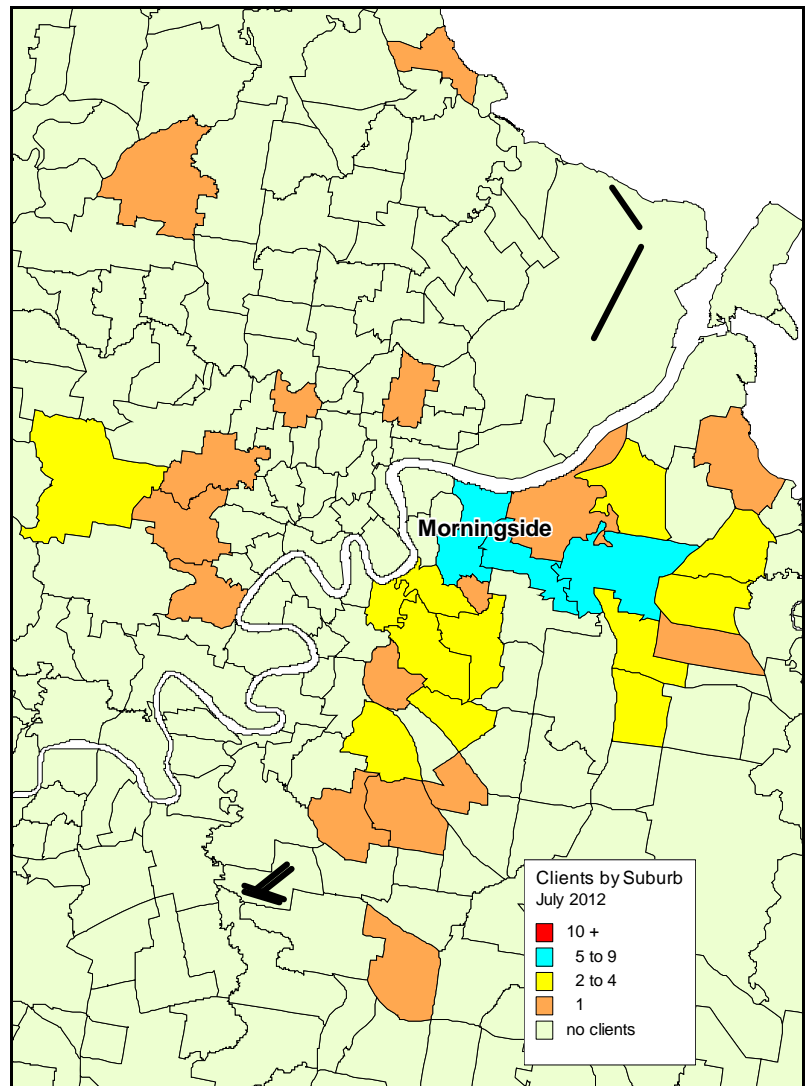
**Table 3**

**Brisbane Suburbs  
Client and Contact Numbers  
July 2012**

Suburb	Clients	Contacts
Not specified	1	1
Albany Creek	1	1
Ashgrove	1	1
Bardon	1	1
Belmont	2	17
Camp Hill	3	10
Cannon Hill	6	26
Clayfield	1	1
Coorparoo	4	5
East Brisbane	2	3
Grange	1	1
Greenslopes	1	2
Gumdale	1	17
Hemmant	2	2
Holland Park	3	7
Manly West	2	2
Morningside	9	11
Mount Gravatt	1	8
Muirlea	1	2
Murarrie	1	4
Nathan	1	2
Norman Park	2	5
Salisbury	1	2
Sandgate	1	1
Seven Hills	1	1
Sunnybank Hills	1	1
Tarragindi	3	5
The Gap	2	2
Tingalpa	6	772
Toowong	1	2
Wakerley	3	5
Wynnum	1	1
<b>Total</b>	<b>67</b>	<b>921</b>

**Figure 3**

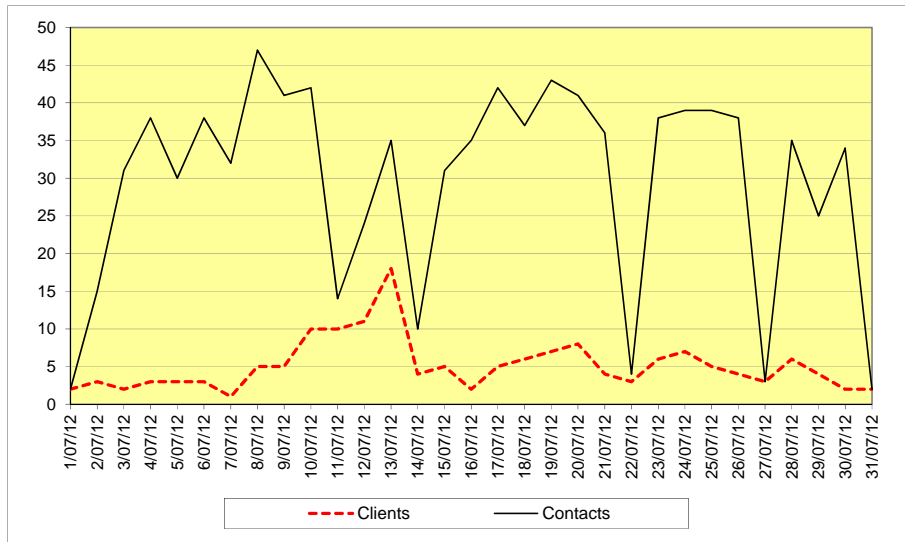
**Clients Density Map Brisbane Airport  
July 2012**



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

**Figure 4** shows the daily count of clients and contacts for the month of July. During July there were up to 18 clients making contact with the NCIS on any single day. There were four days where 10 or more clients contacted the NCIS; Tuesday 10<sup>th</sup> (10 clients made 42 contacts), Wednesday 11<sup>th</sup> (10 clients made 14 contacts), Thursday 12<sup>th</sup> (11 clients made 24 contacts) and Friday 13<sup>th</sup> (18 clients made 35 contacts).

**Figure 4 Clients and Contacts by day for July 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 56 per month, the average number of contacts is 693 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**

