

Noise Complaints and Information Service Statistics Report

Brisbane Airport – September 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.

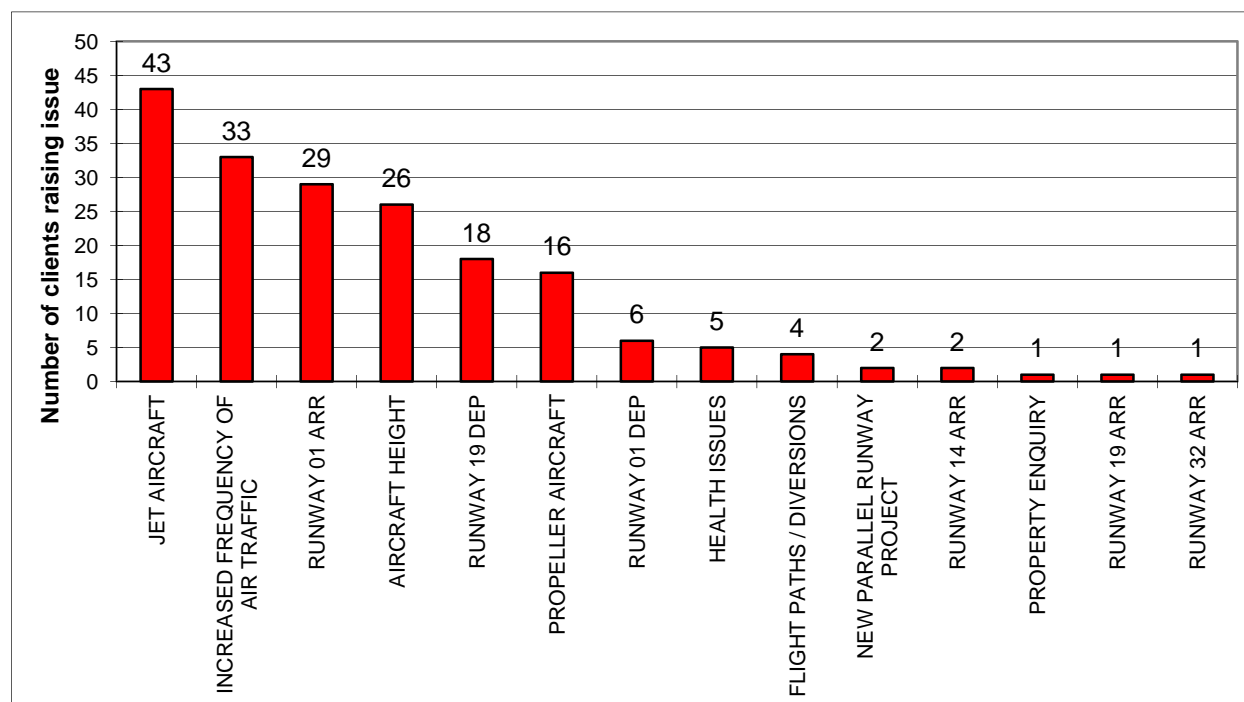
During September 2012, the NCIS recorded 7487 contacts Australia wide. Of these 462 or 6.2% were attributed to operations at Brisbane Airport.

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 14 issues identified by clients during September 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 September 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 six dominant issues, each identified by 16 or more clients; Jet Aircraft (43), Increased Frequency of Air Traffic (33), Runway 01 Arrivals (29), Aircraft Height (26), Runway 19 Departures (18) and Propeller Aircraft (16).

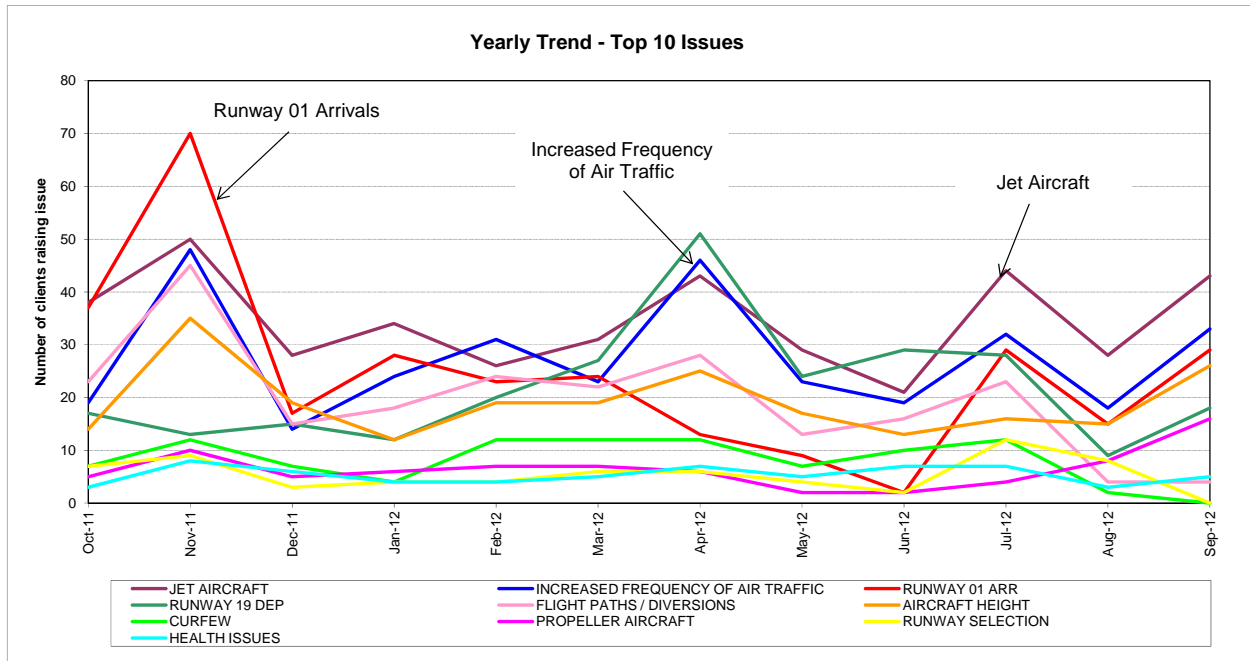
Table 1: List of the issues raised, the number of clients raising each issue and the number of contacts lodged against each issue – September 2012

Issue	Number of Clients	Number of Contacts
JET AIRCRAFT	43	112
INCREASED FREQUENCY OF AIR TRAFFIC	33	56
RUNWAY 01 ARR	29	120
AIRCRAFT HEIGHT	26	58
RUNWAY 19 DEP	18	34
PROPELLER AIRCRAFT	16	91
RUNWAY 01 DEP	6	9
HEALTH ISSUES	5	12
FLIGHT PATHS / DIVERSIONS	4	5
NEW PARALLEL RUNWAY PROJECT	2	2
RUNWAY 14 ARR	2	2
PROPERTY ENQUIRY	1	2
RUNWAY 19 ARR	1	1
RUNWAY 32 ARR	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 (October 2011 to September 2012). Although there are a total of 22 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
October 2011 - September 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 4th quarter page 42.

Table 2 provides an aggregate of the number of clients raising issues for the 12 months to September 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 October 2011 - September 2012.

Issue	12 month total for clients raising issues	Number of months issue was raised
JET AIRCRAFT	415	12
INCREASED FREQUENCY OF AIR TRAFFIC	330	12
RUNWAY 01 ARR	296	12
RUNWAY 19 DEP	263	12
FLIGHT PATHS / DIVERSIONS	235	12
AIRCRAFT HEIGHT	230	12
CURFEW	97	11
PROPELLER AIRCRAFT	78	12
RUNWAY SELECTION	65	11
HEALTH ISSUES	64	12
RUNWAY 01 DEP	56	12
HELICOPTER	25	9
RUNWAY 19 ARR	16	10
RUNWAY 14 DEP	12	7
RUNWAY 32 ARR	12	7
RUNWAY 14 ARR	7	6
ODOUR, VENT, DUMP	6	5
PROPERTY ENQUIRY	6	3
NEW PARALLEL RUNWAY PROJECT	4	3
RUNWAY 32 DEP	4	4
OTHER*	1	1
RNAV - 19 DEP SOUTH	1	1

79.6% of the total clients raising issues have raised an issue in the top six 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 September 2012. There were a total of 59 clients and 462 contacts from 32 suburbs. This corresponds to a daily average of 15.6 contacts.

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

The suburb with the highest number of clients during the month of September was Clayfield. Tingalpa had the highest number of contacts (260) of which 234 were received by a single client. This client accounted for 50.6% of the total contacts regarding Brisbane Airport.

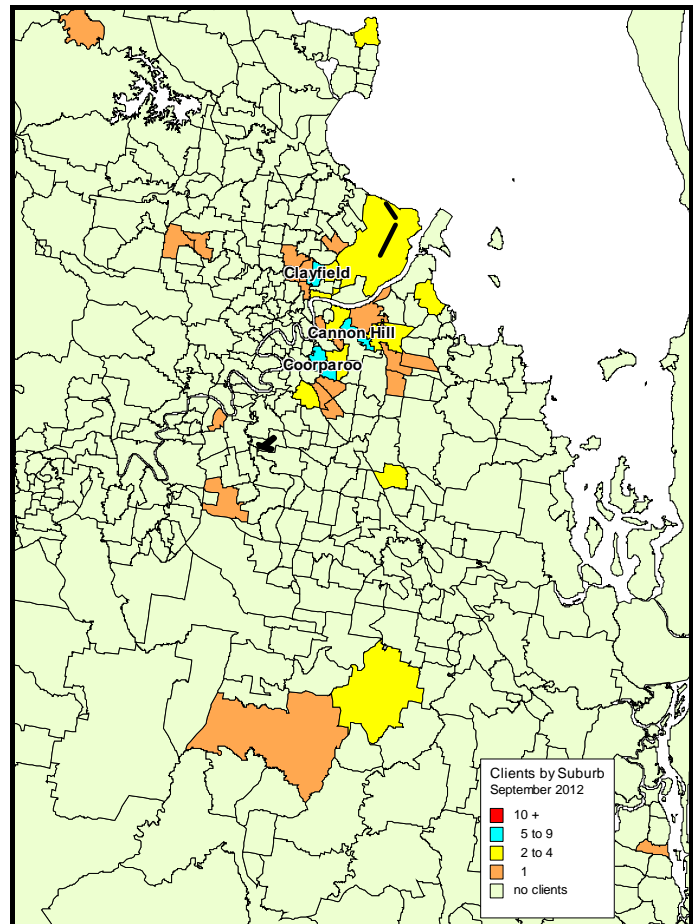
Table 3

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

Suburb	Clients	Contacts
ALBION	1	1
BELMONT	1	1
CAMP HILL	2	2
CANNON HILL	5	38
CLAYFIELD	6	79
COORPAROO	5	5
DAYBORO	1	1
FERNY HILLS	1	1
FOREST LAKE	1	1
GUMDALE	1	2
HAMILTON	2	2
HAWTHORNE	1	1
HENDRA	2	3
HOLLAND PARK	1	1
HOLLAND PARK WEST	1	3
JIMBOOMBA	1	1
KEDRON	1	1
LOGAN VILLAGE	2	3
LUTWYCHE	1	2
MORNINGSIDE	3	21
MOUNT GRAVATT	1	9
MURARRIE	1	4
NORTHGATE	1	1
PINKENBA	2	2
ROCHEDALE SOUTH	2	4
SCARBOROUGH	2	2
SEVEN HILLS	1	1
SEVENTEEN MILE ROCKS	1	1
TARRAGINDI	2	5
TINGALPA	4	260
WOOLOOWIN	1	1
WYNNUM	2	3
TOTAL	59	462

Figure 3

**Clients Density Map Brisbane Airport
September 2012**



Section 3: Trends for Clients at Brisbane Airport.

Figure 4 shows the daily count of clients and contacts for the month of September. During September there were up to 12 clients making contact with the NCIS on any single day. There were four days where 7 or more clients contacted the NCIS; Tuesday 11th (7 clients made 20 contacts), Wednesday 19th (8 clients made 26 contacts), Friday 21st (8 clients made 8 contacts) and Sunday 23rd (12 clients made 29 contacts).

Figure 4 Clients and Contacts by day for September 2012

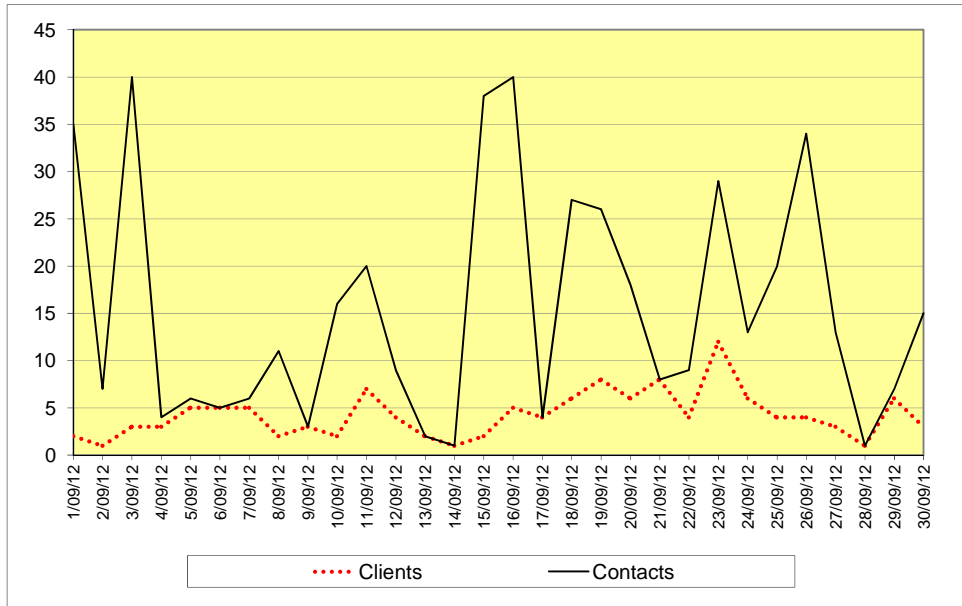


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. During this period the average number of clients was 56 per month, the average number of contacts was 695 per month. November 2011 has the highest total number of clients (90). February 2012 has the highest total 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

