

Noise Complaints and Information Service Statistics Report

Adelaide Airport – August 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 Adelaide Airport and exclude those associated with nearby airports such as Parafield. 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.

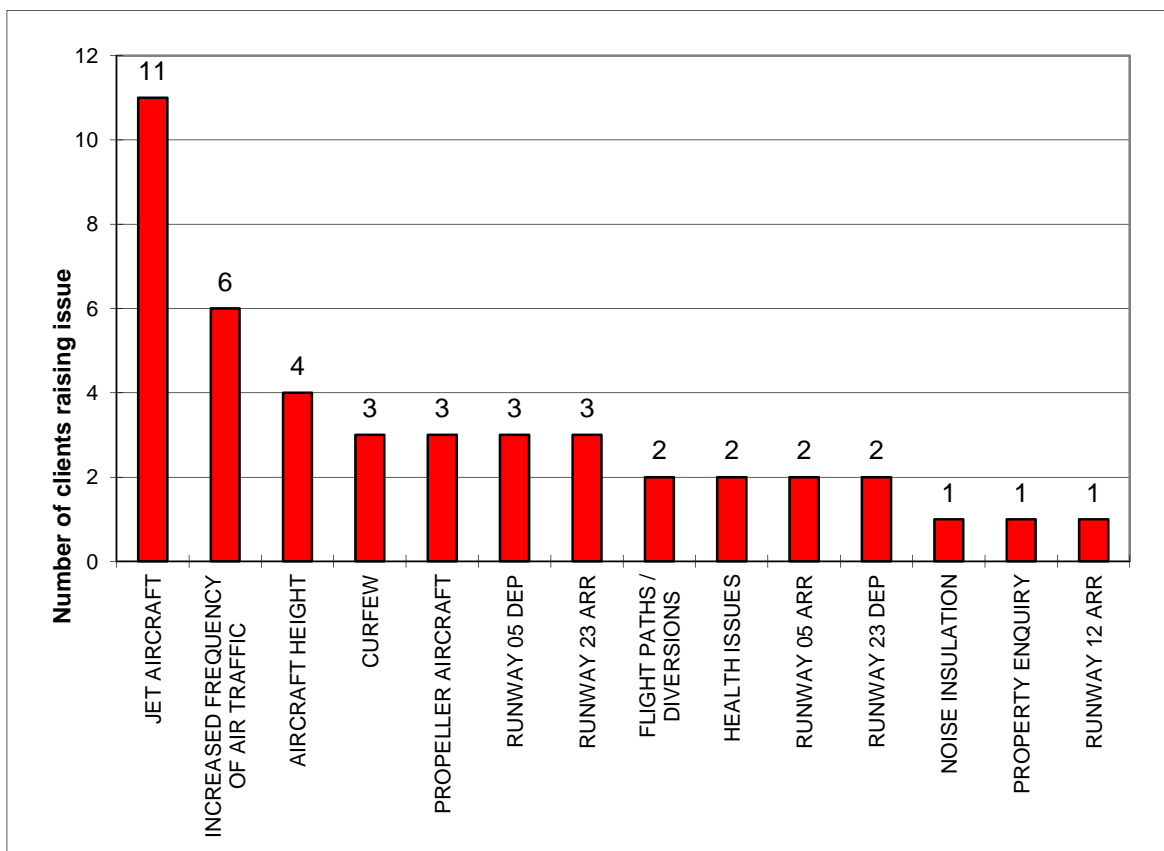
During August 2012 the NCIS recorded 7408 contacts Australia wide. Of these, 44 or 0.6% were attributed to operations at Adelaide Airport.

Section 1: Contact Issues at Adelaide 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 August 2012. The numbers of clients raising issues are shown in Figure 1. These issues cover a range of activities specific to Adelaide Airport.

Figure 1: Issues identified by clients during August 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 three dominant issues, each identified by 4 or more clients; Jet Aircraft (11), Increased Frequency of Air Traffic (6) and Aircraft Height (4).

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

Issue	Clients	Contacts
JET AIRCRAFT	11	13
INCREASED FREQUENCY OF AIR TRAFFIC	6	6
AIRCRAFT HEIGHT	4	4
CURFEW	3	3
PROPELLER AIRCRAFT	3	3
RUNWAY 05 DEP	3	4
RUNWAY 23 ARR	3	3
FLIGHT PATHS / DIVERSIONS	2	2
HEALTH ISSUES	2	2
RUNWAY 05 ARR	2	2
RUNWAY 23 DEP	2	3
NOISE INSULATION	1	1
PROPERTY ENQUIRY	1	1
RUNWAY 12 ARR	1	1

Contact and client information for Adelaide 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 (September 2011 to August 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 dominant issues raised by clients are; Jet Aircraft, Runway 23 Arrivals and Curfew.

**Figure 2: Top ten issues raised by clients over the past 12 months
September 2011 to August 2012**

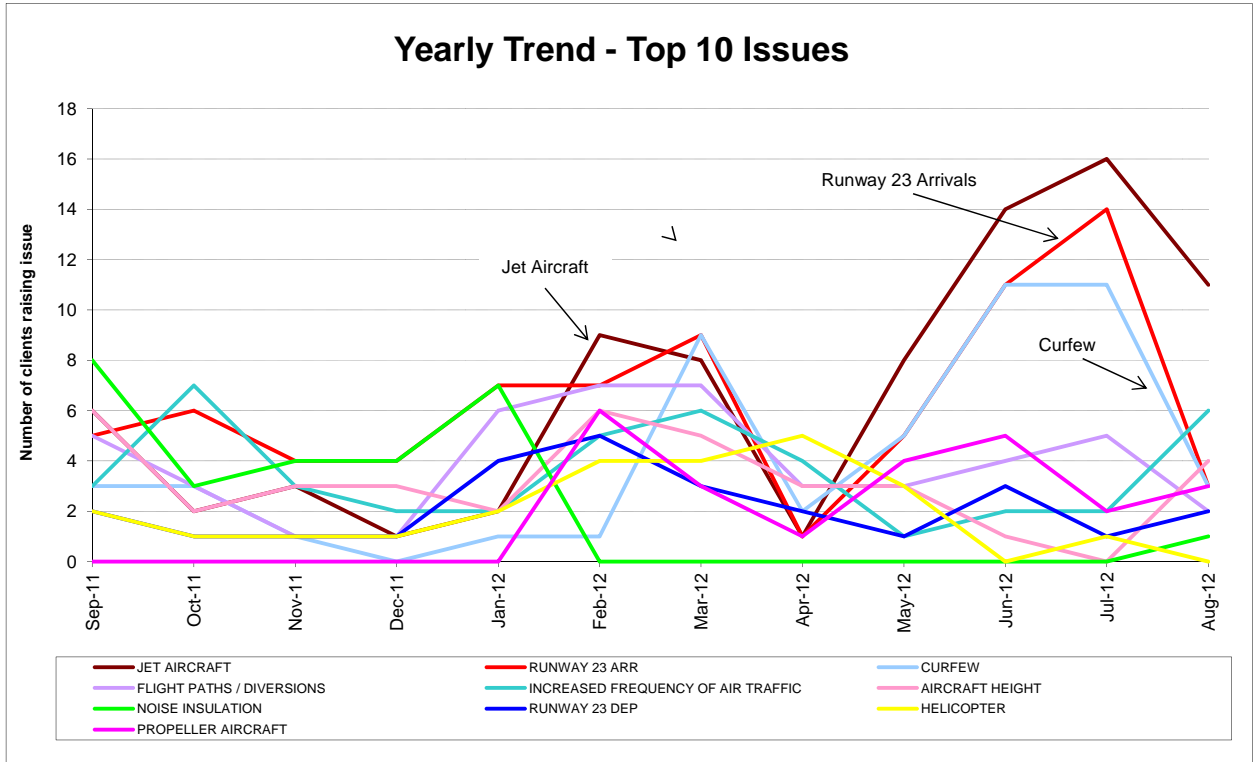


Table 2 provides an aggregate of the number of clients raising issues for the 12 months to August 2012 (the issues that appear in Figure 2 have been highlighted). This shows the persistence of the issue of concern. Please note, per month, any one client may raise a number of issues and may be counted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

Table 2: Summary of the Issues raised and the number of clients raising the Issue over the period September 2011 to August 2012.

Issue	12 month total for clients raising issue	Number of months issue was raised
JET AIRCRAFT	81	12
RUNWAY 23 ARR	76	12
CURFEW	50	11
FLIGHT PATHS / DIVERSIONS	47	12
INCREASED FREQUENCY OF AIR TRAFFIC	43	12
AIRCRAFT HEIGHT	38	11
NOISE INSULATION	27	6
RUNWAY 23 DEP	26	12
HELICOPTER	24	10
PROPELLER AIRCRAFT	24	7
GROUND RUNNING (AIRPORT)	23	5
RUNWAY 05 DEP	21	10
RUNWAY 12 ARR	21	9
RUNWAY SELECTION	20	8
RUNWAY 05 ARR	8	5
HEALTH ISSUES	6	4
ODOUR, VENT, DUMP	4	4
OTHER*	4	4
RUNWAY 12 DEP	3	2
RUNWAY 30 ARR	3	3
RUNWAY 30 DEP	2	2
PROPERTY ENQUIRY	1	1

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

60.7% of the total clients raising issues have raised an issue in the top six of Table 2.

Section 2: Adelaide Airport Clients and Contacts by Suburb.

Table 3 lists the number of clients and the number of contacts received by the NCIS for each Adelaide suburb for August 2012. There were a total of 16 clients and 44 contacts from 12 suburbs, (two clients did not specify a suburb) which corresponds to a daily average of 1.4 contacts.

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

The suburbs with the highest number of clients during the month of August were Glenside (2) and Mile End (2). A single client from Rosewater made 25 contacts which equates to 57% of all contacts attributed to Adelaide airport.

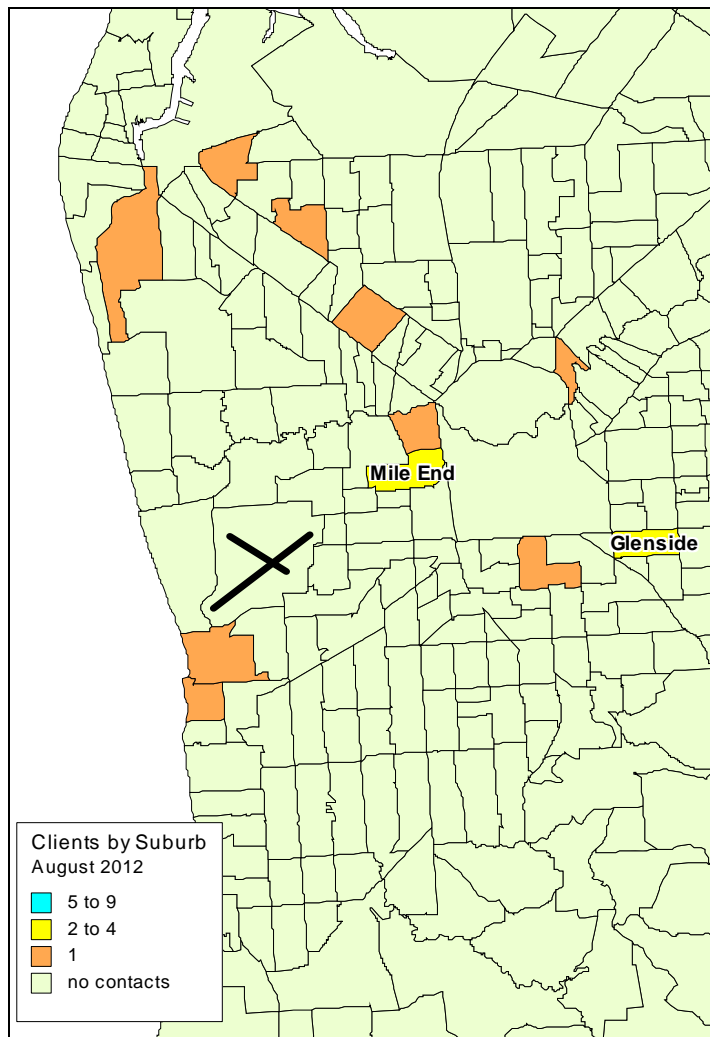
Table 3

**Adelaide Suburbs
Client and Contact numbers
August 2012**

Suburb	Clients	Contacts
NOT SPECIFIED	2	2
GILBERTON	1	1
GLENELG	1	1
GLENELG NORTH	1	3
GLENSIDE	2	3
MILE END	2	2
ROSEWATER	1	25
SEAFORD MEADOWS	1	1
THEBARTON	1	2
UNLEY	1	1
WEST CROYDON	1	1
WEST LAKES	1	1
WOODVILLE NORTH	1	1
TOTAL	16	44

Figure 3.

**Clients Density Map
Adelaide Airport August 2012**



Section 3: Trends for Clients at Adelaide Airport.

Figure 4 shows the daily count of clients and contacts for the month of August. During August there were up to two clients making contact with the NCIS on any single day. There were five days where two clients contacted the NCIS; Wednesday 1st (2 clients made 2 contacts), Friday 3rd (2 clients made 2 contacts), Monday 13th (2 clients made 2 contacts), Monday 27th (2 clients made 7 contacts) and Thursday 30th (2 clients made 5 contacts).

Figure 4. Clients and Contacts by day for August 2012

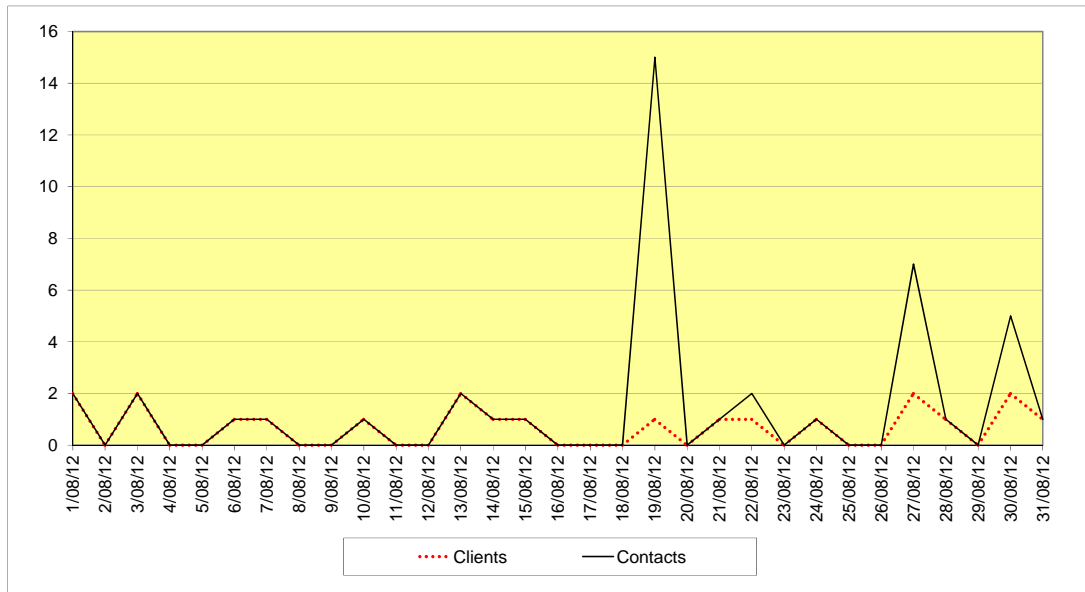


Figure 5 shows the trend for the number of clients and contacts over the last 12 months. The month with the highest number of clients contacting the NCIS was September 2011 with 21 clients making 51 contacts. The two months with the least number of clients was December 2011 with 8 clients making 39 contacts and April 2012 with 8 clients making 34 contacts. The monthly average for the 12 month period was 15 clients making 43 contacts.

Figure 5. Monthly client and contact numbers over the last 12 months

