Noise Monitor Issues and Questions for AAB

Prepared by Janelle Moody 1 June 2026

In late 2025 (or possibly early 2026), Brisbane Airport Corporation (**BAC**) appears to have introduced its own aircraft noise monitoring network, available at:

- https://www.bne.com.au/corporate/community-and-environment/runway-operations-noise and
- https://bne.flighttracking.casper.aero/ (full-screen interface)

This system appears to use technology supplied by a contractor to BAC (Casper Noise). This rollout has not been discussed or raised by BAC at AAB meetings. It is presumed that the system was developed as part of BAC's Master Planning process.

By comparison, Airservices Australia (**ASA**) operates the WebTrak system, which uses software previously supplied by Envirosuite. Public information indicates that Envirosuite was acquired by Ideagen in August 2025. While WebTrak branding has been updated with the new logo, it is unclear whether this ownership change has impacted the system's functionality, although the community has been reporting issues with the reliability of the system.

The BAC and ASA systems are not integrated:

- The BAC map does not display ASA noise monitors
- The ASA WebTrak system does not seem to display BAC monitors (or at least not the new ones)

This creates confusion for the public. Users must navigate two separate platforms, which may include overlapping coverage areas but potentially different methodologies, data interpretation, and analytics etc. Many users may not be aware that two systems exist.

Additionally, complaints can only be lodged via ASA's WebTrak system, meaning BAC collected data is not incorporated into the complaint process.

Notably, BAC's published monitor network does not extend beyond Hawthorne. No explanation is given as to why this is the case, and it certainly doesn't correspond with the noise mapping provided in the draft Master Plan.

On the BAC map there is no visible monitor covering New Farm or beyond, despite:

- both NPR and legacy flight paths regularly crossing or otherwise impacting the New Farm area
- the suburb and its surrounds being subject to both arrivals (ILS and RNP-AR) and departures.

BAC provides a partial explanation for the dual systems here: https://www.bne.com.au/corporate/community-and-environment/runway-operations-noise/noise-monitors (see extract in Appendix A).

However, the information presented appears inconsistent and creates further uncertainty regarding the location and status of monitors, particularly for the New Farm area. For example, BAC states in relation to ASA monitors:

"...this program includes the provision of six extra noise monitors in addition to the eight permanent noise monitors... Four temporary noise monitors have been placed in New Farm, Bardon, Carina and Hamilton…"

It was my understanding that ASA's New Farm monitor at Brisbane Powerhouse was permanent (not temporary) and is the one showing on the ASA WebTrak website. It is also difficult to reconcile the monitors on the WebTrak map (Appendix D) to the numbers and type mentioned on the BAC website (Appendix A). As shown in Appendix A, various pdf reports are published on the BAC page, but there is nothing on the list for a New Farm temporary monitor.

Questions

1. **Consistency of published information**

   Does ASA agree with the statements made by BAC on the BAC webpage regarding noise monitor locations and program details? If not, what is the correct information.

2. **Impact of Envirosuite acquisition**

   Many in the community have reported that WebTrak is slow and often does not load. This prevents complaints being made via WebTrak/NCIS to ASA. Therefore ASA's monthly updates to its Board and the public may understate noise complaint numbers.

   What impact, if any, has the acquisition of Envirosuite by Ideagen (August 2025) had on ASA's noise monitoring systems and WebTrak functionality?

   What service level agreement does ASA have with WebTrak or expect them to deliver to ensure that the system is reliable and available to the public ? Are there known issues with the system.

3. **Status of New Farm monitor**

   If the BAC webpage refers to a "temporary noise monitor" in New Farm does this mean the monitor near the Brisbane Powerhouse is temporary or does this refer to another monitor or monitors ? If so, what is its current status of the temporary monitors?

4. **Data accuracy and known issues**

   Both ASA and Trax have previously published reports which have identified potential issues with noise monitoring in New Farm. Have these issues been resolved? If so, how? If not, how do these issues affect BAC's analysis, including its draft Master Plan?

5. **Flight path differentiation**

   How does the monitoring system distinguish between aircraft using the RNP-AR flight path and those using the ILS path? Are there two separate monitors in New Farm for accuracy and to measure the cumulative impact on those caught in the V of these two paths?

6. **Withdrawn monitor deployment (2023–2024)**

   In November 2023, BAC offered to install a temporary noise monitor at my house in New Farm. This offer was withdrawn in March 2024, with written advice from the Casper representative that:

   "*We ended up temporarily deploying the monitor at a property in New Farm*."

   - Where exactly was this monitor the representative is referring to deployed?
   - Where can the resulting data or report be accessed? This location does not appear in the published list of past monitor deployments nor does a pdf report appear on the BAC website.
   - Why has data from the New Farm temporary monitor not been published, when other temporary monitoring locations have been reported?

7. **Current monitoring coverage**

   Given that BAC's current Casper-based network in Appendix B does not appear to include New Farm:
   - How is aircraft noise currently monitored by BAC in New Farm?
   - How was this area assessed for the BAC Draft Master Plan (refer Appendix C that includes New Farm) if the monitors do not cover this area?

8. **Comprehensive monitor register**

   Given the inconsistencies across systems and publications, can BAC and ASA jointly provide a consolidated list of all aircraft noise monitors (from the EIS period onwards, say 2007)? Suggested format:
   - Monitor Owner (ASA / BAC)
   - Exact Location
   - Type (Temporary / Permanent)
   - Start Date
   - End Date (if applicable)
   - Link to Data / Report

9. **Public usability and system integration**

How do BAC and ASA expect the public to interpret and reconcile data from two separate monitoring systems?

Do BAC and ASA have arrangements in place to share the data from the two separate systems?

What other issues arise from having two separate systems ?

Are there any plans to integrate these systems or provide a unified interface?

Appendix A – Screenshot of BAC page taken on 1 June 2026

https://www.bne.com.au/corporate/community-and-environment/runway-operations-noise/noise-monitors

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Noise Monitors

Brisbane Airport is committed to minimising noise impacts of operations on neighbouring communities, while responding to the economic and social drivers for the continued growth of Brisbane.

Through our community engagement program, we strive to maintain a clear understanding of who our neighbouring communities are and what matters to them by generating informed, respectful, honest and ongoing conversations, particularly when it comes to our airport operations and how they may be affected. This includes listening to suggestions about ways to reduce aircraft noise and investigating them thoroughly.

Together with Airservices Australia and our airline partners, we've developed and implemented noise abatement programs and are committed to continue to work with the community and industry in investigating a number of initiatives to drive continuous improvement to the noise impacts of flight paths over residential areas.

Airservices Australia Noise Monitors

Airservices Australia is primarily responsible for monitoring aircraft noise with a number of fixed noise monitors placed around Brisbane. Details of the information collected is displayed in the Airservices WebTrak tool.

Additional noise monitors were placed in the community prior to the opening of the new runway.

In early 2020, Brisbane Airport developed the first combined Airport / Airservices Aircraft Performance and Noise Program in Australia. Recognising the sensitivity of residents to major changes in aircraft noise patterns, this program includes the provision of six extra noise monitors in addition to the eight permanent noise monitors already in use by Airservices. Four temporary noise monitors have been placed in New Farm, Bardon, Carina and Hamilton, plus two permanent noise monitors south of the two runways.

How can I find out more:

For current information on flight paths and aircraft movements at your address, visit Airservices Australia's Aircraft in your Neighbourhood website.

Brisbane Airport Noise Monitors

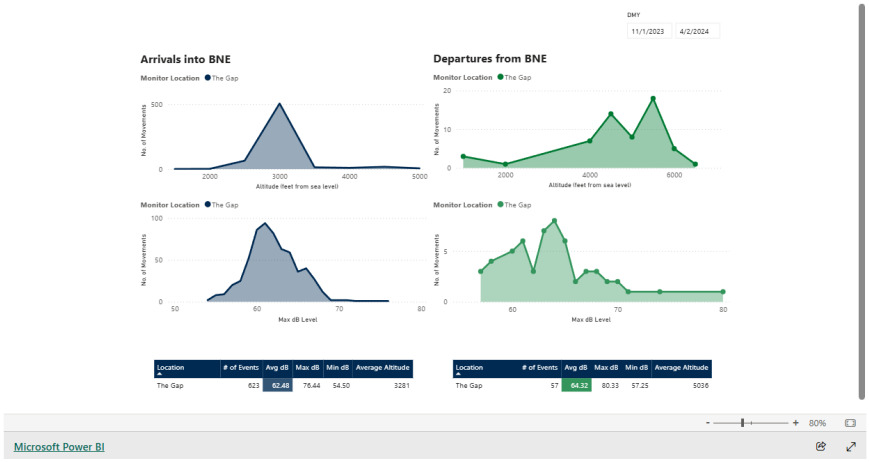
In August 2024 after testing the software, Brisbane Airport procured Casper Noise to provide independent noise monitoring for the airport and its surrounding communities. Brisbane Airport has installed five permanent noise monitors and a temporary roving monitor to provide supplementary noise information. The location and live data of these monitors can be viewed on the Brisbane Flight Tracker.

Temporary Roving Noise Monitor

Following feedback from residents wanting to better understand noise levels in their neighbourhood, Brisbane Airport purchased a noise monitoring terminal that is deployed for short periods at different locations across Brisbane. The monitor enables us to observe the noise abatement procedures, investigate improved noise outcomes and share this information with the community. Brisbane Airport continues to use this short-term monitor at different locations using Casper Noise.

Monitor data source: Casper Noise, Envirosuite and Airservices Australia

The Gap (live 01 November 2023 - 02 April 2024)



Past Monitor Locations

The Gap Noise Monitor (live 01 November 2023 - 02 April 2024)

- The Gap Noise Monitor - Final Report

Taringa Noise Monitor (live 30 May 2023 - 14 August 2023)

- Taringa Noise Monitor - Final Report

Redlands Noise Monitor including Wellington Point and Thornlands (live 13 January 2023 - 30 April 2023)

- Redlands Noise Monitor - Final Report
- Redlands Noise Monitor - Supplementary Report A
- Redlands Noise Monitor - Supplementary Report B

Coorparoo Noise Monitor (live 19 May 2022 - 01 July 2022)

- Coorparoo Noise Monitor - Final Report

Cedar Creek Noise Monitor (live 07 February - 11 April 2022)

- Cedar Creek Noise Monitor - Final Report

Upper Brookfield Noise Monitor (live 25 October 2021 - 14 January 2022)

- Upper Brookfield Noise Monitor - Final Report

Balmoral Hill Noise Monitor (live 30 July - 08 October 2021)

- Balmoral Noise Monitor - Final Report

FAQS

Why is the monitor only in a location for a short time?

To enable us to investigate specific community concerns at different locations. The monitor will be deployed at each location for approximately 3 months to allow sufficient data to be captured to validate any findings.

Why can't I see the monitor on Webtrak?

The monitors are not part of the Airservices Noise and Flight Path Monitoring System (NFPMS). More information on the Airservices monitors is available here.

Who is managing the monitor?

From August 2024, Casper Noise will manage the installation and calibration of the temporary noise monitor. Casper Noise is an independent international company that specialises in airport noise monitoring around the world. At the end of each monitoring period, Casper Noise will provide a detailed report on the findings, correlating aircraft noise levels with aircraft type, height and frequency. The reports will continue to be published to this web page.

Prior to August 2024 Envirosuite managed the temporary noise monitoring and reporting.

How is the monitor calibrated?

Noise monitoring terminals are calibrated on location against background noise levels to make sure they are not triggered by general background noise sources. Additionally, the noise events are calibrated against actual aircraft movements over the noise monitor (matched) to make sure the actual aircraft details are matched to the noise event. The baseline noise model that is used for planning was recalibrated in 2025 using actual readings from the noise monitor network. The methodology for this calibration process is explained in this document.

Appendix B BAC Monitors

Monitors are located: 1 End of NPR 2 End of Legacy 3. Hemmant 4. Cannon Hill 5. Hawthorne

None at New Farm or beyond

Source: https://www.bne.com.au/corporate/community-and-environment/runway-operations-noise

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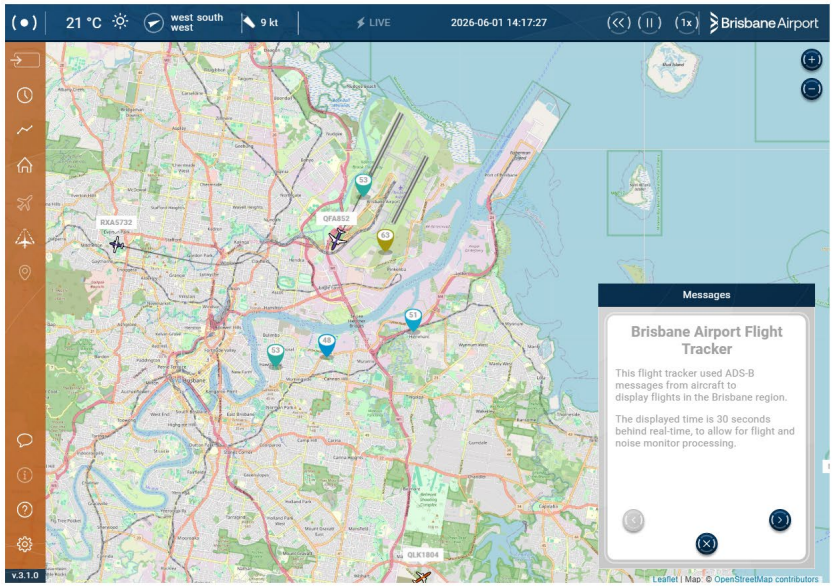
Runway Operations & Noise

Brisbane Airport is committed to working with Airservices Australia, the airlines and community to minimise the impacts aircraft can bring to some residents.

We recognise that even though the benefits of the airport operating are felt right across our city, state and country, the burdens of aircraft noise are carried locally.

To help the community understand runway operations and impacts of noise, we've developed flight tracking tools, deployed noise monitors and dashboard reports as well as helpful information and resources.

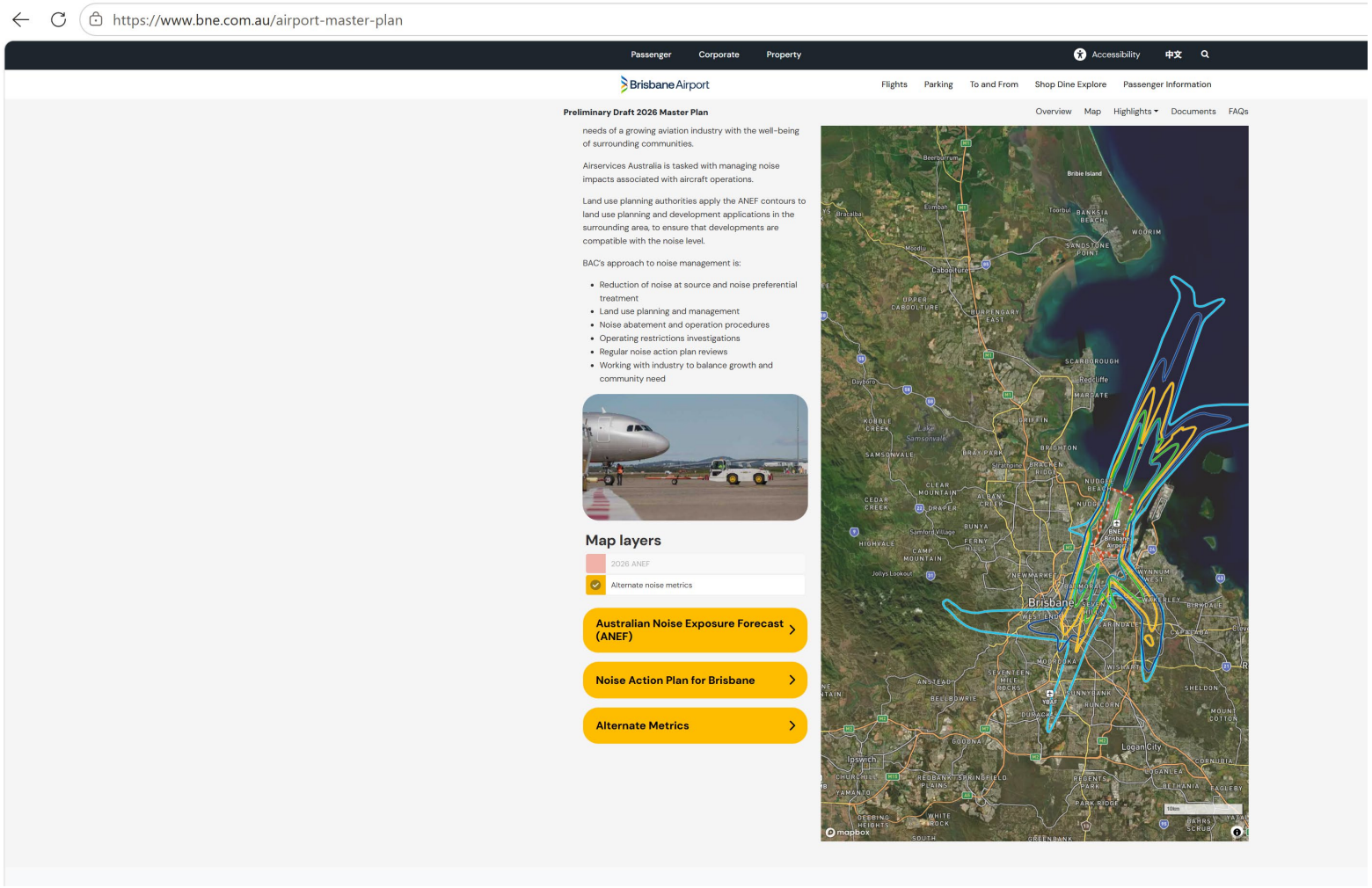
Brisbane Airport Live Flight Tracker



View on full page

More Information & Operational Reports

Appendix C Draft Master Plan showing suburbs outside of BAC noise monitors are impacted (ie does not match monitor locations in Appendix B for example New Farm is within contours below but not covered by monitors in Appendix B)



Appendix D ASA Monitors Source: https://au.webtrak.aero/bne3

Logo that now appears at first login:

WebTrak 6
Ideagen

Permanent noise monitors (yellow/orange/red) and temporary monitors (grey)