

Noise Action Plan for Brisbane

Airspace Advisory Board
Presentation

Meeting 2

19 July 2023

1. Actions from meeting 1

No.	Action	Response
3	Airservices Australia (Airservices) to publish a simplified document of the Noise Action Plan for Brisbane (NAP4B).	Provided by email <ul style="list-style-type: none"> - Simplified document - Fact sheet
4	Airservices to provide AAB representatives with detailed information on how they advertised their Phase One community consultation activities.	Provided by email <ul style="list-style-type: none"> - Promotion summary - Advertising tear sheets
5	Airservices to brief AAB representatives on draft NAP4B Phase 2 options for preliminary feedback ahead of general community consultation. Community Representatives to provide initial feedback within two weeks.	Provided 12 July 2023 Teams feedback session suggest for 26 July 2023
6	Airservices to provide representatives (Ms Bell) with information on piston and turboprop aircraft overnight flight movements – in what circumstances are they required to fly over the city, and when the aircraft are required to hold at lower altitudes.	<i>Response to be provided today</i>
8	Airservices to confirm communication and procedure changes advised to aircraft operators during the 12-month trial prohibiting intersection departures on the new parallel runway towards the city.	<i>Response to be provided today</i>



No.	Action	Response
9	Ms Bell to email Secretariat with details on an option included in the Trax International final review report, that may not appear in the final PIR report. Airservices to advise if or why the option is not in the PIR report.	<i>Response to be provided today</i>
11	How noise monitoring is undertaken by ASA – Expert Presentation.	<i>Presentation today</i>
12	AAB to work with Brisbane Airport Corporation (BAC) and Airservices on how to better provide information and data on expected aircraft movements, and previous and proposed impacts.	Responded by email <i>Presentation today</i>
13	Mr Muller to provide information to the Secretariat about perceived incorrect existing flight paths included in NAP4B Phase One fact sheets for Airservices to investigate.	<i>Response to be provided today</i>
14	Airservices to provide presentation on their Noise Complaints and Information Service (NCIS). To be included as an Agenda Item for AAB Meeting #02.	<i>Presentation today</i>
15	Chair to explore options with Airservices on way complaint numbers are reported.	Meeting held 4 July 2023 Further meeting planned



2. Status update

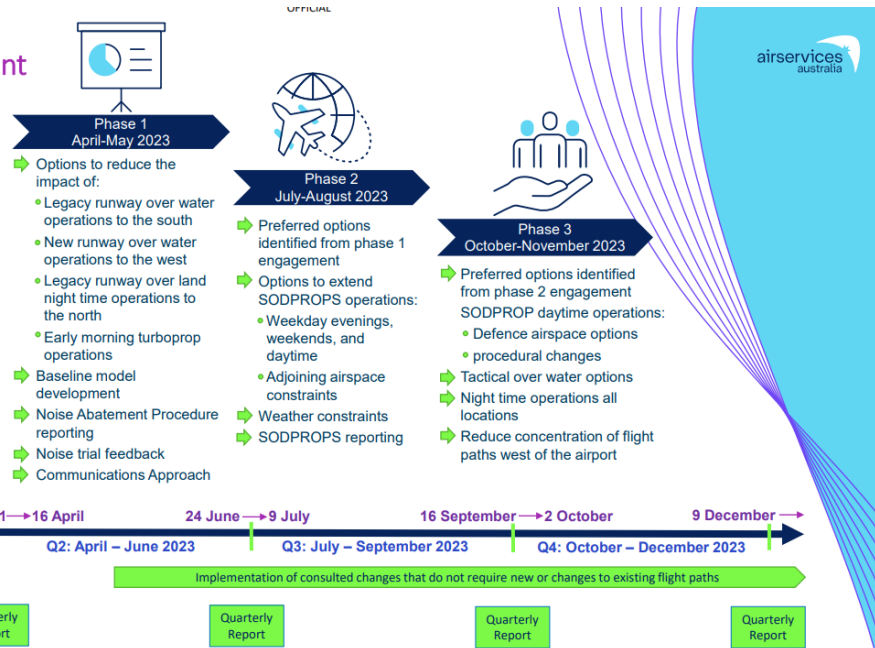
Noise Action Plan for Brisbane - Engagement Program 2023

Three phases of engagement are planned for 2023, focused on the priority actions from the Noise Action Plan for Brisbane.

Additional phases of engagement may be implemented as work across all packages is progressed.

Details of specific engagement locations and dates will be released closer to engagement commencing.

Note: School holidays indicated on timeline in purple. No engagement will be conducted during these periods.



airservices
australia



Status update

Phase 1: 17 April – 28 May 2023

Submissions – 1,671 surveys completed/submissions received

Participation through *Engage Airservices*:

- 1176 new registrations
- 8.4k document downloads
- 26k total visits
- 19,366 people visited at least one page
- 8,742 undertook at least one action

Surveys completed in *Engage*:

- Alternative over land turboprop departure operations 5am to 6am – North: **102**
- Alternative daytime over water departure path – south: **183**
- Alternative night-time over water departure paths - south and west: **244**
- Night-time over land departure opportunities – North: **120**
- Jet aircraft early turn departures (legacy runway 19L) north-east: **629**
- Replace new runway departure to the west with pre-existing legacy runway departure: **101**
- Noise improvement trials assessment: **52**
- Baseline model - pre and post new parallel runway operations: **53**
- Draft communications approach: **51**

Submissions provided by email or in hard copy – 136

Noise Action Plan for Brisbane

Phase 2: ~31 July – 8 September 2023 (TBC)

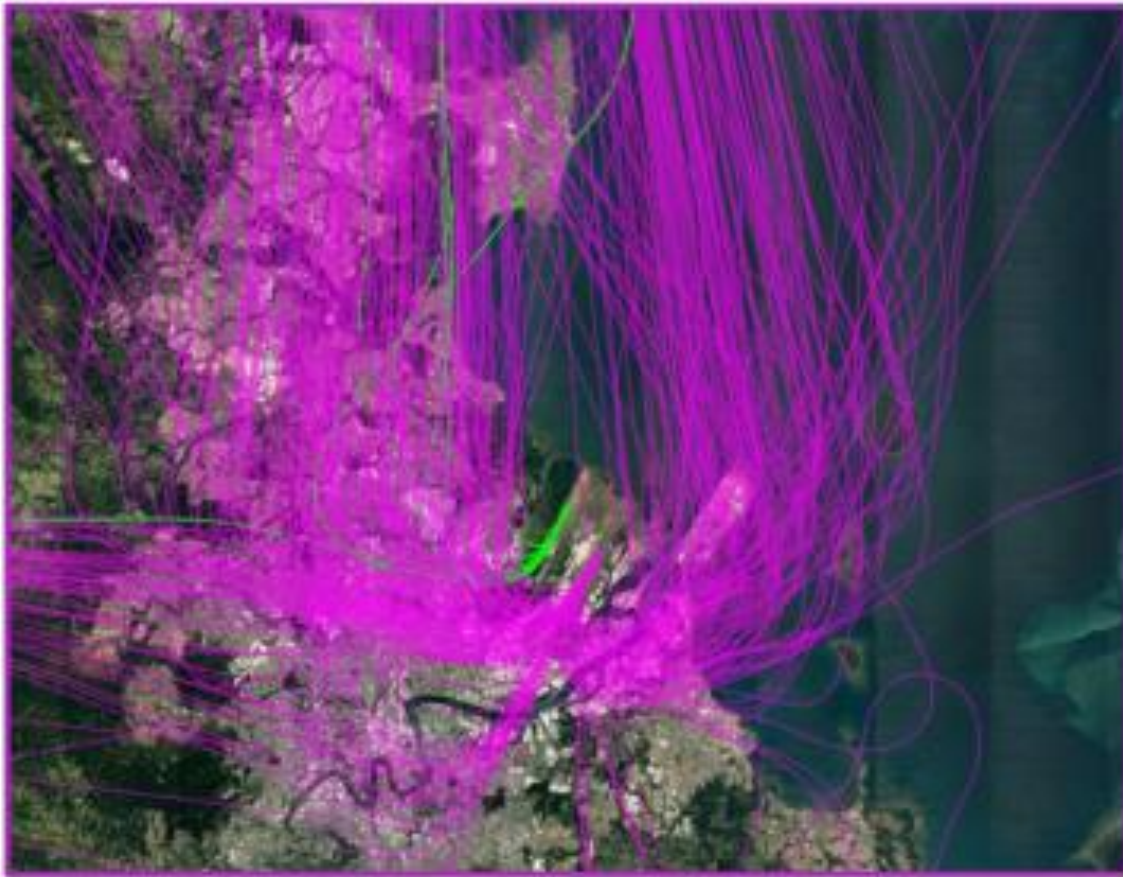
Topics:

1. Expansion of Simultaneous Opposite Direction Parallel Runway Operations – relocation of Sunshine Coast/Gold Coast paths and review of weather criteria
2. Night-time over land departure to the north – flight path change and noise sharing options
3. Expansion of segregated mode operations – legacy runway over land
4. Improve aircraft operations reporting

Proposed drop-in session locations (to be confirmed):

- Samford
- Tingalpa
- Upper Mt Gravatt
- Toowong
- Calamvale
- Annerley
- Newstead
- Everton Park
- Brookfield
- Cleveland
- The Gap
- Webinar x 2

3. Turboprop and piston aircraft night movements

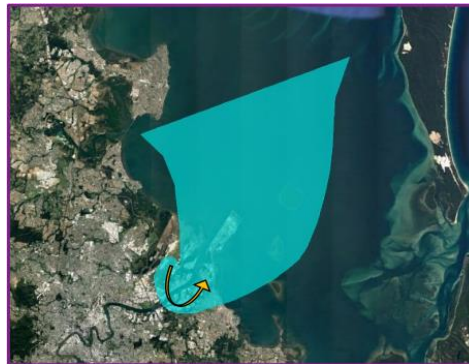


Turboprop and piston aircraft night movements

What circumstances require these aircraft to fly over the city at night

- SODPROPS is the preferred mode at night, but requires less than 5 knots tailwind, dry runway, 2500 ft cloud base and 8km visibility, as well as less than 20 arrival movements per hour.
- When SODPROPS is not available:
 - Departures will occur over land when the wind is blowing from the south
 - Arrivals will occur over land when the wind is blowing from the north.

An option was presented in phase one engagement to turn turboprop aircraft early off runway 19L at night and have them track over Moreton Bay. The assessment of feedback on this option is being finalised and the outcome will be shared soon.



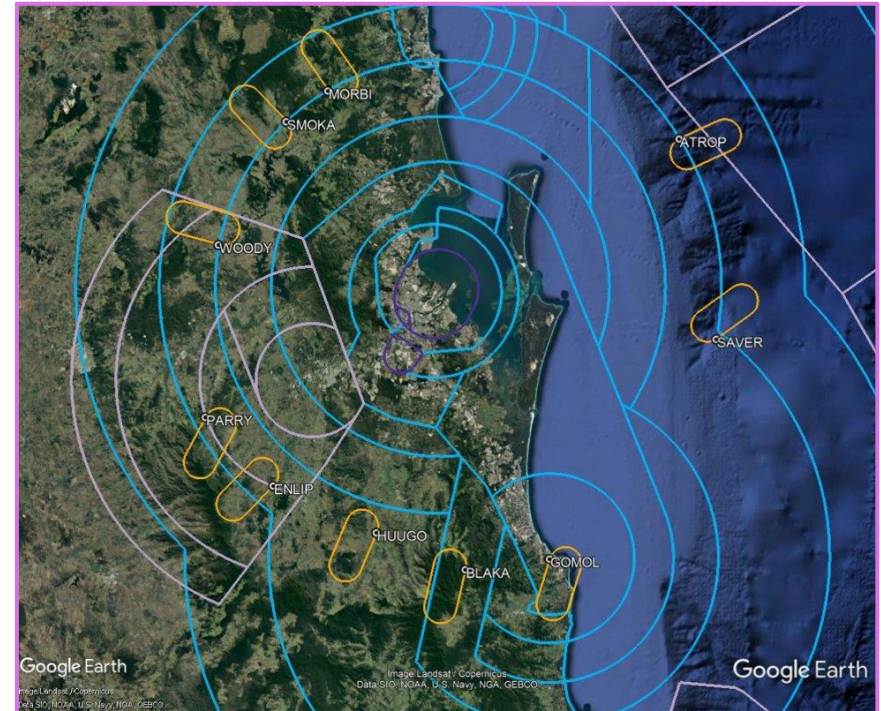
When are aircraft required to hold at lower altitudes...turboprop departures

- All turboprop departures are on a Radar SID.
- There are no procedural hold downs on Radar SIDs.
- Jet aircraft traffic above turboprops can result in a hold down which is tactically managed.
- An example is runway 19R (new runway) departures – turboprops are often held down under the faster following jet aircraft so the jets can climb higher sooner.
- The jet procedural SID dictates the potential conflict point and as such turboprops will be the aircraft that is held down where required.
- Turboprop aircraft may be held down at around 4000ft altitude while the jet completes its climb.

Turboprop and piston aircraft night movements

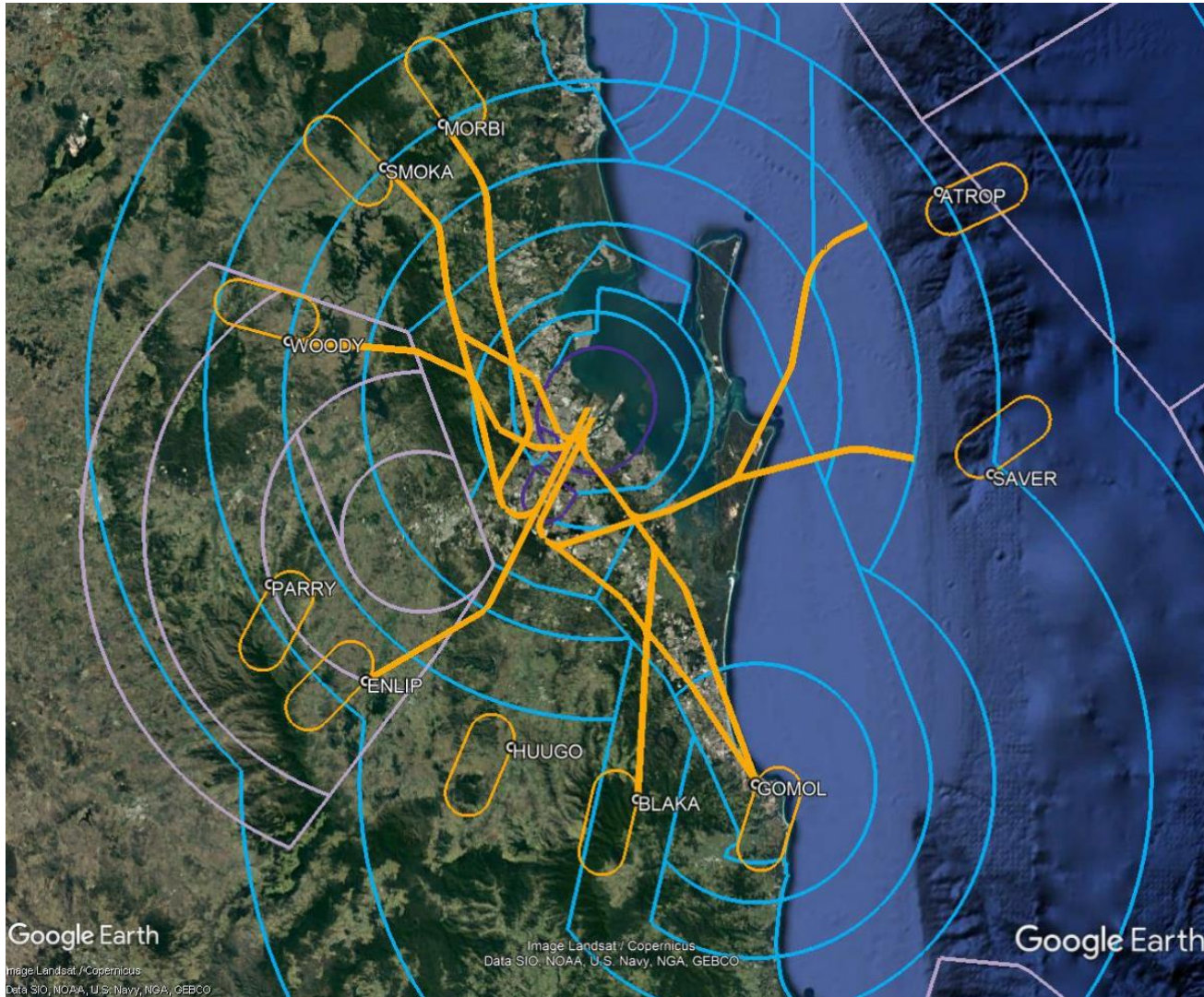
When are aircraft required to hold at lower altitudes...holding patterns

- Majority of holding on the STARs are conducted at levels above 13,000ft.
- Jets would be higher, starting at 19,000ft and above.
- Aircraft that depart from the Gold Coast for Brisbane may have to hold on the STAR at or below 9,000ft.
- If aircraft are issued a STAR, they could hold at any level within the control area (CTA). Majority are at upper levels but there is no restriction.



Turboprop and piston aircraft night movements

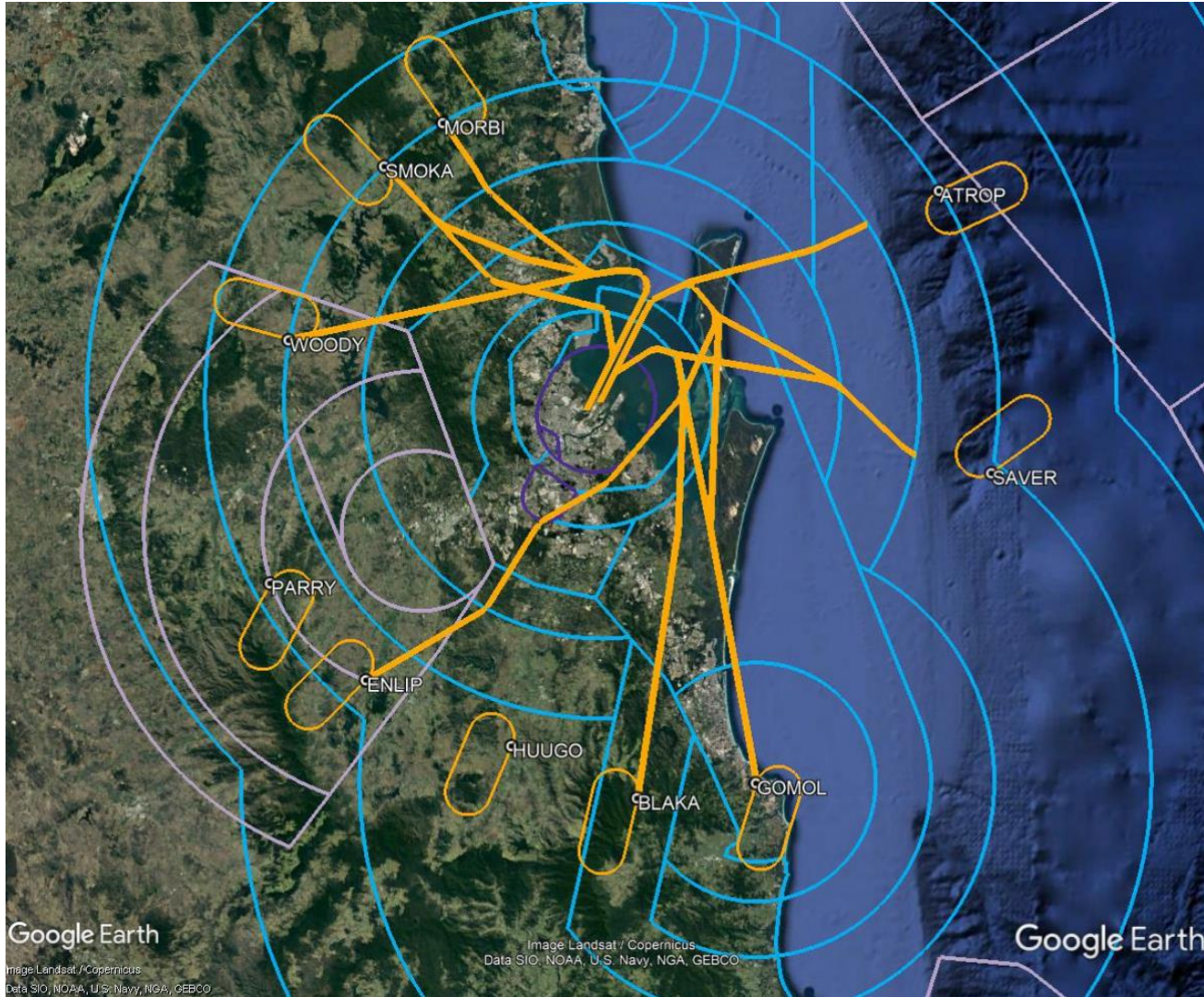
Runway 01 arrivals



Note: PARRY and HUUGO holding patterns are depicted on Enroute High charts but are not associated with Brisbane STARs.

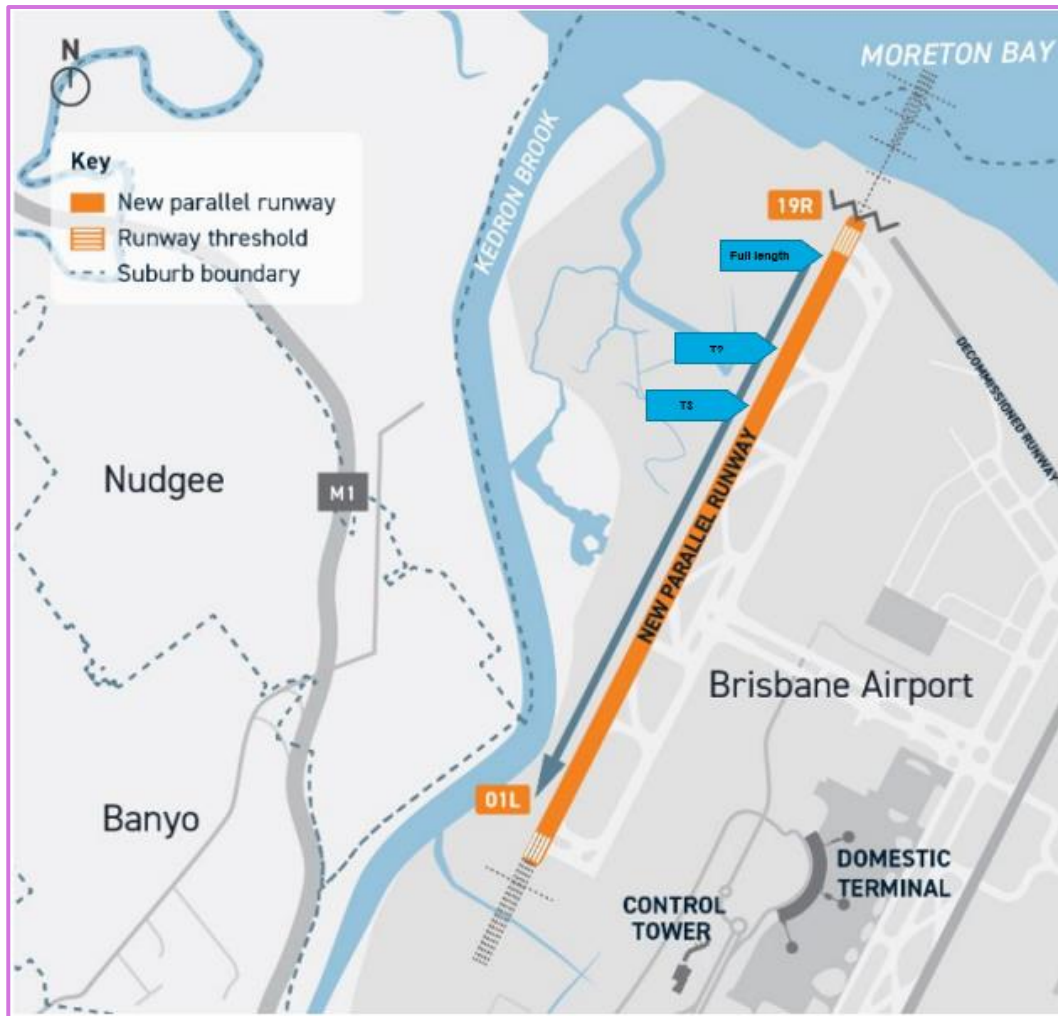
Turboprop and piston aircraft night movements

Runway 19 arrivals



Note: PARRY and HUUGO holding patterns are depicted on Enroute High charts but are not associated with Brisbane STARs.

4. Restriction on intersection departures communication with aircraft operators



Restriction on intersection departures trial – industry communication

Temporary Local Instrument (ATC)

Background

Residents on the departure track of runway 19R requested relief from the noise of aircraft operations. It was proposed that a limitation on intersection departures may provide some respite.

To manage the community noise expectation, a trial was agreed upon. This trial will limit 19R intersection departures.

Instruction

To ensure we meet our customer expectation of priority, aircraft participating in a Search and Rescue (SAR), Medical (MEDEVAC), or Fire and Flood Relief (FFR) flights or an aircraft operating under police callsign "POLAIR RED" or "FEDPOL RED" engaged in operations where life is at risk, are specifically exempt from this trial and may depart 19R from an operationally suitable intersection.

All other aircraft assigned 19R for departure will be required to depart from either intersection T1 or T2.

The trial may be suspended with appropriate operational justification. However, the members of the community are acutely aware of this trial and the conditions of it. Consideration to depart from the terms of the trial will be made if:

- a) There is a planned or unplanned unavailability of ASMGCS.
- b) There are taxiway failures of both T1 and T2.
- c) There is a failure of Runway 19R precluding departures from T1 and T2.
- d) There is a disabled aircraft on both T1 and T2, or a disabled aircraft blocking access to T1 and T2.

To manage the potential congestion and ensure free movement of the manoeuvring area, consider the implementation of start approvals if traffic is backed up to S5 (as a guide).

Do not obstruct the intersection of taxiways Y and Z and S.

If the trial is suspended for any of the above reasons, a CIRRIIS is required.

Restriction on intersection departures trial – industry communication

Industry engagement

- Discussed with airlines in meetings held 24 January 2022 – trial overview

Context

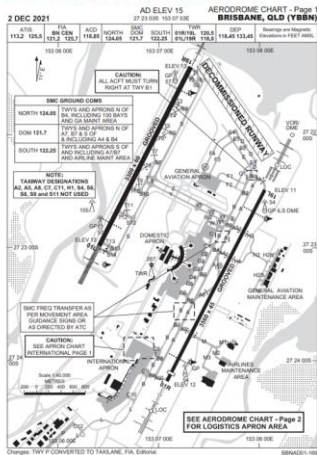


- Explore all opportunities to minimise aircraft noise in the communities under Brisbane Airport flight paths
- Progress the recommendations from Brisbane Airport Post Implementation Review Advisory Forum (BAPAF)
- Collect quantitative and qualitative / experience data and deliver balanced outcomes for the community, environment and industry

Limitation on intersection departures 19R for all aircraft

-  **Noise levels** at noise monitor stations (L_{Amax}) by aircraft type
-  **Aircraft altitude** at noise monitor stations by aircraft type
-  **Runway occupancy time** by aircraft type
-  **Peak hour runway throughput**
-  **Efficiency in terms of taxi time** (and taxiway congestion), **fuel and CO₂ emissions**
-  **Pilot and ATC safety reports**
-  **Community experience feedback**

Limitation on intersection departure trial Runway 19R



- All aircraft assigned 19R for departure will be required to depart from either intersection T1 or T2
- Priority aircraft exempt (i.e. Search and Rescue, Medical or Fire and Flood Relief flights)
- To ensure safe, efficient traffic management, ATC will not allow any queue to obstruct taxiways Y, Z or S
- The trial will be undertaken over 12 months, with three monthly reviews

Restriction on intersection departures trial – industry communication

Operators

- Discussed with airlines in meetings held 22 February 2022 – capacity concerns

CURRENT JET INTERSECTION DEPARTURES

- Code C and below (B738) T2, T3 and A3 intersection departures are permitted in Noise Abatement Procedures (NAP) between 5am and 10pm during daylight savings and 6am and 10pm at other times. During airspace design and development of NAP, T2 was considered equivalent to full length for NAP but Airservices have updated NAP since runway opening to include T2 as an intersection departure – this investigation considers the closure of T3 and T2 as they are now both considered by Airservices as intersections in NAP.
- When domestic traffic returns, use of A3 (the equivalent intersection on the legacy runway) will be restricted to around 15% due to the congestion issue with aircraft taxiing in from the link taxiway and is unlikely to be used during peak periods
- Intersection departures may provide Code C aircraft with incrementally reduced taxi times
- Intersection departures increase runway marginally throughput by reducing runway occupancy time slightly
- Intersection departures main benefit is to provide ATC with flexibility when the departing order needs to be modified to improve efficiency – ie faster behind slower jet, and where there may be a departing medium before heavy (B738 behind B789) to avoid wake turbulence.

CAPACITY IMPACTS RWY19R 2022 (USING 2019 DEP PEAK SAMPLE + TFI GROWTH FORECASTS)

2022 – No capacity constraints expected based on the following scenario

- 21 movements /19 dep / (3 heavy departures)
- Fleet mix – main considerations wake turbulence and aircraft performance airborne
- Likely worst-case combinations of taxiing aircraft based on fleet mix
- Wake turbulence requirements/holding point delays/queueing for busy hour sample
- Given fleet mix and applying B738/A320 as the typical aircraft, the spacing required would be Heavy ahead 2mins, F70/F100 ahead 2mins, B738/A320 ahead 90 sec, arrivals runway time – 60 sec

CAPACITY IMPACTS 2025

2025 – No capacity constraints expected based on the following scenario

- Scenario based on 30 movements/26 dep/4 heavy
- Given the worst case ie F70/F100 or E190 in front of B738/A320, 2 min spacing required, and same spacing for heavy departures wake turbulence – even adding additional arrivals no capacity constraints based on this scenario

CAPACITY IMPACTS 2030

2030 – Total runway capacity does not meet demand (by around 10%)

- Scenario 34 movements/30 dep/4 heavy
- Assume also that there could be a more even distribution of arrivals/departures
- Older aircraft types should have been replaced by similar types i.e. closer to B738 performance
- DH8 D will continue
- Distribution of heavy aircraft becomes critical – we are at capacity if there are 2min spacing requirements, so depending on fleet mix we could be at max capacity without intersection – **the intersection availability helps to a minimal extent to get optimum order of departures to prevent faster following slower**
- Given the SMC workload with the new runway system (taxiway constraints) – this would require 3 SMC's and possibly tower supervisor to provide support to get aircraft in the most efficient departure order prior to entering "Y" taxiway
- Expected max capacity with existing fleet mix would be **24 arrivals, 28 departures** – this would reduce depending on numbers of heavy aircraft etc
- This is the tipping point based on forecast and fleet mix – it is less of an issue on the old runway due to consistency of fleet

ATC IMPACTS – WORKLOAD/COMPLEXITY

- SMC workload may prevent ability to organise the departure order to minimise the impact of no intersection – the intersection provides that flexibility late in the taxi (particularly for faster following slower aircraft). Without access to intersection departures, the departure order will need to be established as aircraft leave the apron – the Surface Movement Controller (SMC) is a busy and complex position, particularly during peak periods which may result in aircraft presenting to the runway in an inefficient order.
- NPR taxiway design doesn't permit adjustment of the taxi order to achieve the efficiency above – a parallel taxiway system would.

5. Trax report recommendations

Trax report recommendations vs Noise Action Plan for Brisbane recommendations

All Trax recommendations were adopted by Airservices' CEO. All Trax recommendations bar one were incorporated into the Noise Action Plan for Brisbane. The recommendation around runway alternation was removed following strong community opposition to this operation.

Trax recommendations in relation to reviewing turboprop radar headings are contained in Noise Action Plan for Brisbane Recommendation 3.1d and 3.1g:

3.1 d) Options to introduce an ATC procedure to vector outbound flights using the two departure routes over the city from the new runway when a specific altitude has been reached (e.g., 4000ft) that would disperse the tracks over the ground because aircraft with higher climb rates would reach the specified altitude quicker and turn sooner.

3.1 g) Options to re-evaluate three of the standard compass headings that non-jet departures are instructed to follow after take-off (subject to the impacts on operational capacity) so that the tracks over the ground may be dispersed or repositioned over water.

Work is progressing on Package 3 design options with the first options to be presented before the end of 2023.



6. Noise monitoring presentation

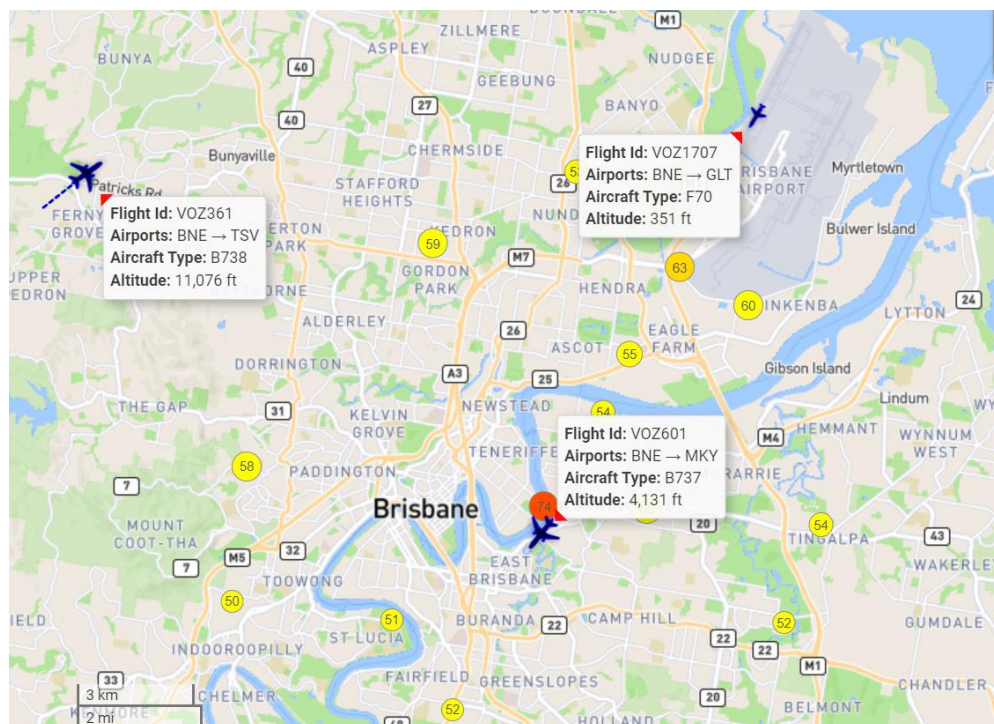


Noise Monitoring



Permanent and short term (portable) Noise Monitoring Terminals (NMTs) feed into WebTrak.

- Each NMT continually identifies all noise events (background & aircraft).
- Sent to WebTrak via secure digital mobile communication (3G/4G) in one second samples.



Noise Monitoring

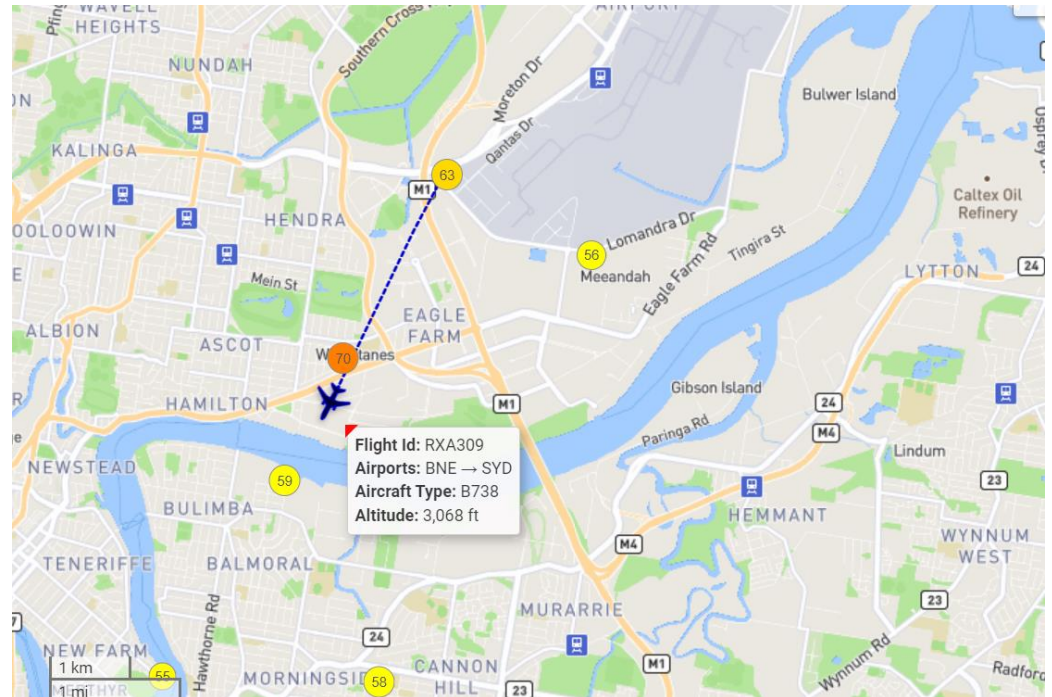
WebTrak Current Flights

- Noise level from NMT
- Flight tracks from radar data
- Software ensures data from NMT and radar are from the same event. GPS location of the NMT correlates with the position of the aircraft provided by the radar data.
- The NMT circle changes colour according to the decibel level.

Currently subject to a 40 minute delay to enable correlation.

Will reduce to 10 mins from August 2023.

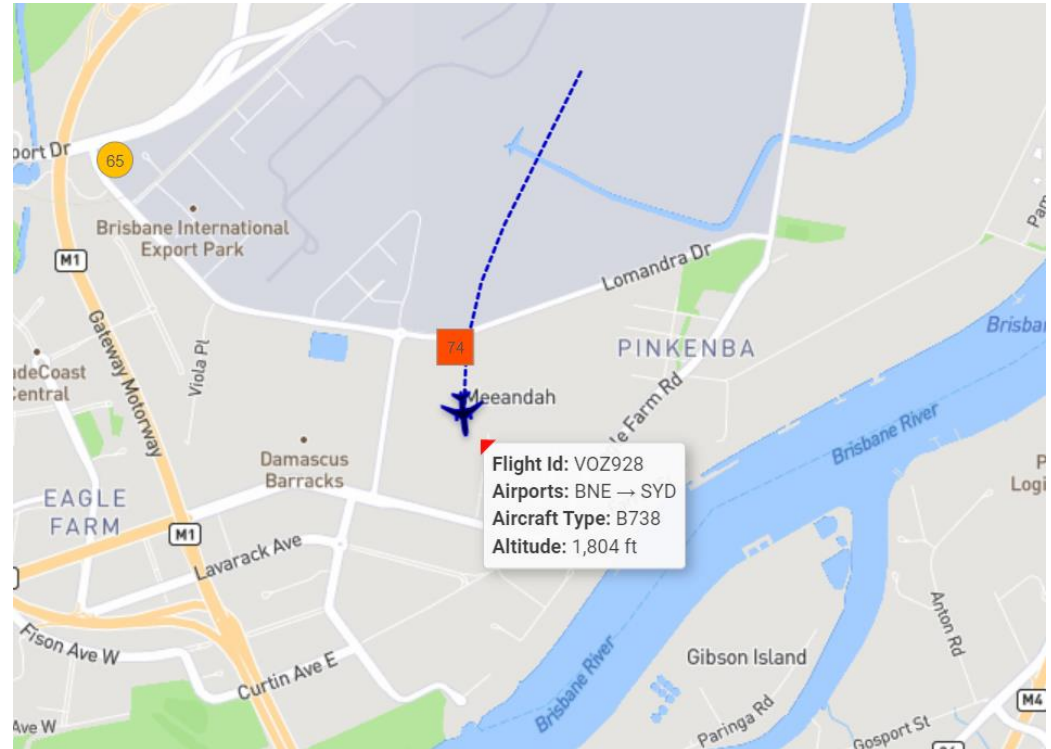
Further work being done to reduce below 10 mins if correlation requirements can be resolved.



Noise Monitoring

WebTrak Historical

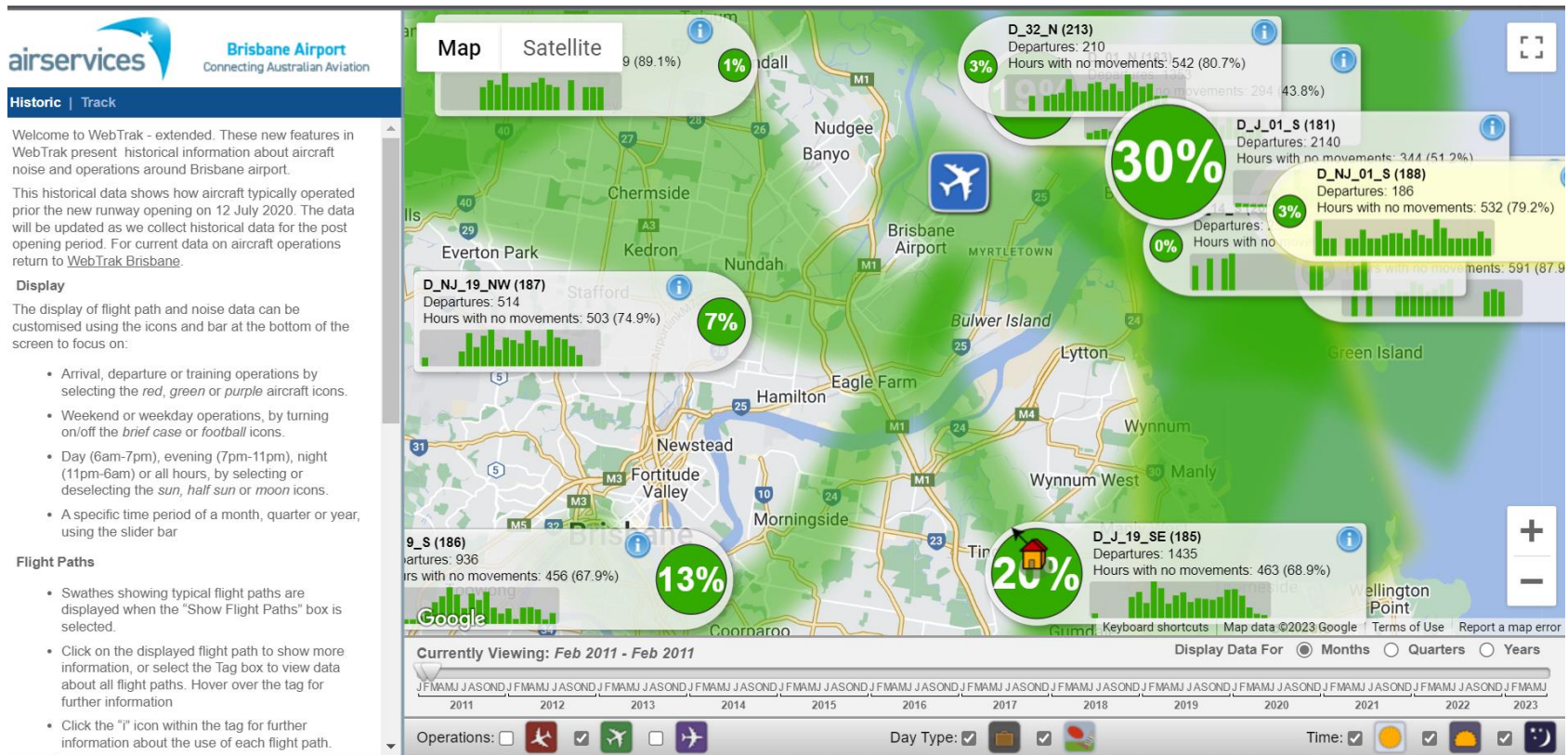
- Noise events have been further processed by software that distinguishes between “background noise” and “aircraft noise”
- Following the additional processing the NMT circle changes to a box.
- Shows historic events up to three months past



Noise Monitoring

WebTrak Extended - via Aircraft In Your Neighbourhood

- Provides historical information about noise and operations back to January 2011



Noise Monitoring

Acoustic Measurements

- Preferred measured quantities defined in ISO 20906:2009 Acoustics – Unattended monitoring of aircraft sound in the vicinity of airports.
 - Continuously measure the A-weighted sound pressure levels of the total sound in time-series of 1 second.
 - Sound event characterized by Sound Exposure Level (SEL) and the maximum sound pressure level, ($L_{p,AS,max}$ or $L_{p,A,eq\ 1\ s,max}$)
- Peak Sound Pressure (measure used by Explane)
 - Not the same as Maximum Sound Level.
 - Peak is the maximum value reached by the sound pressure.
 - Usually used for occupational noise measurement for loud bangs/impulse noise.
 - Not typically used for environmental noise measurement. Highly effected by wind.

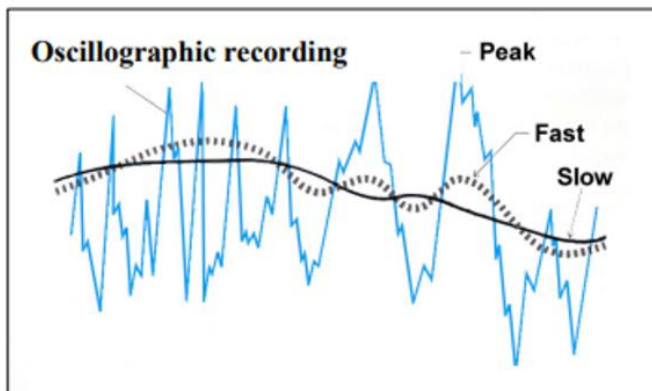


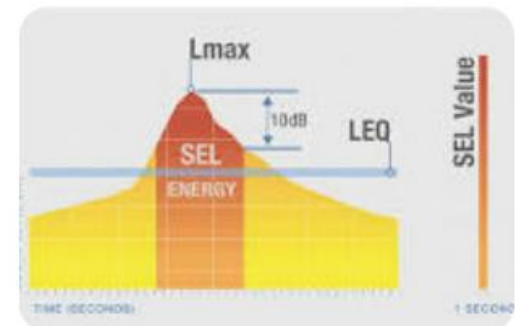
Figure 1: Sound pressure signal in the time weightings "F", "S" and "Peak"

Noise Monitoring

- Noise data is transmitted in blocks of 1 second using Equivalent Sound Level (Leq) during that 1 second period.
- Shows each 1 sec block for the entire noise event over the NMT including the maximum noise level which is typically either when the aircraft is directly overhead, abeam, or just past the NMT.
- Leq is a universal noise metric that describes noise over a period of time – in this case during 1 sec blocks.

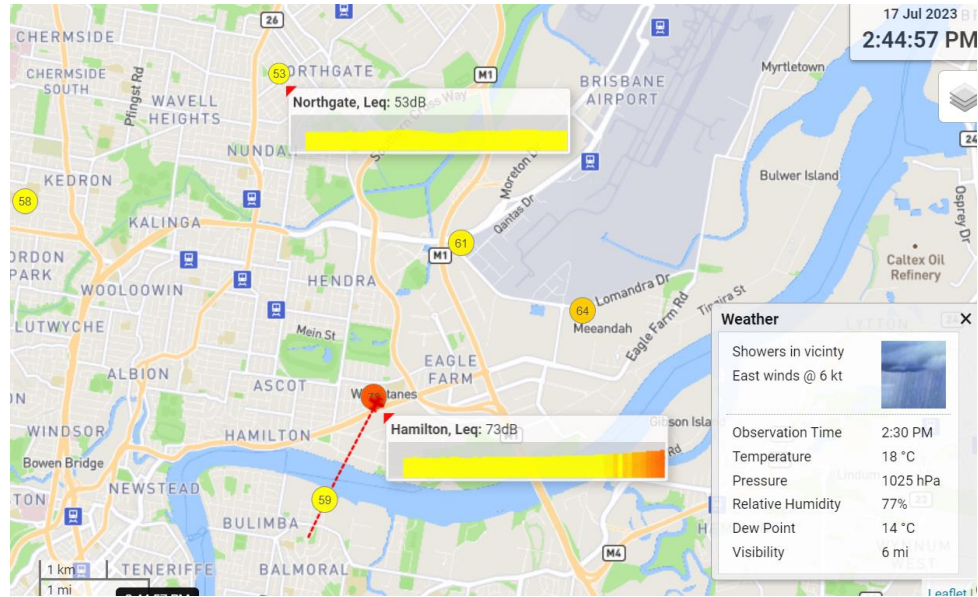
What is the LEQ noise metric?

The equivalent sound level (LEQ) measures the average acoustic energy over a period of time to take account of the cumulative effect of multiple noise events. 29 Mar 2022



Noise reporting

- Lamax (maximum single event noise level) is used for reporting on specific aircraft movements – WebTrak.



- Average noise levels are used for statistical summary reporting – Aircraft In Your Neighbourhood

Aircraft average noise levels dBA

• This table shows the 15 aircraft types with the loudest average noise levels

Aircraft type	Avg. noise level (dBA)	Total events	Max. events per day	Min. events per day	Avg. events per day
B738	64.5	330	44	3	11
DH8D	61.8	190	30	1	6
F70	63.9	89	13	1	3
E190	64.0	104	12	1	3
A320	63.5	85	11	1	3
F100	63.5	101	11	1	3
SF34	61.8	47	7	1	2
B712	65.5	22	5	1	1
B737	65.6	22	4	1	1
B77W	64.7	30	4	1	1
BE20	63.0	38	4	1	1
A139	65.2	20	3	1	1
A359	64.2	22	3	1	1
AC50	61.1	12	3	1	0
SW4	61.8	12	3	1	0

Noise Monitoring

NMT Calibration

Each NMT is checked against background levels and set at a threshold level that maximises detection of aircraft noise events.

The NMT performs self calibration checks multiple times per day and sends those reports to the Noise and Flight Path Monitoring System which is checked by the Envirosuite Noise Office daily, as part of the daily system health check, to ensure the NMT remains within calibration tolerances.

Preventative maintenance is performed yearly at each NMT including replacing each microphone with a newly certified microphone – calibrated before instalation against a standardized noise instrument to ensure noise level accuracy and certified to be accurate for at least 12 months.

Noise Monitoring

NMT Placement

NMT's can be either fixed (Long term) or temporary (Short term)

When determining where to position long term NMT locations the following is considered:

- Site suitability to capture all major aircraft types and operations so that the noise data represents the range of aircraft noise in that community
- Site suitability to effectively capture sufficient noise data (ensuring aircraft overflight is not too far away and producing noise levels that are similar to background noise levels)
- The site is compliant with acoustic standards including ISO 20906:2009 Acoustics — Unattended monitoring of aircraft sound in the vicinity of airports
- Site technical aspects including security, mobile data coverage, access to power, protection from wildlife, and a location within air traffic control surveillance coverage (either radar or satellite derived flight information)
- The site is a public or commercial property - for example schools, council depots, childcare centres, as private residences are not suitable for long-term noise monitor locations
- Background noise levels that can diminish the effectiveness of the noise monitor.

7. Movement data - baseline model

NPR and Pre-NPR operations

Enable comparison against options

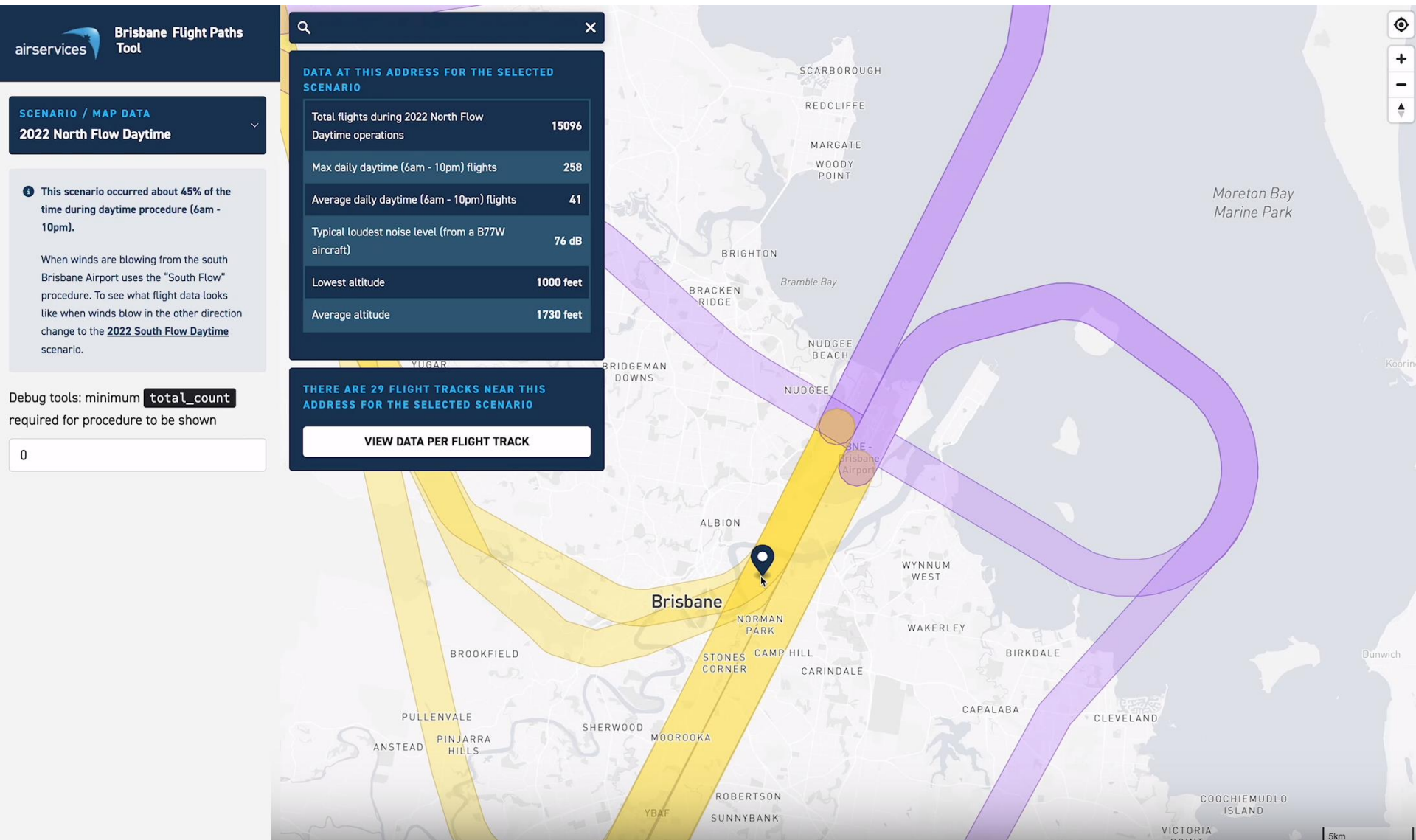
- Arrival or departure
- Total flights 2022
- Daytime or night-time operation
- Percentage use
- Weather conditions
- Max flights per day
- Average flights per day
- Loudest aircraft type and noise level
- Lowest altitude
- Average altitude
- Population overflown
- Dwellings overflown

Phase one community feedback

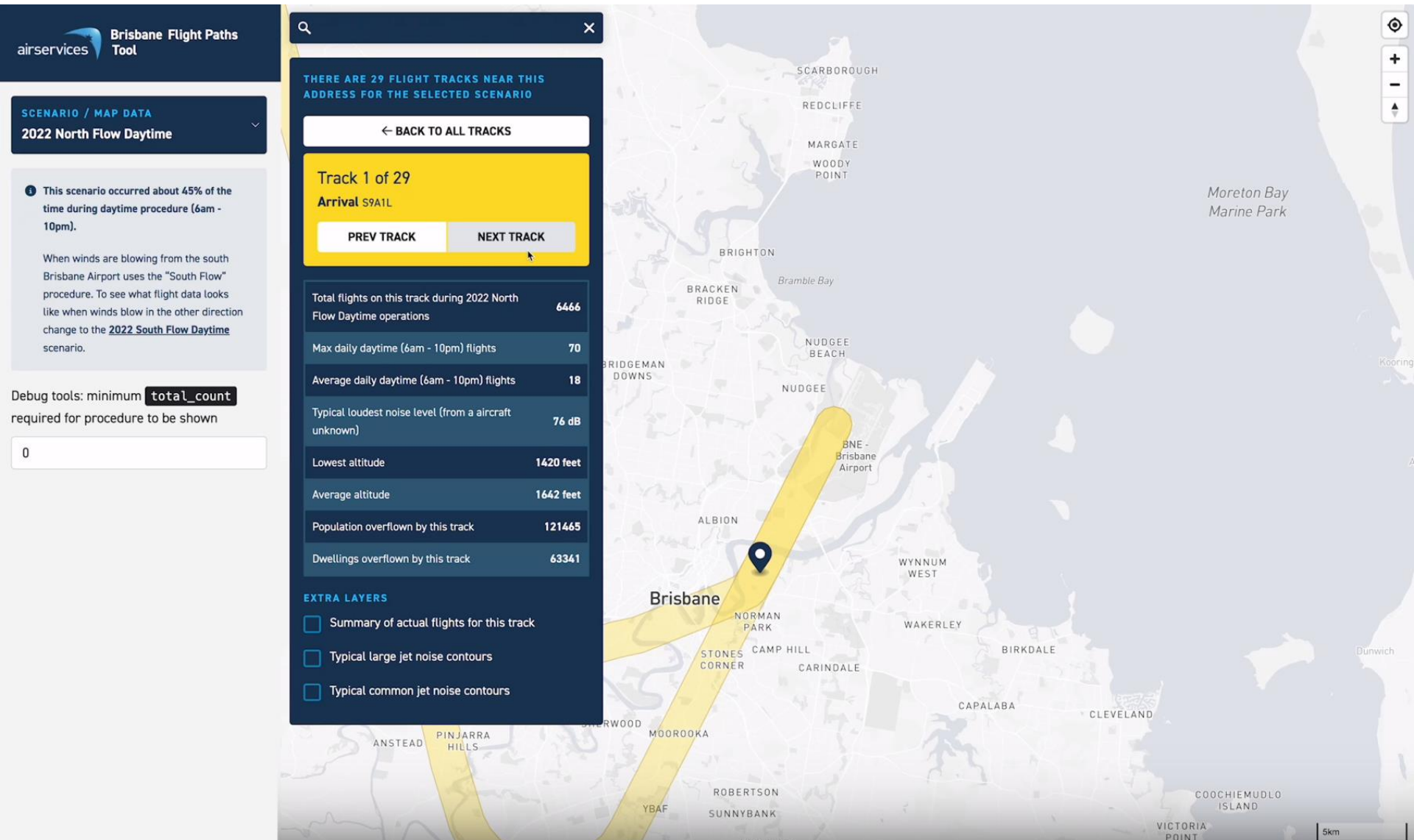
- Noise levels up to 90dB
- Flight path widths up to 10km
- Altitudes up to 35,000ft
- Elevation profiles for different aircraft on each proposed track
- Turboprop and emergency response flight operations
- Potential maximum flights per day
- Cumulative impact for communities affected by more than one operation
- Additional layers, including environmental management zones, schools, parks, hospital
- Routes transiting between other airports



Baseline model



Baseline model




8. Aircraft tracking against published flight paths


Overview

- Aircraft will be taken off the procedural SIDs for a number of reasons including:
 - aircraft performance (including type, speed and weight)
 - navigation systems
 - weather
 - operational requirements – separation and safety.
- Where we have identified aircraft being turned off procedural SIDs without an obvious operational cause, we are investigating. We will provide an update at the next AAB meeting.

Detailed responses to operational questions can be requested through NCIS

Online

Submit here 

Submit through WebTrak 

By phone

1800 802 584 (freecall)

10am - 4pm (Sydney time)

Mon - Fri (excluding public holidays)

By post

Noise Complaints and Information Service

PO Box 211


Mascot NSW 1460


9. Noise Complaints and Information Service (NCIS) presentation

Role

- Primary interface for aviation-related enquiries and complaints
- National service
- All airports – major, secondary, regional, aerodromes and airstrips
- Non-airport-based activities
- Controlled airspace
- Outside controlled airspace
- Airline operations
- Other operators

Online

[Submit here](#) 

[Submit through WebTrak](#) 

By phone

1800 802 584 (freecall)

10am - 4pm (Sydney time)

Mon - Fri (excluding public holidays)

By post

Noise Complaints and Information Service

PO Box 211

Mascot NSW 1460



Noise Complaints and Information Service (NCIS)

How to submit a complaint

Complaints may be submitted to the NCIS using:

- The online Noise Complaints and Information Service Contact Form
- WebTrak
- Telephone
- Letter

Online and WebTrak submissions

- Complaints lodged via the online form will receive an immediate on-screen acknowledgement of receipt.
- An automatic email acknowledgement will be sent to the email address.
- Both acknowledgements explain the next steps in the process, timeframes, and include a copy of the complainant's submitted comment.

Telephone

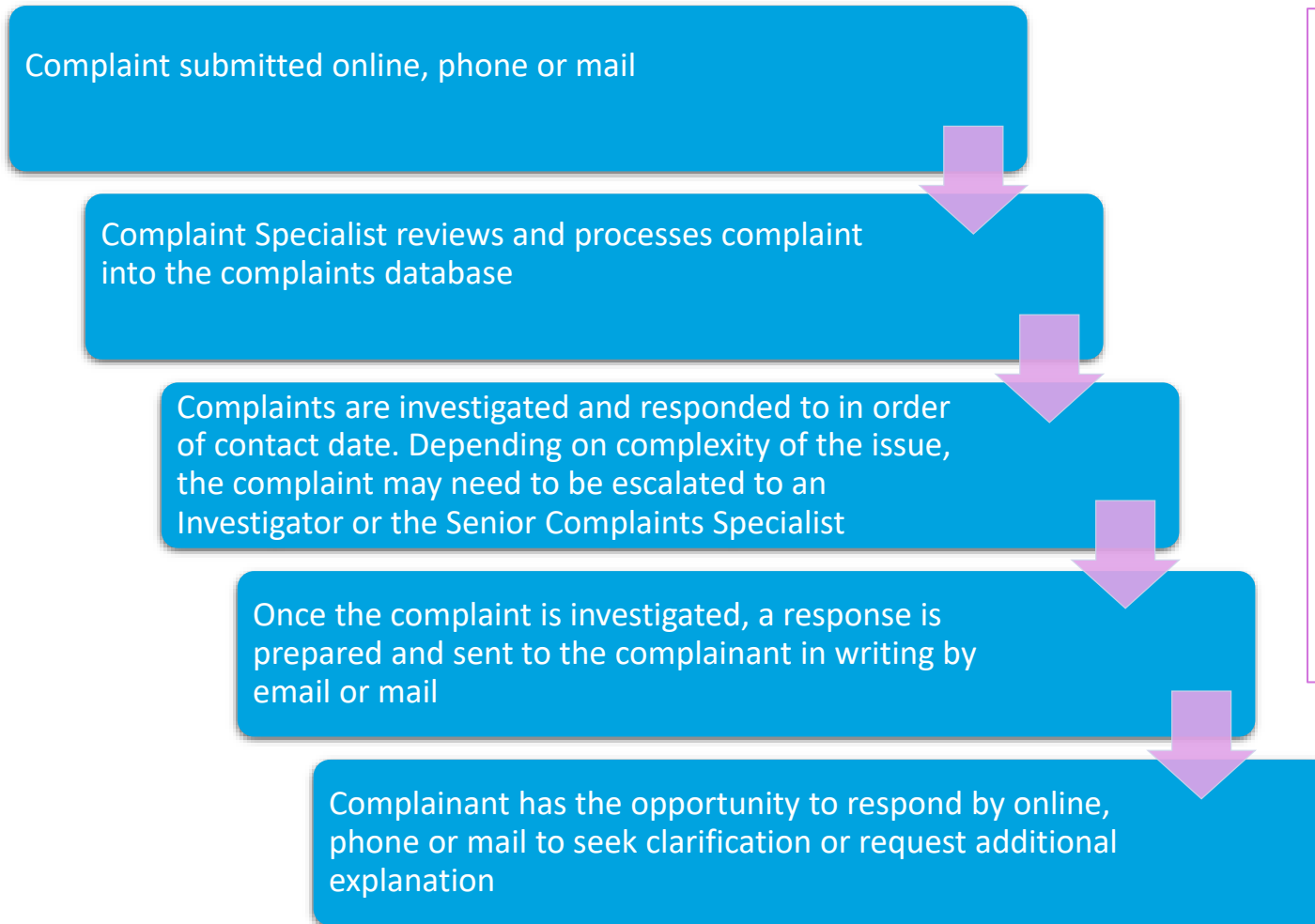
- Complaints received by telephone are lodged directly into the database.

Letter

- Complaints received by mail are scanned and lodged directly into the database

Noise Complaints and Information Service (NCIS)

Complaint handling process



Complex complaints investigations may require:

- Internal liaison, including ATC
- External liaison, including government agencies, aircraft operators and airport operators
- Analysis of the potential for flight path or procedural changes to address the issue,

Noise Complaints and Information Service (NCIS)

Assigning issues and classifications for reporting

The NCIS uses a two-tier system of categorising complaints:

- Issues are broad subject categories – eg night movements, standard flight path movements, helicopter operations
- Classifications are descriptors that further define the issue – e.g. legacy runway departure to the north, specific airline operation, turboprop departures early morning.

Issue	Classifications
<p>Standard flight path movements This issue is used for “normal” aircraft movements on the standard flight path and within the normal altitude range that can be expected. This includes concerns about:</p> <ul style="list-style-type: none"> • frequency of movements on the flight path • the location of the flight path • the desire for the flight path to be moved • the altitude of aircraft on the flight path 	<p>Runway direction and operation type (arrivals or departures) Sydney Airport (YSSY): 34 Left/Right Arrivals/Departures 16 Left Arrivals/Departures 07 Arrivals/Departures 25 Arrivals/Departures</p> <p>Multiple directions “Multiple directions” is used where a suburb is affected by movements associated with more than one runway or runway direction.</p>
<p>Unusual movements Used for movements that are not on the standard flight path.</p>	<p>Weather diversions – used where the aircraft has diverted from the standard flight path to avoid bad weather</p> <p>Traffic management – used where air traffic control has directed the aircraft off the standard flight path to ensure safe separation is maintained between aircraft</p> <p>Radar departures – where air traffic control has given an aircraft an individual heading rather than the Standard Instrument Departure route</p> <p>Direct tracking – where air traffic control provide a direct route for an aircraft</p> <p>Missed approach – where an aircraft aborts a landing and performs a “go-around”</p> <p>Other – no other explanation applies and investigation is required</p>

Noise Complaints and Information Service (NCIS)

Initial assessment of contact

1. Complaint Specialist will make an initial assessment of the contact to identify the primary relevant issue being raised.
2. If this is a new issue for the complainant, it will be considered a new contact and a new case will be created for that issue.
3. If the complainant already has a case on that issue, the submission will not be considered to be a new contact but will be added to the existing case.
4. The Complaint Specialist will make an assessment in relation to the issue to determine if the repeat contact requires a response (is there further information that can be provided or is the nuance of the issue slightly different to previous contact).

What is included in a response

When responding to a complaint, the NCIS will advise:

- relevant information and explanations regarding the operation or matter of concern
- whether any noise improvement opportunities have been identified either previously or from this contact (note: if there is a Post Implementation Review (PIR) or similar under way, the complainant will be directed to engage in that process. Complaints received during PIRs are fed into the PIR process)
- any actions taken or proposed to be taken, or why no actions can be taken
- the reason for any decisions made.

Noise Complaints and Information Service (NCIS)

Solutions NCIS can offer

- ☒ Assist community understand operations.
- ☒ Investigate if any noise improvement can be identified and implement if within Airservices' remit – e.g. can the operation be reviewed to reduce its impact?
- ☒ Work with partners such as airports and operators if we identify improvements outside our remit – e.g. can a helicopter operator track over industrial land rather than over residential properties when returning to the airport?
- ☒ Refer existing flight paths used by commercial aircraft for operational review – e.g. if aircraft are consistently not tracking according to the published operation.
- ☒ Refer the operation for consideration of Noise Abatement Procedures – e.g. where strong, consistent themes identify a complaint 'hotspot'.

Solutions NCIS can't offer

- ☐ Close or move airports or operators
- ☐ Reduce the number of flights
- ☐ Change the scheduling of flights
- ☐ Refuse to let a particular aircraft operate
- ☐ Enact curfews
- ☐ Police noise levels

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Analysis, evaluation and reporting of complaints

All complaints are recorded the NCIS complaints system.

- New complainants
- New issues
- Repeat issues
- Repeated contacts.

Complainants may choose to remain anonymous, however the NCIS are not able to respond to their contact or include them in reporting as no details are provided.

Based on a former ANO recommendation, NCIS has been reporting on complainant numbers (the number of people complaining) rather than complaints (the number of contacts received). This is so there is a clear view of communities being affected by operations, rather than one or two individuals who are affected.

...In June 2023, one complainant in Western Australia made 1700 complaints in one week.

Following community feedback, we now report to CACG meetings on complainant and complaint numbers.

We are upgrading our Aircraft In Your Neighbourhood website, which also reports on issues and the suburbs complaints were received from, to include both complainant and complaint numbers. This data is expected to be available from August 2023.

Noise complaints data is reviewed quarterly to monitor trends and identify emerging operations or locations that may warrant review.

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Noise improvement investigations

A noise improvement investigation may be escalated from NCIS to the relevant area of Airservices:

- to progress findings of a complex investigation
- after a complaint trend analysis has indicated a potential opportunity for improvement
- at the suggestion of an individual complainant, the Aircraft Noise Ombudsman (ANO), a CACG or other stakeholder.

Repeat complainants

- NCIS is not able to stop operations that cause noise impacts.
- Where responses have been provided to an issue and there is no further information available, there is nothing more NCIS can do for the complainant.
- Some frequent complainants may have specific conditions placed on their contact with NCIS. This is not a decision that is taken lightly and involves a thorough review of previous responses and ongoing contacts.
- Conditions may involve:
 - responding only to issues not previously responded to
 - placing restrictions on contact by phone including time limits on calls or specified times that calls will be accepted
 - placing restrictions on the volume of contact via webform, including not reviewing contacts beyond a specified limit.
- This is to ensure our NCIS team can focus their time on complainants raising new issues that can be responded to.
- This is in line with Commonwealth and State Ombudsman processes for managing repeat complainants.

Noise Complaints and Information Service (NCIS)

What can we do better?

Our NCIS team are committed to respectfully listening and reviewing complaints and to providing information on aircraft operations but are subject to some criticism.

What can we focus on to improve the value of this service to the community?

Questions?