

NOISE COMPLAINTS AND INFORMATION SERVICE ARCHERFIELD AIRPORT 2019 COMPLAINTANT REVIEW

There were 122 individual complainants in 2020. This is a significant increase from 43 complainants in 2019.

The main reason for the increase in complainant numbers in 2020 was the COVID-19 pandemic. Increased working from home requirements increased the exposure of residents to aircraft noise. Increased emergency services operations were required to facilitate responses to the pandemic, training organisations were not subject to restrictions and fewer jet movements at Brisbane Airport enabled other aviation activities within the Brisbane basin.

Complainant numbers also increased in line with increased movements at Archerfield Airport. The [Movements at Australian Airport](#) reports show that to the end of October 2020 there had been 178 822 movements at Archerfield Airport. As a comparison at the end of November 2019, there had been 176 276 movements.

In 2020, the NCIS implemented monthly reporting data in lieu of quarterly reporting for all airports. It is important to note that if a resident contacts the NCIS once every month, they are noted as one complainant for each of the 12 months, however, when we record the number of complainants for the calendar year they are only counted as one complainant, regardless of how many times they have contacted us.

Chart 1: Complainants per month, average number of complainants per month for the past three years and total number of complainants 2020.

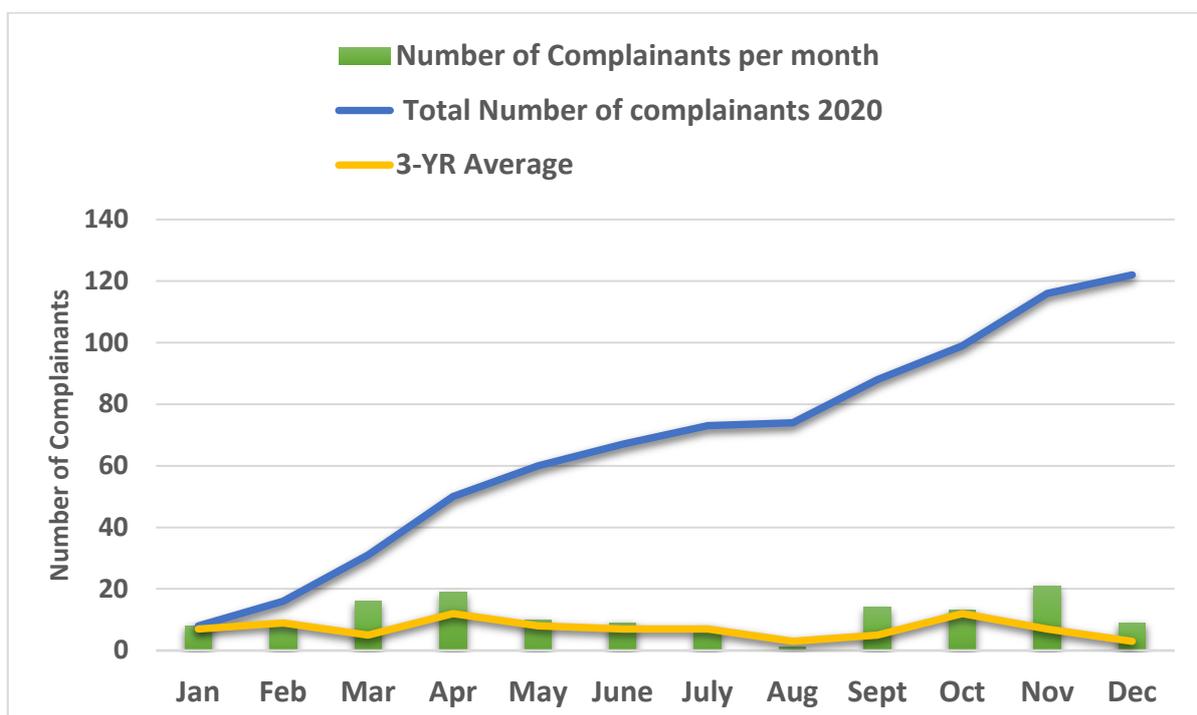
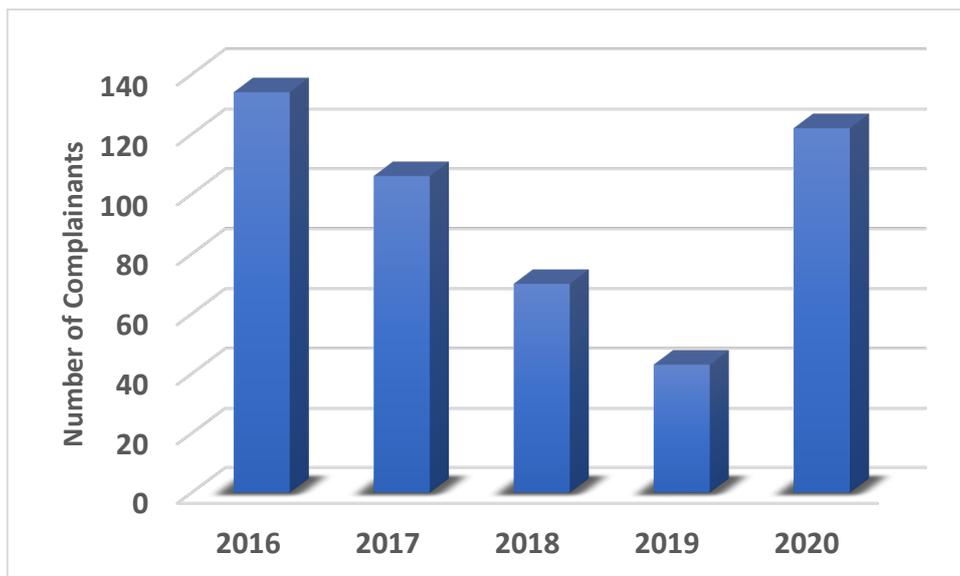


Chart 2: Comparison of complainant numbers 2016 to 2020

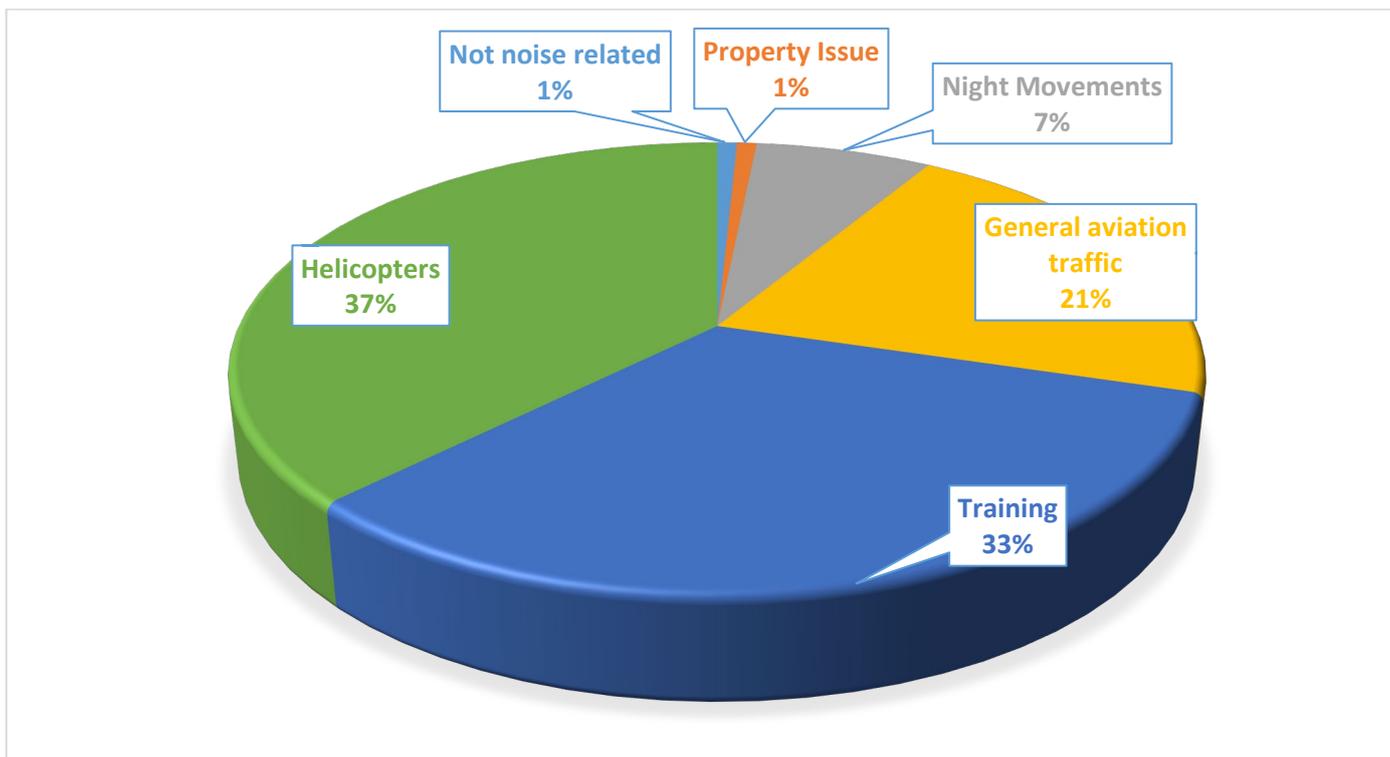


Issues

The main issues in 2020 were Helicopters concerning 37 percent of complainants, Training 33 percent and General aviation traffic 21 percent.

Property issues are where residents request information on flight paths over a property they are considering purchasing. The not noise related issue was concerning a pilot requesting information from air traffic control.

Chart 3: Issues raised in 2020



Helicopters

Helicopter operations are classified as standard operations, four complainants, airwork operations, 16 complainants and emergency services operations, 28 complainants.

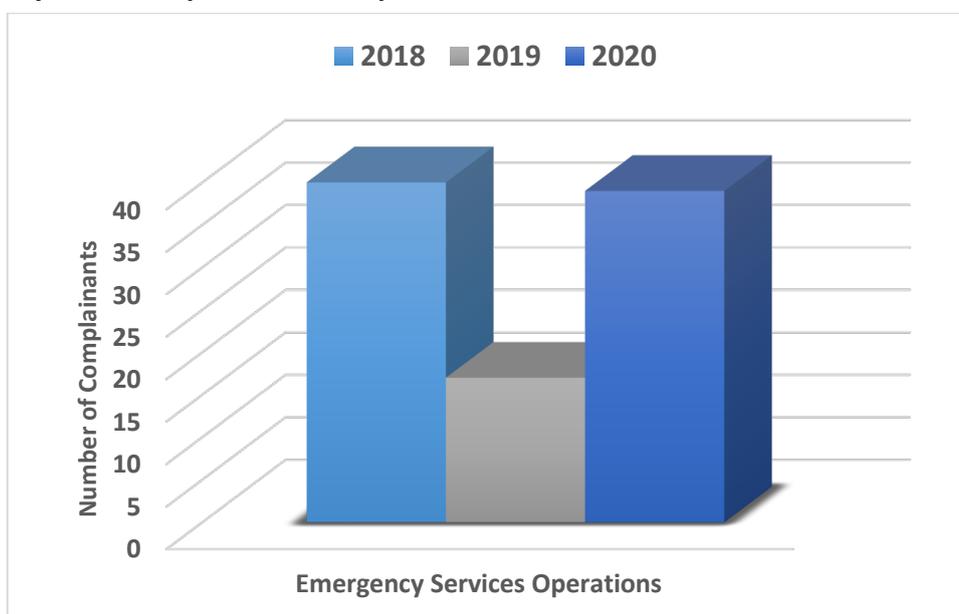
The majority of complainants disturbed by airwork were low-level power line inspections required by energy companies. A photographic operation was the concern of other residents.

Emergency Services Operations

These operations were conducted by both fixed and rotor wing aircraft, and were the concern to residents for the issue of Night Movements.

The majority of residents raised concerns with operations prior to 07:00 and after 21:00, with many noting the low altitude of these aircraft. The timing and number of these operations remain a consistent concern of residents across the greater Brisbane basin; however, these operations in most cases are only conducted where life is at risk.

Chart 4: Emergency services operations comparison 2018 to 2020



Training

Fixed wing circuit training disturbed 39 residents, while operations in the training area south of Archerfield disturbed a further four residents.

The main concerns residents continue to raise regarding these operations are the low altitude, the constant and repetitive nature and the permitted, long hours they operate, seven days a week.

General aviation traffic

The standard flight routes to and from the airport are the main concern of these residents. These flight routes are to ensure aircraft operating at Archerfield Airport remain clear of air traffic operating at Brisbane Airport and to assist air traffic control in managing the air traffic safely.

Suburbs

Residents from 69 separate suburbs across the greater Brisbane basin contacted the NCIS in 2020.

Five suburbs recorded five or more complainants and fixed wing circuit training was the main concern of all of these suburbs. Seventeen suburbs recorded between two and four complainants, and 47 suburbs recorded a single complainant.

Oxley recorded the most complainants and this has been the case for the last five years. In 2020, eleven residents raised concerns.

Acacia Ridge and Durack recorded six complainants each, while Corinda and Salisbury recorded five complainants each. Emergency services operations also disturbed the latter two suburbs.