



BACACG MEETING MINUTES

Location:	BAC HQ 11 The Circuit, Brisbane Airport
Date:	Tuesday 26 March 2024
Chair	Nigel Chamier AM
Attendees	<p>Nigel Chamier (Chair)</p> <p>Daniel Ryan (Community representative for Federal Seat of Lilley)</p> <p>Chris Kang (Community representative for State Seat of Clayfield)</p> <p>Tim Roskams (Community representative for Federal Seat of Brisbane)</p> <p>Daryl Wilson (Community representative for Federal Seat of Bonner)</p> <p>Karilyn Beiers (Community representative for Federal Seat of Bowman)</p> <p>Dr. Sean Foley (Community representative for Federal Seat of Griffith)</p> <p>Megan Thomas (Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts)</p> <p>Grace Jones (Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts)</p> <p>Andy Bauer (Virgin Australia)</p> <p>Brendan Mead (Qantas)</p> <p>Marion Lawie (AA)</p> <p>Sian Balogh (BAC)</p> <p>Portia Allison (BAC)</p> <p>Dallas Heseltine (BAC)</p>
Attendees (online)	<p>Professor Laurie Buys (Community representative for Federal Seat of Moreton)</p> <p>Michael Hawkins (Community representative for Federal Seat of Dickson)</p> <p>Joshua Kindred (Community representative for Federal Seat of Petrie)</p> <p>Russell McArthur (AA)</p> <p>Dana Bradbury (Qantas)</p> <p>Scott Mitchell (Virgin Australia)</p>
Guests and Observers	<p>Rishi Wijesoma (BAC)</p> <p>Paul Laws (BAC)</p> <p>Lauren Kelly (BAC)</p>
Apologies	<p>Donna Marshall (AA)</p> <p>Belinda Fenner (ANO),</p> <p>Rachel Crowley (BAC)</p> <p>Caroline Hauxwell (Community representative for Federal Seat of Ryan)</p> <p>James Heading (BCC), Cassandra Sun (BCC), James Heading (BCC), Daniel Fisher (AA), Glenn Cox (AA)</p>

AGENDA ITEMS

10:00 am

Chair:

Welcome and Acknowledgement of Country.

Confirmed the minutes for the last BACACG meeting on the 28th November 2023.

Noted that the actions from previous meeting would be addressed by Airservices in their presentation.

Chair update:

- Proposed alternative meeting structure for June 2024 meeting to include tour of Brisbane Airport.
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BACACG Secretary Update:

Sian Balogh (SB), Community Engagement Manager at BAC and BACACG Secretary, provided an update of incoming and outgoing correspondence to the BACACG email inbox and incoming aircraft noise feedback.

SB advised that there were no remaining outstanding action for BAC, actions from previous meetings have been completed before the March 2024 meeting.

BAC Update | Passenger + Community:

Dallas Heseltine (DH) provided an update on new airlines and routes that have recently been announced at BAC, including:

- Singapore Airlines: increasing services from 21 per week to 25.
- American Airlines: new airline to BNE, commencing daily seasonal service to Dallas from October 2024.
- Delata Airlines: new airline to BNE, commencing seasonal 3 services per week to Los Angels from December 2024.
- Jetstar: increasing services to Auckland with more capacity with A321neo from April 2024
- Emirates: increasing capacity to Dubai with A380 on second daily service from October 2024
- Qantas: increasing capacity to Wellington and Apia from October 2024

DH provided an update on passenger numbers since the previous BACACG meeting. Advised significant increase in February due to Taylor Swift and P!NK concerts in Sydney and Melbourne. Passenger numbers are continuing to increase but have not yet returned to pre-COVID levels.

SB provided an update on the community engagement activities undertaken by BAC since the last BACACG meeting. Including:

- Attendance with the Brisbane Airport Mobile Information Van at Suncorp Stadium and Aviation High School
 - Networking and Celebratory event for International Women's Day including attendance from 300 'BNE' based women and 50 school students.
 - 2023 Lost Property Auction raised \$80,000 for the Courier Mail Children's Fund
 - Giving Globes raised \$45,000, including \$20,000 to the JT Academy
 - Containers for Change (YTD) raised \$17,000 for Bulimba Creek Catchment Coordinating Committee
 - 2024 Community Giving Fund Program had a record number of applicants (728) with 24 successful recipients sharing in \$80,000.
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SB provided an update on feedback received by the Community Engagement Team which included 332 submissions, excluding aircraft noise. 36 submissions were compliments for BAC staff, Airport Ambassadors, and airline partners.

Dallas Heseltine (DH), Airspace Implementation Manager, provided information on an upcoming project on the Legacy Runway including the A9 and A1 taxi ways. DH advised that as a part of the normal life cycle of the runway concrete slabs need to be replaced. Between June and September 2024, the Legacy Runway will have 18 shattered concrete slabs replaced and other parts of the runway and taxiways mended. DH advised that during this program of work the Legacy Runway will not be closed but will operate with displaced thresholds due to the runway needing to be temporarily shortened.

DH advised that during the works, due to the shortened length of the Legacy Runway, all wide-body aircraft will be required to use New Parallel Runway (NPR). DH advised that turboprop and medium jet aircraft will still use the Legacy Runway. DH advised that due to the requirement for wide-body aircraft to use the NPR, some aircraft may be required to use flight paths over the city at night.

SB advised that that an extensive communications and community engagement plan will start in the weeks after the March BACACG meeting to make the public aware of the changes. SB advised that the promotional campaign includes advertisements, social media campaigns, updates to the BNE website, use of the Mobile Information Van, and more depending on the response and need from the community.

Questions:

- The Community Representative for the Federal Seat of Brisbane asked if new flights from American Airlines, Delta Airlines, and Singapore Airlines would be operating during the daytime or nighttime. DH responded that they are scheduled outside the 10pm – 6am Noise Abatement Procedure time.
- The Community Representative for the Federal Seat of Brisbane asked if the upcoming works on the Legacy Runway would decrease the regular maintenance/repairs on the Legacy Runway. DH advised that the upcoming Legacy Runway works would not change the need for regular maintenance as the high use of the slabs require normal maintenance similar to that of a major road. DH advised that regular maintenance, where possible, is scheduled during off-peak periods to lessen the impact to operations and the community.
- The Community Representative for the Federal Seat of Griffith questioned what BAC is doing about the increase in noise as a result of more services and airlines, and if BAC is encouraging the growth. DH advised that the demand for more services comes from the population growth in Brisbane and that as the city continues to grow more flights are expected. DH advised that while there is growth and a demand for more flights, BAC is working with the Department of Infrastructure, Airservices Australia (AA), and the airlines to manage the impact – including the use of quieter aircraft, for example, the use of A321neos by Jetstar.
- Andy Bauer (AB), Virgin Australia, and Brendan Mead (BM), Qantas, also advised that the use of larger aircraft instead of putting on more aircraft is good news for the community, including Emirates using a second A380 for their second daily service to Dubai which is a quieter aircraft than the 777 currently in use and has more capacity.

Department of Infrastructure, Transport, Regional Development, Communications and the Arts update

Megan Thomas (MT), from the Department of Infrastructure, provided an update:

- MT advised that Tim Boyle (TB), Brisbane Airport Program Manager Future Airspace Strategy Lead, presented at the most recent Brisbane Airport Airspace Advisory Board (AAB) on the Legacy Runway works.
 - The fourth AAB meeting was held at the beginning of March and included presentations on matters of interest from Community Members. MT advised that AA provided an update on the next phase of the Noise Action Plan for Brisbane (NAPB) and the operation of SODPROPS at Brisbane Airport.
 - MT advised that the next AAB meeting is scheduled for July and minutes for the March meeting would be available online.
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- MT advised that the Department is working through the Aviation White Paper and advised that the Department received approx. 2,000 submissions from community members and industry representatives. MT advised that the White Paper is expected to be completed and released around the middle of 2024.
 - MT advised that the Department is currently working through the outstanding questions submitted by the Community Representative for the Federal of Brisbane and will endeavour to respond as soon as the answers are available.

Questions:

- The Community Representative for the Federal Seat of Brisbane questions whether the Aviation White Paper would be significantly different to the Aviation Green Paper due to the volume of submissions. MT advised that the White Paper will be different and more specific on the determined policy for the future of aviation.

Airservices Australia update

Marion Lawie (ML), Airservices Australia, provide an update on the Noise Complaint and Information (NCIS), and Noise Action Plan for Brisbane and addressed actions from previous meetings (included in the Action Items below).

ML reminded the group about AA's Aircraft in Your Neighbourhood program and that the system requires a location for accurate information. Location can be general and anonymous. ML advised that the February data is available on the platform. ML advised they have updated their complaint reporting and are now reporting on both complainants (individuals) and complaints (number of contacts).

ML provided an update on complaints data and advised a spike in contact during January due to severe weather over the New Year holidays. ML advised that due to the severe weather different operations were used and unusual movements were used to combat weather.

ML advised that AA that the WebTrak tool on the AA website shows planned works, weather monitors, and noise monitors. ML advised that AA is working to include operation modes and explanations in a future model of the WebTrak program.

ML advised that AA has received the request from the Community Representative for the Federal Seat of Bonner to update the WebTrak tool to include historic data. ML advised that AA is looking into making this possible and is working towards including historic data on the program.

ML advised that the WebTrak tool now has a noise monitor available for Wynnum West and AA are working towards one at Hawthorn across the river from one located near the Brisbane Powerhouse.

ML advised that AA has updated the Baseline Model to include data from 2023 and is working to including historical data. The program is still being amended with different filters and AA is considering how often the data is update (i.e., further update in 2024).

ML advised an update on the NAPB including that AA has assessed the Phase 2 option feedback and will be presenting it to AAB. A report will be released in the following weeks and will be open for feedback. ML advised that Phase 1 was released last year in November and the data is being reviewed. Some feedback was taken on board and version 2 of Phase 1 will be release for with responses to common questions.

ML advised that the NAPB will be looking at next phase of options in May/June 2024 with some options progressing from Phase 1. Including, introducing the methodology from TRAX who will be delivering packages 3 & 4. ML advised feedback from the community and industry will be continued with TRAX.

Actions:

- ML advised that AA has responded via email to the Community Representative for the Federal Seat of Ryan's request for raw data from noise monitors and has advised that it is not currently available. ML advised they are working on how to help access the information that the community wants.
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- ML responded to the Community Representative for the Federal Seat of Ryan's question about why Brookfield wasn't included in the Phase 3 NAPB communications. ML advised that Brookfield wasn't included on the impact list as there wasn't any proposed changes to the flight paths that went over Brookfield in the Phase 3 options.
 - ML responded to the Community Representative for the Federal Seat of Ryan's question about the process for validating the data used in noise modelling and validating data collected from the noise monitors. ML advised that this information was provided in the previous Post Implementation Review (PIR) which is available online and will be circulated to BACACG members.
 - ML responded to the Community Representative for the Federal Seat of Bonner's question about updating WebTrak with historic data to show operations prior to the opening of the NPR. ML advised that AA is continuing to work on this request.
 - ML responded to the Community Representative for the Federal Seat of Brisbane's questions (see previous action items). Responses to the representative's questions are to be included in the meeting minutes (Appendix 1).

Questions:

- The Community Representative for the Federal Seat of Brisbane questioned whether AA's Baseline Model was still using the 750m x 750m boxes for the flight path information. ML advised that the model is still using the boxes.
- The Community Representative for the Federal Seat of Brisbane questioned if the WebTrak tool was going to be made live. ML advised that the WebTrak tool had been taken from a 45min delay to a 15min delay and that the delay is due to the amount of information that needs to be processed. Including the noise monitors, that requires time for the data to be accurate on the noise of aircraft not the noise of birds, cars, etc. ML advised that the program also needs to remove military and law enforcement aircraft from the display which also takes time.
- The Community Representative for the Federal Seat of Brisbane questioned whether there is a LMax type map for the whole of Brisbane (i.e., a static map for Brisbane that shows the effect of noise). ML advised that there it is not an action within the NAPB and that the ANEF contours provide this information. DH advised that 'N-above' contours are completed as a part of Master Planning and ANEF contours are reported every 5 years to the Department. The representative requested AA for a 'N-above' map across the whole of Brisbane. ML advised the request would be noted.

Domestic Terminal – Parking (P2 Expansion)

Paul Laws (PL), Head of Parking, and Lauren Kelly (LK), Communications Manager, provided an update to the BACACG on the development of a new multistorey parking lot at the Domestic Terminal.

PL and LK advised that the P2 Expansion will be located in between the current multistorey parking and the hotels, where the 30min free and oversized parking is currently located. The 30min free waiting area will be removed, with the ParkShort product having 30min free instead. The P2 Expansion will include an additional 1,700 parking bays. PL and LK advised that oversized vehicles will now be directed to the AirPark facilities for parking.

Questions:

- The Community Representative for the Federal Seat of Bowman asked if the signage about height limits for vehicles are going to be made more prominent before entry to the carpark, so people don't get stuck. PL advised that the feedback will be considered, and wayfinding requires ongoing improvement.
 - The Community Representative for the Federal Seat of Nudgee asked what the plans were for bike storage. PL advised that the expansion will include storage for active transport users, including secure storage for bikes.
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Presentation from the Community Representative for the Federal Seat of Griffith

The Community Representative for the Federal Seat of Griffith presented to the BACACG group on their report on Aviation Noise Pollution, Public Health, and Wellbeing.

Slides from the presentation are included in Appendix 2.

A copy of the representative's report can be found in the BACACG Meeting Minutes September 2023.

Community Representative General Business and Discussion

In General Business, the following items were discussed:

- Community Representative for the Federal Seat of Petrie:
Questioned why BACACG was dealing with aircraft noise matters when aircraft noise falls under the remit of the AAB. Advised that aircraft noise was being double handled and that AAB should provide a report on aircraft noise related matters to BACACG. Advised that BACACG should move to discuss other issues facing the airport.
 - Community Representative for the State Seat of Clayfield:
Provided an update on the Pinkenba community and concerns to be raised. Advised that Pinkenba had brought up concerns about the drains around the airport and would like further information on the impact that future development on the precinct will have on the drainage systems.

Rishi Wijesoma (RW), Government Policy Lead, advised that BAC works closely with the Port of Brisbane, the Queensland Government, and the Brisbane City Council on solutions for the roads and amenities around Brisbane Airport and the Port of Brisbane. RW advised that BAC would reach out to the Pinkenba Group with information once received by the Queensland Minister for Tourism.

The representative advised that the Pinkenba Community Association is focusing on airport infrastructure first before engaging with aircraft noise concerns as the numerous issues are making it difficult for the group to engage properly and provide feedback on solutions.
 - Community Representative for the Federal Seat of Brisbane:
The representative advised that their questions have been tabled and responses will be provided in writing (Appendix 3).

The representative questioned what the total number of flight path impacted residences there are in Brisbane (below 7,000ft) and whether there has been an increase/decrease in residential overfly. ML advised that the answer is in tabled response to previous questions (Appendix 1). ML advised that the volume of aircraft is increasing but there is not information no whether the same residential areas are being impact or different ones. The representative questioned if there is information on the use of SODPROPS. ML advised to take the question on notice.
 - Community Representative for the Federal Seat of Bonner:
The representative asked if there were any timelines for the upload of historic data to WebTrak. ML advised there is no current timeline.
 - Community Representative for the Federal Seat of Lilley:
The representative advised that there was an increase in comments on the community pages within Lilley about aircraft noise in January and February. The representative advised that complaints received to the Lilley Officer have been referred to AA. The representative requested that weather information should be included on AA and BAC websites to assist the community in understanding why flight paths and operations may have changes.

The representative advised that BACACG should focus on infrastructure and changes happening at the airport precinct and have less aircraft noise discussions.
 - Community Representative for the Federal Seat of Bowman:
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The representative advised that they will be submitting questions to AA for response.

The representative stated that the information provided by BAC prior to 2020 does not show the effect of aircraft noise or the effect of SODPROPS for the Redland Bay Area. The representative advised that SODPROPS may be beneficial for the Brisbane region but not for the Redlands. The representative stated that SODPROPS is used to convince Brisbane residents that the noise is going away, but it only increases noise for the Redlands.

The representative reaffirmed request for language associated with operations to be 'over the bay' and 'over the ocean' instead of 'over the water'. ML advised that the use of 'over the ocean' is not available as there is a difference between 'over the bay' and 'over the water' that differentiates the mode or type of operation. ML advised that the reason aircraft are continuing 'over the bay' is to allow for as much possible time for the aircraft to climb higher before heading back over land.

The representative advised that SODPROPS will only be effective if the aircraft go out over the ocean and not over the bay.

The representative questioned what TRAX is doing for AA and what their contract stipulates. ML advised that there is a factsheet on the AA website about what TRAX is engaged to do.

The representative questioned whether there was a voluntary 7 knot tailwind speed and if pilots were electing to take it. BM advised that different aircraft and different pilots decide at the time of flight if it is safe to take the voluntary tailwind.

- The Community Representative for the Federal Seat of Griffith:

The representative advised that in his presentation there is a map of the Southeast Queensland airspace that shows flights under 3,000ft and that there are a lot of Brisbane suburbs affected by flights under 3,000ft. BM advised that the map shows all aircraft not just aircraft originating or flying to Brisbane Airport – map includes Amberley, Archerfield, Sunshine Coast, and Gold Coast.

General Business

The Community Representative for the Federal Seat of Brisbane questioned if there were any plans for AA to complete research into the impact of aircraft noise, particularly a cost/benefit analysis. The representative also questioned whether the Department was completing studies as a part of the Whitepaper. ML advised that the response to the question is included in the tabled response to the representative's questions. MT advised that similar requests have been brought up in the AAB and the AAB are working with AA, BAC and the Department on options. The Community Representative for the Federal Seat of Griffith commented that there are studies being done in Europe on the health impact of aircraft noise. MT advised that the AAB are not noise or health experts and are a transport forum, MT advised that the AAB is looking at high-level measures for aircraft noise. The Community Representative for the Federal Seat of Griffith questioned if BAC was completing research. The Community Representative for the Federal Seat of Bonner commented that it is not the responsibility of the airport as BAC is not responsible for all aircraft noise, the representative commented that it is the responsibility of the government.

The Community Representative for the Federal Seat of Lilley commented that when buildings are built next to highways there are building codes that require measures to mitigate noise and if the same is happening for buildings being built under flight paths. RW advised that BAC cannot compel the Council or State Government to change building codes, but BAC has submitted feedback on the need for noise mitigation in new buildings through the Greenpaper.

Close Meeting | Final Comments from Chair

Meeting closed at 12pm.

The Chair notes that information on the next meeting will be released in advance of the next meeting date.

The Chair invited informal discussion and welcomed guests to stay after the meeting.

Next meeting 25 June 2024 – Action items below carried forward to next meeting.

Action Items	Owner(s)	Deadline	Status
Noise monitor raw data: AA is continuing discussions with the AAB on how to approach raw noise data, and an update will be provided at next meeting.	AA	Ongoing	In progress
BAC would reach out to the Pinkenba Group with information once received by the Queensland Minister for Tourism regarding solutions for the roads and amenities around Brisbane Airport and the Port of Brisbane.	BAC	Next meeting	Complete
Community representative for the Federal Seat for Brisbane requested for the Department of Infrastructure, Transport, Regional Development, Communications and the Arts to respond to his 'infrastructure petition'.	Department Infrastructure, Transport, Regional Development, Communications and the Arts	Ongoing	In progress
BAC to present at upcoming Pinkenba Community Association meeting	BAC		Complete
Questions put forward by Community representative for Federal Seat of Brisbane (appendix 3)	AA / BAC	Next meeting	Complete
Community Representative for the Federal Seat of Brisbane questioned if there is information on the use of SODPROPS.	AA	Next meeting	Complete

APPENDICES

Appendix 1.

Airservices answers to questions from Community Representative from Federal Seat of Brisbane



BACACG: Matters Arising From Meeting 28 Nov 2023

1. Questions put forward by Community representative for Federal Seat of Brisbane

Questions on Simultaneous Opposite Direction Parallel Runway Operations.

Note: These questions were marked for response by BAC; however, Airservices is also able to provide information on Q2.

Q2: Can SODPROPS use and other sleep time / day time noise mitigation measures be presented graphically / in table form on BAC website, updated each month? If not please present such figures to BACACG. Note: Over the water arrivals or departures that loop back over land or fly over communities at under 7000 ft should not be counted in the total 'successes' of SODPROPS, although it is acknowledged these flights might be a benefit to a limited number of communities close to the south end of both runways.

Airservices is working to increase our public reporting as part of the Noise Action Plan for Brisbane, as per actions undertaken in Phase 1 and Phase 2 engagement in 2023. This includes reporting on SODPROPS. Updates to reporting are underway and will reflect community feedback received in 2023. We are aiming to provide increased reporting by June 2024.

Questions on noise impacts and noise monitoring

1. How can you reduce the impacts of aircraft noise though revising flight paths without knowing:

- (a) what the impacts are
- (b) the threshold level of harm of these impacts

Impacts would normally be expressed in terms of some kind of metric e.g. medical and social harms (especially those related to frequent noise or night time noise disturbing sleep, which is acknowledged to be of singular importance in maintaining good health), as well as the impacts of loss of amenity, psychological disturbance, anxiety, children's learning, economic loss, potential land devaluation, quality of life etc.?

The Noise Action Plan for Brisbane is Airservices Australia's plan to reduce the impact of aircraft noise on the communities of the wider Brisbane area. The plan was developed with consideration for community feedback to address impacts resulting from changes to Brisbane's airspace, following the introduction of Brisbane Airport's new parallel runway in July 2020. Community feedback is that aircraft noise has resulted in a range of diverse impacts depending on the particular context of the community member providing the feedback. As such, the Noise Action Plan for Brisbane is focused on reducing the extent of noise impact, either through reducing frequency of overflight of some communities or the noise level experienced by those communities, where safe and practicable. Airservices does not have control over the production of aircraft noise at source (i.e. aircraft) or of flight scheduling (i.e. time of day).

Given the above, what proxy do you use for the noise impacts in the noise action plan? What threshold level of noise would be considered acceptable in order for Airservices not to try to mitigate it further?

There is no established threshold which Airservices uses to determine if a particular noise level is considered acceptable. We have a legislated obligation to firstly ensure the safe operation of aircraft, and after this to minimise the impact of aircraft operations on communities where practicable. We cannot guarantee any community will be exempt from aircraft noise, nor can we commit to a maximum noise level for any community.

2. Does Airservices, under its mandate from DOITRD to conduct the Noise Action Plan For Brisbane intend to apply for a budget for independent research to investigate harms from aviation noise in the Australian context, with a view to determining acceptable threshold limits for noise impacts where none currently exist, unlike virtually every other industry?

Airservices Australia is not a health research agency and there is no scope for health research in the Noise Action Plan for Brisbane.

3. Are the noise models used by AirServices (to create the noise contour mapping presented on a path-by-path basis in the Baseline Model) calibrated against actual noise monitor data, at least at the permanent monitor locations where this data is available? If so, what is the correlation coefficient for publicly published noise modelling contours (including historically published contours from 2007, 2018, 2019, 2022) against currently calculated noise contours on the Baseline Model at all the permanent noise monitor locations in Brisbane?

This was done in the Post Implementation Review for the new runway, as summarised in the PIR Report and reported in detail in the Aircraft Noise Modelling & Monitoring Fact Sheet (ATTACHED). Updates were made

to our noise modelling; for example, the model was updated for Dash 8 aircraft which were found to be consistently louder than forecast.

4. *Could you present a report of total monthly traffic for the past 12 months of residential overfly (as described in the data box below) and publish this data in tabular form on AirServices website to clearly show progress in reducing total residential overfly. If this data cannot be posted on ASA website, I request this information in writing to BACAG.*

Monthly Overfly Data Brisbane – Overall Noise Impact

Residential Overfly total monthly traffic (on a month-by-month basis), whether inbound or outbound to BNE, which flies over residential areas in metropolitan Brisbane under 7000ft above land elevation, whether or not the flight had part of its approach or departure 'over water'.

Traffic includes all freight and commercial, turboprop, jet, scheduled (but not genuine unscheduled) emergency services or data mapping flights, private aircraft destined for or originating from BNE.

The total traffic should also be sub-categorised by day and night time hours.

This reporting will enable a clear picture of the overall effect of noise mitigation progress by the Noise Action Plan for all residents, not just the unlucky ones under whatever flight paths are currently used for day or night time flights.

This reporting will also show the overall trend of effectiveness of measures to increase over the water operations.

As major flight path changes have yet to be made through the Noise Action Plan for Brisbane, this reporting will not be an effective measure of change at this time. However:

- We have requested the data for the change to non-jet traffic from 5am to 6am that was implemented in November 2023.
- Please refer to the Brisbane Baseline Model and Aircraft in Your Neighbourhood which can provide some of this information relevant to nominated locations.

What is AirServices target for noise abatement over the whole of Brisbane from residential overfly, given the forecast doubling of traffic as noted in the Green Paper, and the reduced opportunity to use SODPROPS due to more traffic? Even assuming quieter aircraft in the future, can the Noise Action Plan deliver the required overall 40-50% abatement of noise impacts to actually reduce the overall impact?

The Noise Action Plan for Brisbane does not have a numerical target for noise abatement. We acknowledge that air traffic volumes will continue to grow in response to demand for travel and transport of goods.

5. *Given the purpose of the newly released Baseline Model is to assess potential impacts of flight path changes, can the reporting of flights over any given address total ALL flights from ALL grids within 2km of that address, to assess the actual flight noise impact (impact is not only related to almost direct overfly as currently assessed)? This would alleviate the need for someone to manually 'search around' and add totals.*

We are investigating options for using 2km cells for the Baseline Model grid; however, we acknowledge that wherever we put the boundary, there will be requests to extend it. We also note Mr Roskam's suggestions to use noise contours instead of flight paths for some modelling, and that other BACACG members have previously suggested 11km-wide swathes to be used in modelling.

We note that some areas of Brisbane have had up to 60 fold increases in overhead flights since 2019 with almost 1000 overhead flights per day, and others have enjoyed decreases. Since the opening of the NPR Brisbane aircraft noise impacts have been moved from one community to another but, overall, there is more residential overfly.

This comment is noted.

6. *Could you confirm whether or not Phase 4 of the Noise Action Plan might result in changes to established flight paths of Phases 1,2,3 and could result in further changes to Brisbane airspace that will not be subject to any community consultation?*

The next phase of engagement for the Noise Action Plan for Brisbane will focus on progressing changes proposed in previous phases. The options that were identified as 'preferred' from previous phases are now undergoing detailed design including investigating impacts of changes on nearby airspace, flyability of the full range of aircraft using the path, and environmental assessments. This detailed design work may result in final proposals that differ from earlier phases when released for feedback in this next phase. No changes to Brisbane's airspace will be implemented without first conducting community engagement on options where available, and in all cases on the final design.

7. *Questions related to NCIS:*

- a) *What is being done to reduce the complaint time from months to days for any given complaint? ("we are taking longer than normal to provide written responses" – what is normal?)*

We normally respond to a complaint within 21 days. We implemented several initiatives in late 2023 to return our response times to within the 21 day target, which we are now operating within again.

- b) *Can the wording of the complaint acknowledgement confirm that the complaint has been recorded and will be reported in total figures? (regardless of prior complaint history)*

This wording has now been amended. Both complainants (the number of people making a complaint) and complaints (the number of contacts made by these people) are now reported on AIYN.

- c) *Can the wording of the complaint acknowledgement remove the wording to the effect that AirServices does not report on the number of times individuals contact them, or the number of submissions receives, as this data is actually reported.*

The wording around complaints counting has now been removed.

- d) *Can you allow complaints about a specific aircraft without the necessity of a reason ("it disturbed me while I was sleeping"), obviating your need to reply after having a specialist spend time consider the complaint, saving the time of both the complainant and AirServices staff who appeared overworked.*

We accept all aircraft noise complaints. The provision of a reason for the complaint enables us to investigate the complaint more thoroughly and provide a more detailed response to the complainant.

- e) *Importantly, can you record and report on the number of complaints related to specific flights e.g. Emirates*

Complaints are analysed to identify trends that may be associated with certain areas or operations. An initial noise improvement investigation may be conducted if analysis has indicated a potential opportunity for improvement. However, initial complaint data for specific flight is not able to be made public.

8. *Could AirServices publish quantifiable data as to the likely extent of noise impacts mitigation given total forecast noise/flight levels? If there is a Noise Action Plan aimed at mitigating noise impacts, we would like to know the likely targets of the program and the metrics being used to establish improvement outcomes for the whole of Brisbane.*

The Noise Action Plan for Brisbane is published and publicly available. It does not include quantified targets or metrics, as there are a large number of recommendations and associated actions to be investigated, not all of which will be able to be implemented due to them not being mutually inclusive. The aim is to find the best overall solution for the Greater Brisbane area.

The following criteria are used to assess options and determine which, if any, are progressed:

- Does the option reduce the total population overflow?
- Does option reduce the total population impacted at 70+dB and 60+dB?
- Does the option reduce the total noise level of the impact?
- Does the option support greater use of SODPROPS?
- Does the option direct traffic over water to reduce the impact on communities?
- Does the option reduce track miles and aircraft emissions?
- Does the option reduce the impact of night-time operations on communities?

- Does the option reduce the frequency of operations?
- Does the option reduce the impact of the flight path on communities?
- Does the option reduce overflight of communities by both arrivals and departures?

9. Does AirServices acknowledge that the current format of the Noise Action Plan (where operational restrictions are ruled out and thus over community overfly increases overall) pits communities against each other to see who wins at least partial reprieve from noise and who gets more?

We need to cater for the changing nature of aircraft operations, air traffic growth, airport expansion and advances in aviation technology, while keeping aviation safety as our first priority and seeking to minimise the impact of these operations on communities where practicable. The Noise Action Plan for Brisbane is seeking to identify the best possible outcome for the community and does not seek to pit communities against each other.

9. Please comment on the accuracy of the graphs on the final page of this information request (which I obtained from BFPFA), presented on the final page of this request letter. Many community members find that information presented in this form is more useful than in tables, but it is also important that it is accurate.

The graphs are relatively consistent with our data.

REQUEST FOR CLEAR REPORTING OF NOISE LEVELS AND FREQUENCIES

We agree with Mr Roskam's comments on the range of data we provide and the potential for this to be confusing to many community members. We note the desire for validation of noise modelling based on noise data gathered at monitoring sites in Brisbane.

Regarding the following remarks: *"For the community to understand the noise metrics, they should be easily measured and intuitively understandable to people, and reported in decibels so that a sense of the level is evident to citizens and so that modelled noise can be checked against actual noise using a professional noise meter (not a mobile phone). You may have to present data to the community differently from the data you use to make internal technical assessments and design decisions."*

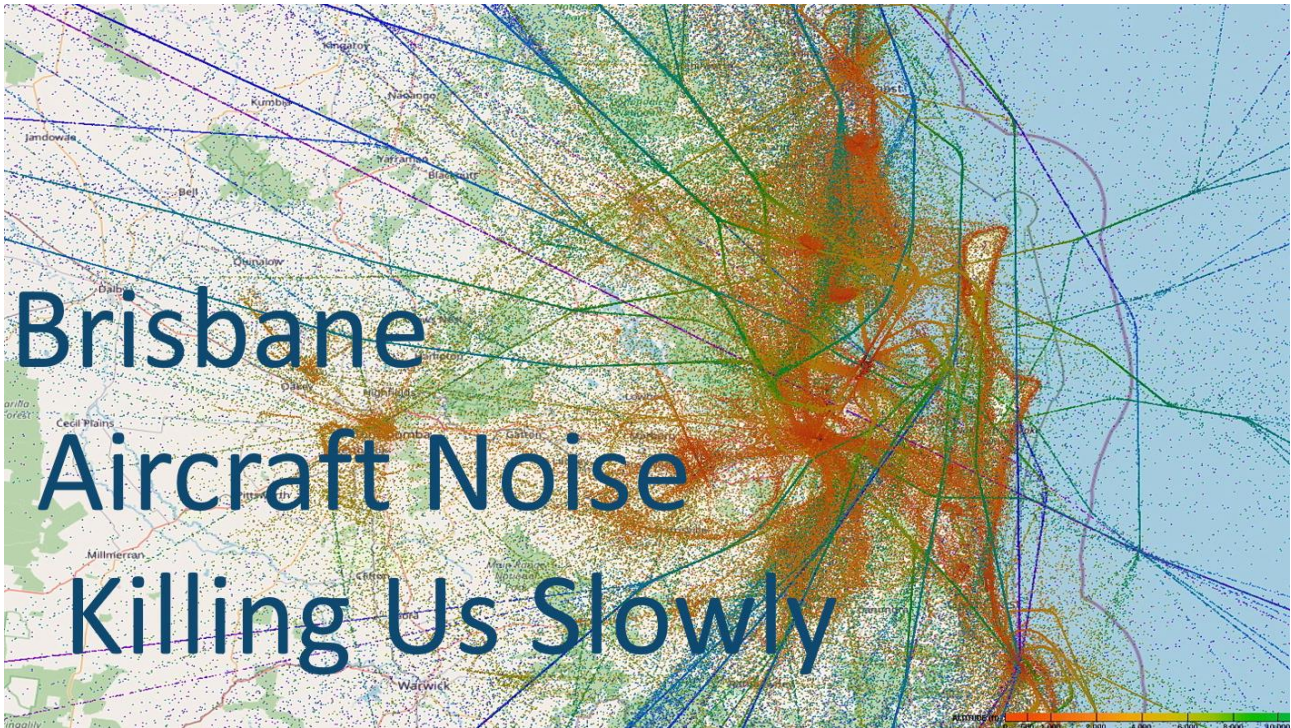
- We agree this should be easily measured and intuitively understandable; however, noise modelling, monitoring and metrics reporting is a highly scientific field that is not simple for lay people to understand. We are working on developing simpler ways to share this information.
- We do report in decibels, noting that there are several types of decibel metrics. We use L_{max} as this is the loudest that a single 'noise event' will be and so a worst case scenario for comparative purposes. We also use Number Above metrics to explain the frequency of movements at or above a particular noise level.
- We understand that some community members wish to do their own monitoring of noise levels; however, as noted, a mobile phone is not appropriate for this purpose due to the lack of calibration, and professional noise monitoring can be expensive.
- We make our assessments and decisions based on a range of factors and share them publicly.

We note Mr Roskam's suggestions for alternative or additional mapping information and will incorporate these ideas where we can as we continuously work to improve our imagery and communication tools. Please note:

- Our data is available based on standard airport day and night periods of 6am-10pm and 10pm-6am. While we may be able to make some data reporting available on hours selected by the user, we are unlikely to be able to provide mapping on this basis in the near future.
- WebTrak is not intended for comparison of current and proposed flight paths.
- We provide population numbers within 60+dB and 70+dB contours for current and proposed flight paths being engaged on through the Noise Action Plan for Brisbane; please refer to fact sheets for previous phases.

Appendix 2.

Presentation from Community Representative from Federal Seat of Griffith



Noise Severity Index & Afflicted Population

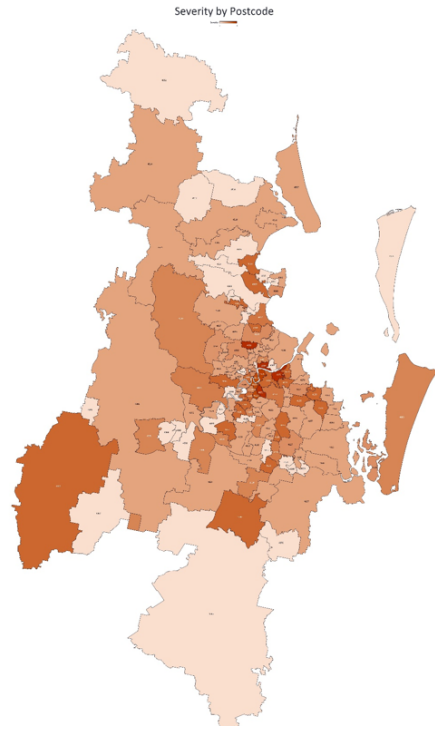
There are many ~10 km wide swathes of aircraft noise across Brisbane, each much wider than the average suburb.
 Very few Brisbane suburbs are not afflicted by aircraft noise.

Complaints	Flight Paths	Severity Index	No. of Suburbs	Population (est.)
No complaints	Not under flight path?	0	?	?
Complaints received	Not under flight path	1	74	472,000 (18%)
Complaints received	Under one flight path	2	62	671,000 (26%)
Complaints received	Under two flight paths	3	28	242,000 (9%)
		Total	164	1,385,000 (54%)

Notes: Percentage (%) of Brisbane total population. NB noise exposure data continues to be refined.

Brisbane – Extent & Severity Index of Aircraft Noise – 2023

Darker = More
Severe



Flight Numbers & Noise Levels - June 2023

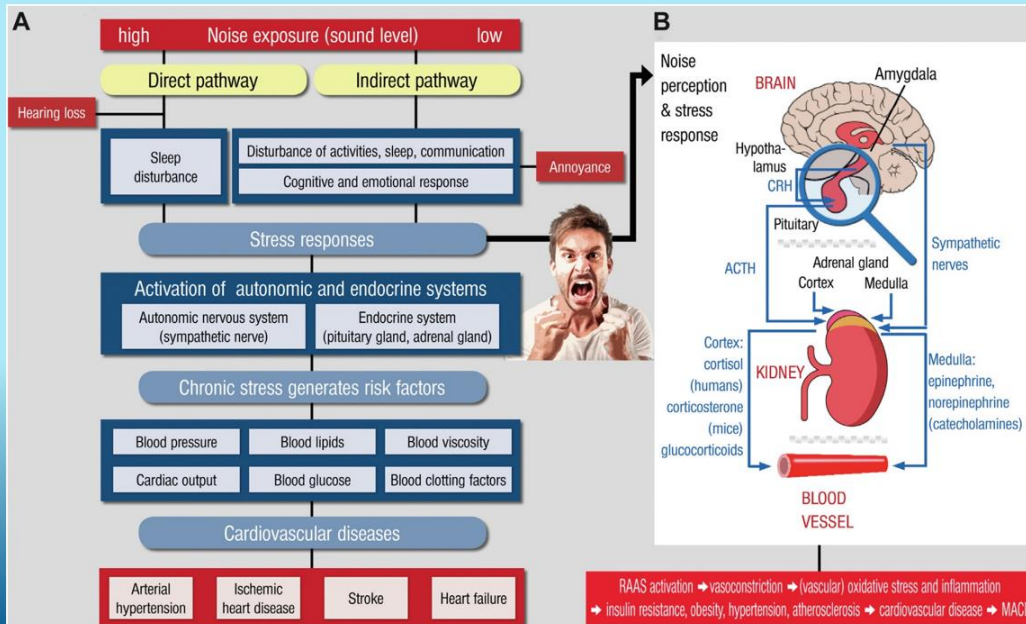
dBA	Annerley	Bulimba	Cannon Hill	Carina	Hamilton	New Farm	St. Lucia	Tingalpa
65	329	1121	433	35	137	1417	793	769
70	26	1763	817	174	1,141	1105	90	1821
75	2	107	63	2	1,607	86	10	78
80	2	12	5		107	37	1	14
85			4		7	18		
Total	359	3,003	1,322	211	2,999	2,663	894	2,682
Monthly	30	1892	889	176	2862	1146	101	1913
Daily	12	100	44	7	100	89	30	89

Note: Figures in **red** result in health damaging (>50 dBA) ground-level interior noise pollution.
Based on AsA Monitoring Data.

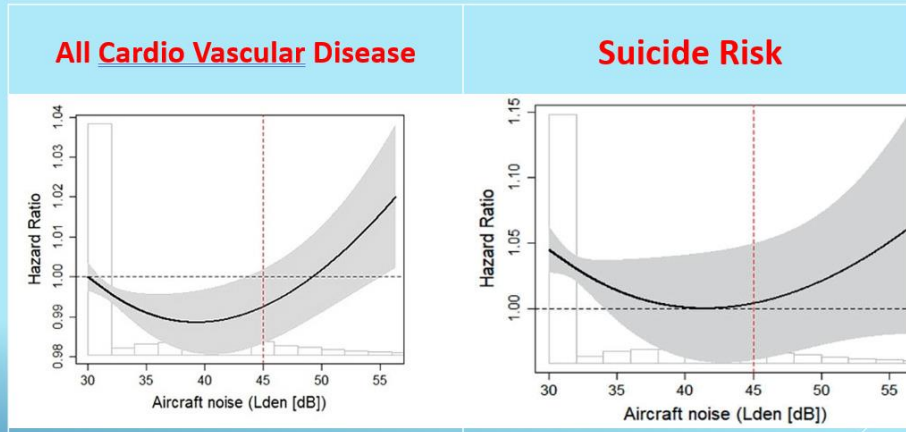
Words People Use About BAC & AsA

Deliberate
 Torture
 Harrowing
 Disheartening
 Powerless
 Harmful
 Irresponsible
 Criminal
 Deceitful
 Immoral
 Unethical

Biophysical Damage – How it Happens



Biomedical Risks & Aircraft Noise



Biomedical, Mental & Social Effects

Biomedical

- Cardiovascular diseases
- Endothelial dysfunction
- Blood pressure elevated
- Increased stress hormone
- Ischemic heart disease
- Myocardial infarction
- Heart failure
- Haemorrhagic stroke
- Ischemic stroke
- Dysregulates genes
- Diabetes mellitus

Mental & Social

- Delays student learning
- Delayed cognitive development
- Psychological/social stress
- Depression, anxiety, suicide
- Migraines, headaches
- Sleep disturbance
- Cognitive impairment
- Annoyance
- Reduced deep sleep
- Disrupts communications
- Disrupts social activities

Health Costs & BAC 'Contributions'

Preliminary Estimates

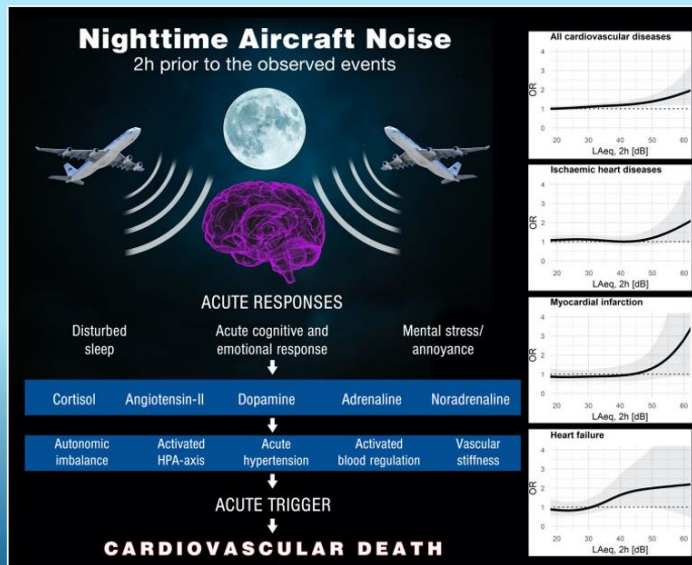
Noise Annoyance, Sleep Disturbance, Cardiovascular Diseases

'Externalities' borne by Communities (2023)	BCA's Claimed Contribution to Qld. Economy v Health-Economic Costs 2019 & 2041			
DALYs Lost ~13,880/annum	Year	Aircraft Movements / Year	BAC's Claimed Economic Contribution	Calculated Community Health Cost
Severely afflicted cost = ~\$11,843/person/annum	2019	213,000	~\$4.3 bn	~3.9 bn
	2041	380,000	~\$8 bn	~8 bn

Brussels: flight path data (2022) from Belgian aviation authorities, health and other cost data from WHO Europe's database, population 1.3 million (half Brisbane's) severely afflicted estimate: ~220,000 people suffer annoyance (4,830 DALYs), ~109,000 sleep disturbance (6,000 DALYs), ~6,800 cardiovascular risks (6,800 DALYs) = Total 19,260 DALYs. Health-economic cost/annum : annoyance EUR 0.578 bn, sleep disturbance EUR 1.007 bn, cardiovascular risk EUR 0.900 bn = Total EUR 2.485 bn (~AUD 3.997 bn/annum). Severely afflicted people: Brussels EUR 7,402/person/annum, ~AUD 11,843/person/annum.
 DALY = Disability Adjusted Life Years. Brussels, [ENVisA](#) 2023. Brisbane Airport data from BAC Master Plan (2020)

Aircraft Noise Pollution and Community Health

Aircraft Noise is Killing People



Appendix 3

Questions tabled at March meeting from representative from Federal Seat of Brisbane

Notes and questions from the BRISBANE ELECTORATE

Brief report from Brisbane electoral office regarding community concerns about operations at Brisbane Airport.

Most spontaneous complaints regarding airport operations to the MP for Brisbane were about aircraft noise from the suburbs of Hendra, New Farm, Woolloowin, Lutwyche, Clayfield, Ashgrove and Ascot. There was only one complaint unrelated to noise (Qantas points).

Typical comments were:

flight noise has *'deteriorated the usual peace and quiet of our neighbourhood'*

flight noise *'is a thunderous roar, is unbearable and constant.'*

'Our home is essentially the centre of a large flight path circumference, with a large radius.'

'My home has become unliveable.'

"When you are speaking to Airservices you could also ask them why they are allowing a number of late evening international flights going to the Middle East to travel over inner north west suburbs rather than using the flight paths. One of the flights is Emirates that departs around 9.20pm and one is Qatar Airways departing around 10.25pm. Two cases this week not using flight paths and some last week..... very little traffic at that time and no adverse weather." - Ashgrove resident (some irrelevant parts removed but noting that these aircraft are typically low and noisy)

Thanks to BAC for their prompt response to my questions arising from the last meeting clarifying some matters related to their voluntary operational noise mitigation. As of Friday 22nd, I have yet to receive responses from my questions to Air Services or DOTI.

Aviation Noise At Night

The effect of night time aircraft noise is a common complaint from residents. There seems to be a general reluctance to examine this issue publicly or promote local research into this potentially significant economic and health topic.

The Australian Government acknowledges the vital importance of aviation to the nation's connectedness and economy, but it also acknowledges the importance of proper sleep to health and well-being, and that lack of sleep in communities has both a significant compounding health and economic cost ("impact").

Deloitte estimated that, in 2016-17, the total cost of inadequate sleep in Australia was \$66.3 billion. Brisbane holds approximately 10% of Australia's population so we can assume the cost here is approx \$6.6bn annually, and the figure will have increased since 2016. In addition, this report's estimate of economic loss ignores the contribution of inadequate sleep to lower work performance and productivity and the increased risk of accidents. It also ignores the potential harm to children's learning and cognitive development.

We don't know the exact cost sleep loss in Brisbane due to aircraft noise, but it likely to be significant, given that waking up is not necessary for disturbed sleep cycles and that aircraft noise of over 60-70+db (regardless of distance from the airport) during normal sleeping hours occurs over significant areas of Brisbane.

This is a noise level that potentially wakes many people from sleep and is experienced by tens thousands of residents on multiple occasions nightly. (Based on noise contours and population estimates in AirServices baseline model.

QUESTIONS TO BACACG AVIATION INDUSTRY REPS

I would like to report back to the MP for Brisbane the responses to the following questions that deal with the noise issue.

(1) Noise Action Plan

Could we have an update from ASA covering the TRAX work for Phase 3+4 of the Noise Action Plan for Brisbane, and the general methods they are using to reduce the (so far unspecified and undefined) noise impacts.

Could we get an update of the progress of Phase 3, the options being considered, and when the public will be able to comment on the draft work for this phase of NAPB?

(2) Total changes in relatively low residential overfly....

to estimate reductions in noise impacts following implementation of BAC's voluntary noise mitigation procedures and AirServices *Noise Action Plan*?

What has been the approximate increase or decrease in total day/night flights associated with Brisbane Airport over the past 12 months that have at least some part of the flight path over residential areas at an altitude likely to cause $L_{max} > 60dB$ (typically flights under 6000 ft depending on topography)?

(3) Noise impact mitigation from over the water flight mode:

(a) What percentage of night flights in the last 3 months used over-the-water versus over-land flight paths voluntarily (when this was not the standard procedure) as a result of BAC's requests to airlines to consider noise mitigation in their navigation choices.

(b) What percentage of total flights (separate day/night figures) have used SODPROPS mode in the last three months, and how does this compare with the previous 3 months?

(c) Apparently DOTI and ministerial office will be finalising their direction to ASA and BAC regarding the use of SODPROPS as the preferred operating mode for both day and night use. If made operational, could we get an indication of the potential increase in over-water operations that might result from this modification, *given constraints of historical weather, wind, and traffic levels?*

(4) Plans for noise impact research

BAC, DOTI and AirServices subscribe to the *Noise Action Plan for Brisbane*, which aims to limit flight noise impacts (without ever specifying or defining what these impacts are, or at what threshold of noise they become apparent).

As part of a reasonable precautionary principle, are there plans by any one of these organizations to define the noise impacts through either or both of:

(a) A review of the health impacts of aviation noise and other pollution with a view to identifying these, establishing their prevalence in the local context, the levels of noise (loudness and event frequency) at which they become relatively significant, and the potential cost to the society of loss of productivity and health issues arising from aircraft noise and pollution?

(b) A compilation of complete N_{above} contour maps for Brisbane at say N50, N60, N70+ (L_{max}) and to estimate populations under the respective noise contours to explore the full impacts and success or lack thereof of the Noise Action Plan, and to clarify the social impacts in (a) above.

If not, what proxy is being used to assess noise impacts to be mitigated, and how will reductions be measured?

(5) Economic impacts of aviation

Given that the public arguments for uninterrupted 24/7 aviation operations in Brisbane appear to be based primarily on economic impact studies (without the details of these being made public).....?

(a) Could we please have copies of these impact studies made available?

(b) If not, why not? Please briefly clarify whether these impact studies of economic benefits specifically include estimates of (a) the direct and indirect costs to the community of e.g. subsidies, grants and exemptions, or (b) of the currently socialized costs of noise and environmental pollution to health and productivity?

(6) Airport upgrade

BAC has just started a \$5bn upgrade. Could BAC please summarize any components of the recently commenced upgrade which are related to changing flight operations in a manner that would conceivably reduce residential overfly, so as to promote noise impact mitigation for Brisbane citizens?

(7) Ombudsman refusing new complaints

The electoral office relayed to me they received reports that the Ombudsman is no longer processing new complaints from individuals who have previously complained. I was unable to clarify if this was ANO or Commonwealth Ombudsman. Please comment if you have further information.

Thank you.

Tim Roskams
Community Representative for Brisbane