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A REPORT ON THE DUST & NOISE COMMUNITY SURVEY

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Appendix A – Questionnaire

Appendix B – Data Analysis Tables

1.0 SNAPSHOT

Following are the key findings from a self-completion based survey that Patterson Market Research completed on behalf of Pilbara Iron. The survey included 616 responses from residents living in Dampier, Karratha, Point Samson, Wickham and Roebourne. It aimed to assess residents' experiences and perceptions of dust and noise issues in their area. Full details of the research approach are provided in Section 2. The reader should refer to Section 3 for detailed findings from the survey.

1.1 DUST ISSUES

- 47% of respondents indicated that dust was at worst a **minor irritation from time to time**, while 53% felt dust is *at least annoying sometimes* (*Section 3.2.1, Figure 3.3*).
- Almost 1 in 5 (18%) respondents reported that the dust upsets them "a lot of the time" (*Section 3.2.1, Figure 3.3*).
- Close to half (45%) felt that the dust impact has stayed the same over the last 5 years. However, almost 1 in 3 (29%) felt that it had worsened (*Section 3.2.2, Table T3.6*).
- The most common dust effects were to make residents' homes car or boat dirty. Moreover, 1 in 5 reports the effect on each of these is "totally unacceptable" – (refer to *Section 3.2.4, Figure 3.4*).
- Residents also show "concern for the environment" over dust effects, and 1 in 5 indicated this was as a level with was "totally unacceptable" – (refer to *Section 3.2.4, Figure 3.4*).
- Just over 1 in 2 (52%) respondents felt that the Pilbara Iron contribution to the dust issues was minor. However, just over one in four (28%) residents rated Pilbara Iron as being a really major cause of the dust in their area (*Section 3.2.5, Figure 3.5 and Table T3.9*).
- Further, 1 in 2 (54%) perceived that Pilbara Iron is the source of "more dust than other sources" (*Section 3.2.5, Table T3.10*).
- "Stockpiles" and "conveying ore from stockpiles" were regarded as the two main causes of dust out of all areas of Pilbara Iron's different operations (*Section 3.2.6, Figure 3.6*).
- Almost 1 in 2 (47%) felt that the dust impacts were experienced all year round, while a third (36%) felt summer was the worst time for dust and one fifth (17%) indicated winter was when dust was the worst (*Section 3.2.7, Figure 3.7*).
- Just over 2 out of 5 (43%) of respondents feel they do not know enough about what Pilbara Iron does to be able to comment on their dust management practices, while a similar proportion (42%) commented that Pilbara Iron should be doing more to reduce dust levels (*Section 3.2.8, Table T3.11*).

- Just below 2 in 5 (38%) residents were at least “a little” aware of what Pilbara Iron proposes to do to manage dust over the next two years (net of the “yes aware” result of 14% and “yes, a little” aware of 24% - refer to Section 3.2.9, Table T3.12).
- See Section 1.6 for “Dust Issue” comparisons with 2001 data.

1.1.1 DIFFERENCES IN PERCEPTIONS BASED ON WHERE RESPONDENTS LIVE

It may be important to note that in the majority of cases Dampier and Point Samson residents showed a greater knowledge of Pilbara Iron and conveyed a greater level of experience with dust issues compared to other residents (full details on location differences can be viewed within the detailed findings in Section 3.2).

1.2 NOISE ISSUES

Note that the 2001 survey did not address noise issues, whereas the 2006 survey has included noise. This has precluded comparison or tracking of responses to questions relating to noise between the surveys.

- The great majority of residents (just over 3 out of 4 (77%)) indicated that noise was **at most a minor irritation** from time to time (*Section 3.3.1, Table T3.13*).
- One in 2 (50%) reported that the noise in their area had “stayed the same” over the last five years, while almost 1 in 4 (23%) felt it had worsened (*Section 3.3.2, Table T3.14*).
- Whilst firmly in the minority of respondents, the most common types of impacts due to noise issues was the effect on family’s sleeping habits and concern for the environment (“totally unacceptable” results of 6% and 8% respectively – refer to *Section 3.3.4, Figure 3.8*).
- Slightly over four in ten (43%) indicated that Pilbara Iron contributes “less of the noise than from other sources”. However, just over 1 in 3 (36%) believe that Pilbara Iron’s port operations contribute more to the noise issues than any other source. (*Section 3.3.5, Table T3.16*).
- Almost 2 out of 3 (64%) felt that the noise impacts were consistent all year round (ie not worse in summer or winter) (*Section 3.3.6, Table T3.17*).
- One in 2 residents (49%) felt that they did not know enough about Pilbara Iron’s noise management to be able to comment on it. A further 28% believe that Pilbara Iron’s noise management has achieved the “correct balance between noise generation and production, while 1 in 4 (24%) believed that Pilbara Iron should be doing more to reduce noise. (*Section 3.3.7, Table T3.18*).
- Warning beeps on reversing vehicles was reported as the most common source of noise out of all of Pilbara Iron’s operations (1 out of 5 claimed that warning beeps were “a really major source” of noise in their area – refer to *Section 3.3.8, Figure 3.9*).

- Seven out of 10 (69%) residents were not aware of what Pilbara Iron proposes to do to manage noise over the next two years (*Section 3.3.9, Table T3.19*).

Detailed findings relating to noise issues (including comparisons based on where respondents live) are covered in Section 3.3 of this report.

1.3 COMMUNICATING CONCERNS ABOUT NOISE AND DUST

- Very few people had raised their concerns about dust with Pilbara Iron. But the proportion of 15% has increased from the 9% from the 2001 survey. Almost 9 out of 10 (85%) residents had not raised their concerns about dust (compared to 91% in 2001 – refer to *Section 3.4.1, Figure 3.10*).
- Even fewer (9%) had raised their concerns over noise issues. (*Section 3.4.2, Table T3.21*).
- When complaints had been made, they were likely to be with Pilbara Iron or the Shire of Roebourne. Dampier residents were far more likely to contact Pilbara Iron with a concern, while residents from other areas were more likely to raise their concern with the Shire (see *Table T3.20 and Table T3.22*).
- Almost 1 in 4 (23%) residents were aware of Pilbara Iron's Communication's Line toll-free number (*Section 3.4.3, Table T3.23*).
- When queried over the preferred means of registering a complaint or concern, almost 1 in 2 (48%) indicated that they would prefer to complain/raise concerns via telephone, while 1 in 4 (24%) would use a complaint facility at a website (*Section 3.4.4, Table T3.24*).

1.4 FEEDBACK ON RECEIVING MORE INFORMATION ABOUT DUST & NOISE

- Three out of five (60%) of residents would like to receive information about how Pilbara Iron is working to reduce levels of dust and noise. Twenty seven per cent wanted this feedback "regularly" and 33% "once a year" - refer to *Section 3.5.1, Table T3.25*).
- Almost 1 in 2 (48%) would prefer such information to be provided by mail, while almost 2 out of 5 (38%) would like to see it in the newspaper and just under 1 in 5 (17%) would like information via the internet (*Section 3.5.2, Table T3.26*).

1.5 OTHER COMMENTS

Overall 163 of the 616 respondents added “other comments” at the end of the survey. These comments were coded into common themes and a full list is provided in Section 3.6. However, the most frequent “other comments” were as follows:

- 10% need to act / fix problems with dust;
- 10% dust a problem for me / unacceptable levels / causing problems / costs;
- 10% environmental concerns (harbour / marine life / flora / fauna);
- 9% part of being here / nature of the industry / town wouldn't be here if not for Pilbara Iron;
- 9% do a good job / trying / making the effort / attempting to address.

1.6 COMPARATIVE DATA 2001 VERSUS 2006

Sections 3.2 (on Dust) and Sections 3.4 and 3.5 (on communicating concerns about Dust and desire to receive feedback on dust issues) include comparative data wherever possible. However, the following table provides an overview of the 2006 results and the 2001 results and changes between these (note, significant shifts are presented **in bold**).

	2001 %	2006 %	% Change
DUST IMPACT			
Doesn't bother me much	13	22	+9
Is a minor irritation from time to time	24	25	-1
It is annoying sometimes	48	35	-13
It upsets me a lot of the time	15	18	+3
IMPACT AT PRESENT VS. 2001 & PRIOR			
Dust has worsened	27	25	-2
Dust has improved	12	6	-6
Dust has stayed the same	62	25	-57
Don't know/not sure/not here then	-	44	+44
PILBARA IRON AS CAUSE OF DUST			
Major source/cause	55	*48	-7
HOW MUCH DUST PI'S OPERATIONS CONTRIBUTE			
More dust than other sources	65	54	-11
About half the dust	22	21	-1
Less of the dust than from other sources	13	25	+12
DUST WORSE AT DIFFERENT TIMES OF YEAR			
Summer	18	36	+18
Winter	31	17	-14
All year	51	47	-4
STATEMENT THAT BEST REFLECTS OPINION OF PILBARA IRON (PI)			
PI's dust management has achieved about the correct balance	11	15	+4
PI should be doing more to reduce dust levels at their port & rail ops	42	42	0
I don't know enough about what PI does to comment	48	43	-5
MADE COMPLAINT ABOUT DUST			
Never	91	85	-6
AWARE COMPLAINTS/COMMUNICATION PHONE NUMBER			
Yes	9	23	+14
METHOD PREFERRED TO COMPLAIN			
Telephone	50	48	-2
Complaint facility at the website	20	24	+4
Email	16	17	+1
In person	9	12	+3
Mail	14	9	-5
INTERESTED IN RECEIVING INFO FROM PILBARA IRON			
Yes, and I would like to receive regularly	23	27	+4
Yes, and I would like to receive occasionally	51	33	-18
No, not really	26	39	+13
PREFERRED METHOD TO RECEIVE INFO FROM PILBARA IRON			
By mail	45	48	+3
In the newspaper	32	38	+6
Via the internet	16	17	+1
On a notice board at the shopping centre or library	12	7	-5

**Note, this is the sum of items 4 and 5 on the 5-point scale (see Section 3.3.5, Figure 3.5).*

2.0 RESEARCH APPROACH

This research project was completed by Patterson Market Research on behalf of Pilbara Iron, as an extension of a community survey that was completed in 2001. Following is an overview of the approach to the 2006 community survey, which targeted residents living in the areas of Dampier, Karratha, Point Samson, Wickham and Roebourne.

2.1 OBJECTIVES

The aim of the research was to obtain feedback from the community on:

- The impact of dust issues.
- The impact of noise issues.
- Their perceptions of Pilbara Iron in relation to the dust/noise issues.
- Their interest in receiving information on dust/noise issues.

The 2006 survey also aimed to provide comparisons to community research that was completed in 2001 on dust issues. The 2001 survey was commissioned by the Dampier-Samson Dust Working Group (which preceded the Coastal Community Environmental Forum).

A further survey to expand upon, track and compare the results of the 2001 and 2006 surveys will be undertaken within the next five years.

2.2 METHOD

The 2006 community survey replicated the approach used in 2001 in that the data was collected via a self-completion survey. However, the 2006 survey targeted residents living in Dampier, Karratha, Point Samson, Wickham and Roebourne, while 2001 only included those in Dampier and Karratha.

The questionnaire was designed by key personnel from Pilbara Iron, with modifications made by Patterson Market Research. A copy of the final questionnaire is included in Appendix A.

A total of 6,115 self-completion surveys were distributed to residents through Australia Posts unaddressed mail service. A total of 616 completed surveys were returned to Patterson Market Research via a reply paid facility. This equates to an overall response rate of 10%. Table T2.1 (overleaf), summarises the number of surveys distributed and returned for each area targeted through the research.

Table T2.1 Response Rates	No. Distributed	No. Returned*	Response Rate
Dampier	538	127	24%
Karratha	4,553	357	8%
Point Samson/Wickham	694	121	17%
Roebourne	330	9	3%
TOTAL	6,115	616	10%

**Note, 2 survey forms were returned with no response for the location question.*

Each completed survey form was data entered into our Surveycraft system. Responses to open-ended questions were then coded to allow for quantitative analysis. Following this data tables were prepared in Surveycraft (see Appendix B).

Detailed findings follow in Section 3, with comparative data shown wherever possible. Note, that the 2001 survey did not address noise issues, whereas the 2006 survey has included noise. This has precluded comparison or tracking of responses to questions relating to noise between the surveys.

However, while reviewing these results it is important to keep in mind the following issues:

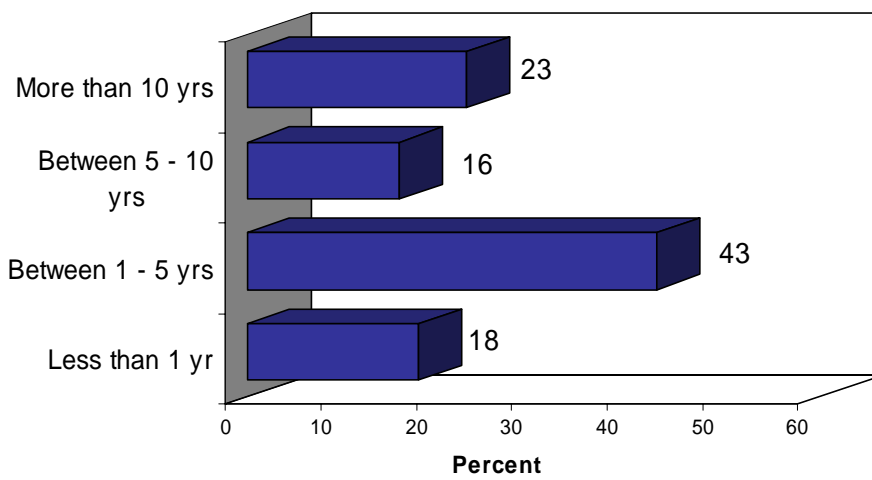
- It is important to note that inherent in self-completion surveys is the lack of control over who completes the survey and how it is completed (ie respondents can miss questions). The reader should refer to the N= in each table or figure as this number represents how many people responded to the question for which results are being reported.
- Percentages are rounded to the nearest whole number. Accordingly, totals may not equal 100% due to rounding errors. Further, a result of 0% represents 0.4% or less.
- Where multiple responses were accepted the totals will exceed 100% (for example, responses to Q10 as presented in Table T3.8).
- Comparisons to 2001 should be viewed with caution as the sample only included Dampier and Karratha residents (as opposed to the five different areas [Dampier, Karratha, Roebourne, Wickham, Point Samson] included in the 2006 sample).

3.0 DETAILED FINDINGS

3.1 GENERAL INFORMATION ABOUT THE SAMPLE OF RESPONDENTS

As summarised in Figure 3.1 below, 43% of respondents indicated that they lived at their address between one and five years, while 23% lived there for more than ten years. In summary, two out of five respondents have lived at their address for five years or more.

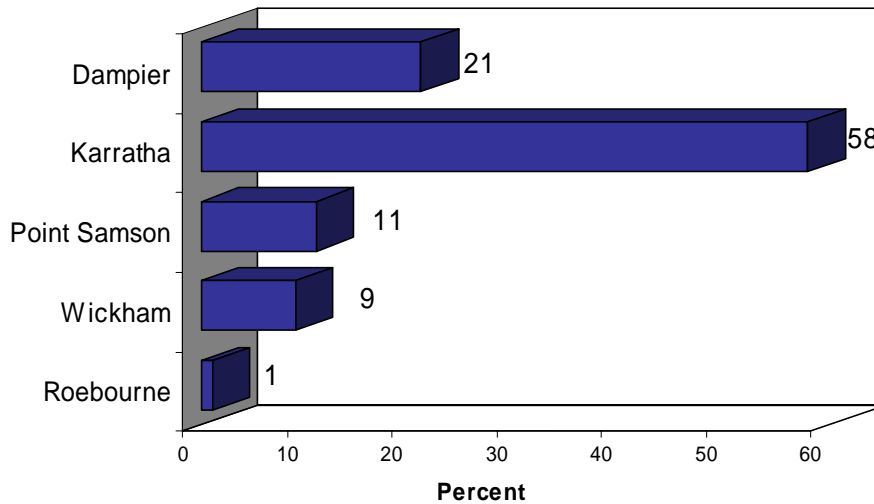
Figure 3.1 Length of time lived at address (N=614)



Dampier respondents were significantly more likely to have lived at their address for more than ten years (39% versus 17% among Karratha and 17% among Wickham respondents). In contrast, those from Karratha, Point Samson and Wickham were significantly more likely to have lived at their address between one to five years (Karratha 47%, Point Samson 43% and Wickham 57% versus 28% among Dampier respondents). In addition, a larger proportion of Karratha respondents had lived at their address for less than one year compared to all other towns (22% versus 13% among Dampier, 9% among Point Samson, 8% among Wickham and 11% among Roebourne).

As evident upon review of Figure 3.2 below, respondents most commonly came from the areas of Karratha and Dampier (58% and 21% respectively). In contrast, only a small proportion were from Point Samson (11%), Wickham (9%) and Roebourne (1%).

Figure 3.2 Town lived in (N=314)



Among the 122 respondents who lived in Dampier, 28% lived to the east of West Avenue while 26% lived between Hampton and West Avenue and 24% lived between Hospital Drive and Lawson Drive. As summarised in Table T3.1, the remaining respondents either lived between Central Avenue and High Street (16%) or between the Esplanade and High Street (6%).

Table T3.1 Which part of Dampier do you live in?	Total N=122 %
To the east of West Avenue	28
Between Hampton and West Avenue	26
Between Hospital Drive and Lawson Drive	24
Between Central Avenue and High Street	16
Between Esplanade and High Street	6
TOTAL	100

Table T3.2 (overleaf) provides an overview of where Karratha respondents (n=357) lived. Karratha respondents most commonly came from Bulgarra (29%), Nickol (23%) and Millars Well (21%).

Table T3.2 Which part of Karratha do you live in?	Total N=357 %
Bulgarra	29
Nickol	23
Millars Well	21
Baynton	15
Pegs Creek	11
Other	1
TOTAL	100

Among the 67 respondents who lived at Point Samson, 58% lived on the Samson Beach side of Main Road. As shown in Table T3.3 below, the remaining 42% lived on the John's Creek side of Main Road.

Table T3.3 Which part of Point Samson do you live in?	Total N=67 %
John's Creek side of Main Road	42
Samson Beach side of Main Road	58
TOTAL	100

Just over half of the 53 Wickham respondents lived north of Wickham Drive (55%). As shown in Table T3.2, the remaining 45% lived south of Wickham Drive.

Table T3.4 Which part of Wickham do you live in?	Total N=53 %
North of Wickham Drive	55
South of Wickham Drive	45
TOTAL	100

Only seven Roebourne respondents indicated which part of Roebourne they lived in. Of these seven, four (57%) lived north of Wellard St, while three (43%) lived south of Wellard St.

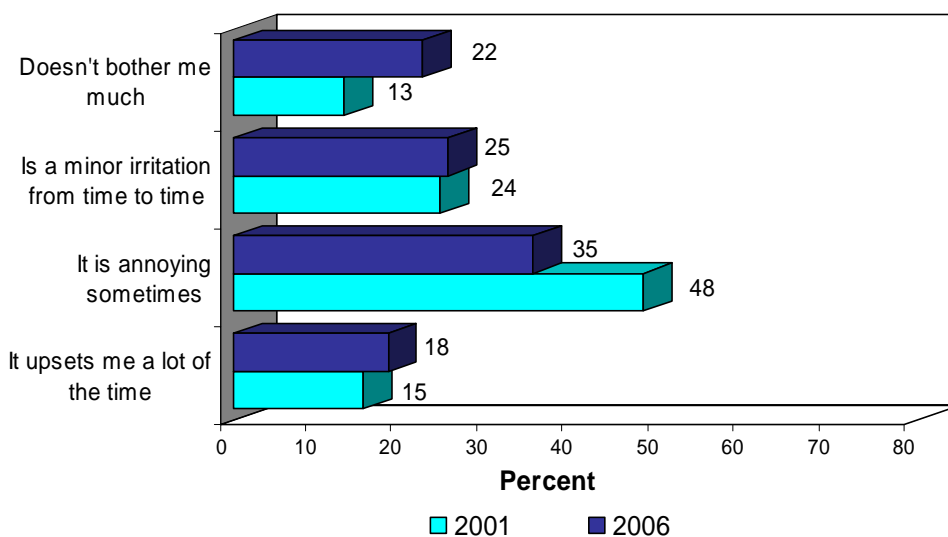
Table T3.5 Which part of Roebourne do you live in?	Total N=7 %
North of Wellard Street	57
South of Wellard Street	43
TOTAL	100

3.2 DUST ISSUES

3.2.1 EXTENT TO WHICH DUST IMPACTS ON RESPONDENTS

As shown in Figure 3.3 below, 22% of respondents in 2006 indicated that the dust “doesn’t bother me much”, which is an increase of 9% on the results found in the 2001 research. One quarter (25%) of respondents indicated that the dust “is a minor irritation from time to time”, 35% indicated “it is annoying sometimes” and the remaining 18% specified “it upsets me a lot of the time”. Therefore 82% say, at worst, dust is annoying sometimes. It is interesting to highlight that the proportion of respondents saying the dust upsets them “a lot of the time” was quite similar in 2006 as the proportion found in 2001 (18% and 15% respectively).

Figure 3.3 To what extent does dust impact on you?



Karratha and Wickham respondents were significantly more likely to indicate that the dust “doesn’t bother me much” (29% and 32% respectively versus 6% among Dampier and 6% among Point Samson). It appears that Roebourne respondents were also more likely to indicate that the dust doesn’t bother them much, with a result of 38% among the 8 Roebourne respondents.

In contrast, a larger proportion of Dampier and Point Samson respondents indicated that the dust upsets them a lot of the time (34% and 54% respectively versus 7% among Karratha, 4% among Wickham and 13% among Roebourne). Further, the difference between the proportion of Point Samson and the proportion of Dampier respondents who indicated “it upsets me a lot of the time” is a significant difference (at 20%). Therefore it seems that Point Samson respondents are the most irritated by the dust impact, followed by Dampier respondents.

3.2.2 PERCEPTION OF DUST IMPACT AT PRESENT COMPARED TO THE LAST FIVE YEARS

As summarised in Table T3.6 below, 45% of respondents indicated that the dust has stayed the same over the last five years, whereas 29% of respondents indicated that the dust has gotten worse in the last five years. The large proportion of “don’t know” or “not sure” responses (21%) is primarily a result of respondents who had lived at their address between one to five years or less than a year not answering the question (see Table 8 in Appendix B).

Looking at the differences based on the town in which respondents lived, it is evident that Dampier and Point Samson respondents were more likely to indicate that the dust has gotten worse over the last five years. In contrast, Karratha and Wickham respondents were more likely to indicate the dust has stayed the same or to specify that they were unsure how to answer the question. The high proportion of “unsure” among Karratha and Wickham respondents is not surprising given that these respondents were more likely to have moved to the area in the last five years, primarily less than one year ago.

Table T3.6
From your own observations, over the last 5 yrs (or since you moved into town) do you think that...

	TOWN LIVE IN					
	TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne
	N=604 %	N=126 %	N=349 %	N=68 %	N=52 %	N=8* %
Dust has got worse	29	48	19	59	13	13
Dust has got better	6	8	6	1	-	25
Dust has stayed the same	45	29	51	31	63	25
Don't know / not sure	21	15	24	9	23	38
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.2.3 PERCEPTION OF THE DUST IMPACT AT PRESENT COMPARED TO MORE THAN FIVE YEARS AGO

In the 2001 survey Dampier and Karratha residents were asked to compare the current conditions of the dust (in 2001) with the conditions over the last five years (1996 – 2000). The 2006 survey asked respondents to compare the dust conditions to that of more than five years ago. The results for these questions in the two different surveys are shown in Table T3.7 below. In 2006 one quarter (25%) indicated that the dust has gotten worse, compared to 27% in 2001. However, it is difficult to make comparisons, considering the large proportion of “don’t know” responses (44%) in the 2006 survey, whereas there was no “don’t know” option in 2001.

Looking at the 2006 results in isolation, it is apparent that there is a clear polarisation in people’s perceptions and that this is likely to be due to the differences between the town in which respondents live. That is, Dampier residents were significantly more likely to indicate that the dust has gotten worse, along with Point Samson residents. However, as also shown in Table T3.7 below, Karratha and Wickham residents were more likely to indicate that the dust has stayed the same.

Table T3.7
How does dust compare with the conditions of more than 5 yrs ago (i.e. 2001 and prior)?

	TOWN LIVE IN - 2006						2001 TOTAL
	2006 TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne	
	N=574 %	N=121 %	N=330 %	N=65 %	N=50 %	N=7* %	%
Dust has gotten worse	25	43	16	49	14	-	27
Dust has gotten better	6	10	5	2	4	29	12
Dust has stayed the same	25	17	27	17	44	29	62
Don't know/not sure/not here then	44	30	53	32	38	43	-
TOTALS	100	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.2.4 THE EXTENT TO WHICH DUST AFFECTS OUR EXPERIENCE AT HOME

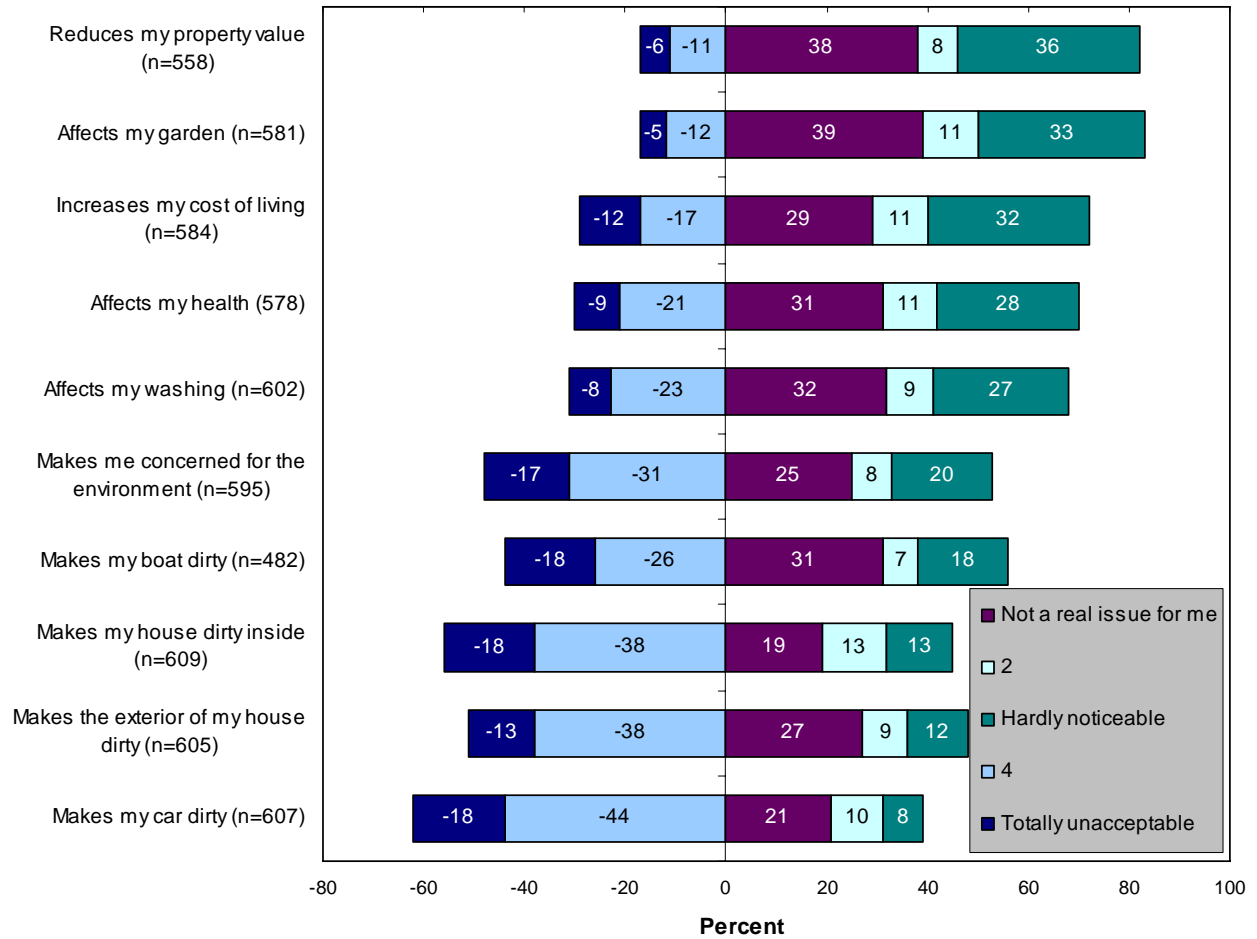
Figure 3.4 (overleaf) provides a summary of the extent to which respondents experience different dust effects in their home. Respondents were asked to give each factor or aspect a number between one (meaning “hardly noticeable”) and five (meaning “totally unacceptable”) to indicate the impact of the dust on their home.

The key attributes that were hardly noticeable for at least one third of respondents included “affects my garden”, “reduced my property value” and “increases my cost of living”. Further, just under a third (27% to 28%) indicated that the effects on their washing and on their health were hardly noticeable.

In contrast, the impacts on making their house “dirty inside”, making their “car dirty”, making their “boat dirty” and making them “concerned for the environment” received the highest ratings in terms of being totally unacceptable (17% to 18%).

When looking at the differences between the towns in which respondents live, a clear pattern emerged in that respondents from Karratha and Wickham were more likely to indicate the effect was “hardly noticeable”, while those living in Dampier and Point Samson were more likely to rate the effect as “totally unacceptable”. The reader should refer to Tables 11 through to 20 in Appendix B for specific details based on where respondents live and the impacts of dust effects on their home.

Figure 3.4 Can you please score each of the following possible effects of dust and indicate the extent to which you experience these effects at your home?



All respondents were given an opportunity to list any other effects of dust on their home. In total 66 respondents provided a common comment here, with the most common being the impact on the swimming pool (in that it always needs cleaning), which was mentioned by 23% of the 66 respondents. In addition, one fifth (20%) mentioned the outdoor areas/roofs/air conditioners are impacted on by the dust and 11% had possible concerns regarding their health in the future.

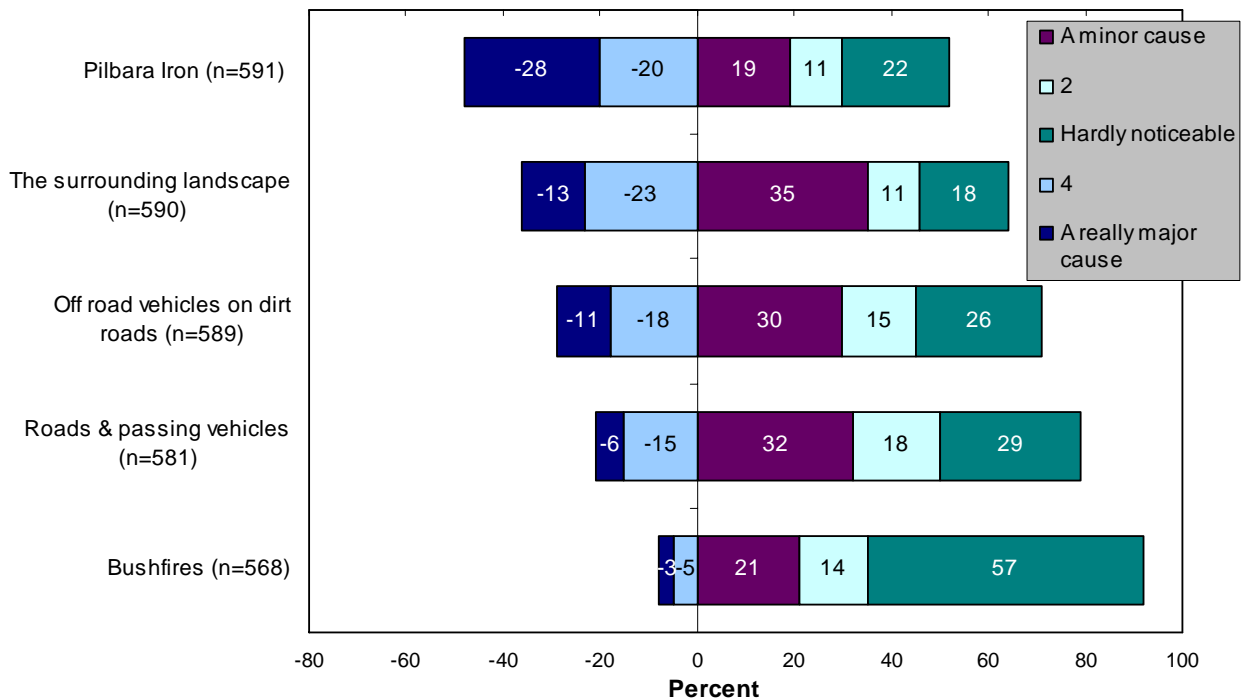
Table T3.8 Please list any other effects (to the home)	Total N=66 %
Pool always needs cleaning	23
Outdoor areas/roof/air conditioners	20
Possible concerns re health in the future	11
Health issue mentioned	9
Reasons for extra costs	8
Have to close windows/stay inside	8
Problem with surrounding areas (not home)	6
Boat/car/motor bike dirty	6
Depends on the wind	6
Have to accept/dust is a fact of life here	5
Dust problems caused by others	5
Other	8

3.2.5 PERCEPTION OF THE CAUSES OF DUST IN THEIR AREA

Each respondent was given the opportunity to score five different sources of dust in terms of the extent to which they cause dust in their area (the scale was one to five, one being “hardly noticeable” and five being “a really major cause”).

As summarised in Figure 3.5 below, 28% of respondents indicated that Pilbara Iron is a really major cause of dust in their area. Pilbara Iron was almost three times more likely to be a major cause than any of the other attributes. Around one third of respondents indicated that the surrounding landscape, off-road vehicles on dirt roads and roads and passing vehicles were only a minor cause of dust. One fifth of respondents indicated that bushfires were only a minor cause and 57% felt bushfires were hardly noticeable in terms of causing dust.

Figure 3.5 Please give each of the following a score to indicate the extent to which you think they cause dust in your area



As summarised in Table T3.9 (overleaf), Dampier and Point Samson respondents were significantly more likely to indicate that Pilbara Iron were a “really major cause” of the dust in their area. That is, around two thirds of Dampier and Point Samson respondents specified Pilbara Iron was a major cause compared to 10% among Karratha respondents, 17% among Wickham and 13% among Roebourne. Further, respondents from Karratha and Wickham were more likely to report that the effect of Pilbara Iron on dust was hardly noticeable in their area (30% and 27% respectively versus 4% among Dampier and 1% among Point Samson). Although working with small sample sizes in Roebourne, it appears that Roebourne respondents were also more likely to feel that Pilbara Iron’s effect on dust was hardly noticeable.

Table T3.9

The extent to which Pilbara Iron causes dust in the area

	TOWN LIVE IN					
	TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne
	N=591 %	N=125 %	N=338 %	N=67 %	N=52 %	N=8 %
Hardly noticeable	22	4	30	1	27	63
2	11	2	16	1	10	-
A minor cause	19	6	25	9	33	-
4	20	25	19	21	13	25
A really major cause	28	63	10	67	17	13
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

Table T3.10 below provides a summary of how much dust they feel Pilbara Iron’s port operations contribute to. It is important to note that only respondents who felt that Pilbara Iron actually caused a major part of the dust in their area were asked this question (N=473, as shown below).

Over half (54%) indicated that Pilbara Iron caused more dust than other sources (compared to 65% in 2001), while 21% indicated Pilbara Iron caused about half the dust (similar to 2001 result of 22%) and one quarter (25%) indicated that it caused less of the dust than other sources (compared to only 13% in 2001).

Once again there are key differences based on the town in which respondents live, with Dampier and Point Samson residents being far more likely to report that Pilbara Iron cause more dust than other sources in their area.

Table T3.10

How much dust do you think Pilbara Iron’s port operations contribute?

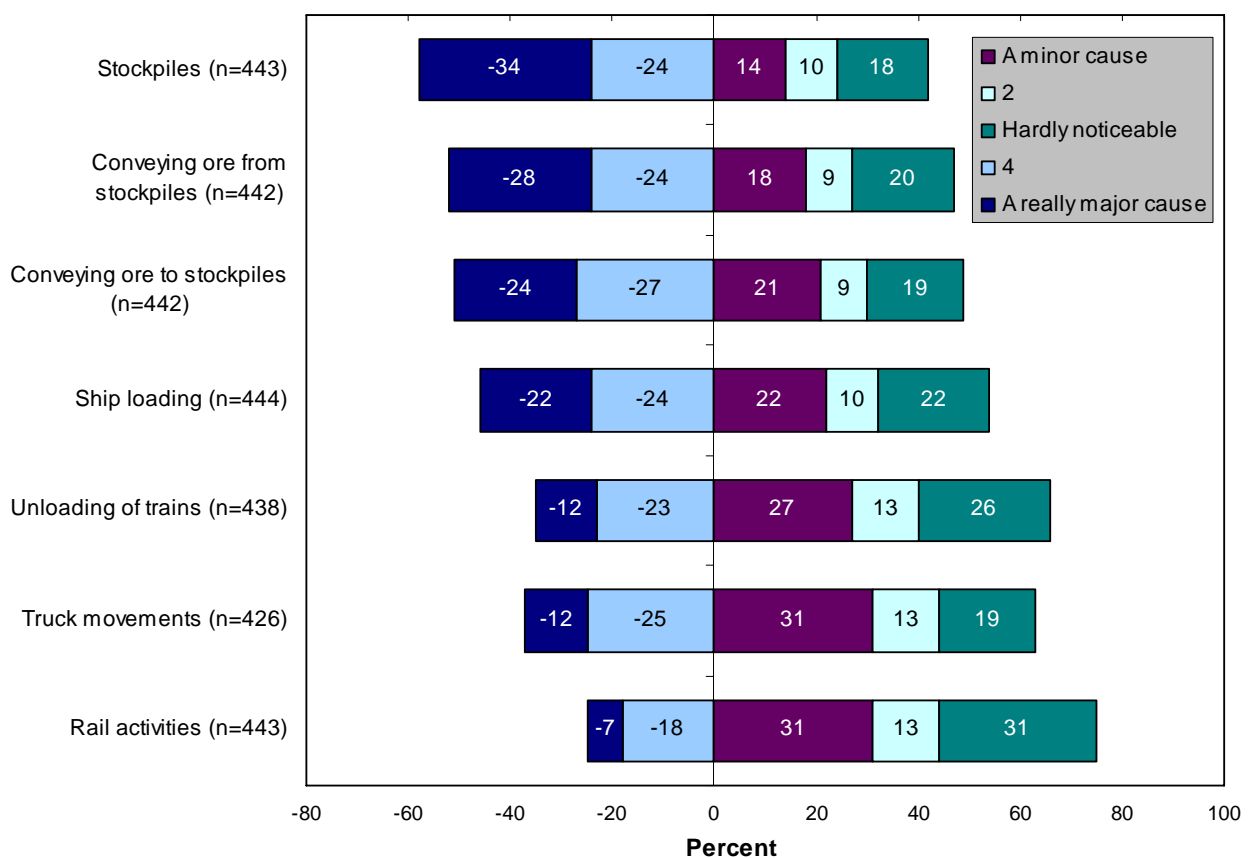
	TOWN LIVE IN						2001 TOTAL
	2006 TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne	
	N=473 %	N=122 %	N=244 %	N=64 %	N=39 %	N=3* %	
More dust than other sources	54	87	31	86	44	-	65
About half the dust	21	11	30	13	13	67	22
Less of the dust than from other sources	25	2	39	2	44	33	13
TOTALS	100	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.2.6 THE EXTENT TO WHICH PILBARA IRON'S DIFFERENT OPERATIONS CAUSE DUST IN THE RESPONDENTS AREA

Respondents who felt that Pilbara Iron was one of the causes of dust in their area were asked to rank the extent to which the different parts of its operations cause dust in their area. As summarised in Figure 3.6 below, one third (34%) felt that stockpiles were a really major cause of the dust, while 28% felt that conveying ore from the stockpiles was a major cause of dust. In contrast, rail activities and uploading of trains were seen as hardly noticeable by just 31% and one quarter (26%) respectively.

Figure 3.6 Please indicate the extent to which you feel each of the following operations causes dust in your area



Looking at the towns in which respondents lived, there was a consistent trend in that Dampier and Point Samson residents were significantly more likely to indicate the different operations that Pilbara Iron completed were a major cause of dust in their area. In contrast, Karratha and Wickham respondents were more likely to indicate that Pilbara Iron's operations were hardly noticeable in their area. The reader should refer to Tables 31 through to 36 in Appendix B for specific details.

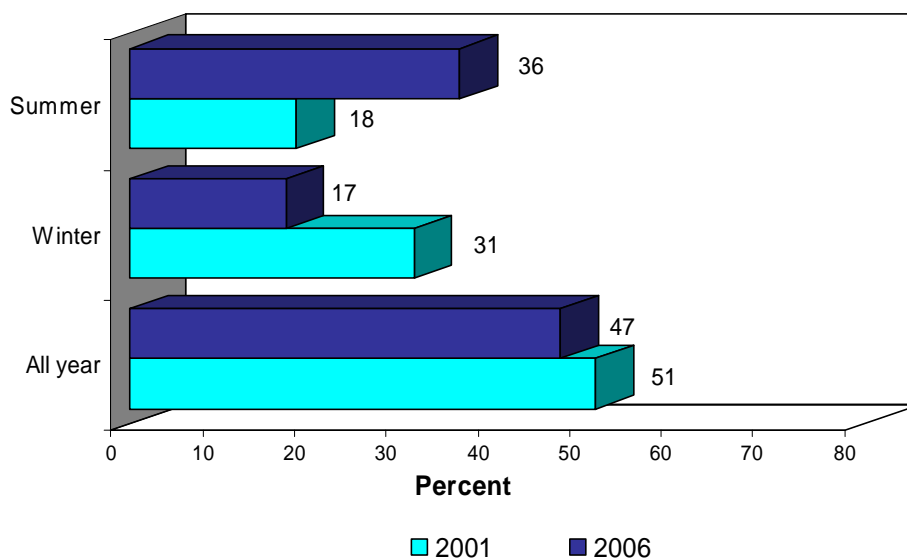
Respondents were provided with an opportunity to indicate any other significant dust sources in Pilbara Iron’s operations. A total of 28 respondents chose to record other dust sources, as follows:

- Nine mentioned construction/earthworks/expansion housing;
- Five mentioned wind;
- Four mentioned rock crushing or blasting;
- Four mentioned vehicle traffic (for example service vehicles or vehicles in residential areas);
- Two mentioned moving trains (mine to port or along the tracks);
- Two mentioned screening; and
- Two mentioned ship loading/dust can be avoided or should be covered.

3.2.7 IMPACT OF DUST AT DIFFERENT TIMES OF YEAR

As summarised in Figure 3.7 below, just under half (47%) of respondents indicated that they find the dust bad all year round (i.e. it is not worse at different times of the year). It is interesting to highlight that half (51%) felt the same in the 2001 survey. However, it appears in relation to the impact of summer and winter there has been a reverse in the trend. That is, in 2001 18% indicated that summer was the worst time for dust compared to 36% in the 2006 survey. In contrast, in 2001 31% mentioned winter was the worst and only 17% felt this way in the 2006 survey.

Figure 3.7 Do you find the impact of dust worse for you at different times of the year?



A significantly larger proportion of Dampier and Wickham respondents indicated that the impact of dust was the same all during the year (i.e. it is not worse at a particular time of year). That is, 57% of Dampier respondents and 57% of Wickham respondents indicated the dust is at its' worst all year compared to 44% among Karratha, 34% among Point Samson and 60% among Roebourne (although note Roebourne is only three out of five respondents and caution should be taken viewing the results).

In contrast, a larger proportion of Karratha and Point Samson residents indicated that the dust was worse in the summer months of the year (37% among Karratha and 61% among Point Samson versus 26% among Dampier and 23% among Wickham respondents).

Overall, 222 respondents (42%) indicated that the dust is an impact all year round and is not worse at any particular time of year *and* answered the following question "what makes the dust impact worse at these times?". The most common responses among the 222 respondents included:

- 79% wind direction;
- 75% wind strength;
- 42% strong wind;
- 22% west or westerly winds;
- 19% east or easterly winds;
- 17% high temperatures;
- 5% humidity;
- 5% north/north westerly winds;
- 5% south/south westerly winds;
- 5% rain;
- 5% north or northerly wind;
- 3% all wind or just wind.

The 194 respondents (37%) who indicated that the wind or dust was worse in summer specified the following:

- 66% wind direction;
- 58% wind strength;
- 36% high temperatures;
- 30% strong wind;
- 24% west or westerly wind;

- 8% east or easterly winds;
- 8% north west or north westerly winds;
- 7% humidity;
- 4% south west or south westerly winds;
- 4% all winds in any direction;
- 3% dry/drought/dust storms;
- 3% cyclones.

89 respondents indicated that the dust was worse in winter and the following were the key causes:

- 69% wind direction;
- 65% wind strength;
- 47% strong winds;
- 15% west or westerly winds;
- 9% when windows are open or air conditioning is off;
- 8% high temperatures;
- 5% dry/drought/or dust storms;
- 4% humidity;
- 4% moderate or strong to moderate winds;
- 4% low temperatures;
- 3% south west or south westerly winds.

In summary, respondents indicated that the overall key issues that impact on dust are wind direction and wind strength, as well as high temperatures. In terms of wind strength, the strong winds are more likely to cause dust problems and, in terms of wind direction, the westerly winds and easterly winds most commonly cause dust issues.

3.2.8 PERCEPTIONS OF PILBARA IRON'S DUST MANAGEMENT PRACTICES

Respondents were asked to select one of three statements that they felt best reflects their opinion of Pilbara Iron's dust management. As summarised in Table T3.11 below, 43% of respondents indicated that they don't know enough about what Pilbara Iron does to be able to comment on their dust management practices (which is a 5% decrease on the 2001 result of 48%). However, 42% specified that Pilbara Iron should be doing more to reduce dust levels (same as 2001) and only 15% felt that Pilbara Iron's dust management has achieved the correct balance between dust generation, water use and production (a 4% increase on the 2001 result of 11%).

There were some key differences based on the town in which respondents live. For instance, a much larger proportion of Karratha and Wickham respondents indicated that they did not know enough about Pilbara Iron's management practices to be able to comment. In contrast, those from Dampier and Point Samson were more likely to indicate that Pilbara Iron should be doing more to reduce dust levels and, finally, those from Karratha and Wickham were more likely to indicate that the dust management that Pilbara Iron implements has achieved a correct balance.

Table T3.11
Which statement best reflects your opinion?

	2006 TOTAL	TOWN LIVE IN					2001 TOTAL
		Dampier	Karratha	Point Samson	Wickham	Roebourne	
	N=591 %	N=126 %	N=340 %	N=66 %	N=50 %	N=8* %	N=218 %
Pilbara Iron's dust management has achieved about the correct balance between dust generation, water use and production	15	11	16	5	30	13	11
Pilbara Iron should be doing more to reduce dust levels at their port and rail operations	42	78	25	77	28	-	42
I don't know enough about what Pilbara Iron does to comment	43	11	59	18	42	88	48
TOTALS	100	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.2.9 AWARENESS OF PILBARA IRON'S PROPOSED DUST MANAGEMENT STRATEGY OVER THE NEXT ONE TO TWO YEARS

The awareness of what Pilbara Iron proposes to do to manage dust over the next two years was quite low at only 14% being totally aware and 24% a little aware. However, 60% of respondents indicated they were not aware of Pilbara Iron's plans and the remaining 2% were not interested in those plans. The lowest awareness was recorded among Karratha and Wickham residents. That is, 74% of Karratha respondents indicated that they were not aware of what Pilbara Iron proposes to do to manage dust and 56% of Wickham respondents felt the same compared to the next largest proportion of 43% among Point Samson. In contrast, Dampier and Point Samson respondents were more likely to be at least a little aware of what Pilbara Iron proposes to do to manage dust over the next two years.

Table T3.12

Are you aware of what Pilbara Iron proposes to do to manage dust over the next 1-2 years?

	TOTAL N=518 %	TOWN LIVE IN				
		Dampier N=104 %	Karratha N=300 %	Point Samson N=56 %	Wickham N=48 %	Roebourne N=9* %
Yes	14	29	7	20	23	-
No	60	33	74	43	56	56
A little	24	38	18	34	19	22
Not interested	2	-	2	4	2	22
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.3 NOISE ISSUES

Note, that the 2001 survey did not address noise issues, whereas the 2006 survey has included noise. This has precluded comparison or tracking of responses to questions relating to noise between the surveys.

3.3.1 IMPACT OF NOISE ON RESPONDENTS

As summarised in Table T3.13 below, half (55%) indicated that noise impact “doesn’t bother me much”. Respondents where noise “wasn’t a bother” were more likely to live in Karratha, Point Samson and Wickham.

However, 22% of all respondents indicated that the noise “is a minor irritation from time to time”, 19% felt that it “is annoying sometimes” and the remaining 4% indicated it “upsets them a lot of the time”. Dampier residents are clearly the primary people who are impacted on by noise, as shown in Table T3.13 below.

Table T3.13
To what extent does noise impact on you?

	TOWN LIVE IN					
	TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne
	N=604 %	N=125 %	N=354 %	N=62 %	N=53 %	N=9* %
Doesn't bother me much	55	25	64	52	70	56
Is a minor irritation from time to time	22	32	19	27	15	11
It is annoying sometimes	19	34	14	18	13	33
It upsets me a lot of the time	4	10	3	3	2	-
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.3.2 PERCEPTIONS OF THE NOISE IMPACT AT PRESENT COMPARED TO OVER THE LAST FIVE YEARS

As summarised in Table T3.14 (overleaf), one quarter (25%) of respondents indicated that they could not specify if the impact of noise had gotten worse, better, or stayed the same over the last five years. It is not surprising that a larger number of residents who had recently moved or lived at their address indicated that they were unsure how to rate the impact or change in noise impact over the last five years.

Half (50%) of all respondents felt that the noise had stayed the same and 23% felt that the noise has gotten worse. Respondents who felt that the noise had gotten worse were far more likely to live in Dampier, though also to a lesser extent came from Karratha (18%) and Point Samson (21%) as shown in Table T3.14 overleaf.

Table T3.14
From your own observations, over the last 5 yrs (or since you moved into town) do you think that...

	TOWN LIVE IN					
	TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne
	N=605 %	N=127 %	N=352 %	N=61 %	N=53 %	N=9* %
Noise has got worse	23	49	18	21	2	11
Noise has got better	2	4	1	-	-	-
Noise has stayed the same	50	34	49	62	83	33
Don't know/not sure	25	13	32	16	15	56
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.3.3 PERCEPTIONS OF THE NOISE IMPACT AT PRESENT COMPARED TO OVER MORE THAN FIVE YEARS AGO

Compared to more than five years ago, just under half (46%) of respondents felt that they could not rate whether the noise impact had gotten worse, gotten better, or stayed the same. However, one third felt that it had stayed the same, and these respondents were more likely to live in Point Samson and Wickham. It was primarily Dampier residents, but also Point Samson and Karratha respondents, that indicated that the noise impact had gotten worse compared to conditions five years ago.

Table T3.15
How does noise compare with the conditions of more than 5 yrs ago?

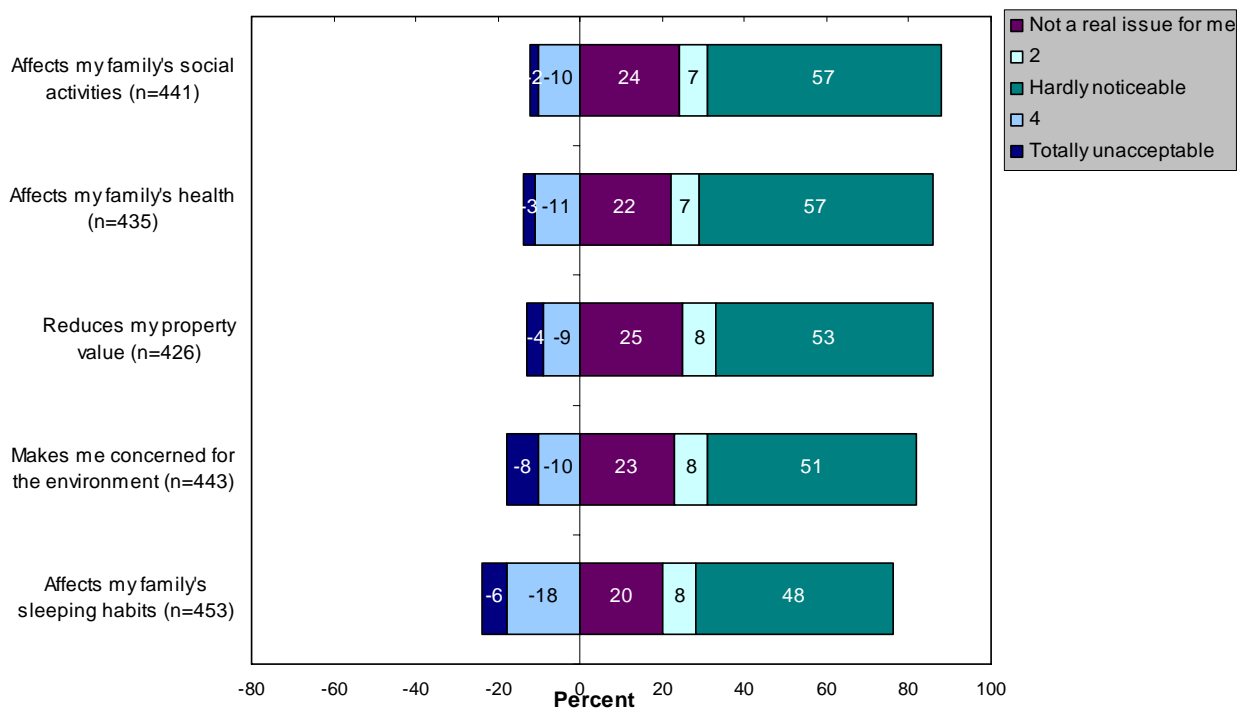
	TOWN LIVE IN					
	TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne
	N=532 %	N=110 %	N=309 %	N=56 %	N=49 %	N=7* %
Noise has got worse	19	45	13	20	2	14
Noise has got better	2	4	1	-	4	-
Noise has stayed the same	33	25	30	46	55	29
Don't know/not sure/not here then	46	25	56	34	39	57
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.3.4 EXTENT TO WHICH NOISE IMPACTS ON FAMILY

Respondents were asked to indicate the extent to which they believed noise impacts on them or their family in a number of ways. As summarised in Figure 3.8, approximately half to just less than 60% of respondents specified that each of the aspects were hardly noticeable in terms of the noise impacting on them or their family. Further, approximately 20 to 25% specified it was not a real issue for them. This means that for each aspect only a small proportion (8% or less) were indicating that the noise impacts are totally unacceptable. Looking at the overall picture it appears the effects on their family's sleeping habits and having concerns for the environment are the two main impacts in relation to noise.

Figure 3.8 Extent of impact that noise has on respondent or their family



The reader will note upon review of Tables 47 to 51 in Appendix B that there were key differences in relation to the noise impacts based on the town in which respondents live. Generally speaking, Dampier respondents were more likely to find each noise impact totally unacceptable while respondents living in Karratha, Point Samson, Wickham and Roebourne appeared to generally feel that the noise impacts were hardly noticeable or not a real issue or concern for them. However it is interesting to specify that the one exception to this was in relation to the impact of, or effects on, their families' health of noise. In addition to Dampier residents feeling that this was unacceptable, Karratha residents were also more likely to feel this way.

Respondents were provided with an opportunity to mention any social activities that they feel are affected due to the noise impacts in their area. A total of 65 respondents (10%) used the opportunity to comment on the social activities that were affected by noise. Their responses included:

- 28 mentioned sitting outside /barbeques / gardening / socialising at home;
- 12 respondents mentioned going to the beach / foreshore / parks;
- 8 respondents mentioned outdoor activities / sport / community events;
- 7 mentioned noise vehicles / motor bikes / shift changes / beepers;
- 6 mentioned watching TV / conversation / phone calls;
- 6 mentioned the noise impacts on their boating activities;
- 4 mentioned the noise from other people's parties or loud music.

Finally, respondents were also provided with an opportunity to list any other significant impacts from noise. A total of 30 respondents made comment here, as follows:

- 13 mentioned it is hard to sleep / night time noises;
- 4 mentioned noise created by residents (for example parties / neighbours fighting / motor bikes);
- 3 mentioned having to run the fan or keep the windows closed or run air conditioning to keep the noise out;
- 2 mentioned dogs barking;
- 2 mentioned relaxation or quiet times being interrupted by noise;
- 2 mentioned it scares wildlife.

3.3.5 EXTENT TO WHICH PILBARA IRON'S PORT OPERATIONS CONTRIBUTE TO NOISE

As summarised in Table T3.16 below, 36% indicated that Pilbara Iron's port operations contribute more noise than other sources. Dampier and Point Samson respondents were more likely to indicate that Pilbara Iron's operations contribute more noise than other sources. A further 21% indicated that Pilbara Iron's port operations contribute about half the noise, while 43% indicated it contributes less noise than from other sources. Although not shown in Table T3.16 below, it is interesting to highlight that residents who had lived in the area for more than ten years were far more likely to indicate that Pilbara Iron's port operations contribute more noise than other sources. However this result is in line with the fact that most respondents who have lived in the area more than ten years resided in the town of Dampier.

Table T3.16
How much noise do you think Pilbara Iron's port operations contribute?

	TOTAL N=478 %	TOWN LIVE IN				
		Dampier N=109 %	Karratha N=261 %	Point Samson N=56 %	Wickham N=46 %	Roebourne N=5* %
		More noise than other sources	36	74	23	39
About half the noise	21	17	24	34	4	-
Less of the noise than from other sources	43	9	54	27	76	80
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.3.6 IMPACT OF NOISE WORSE AT DIFFERENT TIMES OF THE YEAR

Almost two thirds (64%) indicated that noise impacts were consistent all year round. However, 21% felt winter was worse and 16% felt summer was worse. A much larger proportion of Dampier respondents indicated that the noise impacts were worse in winter. In comparison, those living in Karratha, Point Samson and Wickham were more likely to indicate that the summer was worse in terms of noise impacts.

Table T3.17
Do you find the impact of noise worse for you at different times of the year?

	TOTAL N=379 %	TOWN LIVE IN				
		Dampier N=96 %	Karratha N=196 %	Point Samson N=51 %	Wickham N=31 %	Roebourne N=4* %
		Summer	16	2	20	25
Winter	21	42	17	12	-	-
All year	64	56	63	63	84	100
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

The key reasons why the noise was worse at different times of year included wind direction, the wind strength (primarily west or easterly winds) and the impact of no wind. However, following is the divide between the views of those who felt it was worse in summer and those who felt it was worse in winter.

The 55 respondents who indicated the noise was worse in summer specified the following reasons why it was:

- 60% wind direction;
- 45% wind strength;
- 25% high temperatures;
- 22% west or westerly winds;
- 15% strong winds;
- 13% no winds;
- 9% humidity.

The 74 respondents who indicated the noise impact was worse in winter specified the following reasons why it was:

- 55% wind direction;
- 39% when windows are open or air conditioning is off;
- 32% wind strength;
- 28% low temperatures;
- 26% easterlies;
- 12% no wind;
- 9% west or westerly winds;
- 5% south or south westerly winds.

3.3.7 PERCEPTION OF PILBARA IRON'S NOISE MANAGEMENT PRACTICES

Respondents were asked to indicate which out of three statements best reflected their opinion of Pilbara Iron's noise management practices. As shown in Table T3.18 below, half (49%) indicated that they did not know enough about Pilbara Iron's noise management to be able to comment. Compared with respondents from other towns, a significantly higher proportion of respondents from Karratha and Wickham indicated that they were unsure about the operations and could not comment. Further, all Roebourne respondents mentioned they felt this statement best described their opinion.

However, 28% of respondents indicated that Pilbara Iron's noise management has achieved about the correct balance between noise generation and production, while 24% felt that Pilbara Iron should be doing more to reduce noise. Respondents who indicated Pilbara Iron should be doing more were more likely to be living in the Dampier area. In contrast those who felt the balance was correctly achieved by Pilbara Iron's noise management were most likely from Point Samson or Wickham.

Table T3.18
Which statement best reflects your opinion?

	TOTAL	TOWN LIVE IN				
		Dampier	Karratha	Point Samson	Wickham	Roebourne
		N=519 %	N=110 %	N=298 %	N=56 %	N=48 %
Pilbara Iron's noise management has achieved about the correct balance between noise generation and production	28	30	21	50	40	-
Pilbara Iron should be doing more to reduce noise at their port and rail operations	24	53	15	23	13	-
I don't know enough about what Pilbara Iron does to comment	49	17	63	27	48	100
TOTALS	100	100	100	100	100	100

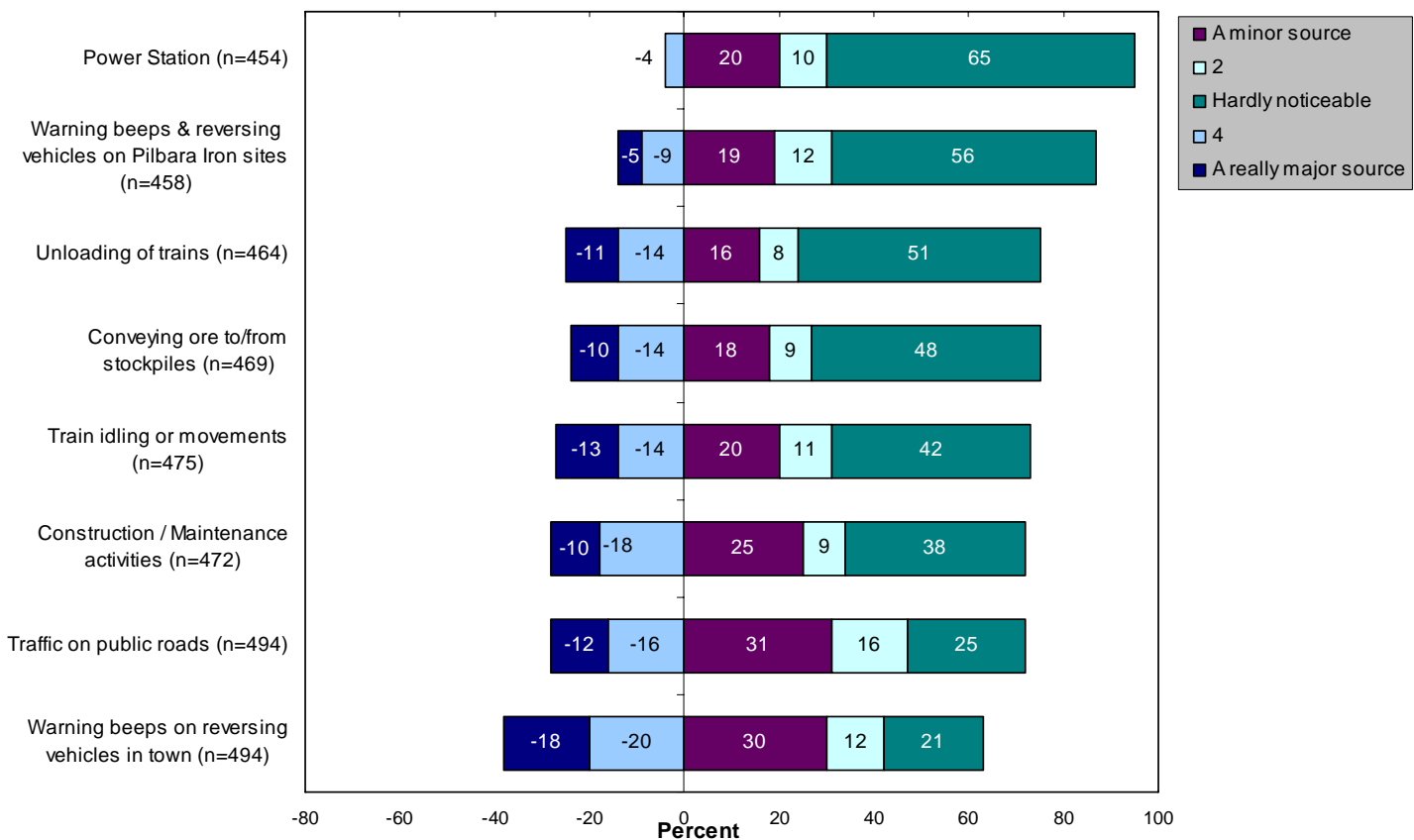
**Note, small sample size – view results as indicative.*

3.3.8 PERCEPTIONS OF THE SOURCES OF NOISE

Respondents were asked to rate the extent to which eight sources of noise caused noise in their area. As summarised in Figure 3.9, the largest proportion of respondents who indicated the source that was of a really major cause were the warning beeps on reversing vehicles in the town (at 18%). It appears that construction/maintenance activities, traffic on public roads, train idling or movements and unloading the trains, as well as conveying ore to and from stockpiles were also seen as major sources by approximately one in ten of respondents. However, the trains idling or making movements, unloading of the trains and conveying of ore were also seen as being hardly noticeable by approximately two fifths to one half of respondents.

It is apparent that there are some key differences in the rating of noise sources based on the town in which respondents live. For instance, Dampier respondents were more likely to see construction/maintenance activities as a major source of noise in their area as well as the train idling or movements, unloading of trains and conveying of ore to and from stockpiles. However, compared to other respondents, a higher proportion of Karratha residents (20%) indicated that a really major source of noise was traffic on public roads.

Figure 3.9 If you believe the following are sources of noise, please indicate to what extent



Respondents were provided with the opportunity to list any other significant noise sources. A total of 48 respondents used this opportunity, providing the following answers:

- 11 mentioned sirens / horns / alarms;
- 9 mentioned other people (for example parties or yelling in the street);
- 7 mentioned noisy cars / off-road vehicles / motor bikes;
- 7 mentioned the trains shunting or brake cars;
- 5 mentioned helicopters or aeroplanes;
- 4 mentioned ships berthing or tugs;
- 3 mentioned beepers other than warning beeps;
- 3 mentioned air conditioning units;
- 3 mentioned dogs barking.

3.3.9 AWARENESS OF PILBARA IRON'S PROPOSED MANAGEMENT FOR NOISE OVER THE NEXT TWO YEARS

As summarised in Table T3.19 below, 69% of respondents indicated that they were not aware of what Pilbara Iron proposes to do to manage noise over the next two years. In addition, 5% specified that they were not interested in what Pilbara Iron proposes to do. However, 8% mentioned "yes", they were aware and 18% felt they were aware but only "a little". Aware respondents were more likely to be living in Dampier, while those not aware were more likely to be in Karratha. Finally, a larger proportion of those living in Point Samson and Wickham indicated that they were not interested in what Pilbara Iron proposes to do to manage noise over the next one to two years.

Table T3.19
Are you aware of what Pilbara Iron proposes to do to manage noise over the next 1-2 years?

	TOWN LIVE IN					
	TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne
	N=595 %	N=126 %	N=345 %	N=61 %	N=53 %	N=9* %
Yes	8	15	6	7	9	-
No	69	54	77	57	66	44
A little	18	30	15	15	17	33
Not interested	5	1	2	21	8	22
TOTALS	100	100	100	100	100	100

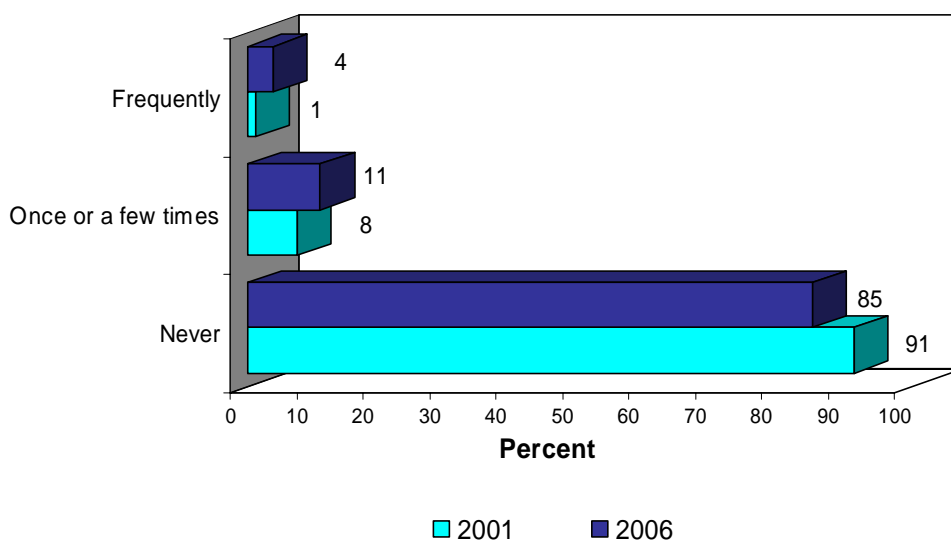
**Note, small sample size – view results as indicative.*

3.4 COMMUNICATING CONCERNS ABOUT NOISE AND DUST

3.4.1 COMPLAINING ABOUT DUST CONCERNS

Figure 3.10 provides a comparison between 2006 and 2001 in terms of whether or not respondents have officially raised their concerns about dust. In 2001 91% of respondents had not raised concerns, which compares to a result of 85% in the 2006 survey. However, in 2006, 11% of respondents raised their concern once or a few times and 4% raised their concern frequently. This shows a higher level of raising concerns than was apparent in 2001.

Figure 3.10 Have you ever officially raised your concerns about dust?



Respondents from Dampier and Point Samson were more likely to have raised concerns, while those from Karratha and Wickham were most likely to have never raised a concern (proportions that never raised a concern: Dampier 68% and Point Samson 62% versus Karratha 95%, Wickham 88% and Roebourne 100% among the eight respondents).

As summarised in Table T3.20 overleaf, 56% of respondents who raised a concern made contact with Pilbara Iron to discuss the issue. The next most common complaint point was the Shire of Roebourne at 17%, followed by the Pilbara Iron 1800 line at 8%. Although only an indicative comparison due to the small sample sizes involved, it appears that respondents from Dampier were more likely to be approaching Pilbara Iron or the Pilbara Iron 1800 line compared to other areas who were more likely to go through the Shire of Roebourne.

Table T3.20
For your most recent concern, who did you contact first?

	TOWN LIVE IN				
	TOTAL	Dampier	Karratha	Point Samson	Wickham
	N=89 %	N=40 %	N=18 %	N=25 %	N=6* %
Pilbara Iron	56	73	39	44	50
Shire of Roebourne	17	-	39	28	17
Pilbara Iron 1800 line	8	15	-	4	-
Member of Parliament	3	3	-	8	-
Meeting/committee/association	3	-	-	8	17
Government department	2	-	11	-	-
Survey	2	5	-	-	-
Councillor/Shire rep	2	3	-	4	-
General public/in conversation	2	3	6	-	-
Foreperson/toolbox meeting	2	-	6	-	17
Other	1	-	-	4	-

**Note, small sample size – view results as indicative.*

Those who actually complained to Pilbara Iron were asked to rate the type of response that they received. Among the 55 respondents, the following were the results:

- 18% indicated they listened and took action promptly;
- 45% indicated they promised to do something but didn't do it;
- 35% indicated "they listened to me but wouldn't do anything".

3.4.2 RAISING CONCERNS ABOUT NOISE ISSUES

As summarised in Table T3.21 below, most respondents (91%) had never raised concerns about noise. However 6% have raised their concerns once or a few times and 3% raised them frequently. Dampier residents were most likely the ones who had raised the concerns about noise.

Table T3.21
Have you ever officially raised your concerns about noise?

	TOTAL N=606 %	TOWN LIVE IN				
		Dampier N=124 %	Karratha N=353 %	Point Samson N=67 %	Wickham N=53 %	Roebourne N=8* %
		Frequently	3	5	1	7
Once or a few times	6	14	4	6	6	-
Never	91	81	95	87	92	100
TOTALS	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

As summarised in Table T3.22 below, half the respondents that raised their concerns about noise contacted Pilbara Iron, while a quarter contacted the Shire of Roebourne. Although only indicative comparisons due to the small sample sizes, it does appear that Dampier respondents were more likely to contact Pilbara Iron while those living in other areas were more likely to contact the Shire of Roebourne.

Table T3.22
For your most recent concern, who did you contact first?

	TOTAL N=53 %	TOWN LIVE IN			
		Dampier N=23 %	Karratha N=17* %	Point Samson N=9* %	Wickham N=4* %
		Pilbara Iron	49	74	24
Shire of Roebourne	25	4	47	33	25
Police	8	-	18	-	25
Member of Parliament	6	9	-	11	-
Pilbara Iron 1800 line	4	9	-	-	-
Government department	4	-	12	-	-
Other	6	4	-	11	25
TOTALS	100	100	100	100	100

**Note, small sample size – view results as indicative.*

For those who had made a complaint about noise to Pilbara Iron, the survey assessed the type of response they received. The following were the results among the 27 respondents:

- 11% felt they listened and took action promptly;
- 44% felt they promised to do something but didn't do it;
- 41% indicated they listened but wouldn't do anything.

3.4.3 AWARENESS OF PILBARA IRON'S COMMUNICATIONS LINE TOLL-FREE NUMBER

As summarised in Table T3.23 below, just more than three quarters (77%) were not aware that Pilbara Iron had a communications line with a toll-free number. Respondents who were aware of the toll-free number were far more likely to be living in Dampier (48% of Dampier respondents).

Table T3.23
Did you know Pilbara Iron has a Communications Line toll-free number?

	2006 TOTAL	TOWN LIVE IN					2001 TOTAL
		Dampier	Karratha	Point Samson	Wickham	Roebourne	
	N=603 %	N=124 %	N=350 %	N=67 %	N=53 %	N=8* %	N=238 %
Yes	23	48	13	33	19	-	9
No	77	52	87	67	81	100	81
TOTALS	100	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.4.4 PREFERRED METHOD OF RAISING CONCERNS

As summarised in Table T3.24 below, half (48%) of respondents indicated they would prefer to raise a concern about dust or noise by telephone. However, almost one fifth indicated that they preferred to raise a concern by email, 12% in person and 9% by mail. The residual quarter (24%) specified that they would use a complaint facility at a website. It is interesting to highlight that a significantly larger proportion of respondents from Dampier and Wickham specified that they would like to raise concerns in person.

Table T3.24
If you wanted to raise concerns about dust or noise, which method would you prefer?

	2006 TOTAL	TOWN LIVE IN					2001 TOTAL
		Dampier	Karratha	Point Samson	Wickham	Roebourne	
	N=599 %	N=124 %	N=348 %	N=65 %	N=53 %	N=8* %	N=247 %
Telephone	48	48	48	54	43	38	50
Complaint facility at the website	24	21	26	15	21	38	20
Email	17	19	19	9	15	13	16
In person	12	18	9	14	21	13	9
Mail	9	7	9	15	4	13	14

**Note, small sample size – view results as indicative.*

3.5 FEEDBACK ON RECEIVING MORE INFORMATION ABOUT DUST & NOISE

3.5.1 LEVEL OF INTEREST IN RECEIVING INFORMATION ON HOW PILBARA IRON IS WORKING TO REDUCE LEVELS OF DUST AND NOISE

As summarised in Table T3.25 below, overall 39% of respondents were not really interested in receiving information from Pilbara Iron and these respondents were more likely to come from Karratha and Wickham. About one quarter (27%) of respondents would like to regularly receive information from Pilbara Iron, while 33% would like to receive information occasionally, for example once a year. Respondents living in Dampier and Point Samson were more likely to want to receive regular information.

Table T3.25 Are you interested in receiving information from Pilbara Iron?	TOWN LIVE IN						2001 TOTAL
	2006 TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne	
	N=604 %	N=127 %	N=349 %	N=66 %	N=53 %	N=8* %	N=256 %
Yes, and I would like to receive information regularly	27	51	17	48	19	-	23
Yes, and I would like to receive information occasionally – once a year	33	31	33	36	40	38	51
No, not really	39	18	50	15	42	63	26
TOTALS	100	100	100	100	100	100	100

**Note, small sample size – view results as indicative.*

3.5.2 PREFERRED METHOD FOR RECEIVING INFORMATION

As summarised in Table T3.26 (below), half (48%) of respondents would prefer to receive information from Pilbara Iron by mail. A further two fifths (38%) indicated they would prefer to receive information in the newspaper, while 17% wanted the information via the internet and 7% via a notice board at the shopping board or local library.

Table T3.26 How would you prefer to receive this information?	TOWN LIVE IN						2001 TOTAL
	2006 TOTAL	Dampier	Karratha	Point Samson	Wickham	Roebourne	
	N=366 %	N=104 %	N=172 %	N=56 %	N=31 %	N=3* %	N=211 %
By mail	48	49	43	54	58	67	45
In the newspaper	38	32	44	36	29	33	32
Via the internet	17	23	16	9	16	-	16
On a notice board at the shopping centre or library	7	15	2	5	10	-	12

**Note, small sample size – view results as indicative.*

Respondents were asked if they would be interested in looking at dust or noise information on a website. As summarised in Table T3.27 below, 63% were not interested in accessing information via this means. A significantly larger proportion of Karratha residents were not interested in accessing this information.

However the remaining respondents indicated the following frequency in which they would like to access such information:

- 19% daily data for the past month that's updated monthly;
- 9% daily data for the past week, updated weekly;
- 8% daily data displayed live;
- The remaining 1% would like the information but less frequently (such as six monthly to yearly data).

Table T3.27 Would you be interested in looking at dust or noise information on a website?	2006 TOTAL					
	TOWN LIVE IN					
	Dampier	Karratha	Point Samson	Wickham	Roebourne	
	N=571 %	N=120 %	N=332 %	N=62 %	N=48 %	N=8* %
No	63	48	70	53	58	88
Daily data for the past month, updated monthly	19	25	16	23	29	-
Daily data for the past week, updated weekly	9	15	7	13	4	-
Other	1	-	1	-	-	-
Occasionally/every now and then	0	-	1	-	-	-
Data every 6 months	0	-	0	-	-	-
Yearly	0	-	0	-	-	-
Weekly/monthly	0	-	-	2	-	-
Quarterly	0	-	-	-	2	-

**Note, small sample size – view results as indicative.*

3.6 OTHER COMMENTS

The final question in the survey allowed residents to provide any other comments regarding dust or noise that they would like to have passed on to the Coastal Community Environmental Forum or Pilbara Iron. In total 163 other comments were received and they have been coded to allow for some commonality to be reviewed as follows:

- 10% need to act / fix problems with dust;
- 10% dust a problem for me / unacceptable levels / causing problems / costs;
- 10% environmental concerns (harbour / marine life / flora / fauna);
- 9% part of being here / nature of the industry / town wouldn't be here if not for Pilbara Iron;
- 9% do a good job / trying / making the effort / attempting to address;
- 7% suggestions to fix some problems;
- 7% do something to restrict noisy vehicles / reversing beepers (ban / take off / reduce hours etc);
- 7% don't do anything / complaints not taken seriously / don't listen;
- 6% Pilbara Iron not to blame for problems / other causes (housing / commercial airlines / Shire etc);
- 6% increased expansion creates more dust-noise / needs increased effort / reduced expansion;
- 6% not an issue / no impact here;
- 6% concerns regarding health (increased problems / future problems);
- 5% social causes of dust / noise (motor bikes / parties / residents reversing beepers);
- 4% better monitoring needed (conditions taken in / locations /more info available etc);
- 4% use too much water;
- 3% could do more in community (finance / subsidy / help);
- 3% bigger issue in Dampier;
- 2% issues with boats in harbour;
- 2% water stockpiles more often; and
- 6% made "other" unique comments.

APPENDIX A - QUESTIONNAIRE

APPENDIX B – DATA ANALYSIS TABLES