

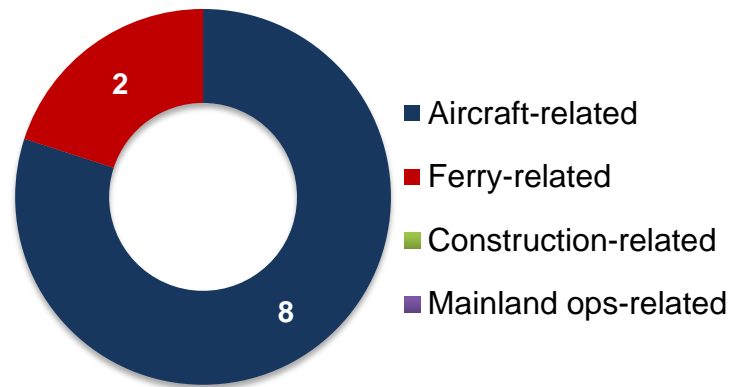
SUMMARY

10 TOTAL COMPLAINTS

Total aircraft-related	8
Total ferry-related	2
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



8 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	03
Medevac	04
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	01
Curfew violations	0

COMPLAINTS YEAR OVER YEAR: (Jan 2014/Jan 2015)

↓ 17%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

90%