

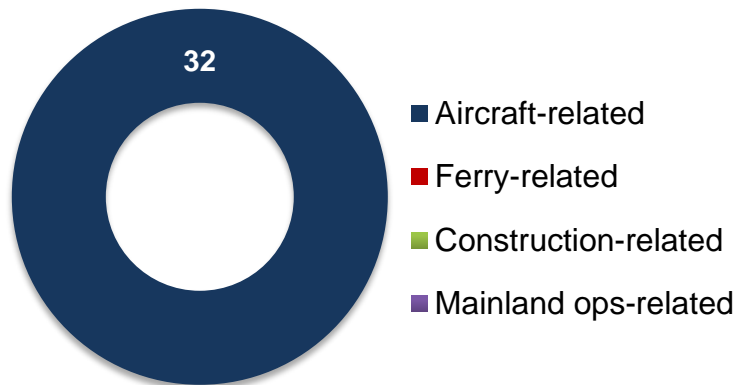
SUMMARY

32 TOTAL COMPLAINTS

Total aircraft-related	32
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



32 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	08
General aviation	03
Medevac	03
Police helicopters	00
Helicopters	02
Military	00
No associated aircraft movement found	00
General	16

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (Nov. 2014 / Nov. 2015)



COMPLAINT TURNAROUND COMMITMENT MET



*Response to complaint within 5 working days