

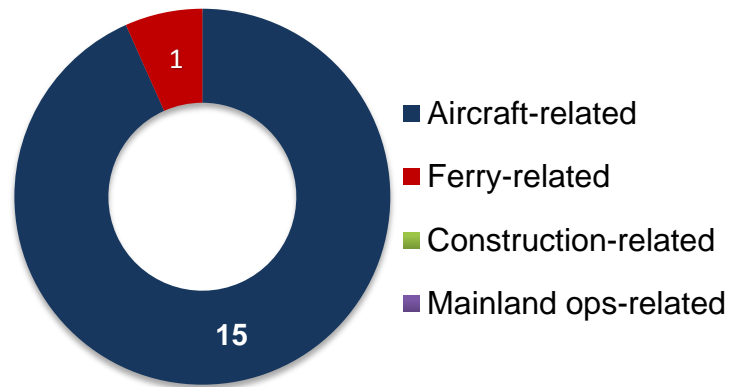
SUMMARY

16 TOTAL COMPLAINTS

Total aircraft-related	15
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



15 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	08
General aviation	01
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	01
General	05

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Feb 2015/Feb 2016)

↑ 60%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days