

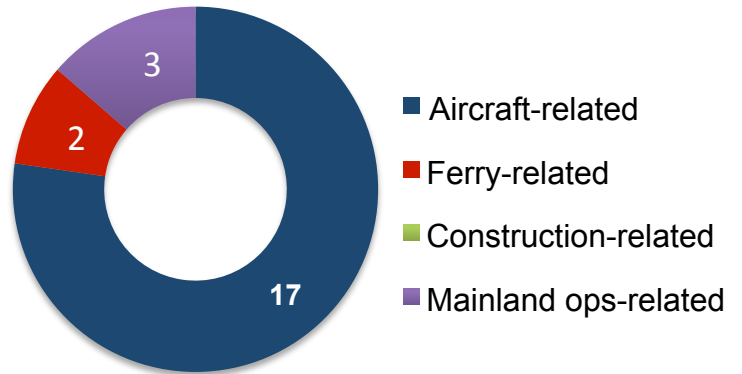
SUMMARY

22 TOTAL COMPLAINTS

Total aircraft-related	17
Total ferry-related	2
Total construction*	0
Total mainland ops related	3

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



17 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	03
General aviation	02
Medevac	02
Police helicopters	00
Helicopters	01
Military	02
No associated aircraft movement found	00
General	07

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Mar 2017/Mar 2016)

↓ 42%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days