

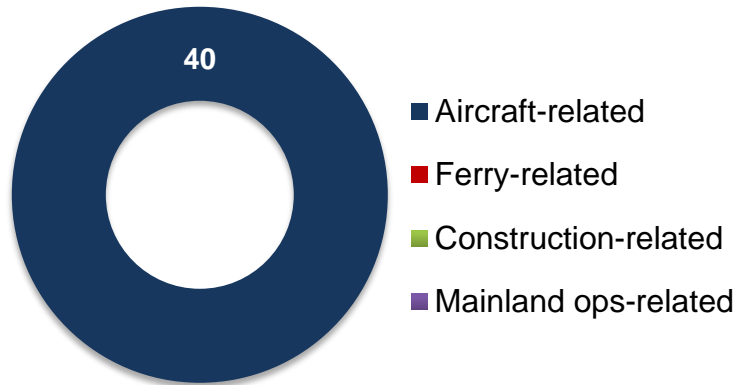
## SUMMARY

### 40 TOTAL COMPLAINTS

|                            |    |
|----------------------------|----|
| Total aircraft-related     | 40 |
| Total ferry-related        | 0  |
| Total construction*        | 0  |
| Total mainland ops related | 0  |

\* Non-pedestrian tunnel related

### COMPLAINTS BY ACTIVITY



### 40 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

|                                       |    |
|---------------------------------------|----|
| Scheduled Commercial Service          | 07 |
| General aviation                      | 06 |
| Medevac                               | 02 |
| Police helicopters                    | 00 |
| Helicopters                           | 01 |
| Military                              | 00 |
| No associated aircraft movement found | 00 |
| General                               | 24 |

Curfew violations 0

**COMPLAINTS YEAR OVER YEAR: (Aug. 2014 / Aug. 2015)**

↓ 1%

**COMPLAINT TURNAROUND COMMITMENT MET**

93%

\*Response to complaint within 5 working days