

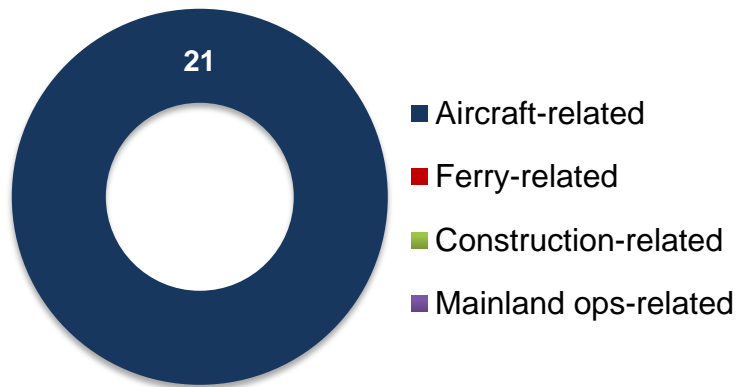
SUMMARY

21 TOTAL COMPLAINTS

Total aircraft-related	21
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



21 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	02
General aviation	00
Medevac	02
Police helicopters	00
Helicopters	01
Military	00
No associated aircraft movement found	01
General	15

Curfew violations 0

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



COMPLAINT TURNAROUND COMMITMENT MET



*Response to complaint within 5 working days