

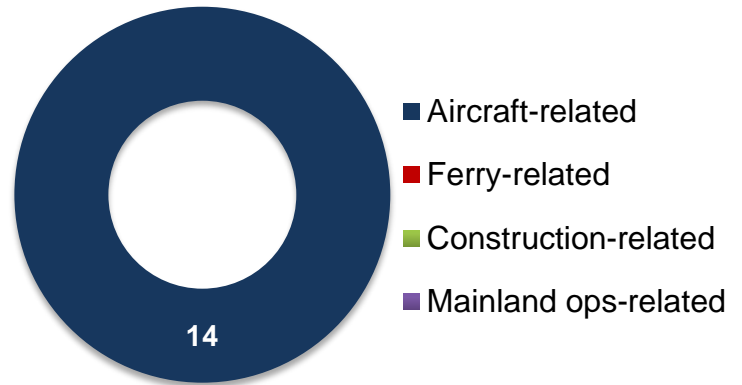
SUMMARY

14 TOTAL COMPLAINTS

Total aircraft-related	14
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



14 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	02
General aviation	01
Medevac	01
Police helicopters	00
Helicopters	01
Military	01
No associated aircraft movement found	00
General	08

Curfew violations 0

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

↑ 40%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days