

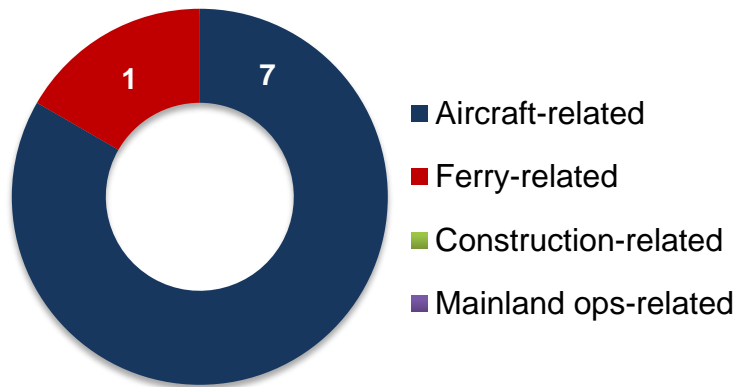
## SUMMARY

### 8 TOTAL COMPLAINTS

Total aircraft-related	7
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

\* Non-pedestrian tunnel related

### COMPLAINTS BY ACTIVITY



### 7 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

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

**Curfew violations** 0

**COMPLAINTS YEAR OVER YEAR: (Dec. 2015/ Dec. 2016)**

↓ **65%**

**COMPLAINT TURNAROUND COMMITMENT MET**

**100%**

\*Response to complaint within 5 working days