

SUMMARY

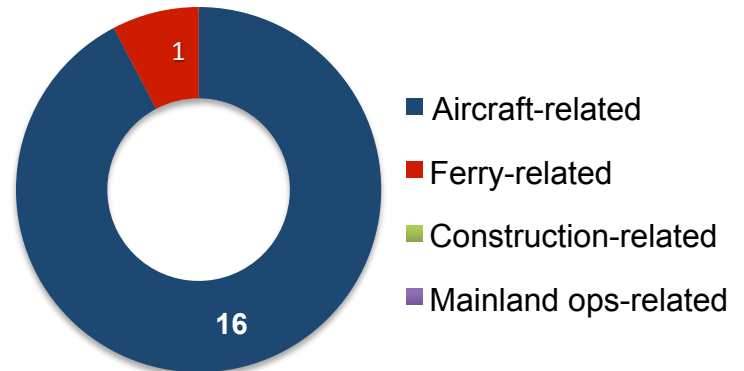
17

TOTAL COMPLAINTS

Total aircraft-related	16
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



16

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	04
General aviation	01
Medevac	00
Police helicopters	00
Helicopters	04
Military	00
No associated aircraft movement found	02
General	05

Curfew violations **0**

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

↑ 6%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days