

SUMMARY

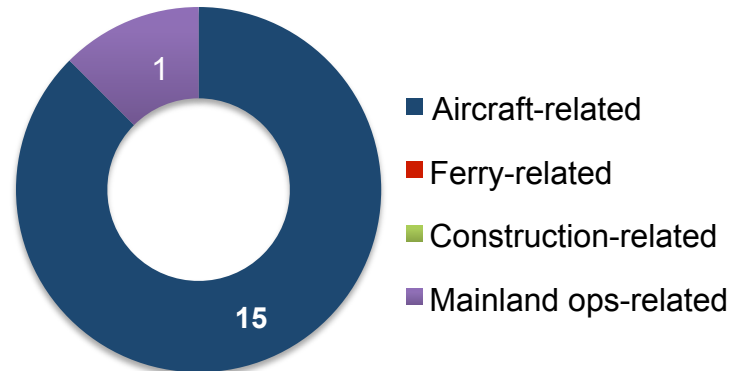
16

TOTAL COMPLAINTS

Total aircraft-related	15
Total ferry-related	0
Total construction*	0
Total mainland ops related	1

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



15

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	01
General aviation	04
Medevac	02
Police helicopters	00
Helicopters	01
Military	00
No associated aircraft movement found	00
General	07

Curfew violations **0**

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

↑ 14%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days