

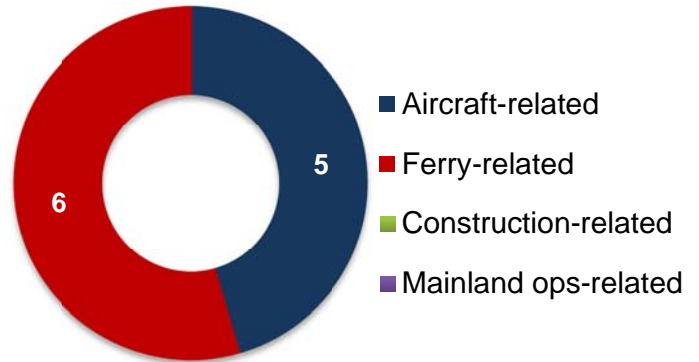
SUMMARY

11 TOTAL COMPLAINTS

Total aircraft-related	5
Total ferry-related	6
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



5 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

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

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Feb 2014/Feb 2015)

↑ 83%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days