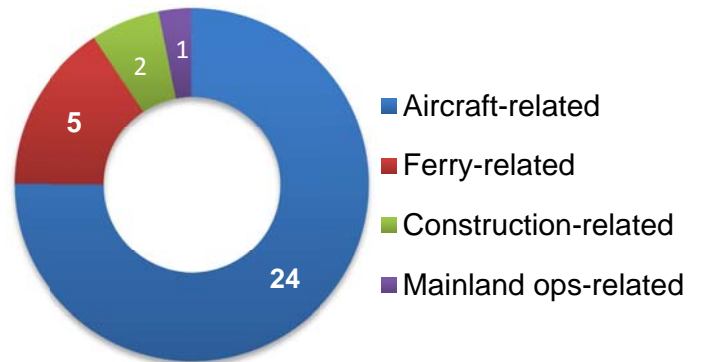


SUMMARY

32 TOTAL COMPLAINTS

Total aircraft-related	24
Total ferry-related	5
Total construction*	2
Total mainland ops related	1
* Non-pedestrian tunnel related	

COMPLAINTS BY ACTIVITY



24 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	12
General aviation	5
Medevac	7
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	00
Curfew violations	0

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

↑ 6%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days