

## SUMMARY

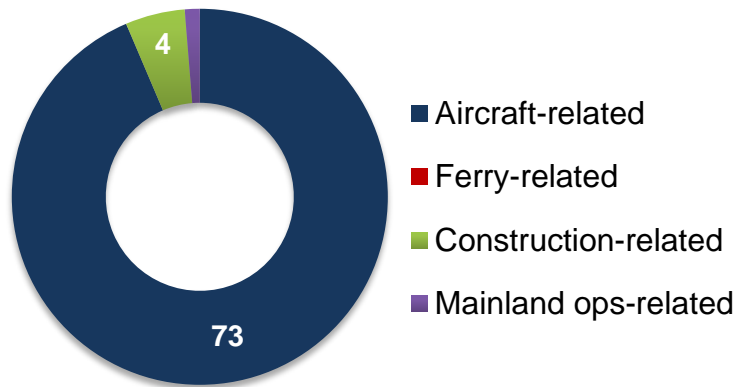
**78**

### TOTAL COMPLAINTS

Total aircraft-related	<b>73</b>
Total ferry-related	<b>0</b>
Total construction*	<b>4</b>
Total mainland ops related	<b>1</b>

\* Non-pedestrian tunnel related

### COMPLAINTS BY ACTIVITY



**73**

### COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	07
General aviation	<b>18</b>
Medevac	<b>10</b>
Police helicopters	<b>00</b>
Helicopters	<b>01</b>
Military	<b>00</b>
No associated aircraft movement found	<b>00</b>
General	<b>37</b>

**Curfew violations** **0**

**COMPLAINTS YEAR OVER YEAR: (May 2014 / May 2015)**

**↑ 73%**

**COMPLAINT TURNAROUND COMMITMENT MET**

**100%**

\*Response to complaint within 5 working days