

SUMMARY

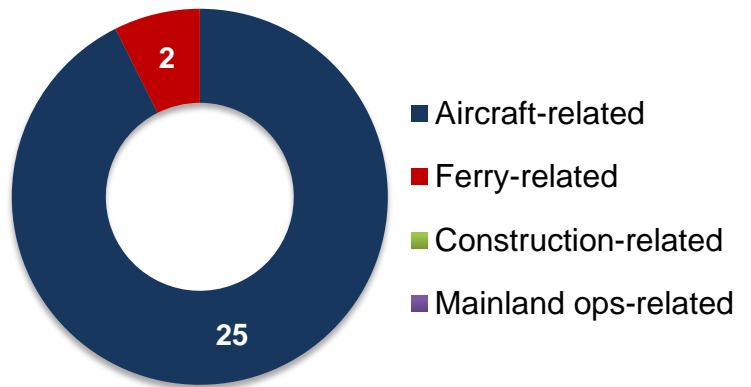
27

TOTAL COMPLAINTS

Total aircraft-related	25
Total ferry-related	2
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



25

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	01
General aviation	05
Medevac	07
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	12

Curfew violations **0**

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

↓ 51%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days