

SUMMARY

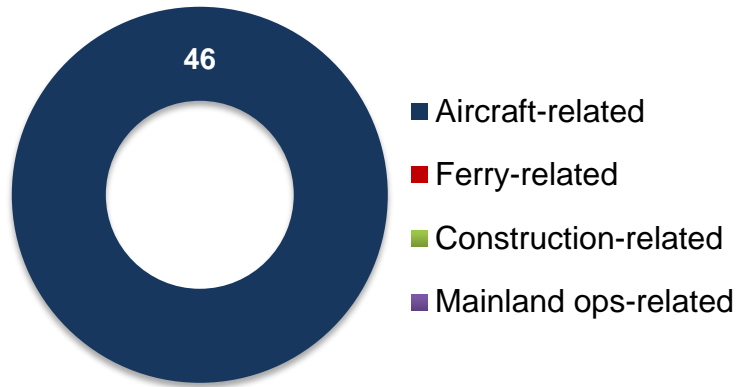
46

TOTAL COMPLAINTS

Total aircraft-related	46
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



46

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	22
Medevac	03
Police helicopters	01
Helicopters	00
Military	00
No associated aircraft movement found	00
General	20

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (Sep. 2014 / Sep. 2015)

↓ 6%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days