

SUMMARY

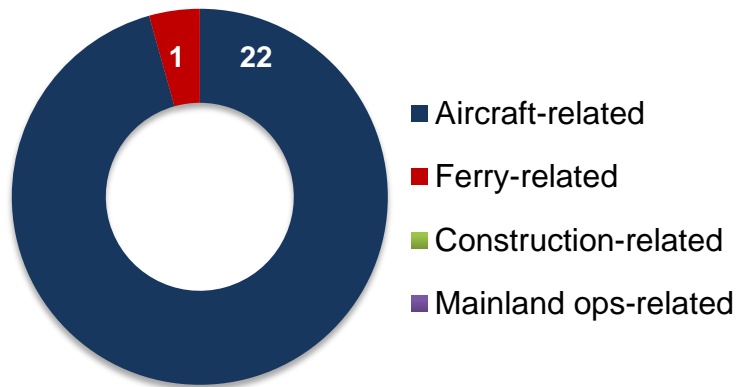
23

TOTAL COMPLAINTS

Total aircraft-related	22
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

* Non-pedestrian tunnel related

COMPLAINTS BY ACTIVITY



22

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	10
General aviation	02
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	10

Curfew violations **0**

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

↑ 35%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days