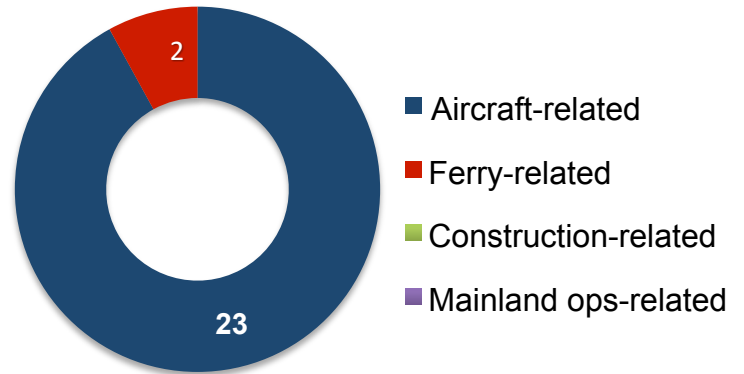


SUMMARY

25 TOTAL COMPLAINTS

Total aircraft-related	23
Total ferry-related	2
Total construction*	0
Total mainland ops related	0
* Non-pedestrian tunnel related	

COMPLAINTS BY ACTIVITY



23 COMPLAINTS OF AIRCRAFT OPS BY TYPE

Scheduled Commercial Service	01
General aviation	06
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	16

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Apr. 2017/ Apr. 2016)

↑ 8%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days