
HTO OPERATIONS & COMPLAINTS REPORT

JANUARY-JUL 31(YTD)

Operations

While Jet operations have decreased 8% Seaplanes have increased by 70% over 2014. Total operations were up thru the end of July by 29%.

<u>Operations (July YTD)</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	2015 % Incr./(<u>decr.</u>) over 2014
Helicopters	4004	3675	3715	1%
Jets	1812	2020	1854	(-8%)
Seaplanes	870	907	1538	70%
Other Fixed Wing	<u>4881</u>	<u>6703</u>	<u>10,109</u>	<u>51%</u>
Totals	11,567	13,305	17,216	29%

Complaints

Total complaints through the end of July have increased 63% with an increase in households complaining of 7%. The greatest change in type of aircraft complaint is Seaplanes at 149% increase over 2014.

<u>Year-to-date</u>	<u>2014</u>	<u>2015</u>	% Incr./ (<u>decr.</u>)
Helicopters	7524	11110	48%
Jets	1208	1562	29%
Seaplanes	401	1000	149%
Props	1035	2317	124%
<u>Unknown/General</u>	<u>32</u>	<u>226</u>	<u>606%</u>
Totals	10200	16215	59%
Households	399	428	7%
Avg. Complaints/Household	25	35	40%

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JULY 2015

Operations

While total operations increased by 14 % the greatest change increase over July 2014 is Seaplanes at 72%.

<u>Operations (July)</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2015 % Incr./(decr.) over 2014</u>
Helicopters	1484	1569	1878	20%
Jets	770	899	948	5%
Seaplanes	426	490	844	72%
Other Fixed Wing	<u>1642</u>	<u>2311</u>	<u>2356</u>	<u>2%</u>
Totals	4322	5269	6026	14%

Complaints

Total complaints have increased 21% with a decrease of 6% in Households complaining for July over 2014 numbers. Note there was a decrease in complaints for Jet operations of 2%.

<u>July</u>	<u>2014</u>	<u>2015</u>	<u>% Incr./ (decr.)</u>
Helicopters	4097	4236	3%
Jets	786	771	(-2%)
Seaplanes	276	581	111%
Props	602	1152	91%
<u>Unknown/General</u>	<u>250</u>	<u>511</u>	<u>104%</u>
Totals	6011	7251	21%
Households	308	288	(-6%)
Avg. Complaints/Household	19.5	25.2	29%

HTO OPERATIONS & COMPLAINT REPORT

JULY 4TH WEEKEND 2015

JULY 2ND- 6TH 2015

While total operations rose by 52% for July 4 weekend, complaints rose by 42% despite a 3% increase in the number of households complaining.

Operations

Despite Jet operations being slightly down by 3% over the weekend, overall operations were up 52%.

<u>July 4th Wknd</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	2015 % Incr./(<u>decr.</u>) over 2014
Helicopters	181	235	277	18%
Jets	161	140	136	(-3%)
Seaplanes	82	77	159	106%
Other Fixed Wing	<u>288</u>	<u>347</u>	<u>645</u>	<u>86%</u>
Totals	712	799	1217	52%

Complaints

Complaints increased 42% above last year for the holiday weekend, with the highest increase for seaplanes, but the highest total for helicopters. The number of distinct households complaining barely rose while the average number of complaints per household rose 40%.

<u>July 4th Wknd Complaints</u>	<u>2014</u>	<u>2015</u>	% Incr./ (<u>decr.</u>)
Helicopters	535	761	42%
Jets	123	122	(-1)%
Seaplanes	44	112	155%
Props	101	152	50%
<u>Unknown/Multiple</u>	<u>30</u>	<u>37</u>	<u>23%</u>
Totals	833	1184	42%
Households	118	121	3%
Avg. Complaints/Household	7.0	9.8	40%

HTO OPERATIONS & COMPLAINTS REPORT

MEMORIAL DAY WEEKEND 2015

MAY 21ST - 26TH 2015

While 2015 holiday flight volumes grew by 28% (compared to 2014), complaints grew by 220%.

Operations

Jet and helicopter flights increased by 1% and 9% respectively for the 2015 Memorial Day weekend when compared to the 2014 holiday period (2013 to 2014 saw a much larger increase year to year). Seaplane and other fixed wing (non-jet) aircraft operations rose dramatically for the 2015 holiday weekend.

Overall operations for the 2015 holiday weekend grew by 28%. Turbine and piston fixed wing showed the largest increase in operations over the weekend. Jet ops were flat.

<u>MD Weekend Ops</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	2015 % Incr./(Decr.) <u>Over 2014</u>
Helicopters	166	261	284	9%
Jets	87	146	147	< 1%
Seaplanes	50	64	118	84%
<u>Other Fixed Wing</u>	<u>162</u>	<u>334</u>	<u>486</u>	<u>45%</u>
Totals	465	805	1,035	Up 28%

Complaints

Complaints increased by 220% above last year with the highest percentage increase and total for helicopters. Distinct households complaining rose nearly 60% while complaints per household nearly doubled.

<u>MD Weekend Complaints</u>	<u>2014</u>	<u>2015</u>	% Incr./(Decr.)
Helicopters	222	889	300%
Jets	31	95	206%
Seaplanes	15	38	153%
Props	42	123	192%
<u>Unknown/General</u>	<u>58</u>	<u>32</u>	<u>(44%)</u>
Totals	368	1177	220%
Households	77	123	59%
Avg. Complaints/Household	4.8	9.5	98%