

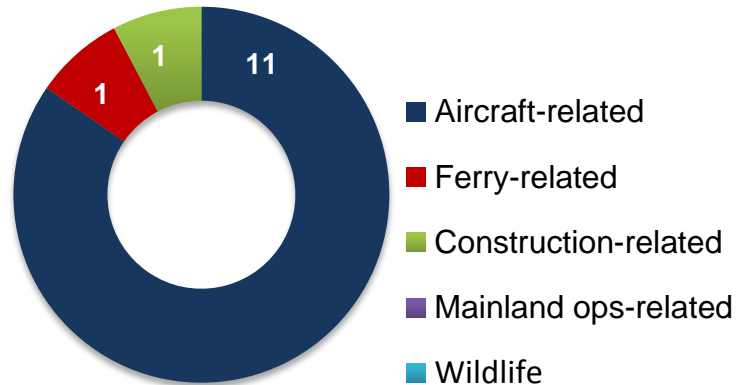
SUMMARY

13

TOTAL COMPLAINTS

| | |
|----------------------------|-----------|
| Total aircraft-related | 11 |
| Total ferry-related | 1 |
| Total construction | 1 |
| Total mainland ops related | 0 |
| Wildlife Control | 0 |

COMPLAINTS BY ACTIVITY



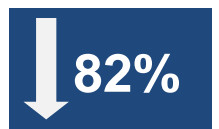
11

COMPLAINTS OF AIRCRAFT OPS BY TYPE

| | |
|---------------------------------------|-----------|
| Scheduled Commercial Service | 02 |
| General aviation | 04 |
| Medevac | 02 |
| Police helicopters | 00 |
| Helicopters | 00 |
| Military | 00 |
| No associated aircraft movement found | 00 |
| General | 03 |

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (Sep. 2015/ Sep.2016)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

