

SUMMARY

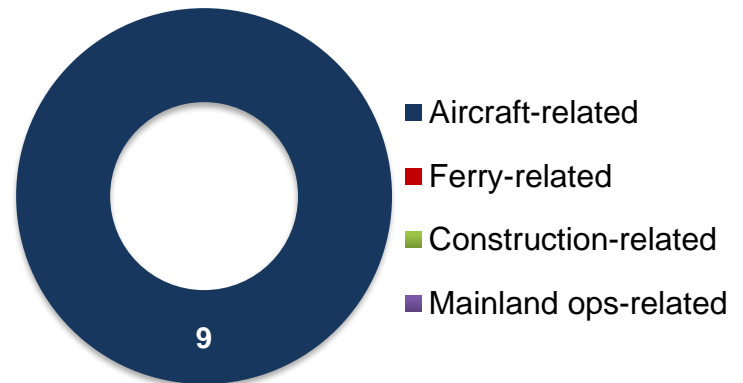
9

TOTAL COMPLAINTS

Total aircraft-related	9
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

* Terminal Upgrade related

COMPLAINTS BY ACTIVITY



9

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	02
General aviation	00
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	07

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Jan 2017/Jan 2018)

↓ 56%

COMPLAINTS YEAR OVER YEAR: (YTD 2017/ YTD 2018)

↓ 56%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%