

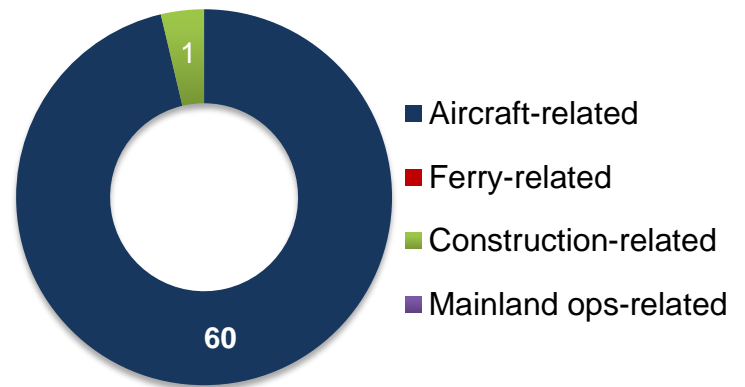
SUMMARY

61

TOTAL COMPLAINTS

Total aircraft- related	60
Total ferry-related	01
Total construction	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



60

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	11
General aviation	22
Medevac	01
Police helicopters	00
Helicopters	06
Military	00
No associated aircraft movement found	00
General	20

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (Jun 2018/Jun 2019)

↑ 126%

COMPLAINTS YEAR OVER YEAR: (YTD 2018/ YTD 2019)

↑ 67%

COMPLAINT TURNAROUND COMMITMENT MET*

*Response to complaint within 5 working days

100%