

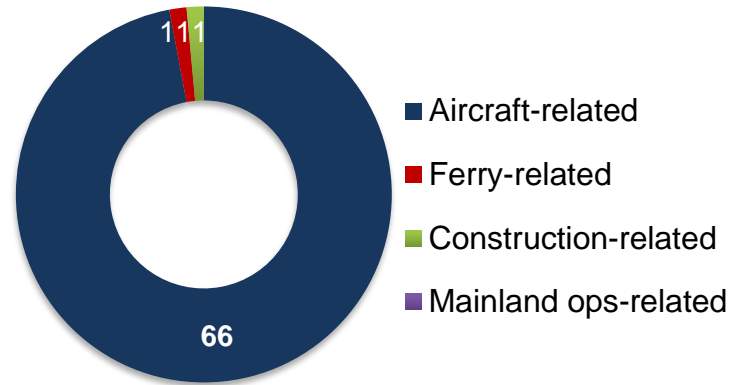
SUMMARY

69

TOTAL COMPLAINTS

Total aircraft- related	66
Total ferry-related	1
Total construction	1
Total mainland ops related	1

COMPLAINTS BY ACTIVITY



66

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	13
General aviation	32
Medevac	01
Police helicopters	00
Helicopters	01
Military	01
No associated aircraft movement found	00
General	18

Curfew violations **0**

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

↑ 213%

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

↑ 47%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

99%