

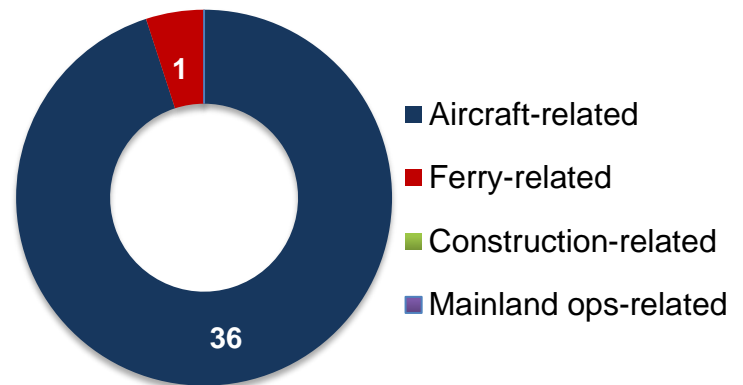
SUMMARY

37

TOTAL COMPLAINTS

Total aircraft-related	36
Total ferry-related	1
Total construction	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



36

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	08
General aviation	14
Medevac	03
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	11

Curfew violations **1**

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

↑ 85%

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

↑ 137%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%