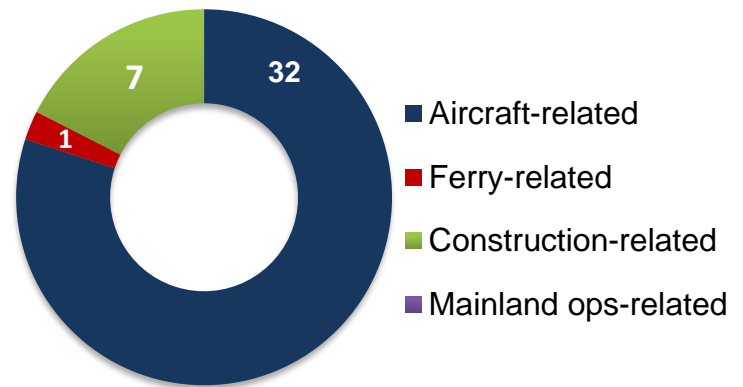


## SUMMARY

### 40 TOTAL COMPLAINTS

Total aircraft-related	<b>32</b>
Total ferry-related	<b>1</b>
Total construction*	<b>7</b>
Total mainland ops related	<b>0</b>

### COMPLAINTS BY ACTIVITY



### 32 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	<b>08</b>
General aviation	<b>11</b>
Medevac	<b>00</b>
Police helicopters	<b>00</b>
Helicopters	<b>01</b>
Military	<b>01</b>
No associated aircraft movement found	<b>02</b>
General	<b>09</b>

**Curfew violations** **0**

**COMPLAINTS YEAR OVER YEAR: (Oct 2019/Oct 2018)**

**↑ 135 %**

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

**↑ 133 %**

**COMPLAINT TURNAROUND COMMITMENT MET**

\*Response to complaint within 5 working days

**100%**