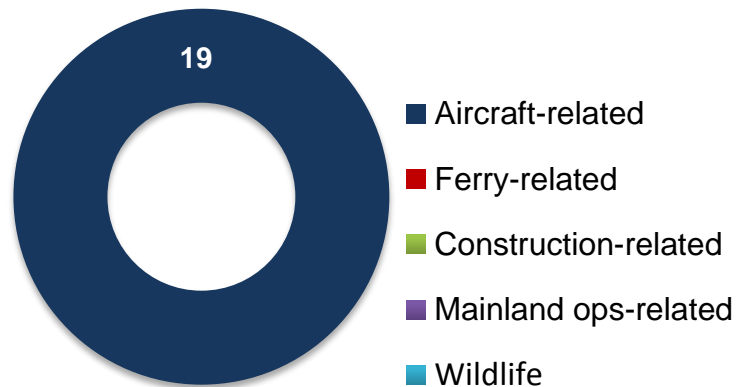


SUMMARY

19 TOTAL COMPLAINTS

Total aircraft-related	19
Total ferry-related	0
Total construction	0
Total mainland ops related	0
Wildlife Control	0

COMPLAINTS BY ACTIVITY



19 COMPLAINTS OF AIRCRAFT OPS BY TYPE

Scheduled Commercial Service	06
General aviation	02
Medevac	02
Police helicopters	00
Helicopters	01
Military	01
No associated aircraft movement found	00
General	07

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Oct. 2015/ Oct.2016)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

