

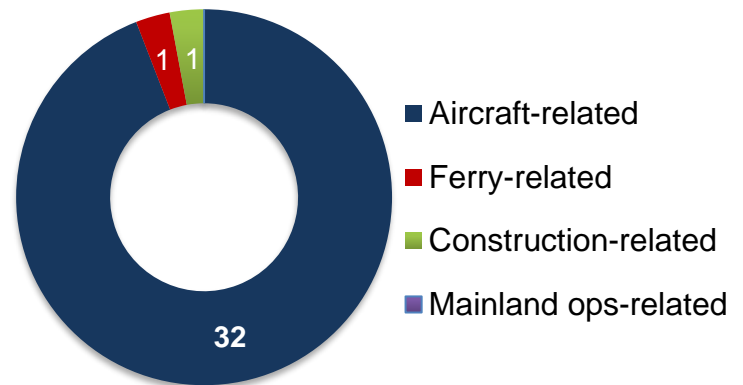
SUMMARY

34

TOTAL COMPLAINTS

Total aircraft-related	32
Total ferry-related	1
Total construction	1
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



32

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	02
General aviation	21
Medevac	02
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	07

Curfew violations **0**

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

↑ 386%

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

↑ 142%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days