

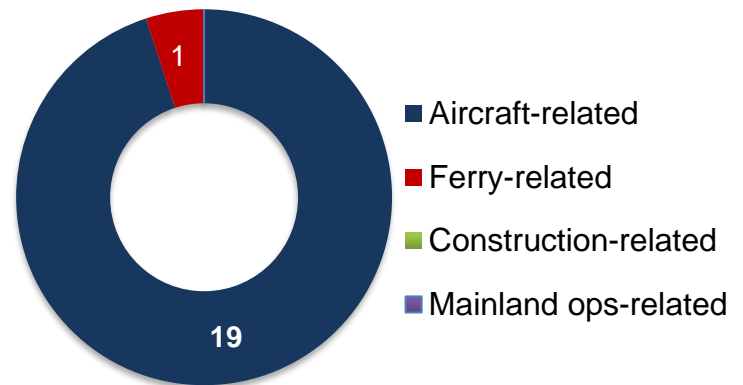
SUMMARY

20 TOTAL COMPLAINTS

Total aircraft-related	19
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

* Terminal Upgrade related

COMPLAINTS BY ACTIVITY



19 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	08
General aviation	01
Medevac	01
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	09

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Dec 2017 / Dec 2018)

↑ 67%

COMPLAINTS YEAR OVER YEAR: (YTD 2017/ YTD 2018)

↓ 19%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

99.8%