

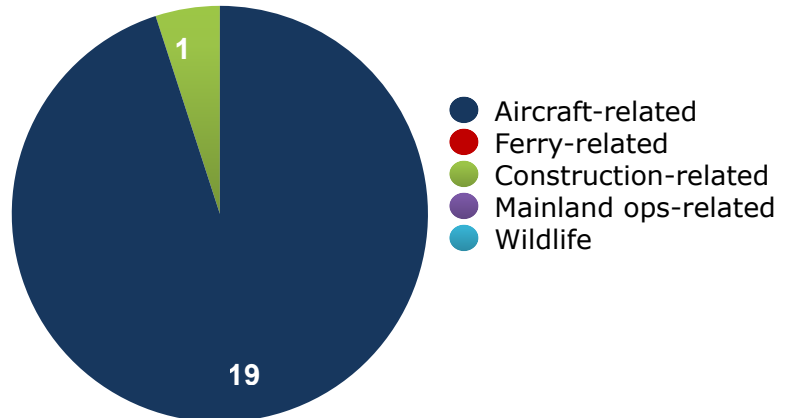
SUMMARY

20

TOTAL COMPLAINTS

Total aircraft-related	19
Total ferry-related	0
Total construction	1
Total mainland ops related	0
Wildlife Control	0

COMPLAINTS BY ACTIVITY



19

COMPLAINTS OF AIRCRAFT OPS BY TYPE

Scheduled Commercial Service	02
General aviation	08
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	09
Curfew violations	0

COMPLAINTS YEAR OVER YEAR: (Nov. 2017/ Nov.2016)

↓ 9%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%