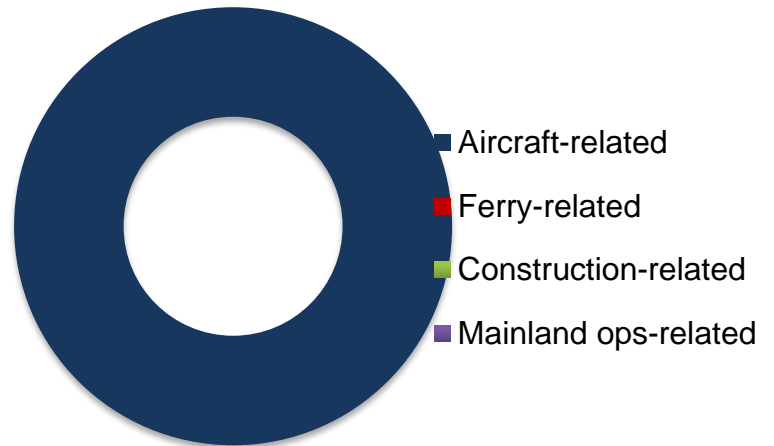


SUMMARY

11 TOTAL COMPLAINTS

Total aircraft-related	11
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



11 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	06
Medevac	02
Helicopters	00
General	01
Uncorrelated	02

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Feb 2021/Feb 2020)

0%

COMPLAINTS YEAR OVER YEAR: (YTD 2021/ YTD 2020)

↓ 32%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%