

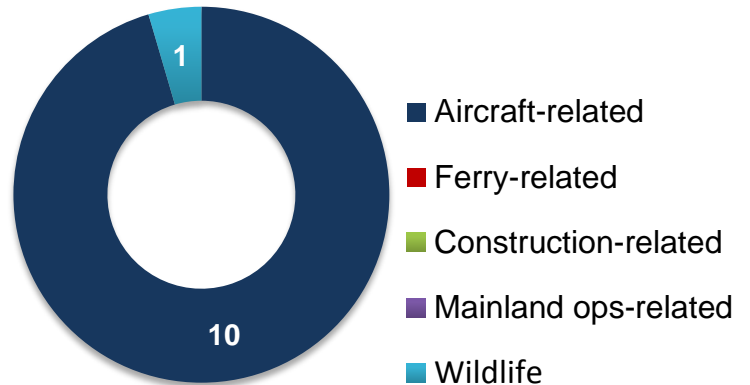
SUMMARY

11

TOTAL COMPLAINTS

Total aircraft-related	10
Total ferry-related	0
Total construction	0
Total mainland ops related	0
Wildlife Control	1

COMPLAINTS BY ACTIVITY



10

COMPLAINTS OF AIRCRAFT OPS BY TYPE

Scheduled Commercial Service	01
General aviation	05
Medevac	01
Police helicopters	00
Helicopters	01
Military	00
No associated aircraft movement found	00
General	02

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (May 2015/ May 2016)

↓ 86%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%