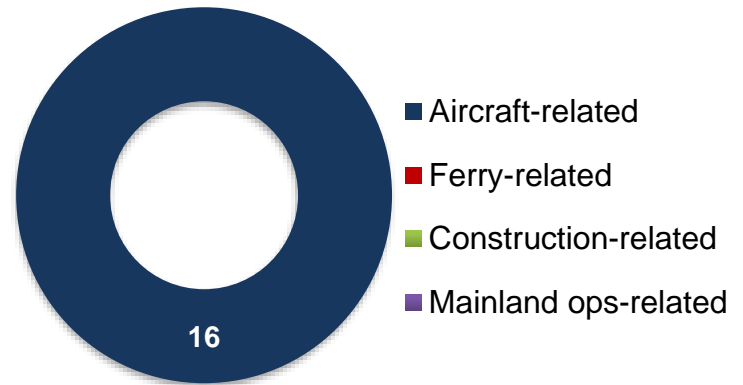


SUMMARY

16 TOTAL COMPLAINTS

Total aircraft-related	16
Total ferry-related	0
Total construction	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



16 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

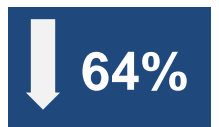
Scheduled Commercial Service	00
General aviation	15
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	1

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (April 2019/April 2020)



COMPLAINTS YEAR OVER YEAR: (YTD 2019/YTD 2020)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

