

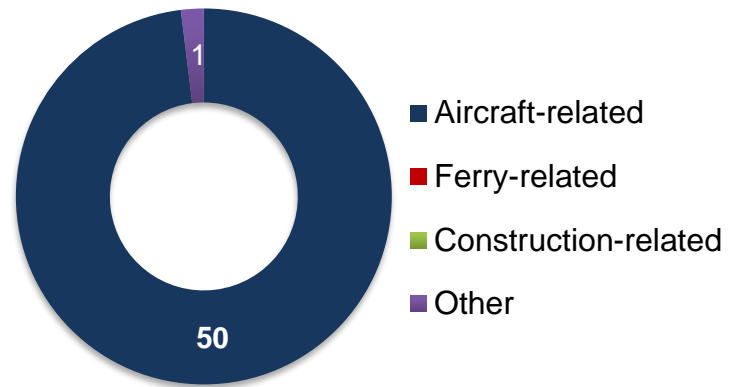
SUMMARY

51

TOTAL COMPLAINTS

Total aircraft- related	50
Total ferry-related	0
Total construction	0
Other	1

COMPLAINTS BY ACTIVITY



50

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	42
Medevac	02
Police helicopters	00
Helicopters	01
Military	01
No associated aircraft movement found	00
General	04

Curfew violations **0**

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

↓ 25%

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

↓ 47%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 4 working days

100%