

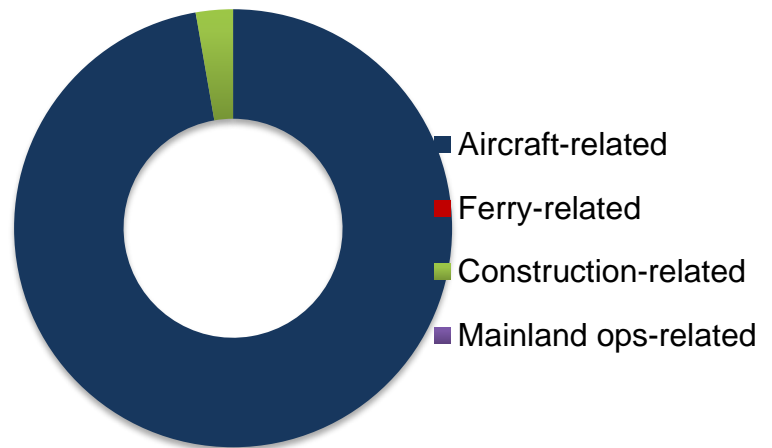
SUMMARY

73

TOTAL COMPLAINTS

Total aircraft-related	71
Total ferry-related	0
Total construction*	2
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



71

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	65
Medevac	01
Police helicopters	00
Helicopters	02
Military	00
Engine Runs	00
General	03

Curfew violations **1**

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

↑ 35%

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

↓ 32%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

64%