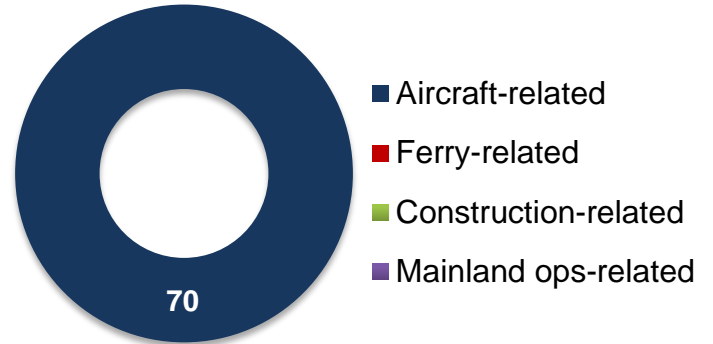


SUMMARY

70 TOTAL COMPLAINTS

Total aircraft-related	70
Total ferry-related	0
Total construction*	0
Total mainland ops related	0



70 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	08
General aviation	30
Medevac	02
Police helicopters	00
Helicopters	02
Military	00
No associated aircraft movement found	01
General	24
Engine Run	03
Curfew violations	0

COMPLAINTS YEAR OVER YEAR: (May 2018/May 2019)

↑ 84%

COMPLAINTS YEAR OVER YEAR: (YTD 2018/ YTD 2019)

↑ 66%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days