

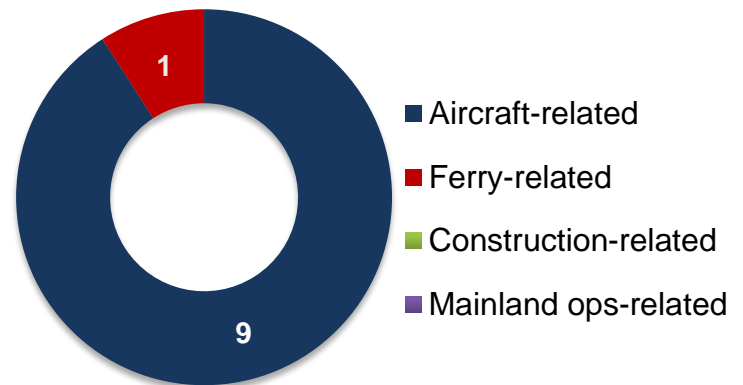
SUMMARY

10

TOTAL COMPLAINTS

Total aircraft-related	9
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



9

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

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

Curfew violations 0

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

↓ 17%

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

↓ 16%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%