

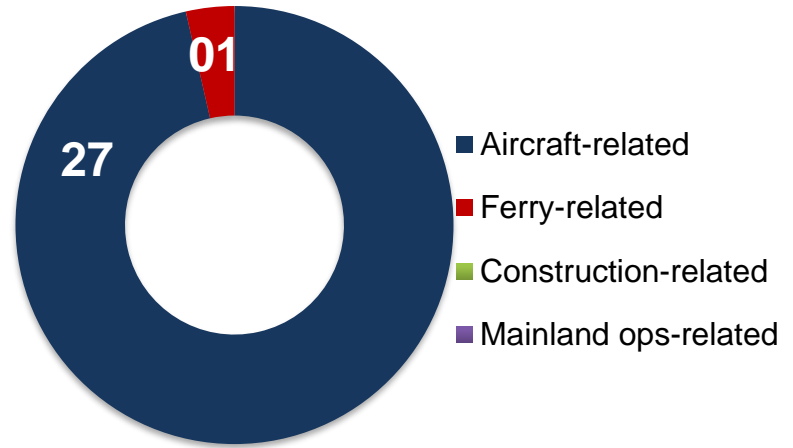
SUMMARY

29

TOTAL COMPLAINTS

Total aircraft-related	28
Total ferry-related	01
Total construction*	00
Total mainland ops related	00

COMPLAINTS BY ACTIVITY



28

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	09
General aviation	03
Medevac	00
Helicopters	00
Military	00
General	16

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (April 2022/April 2021)

↑ 190%

COMPLAINTS YEAR OVER YEAR: (YTD 2022/YTD 2021)

↑ 64%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%