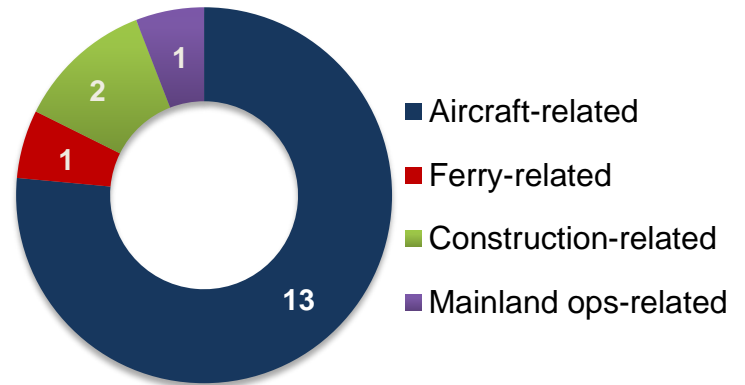


SUMMARY

17 TOTAL COMPLAINTS

Total aircraft-related	13
Total ferry-related	1
Total construction	2
Total mainland ops related	1

COMPLAINTS BY ACTIVITY



14 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	04
General aviation	00
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	10

Curfew violations 0

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

↑ 113%

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

↑ 113%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%