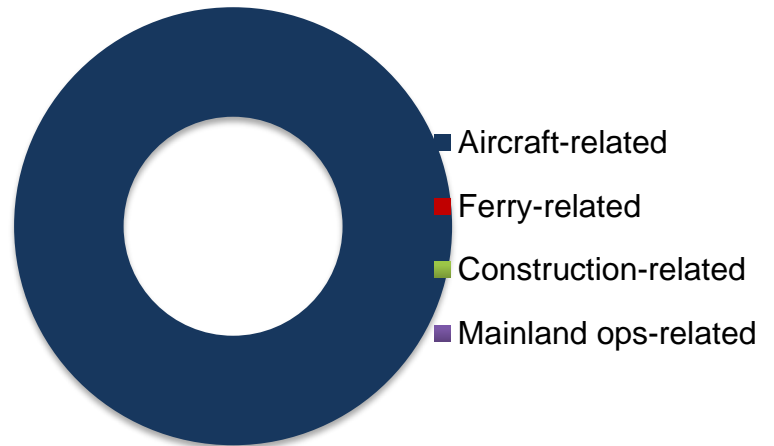


SUMMARY

10 TOTAL COMPLAINTS

Total aircraft-related	10
Total ferry-related	0
Total construction	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY

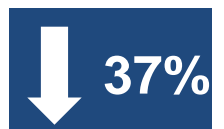


10 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General Aviation	06
Medevac	01
Helicopters	00
General	03
Engine Run	00

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Apr 2021/Apr 2020)



COMPLAINTS YEAR OVER YEAR: (YTD 2021/ YTD 2020)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

