

SUMMARY

44 TOTAL COMPLAINTS

Total aircraft-related

44

Total ferry-related

0

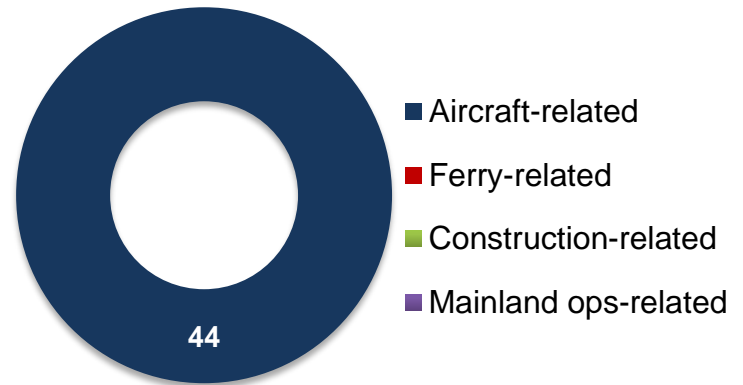
Total construction

0

Total mainland ops related

0

COMPLAINTS BY ACTIVITY



44 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	05
General aviation	20
Medevac	02
Police helicopters	00
Helicopters	01
Military	00
No associated aircraft movement found	00
General	16

Curfew violations 0

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

↑ 314%

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

↑ 31%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

95%