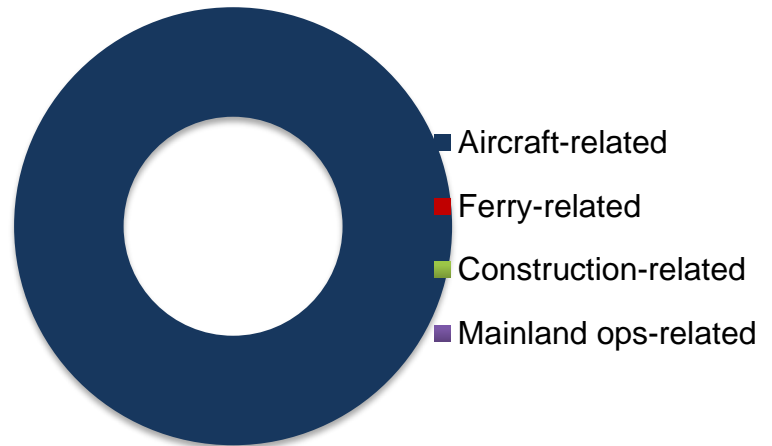


SUMMARY

33 TOTAL COMPLAINTS

Total aircraft-related	33
Total ferry-related	0
Total construction	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



33 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General Aviation	28
Medevac	00
Helicopters	00
General	02
Engine Run	03

Curfew violations **0**

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

↑ 83%

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

0%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%