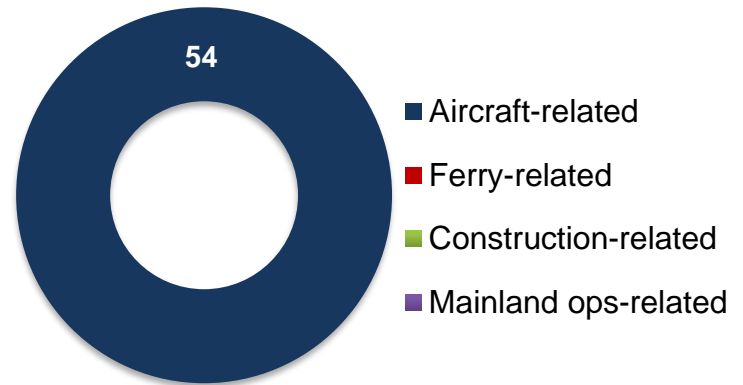


SUMMARY

54 TOTAL COMPLAINTS

Total aircraft- related	54
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



54 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	04
General aviation	34
Medevac	04
Police helicopters	00
Helicopters	03
Military	02
No associated aircraft movement found	01
General	06

Curfew violations **0**

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

↑ 315 %

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

↑ 113 %

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%