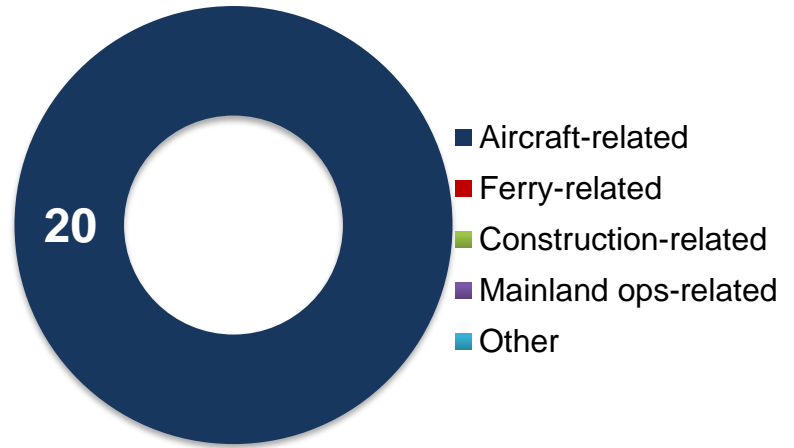


SUMMARY

20 TOTAL COMPLAINTS

| | |
|----------------------------|----|
| Total aircraft-related | 20 |
| Total ferry-related | 00 |
| Total construction* | 00 |
| Total mainland ops related | 00 |

COMPLAINTS BY ACTIVITY

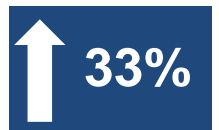


20 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

| | |
|------------------------------|----|
| Scheduled Commercial Service | 10 |
| General aviation | 07 |
| Medevac | 00 |
| Helicopters | 03 |
| Military | 00 |
| General | 00 |

Curfew violations 00

COMPLAINTS YEAR OVER YEAR: (Dec 2023/Dec 2022)



COMPLAINTS YEAR OVER YEAR: (YTD 2023/YTD 2022)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

