

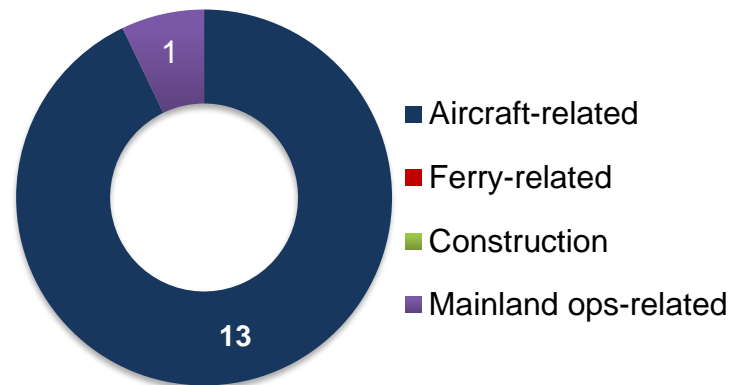
SUMMARY

Note: Reduction of aircraft movements in last half of March due to of COVID 19 Pandemic.

14 TOTAL COMPLAINTS

Total aircraft-related	13
Total ferry-related	0
Total construction	0
Total mainland ops related	1

COMPLAINTS BY ACTIVITY



13 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	01
General aviation	04
Medevac	01
Police helicopters	00
Helicopters	00
Military	00
Other	00
General	07

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Mar 2019/Mar 2020)



COMPLAINTS YEAR OVER YEAR: (YTD 2019/YTD 2020)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 4 working days

