

SUMMARY

12

TOTAL COMPLAINTS

Total aircraft-related

12

Total ferry-related

0

Total construction*

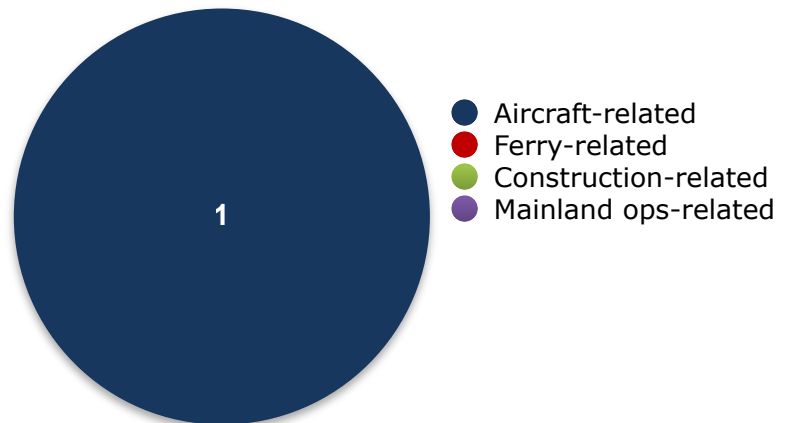
0

Total mainland ops related

0

* Terminal Upgrade related

COMPLAINTS BY ACTIVITY



12

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	03
General aviation	01
Medevac	03
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	05

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (Feb 2017/Feb 2018)

↓30%

COMPLAINTS YEAR OVER YEAR: (YTD 2017/ YTD 2018)

↓43%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%