



Supersedes: 2017-D-004

Directive # 2019-D-009

Subject – General/Business Aviation –Airport Reservation Office Reservation Procedures and Compliance

From: Aviation Services

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Date of Issue: 2019-09-05

Effective Date: 2019-09-16 @ 1000 UTC

Expected Action: Compliance with Airport Reservation Office procedures for all General Aviation and Business Aircraft operating IFR and VFR.

Background and Impact:

In order to support Airport Collaborative Decision Making (A-CDM) and the most efficient use of Pearson runway capacity, General and Business Aviation aircraft have been participating in the Airport Reservation Office procedures since February 18, 2019.

Commencing **September 16, 2019 @ 1000 UTC**, operators **must** file a departure and arrival reservation for all IFR and VFR flights through the Online Coordination System (OCS) for all operations during the normal operating hours of 0630-0029 local YYZ. (Note: Aircraft operating missions listed in Appendix A are exempted from these requirements.)

Guidance for Obtaining Reservations for General / Business Aviation Flights operating to/from Toronto Pearson Airport – YYZ

1. All users that have not registered for an account must complete the OCS Application Form to avoid delay in obtaining access to the reservation system. The application form is available at <https://www.torontopearson.com/aro>. All completed forms must be emailed to aro@gtaa.com. The Airport requires a minimum of seven days to complete the

application process and will email confirmation of acceptance. The application process must be completed prior to obtaining a reservation. Any questions in regards to the application form must be forwarded to aro@gtaa.com or john.ventresca@gtaa.com or 416-776-3579.

2. Reservations can be obtained by going to the website <https://yyzaro.com/ocs/>

When requesting a reservation, the following information is required:

- (1) Date and hour (UTC) of proposed operation.
- (2) ICAO aircraft type identifier and aircraft registration
- (3) ICAO Origin/ ICAO destination airport.
- (4) FBO Parking location

Once a reservation is completed, OCS will produce a reservation number – sample **GTAAGA (YYZ/S19): Slot ID: CYYZAGNN127800**

A User Guide on how to book a reservation can be found online at <https://www.torontopearson.com/en/operators-at-pearson/getting-started/aro>

The ARO may be contacted at (416) 776-7568 (all callers) or 1-800-267-7568 (Canada, USA only) 24 hours / 7 days per week.

3. The ARO must be advised whenever reservation information changes. Changes and cancellations must be made via the OCS online tool. If there is a requirement or change to an existing reservation as per the above parameters, users must log into the system, review their reservation and amend accordingly. Ensure information within the flight plan is revised to reflect any changes made to the reservation. If a date/time change is required, the existing reservation must be cancelled, and a new reservation and number must be obtained. For further information, see item #5 below "Utilization of Reservations".

Reduced Runway Capacity

4. If runway capacity is reduced and unable to meet demand, the ARO may coordinate with the appropriate Operator to amend or cancel their reservation due to unforeseen conditions. This will be done via the email address or phone number provided by the Operator on their application form. The ARO reserves the right to approve or deny a request when taking into consideration the circumstances and the impact.

Exemptions are granted based on the type of mission an aircraft is engaged in and not the identity of the operator. See list for types of missions below.

Utilization of Reservations

5. Unused reservations will adversely impact airport efficiency and utilization. Toronto Pearson conducts monitoring activities of the reservations to ensure their utilization. Failure to operate without a reservation, or reservations that are misused (e.g. not using a reservation, booking several reservations and cancelling at the last minute etc.) will be reviewed and further action against the Operator could be taken.

Night Flight Restriction Program

6. Operators seeking operating approval between 0030-0629 local time are required to obtain an operating extension as per the Noise Operating Restrictions published in the Canada Air Pilot.



Craig Bradbrook
Vice President, Aviation Services

Appendix A

Exemptions are granted based on the type of mission that an aircraft is engaged in and not the identity of the operator. Flights operating the following missions are exempt.

STS/FFR	Fire fighting
STS/HEAD	Flight with Head of State status
STS/HOSP	Flight on an actual medical mission
STS/MEDEVAC	Flight operated for life critical medical emergency evacuation
STS/SAR	Flight engaged in a search and rescue mission
STS/STATE	Flight engaged in military, customs or police services
STS/FLTCK	Aircraft actually performing NAVAID flight check