



Directive # 2020-D-006

Subject: Airline Passenger Load Reporting Requirement

From: Customer and Terminal Services

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Date of Issue: 2020-06-16

Effective Date: 2020-06-16

Expected Action: The purpose of this document is to institute a procedure for all airlines to report booked flight loads for each flight, both inbound and outbound on a weekly basis to support the GTAA in assigning check-in counters and managing the day of operations based on actual requirements.

Background and Impact: The GTAA presently assigns counters and plans assets based on total aircraft seats using one counter per 50 seat guidelines. This process is inefficient and often leads to over- allocation of assets which limit the GTAA’s ability to be flexible in allocation. With the added restrictions of physical distancing leading to reduced capacity, the GTAA requires accurate operational numbers to effectively and safely plan the operation. In order to continually improve processes, the GTAA also requires actual flown loads from the prior week.

Required Information:

Effective immediately:

1. Airlines are required to report BOOKED LOADS for each flight that is scheduled to operate the following week by Tuesday at 1500 EST.

2. Airlines are required to report ACTUAL LOADS from all scheduled flights operated from the previous week by Tuesday at 1500 EST.
3. Airlines are required to provide updates where significant changes (defined as load variance of +/- 5%) occur with respect to the advanced load information.
4. The booked load will be used for the purposes of planning the following functions and facilities:
 - a. Check-In Counter Assignments
 - b. CATSA/USCBP
 - c. Baggage and Lateral Capacity
 - d. Post-Security Gate Flows
 - e. Arrivals Flow
 - f. CBSA
 - g. Arrivals Baggage Hall
 - h. Cleaning Staff
5. Booked loads will provide the GTAA assistance in planning the operation of the terminal building in a safe and well-considered manner.
6. Actual loads will be used to assist the GTAA in assessing the accuracy of forecasting with respect to all the above areas in an effort to support the regrowth after industry disruption.

Reporting Procedure:

- a. Every Tuesday, the flight load information described in this Directive shall be sent via email (with the email identifying "Booked Loads" or "Actual Loads", as applicable) to airlineflightloads@gtaa.com
- b. The information provided to the GTAA under this Directive shall not contain any personal information of passengers or other information containing identifying information for any individual passenger.
- c. All flight load information provided by an airline will be held in confidence by the GTAA and will not be disclosed to other airlines or any other third parties nor be

used for other commercial reasons. Flight load information will be communicated within the GTAA only to members of a defined internal GTAA team.

- d. If the information is not provided by the specified date and time, the GTAA will escalate to the management team at the applicable airline.

Please note that the GTAA reserves the right to deviate from this process at any time when life health and safety issues or security issues are identified and/or to protect the integrity of the overall airport operation.

For any additional information, please contact:

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