

Appendix to the

Toronto Pearson Residents' Reference Panel on Airport Growth and Noise Fairness

*Survey
Summary*

Final report | October 2017

Toronto Pearson 

Publication information

Published by MASS LBP on behalf of the Greater Toronto Airports Authority

You can download this publication at www.torontopearson.com/rrp

This work is licensed under a Creative Commons Attribution-NonCommercial 4.0 International licence (CC BY-NC 4.0)

Published on October 12, 2017 | Version October 21, 2017



Toronto Pearson Survey on Noise Fairness and Airport Growth

Between April 24 and July 31, 2017, the Greater Toronto Airports Authority fielded a survey concerning perceptions of Toronto Pearson International Airport, the impact of noise on area communities, and the potential for growth at the airport.

Respondents to the survey were recruited through two samples.

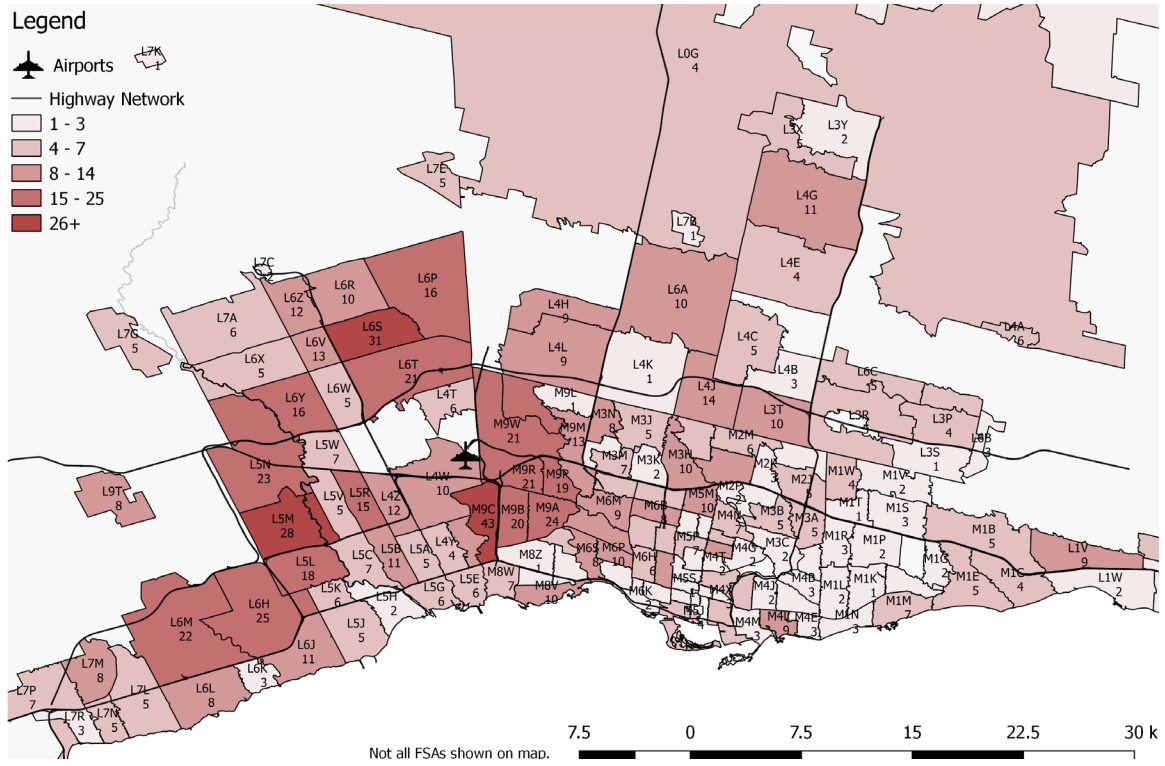
Closed-call sample: First, 20,000 letters were sent to randomly selected households throughout the Greater Toronto Area, with two-thirds of the letters targeting neighbourhoods that are adjacent to or within no more than 20km of the airport. The balance of letters were sent to households across the region. **1229** of the households which received the letter completed and returned the survey.

Open-call sample: Second, a web address was promoted through paid advertising and social media that was also widely circulated by community groups. Households were able to submit multiple responses to the online survey to accommodate each household member's views. For respondents who provided email addresses, duplicate responses from the same email address were removed from the analysis. **1364** unique responses to the survey were received online.

Cumulatively, **2,593** unique responses to the survey were received.

The open-call sample is more geographically concentrated than the closed-call sample. Of respondents from the open-call sample, 35% are from neighbourhoods bordering the airport, compared to 10% of respondents from the closed-call sample.

CLOSED-CALL: RESPONSES BY FORWARD SORTATION AREA (FSA)



OPEN-CALL: RESPONSES BY FORWARD SORTATION AREA (FSA)



SUMMARY

More than 90% of respondents from both samples are homeowners, and a strong majority have lived in their neighbourhood for 11 years or more.

Almost three-quarters of respondents from both samples flew into or out of Toronto Pearson in 2016. In both samples, 8% of respondents flew into or out of Toronto Pearson more than ten times in 2016.

Of the open-call sample, 65% of respondents work full-time, compared to just under half of respondents in the closed-call sample. Over 20% of respondents in the open-call sample are retired or currently unemployed, compared to 40% in the closed-call sample.

Of those employed in both samples, a strong majority usually work from outside the home. Of those employed, 11% of respondents in both samples usually work from home.

Respondents in the open-call sample report being much more affected by airplane noise compared to those in the closed-call sample. Over 70% of respondents in the open-call sample report being highly affected by airplane noise. In contrast, 16% of respondents in the closed-call sample report being highly affected by airplanes, or slightly more affected by airplane noise than car traffic.

Respondents to the open-call also report being much more regularly affected by airplane noise, especially when outdoors or asleep.

Question: Thinking about the level of noise you experience at home, would you say you are not affected, somewhat affected, or highly affected by each of the following types of noise?

Closed-call	Not affected	Somewhat affected	Highly affected	Open-call	Not affected	Somewhat affected	Highly affected
Car traffic (N = 1217)	43%	47%	10%	Car traffic (N = 1363)	45%	45%	10%
Airplanes (N = 1216)	44%	40%	16%	Airplanes (N = 1362)	7%	21%	71%
Construction (N = 1201)	60%	33%	8%	Construction (N = 1355)	63%	30%	7%
Industrial activity (N = 1193)	90%	9%	2%	Industrial activity (N = 1350)	87%	11%	2%
Trains (N = 1206)	74%	22%	4%	Trains (N = 1356)	8%	17%	3%

The majority of respondents in the closed-call sample report no change in airplane-related noise over the past two years. Over 85% of respondents in the open-call report an increase in airplane-related noise over the past two years.

Question: Over the past two years, would you say that you have noticed an increase in airplane-related noise in your neighbourhood, a decrease in airplane-related noise, or no change?

	Closed-call	Open-call
An increase	37%	86%
A decrease	3%	2%
No change	60%	13%
	(N = 1191)	N = 1334

The closed-call sample has a positive overall impression of Toronto Pearson, while the open-call sample has a slightly negative impression of Toronto Pearson.

Question: In general how would you rate your overall impression of Toronto Pearson? (with 1 being “very negative” and 10 being “very positive”)

	Closed-call	Open-call
Average	7.1	5
	(N = 1129)	(N = 1335)

When asked, more than two-thirds of respondents to the closed call sample cited economic growth for the GTHA, economic growth for Ontario and Canada, more jobs at the airport and in the region, and regional transit development as good or very good reasons to grow.

Three-quarters of closed-call respondents think that more connections with the rest of the world, more investment in local community programs, and becoming an airport on par with the largest and best international hub airports are somewhat good to very good reasons to grow.

32% fewer open-call respondents than closed-call respondents believe that becoming an airport on par with the largest and best international hub airports is a good reason to grow.

Question: How much do you think each of the likely benefits listed below would justify airport growth and consequently some additional noise? Please rank each one on a scale of 1 to 5, where 1 indicates that the benefit is not a good reason to grow, and 5, a very good reason to grow.

Closed-call	Not a good reason to grow		A somewhat good reason to grow		A very good reason to grow
	1	2	3	4	5
More connections with the rest of the world (N = 1171)	9%	7%	25%	19%	40%
More investment in local community programs (N = 1143)	12%	10%	22%	22%	35%
Regional transit development (N = 1160)	8%	7%	20%	22%	42%
Economic growth for the Greater Toronto and Hamilton Area (N = 1163)	6%	5%	20%	24%	46%
Economic growth for Ontario and Canada (N = 1165)	6%	6%	18%	23%	46%
Becoming an airport on par with the largest and best international hub airports (N = 1176)	15%	8%	17%	22%	37%
More jobs at the airport and in the region (N = 1181)	7%	7%	18%	22%	46%

Question: How much do you think each of the likely benefits listed below would justify airport growth and consequently some additional noise? Please rank each one on a scale of 1 to 5, where 1 indicates that the benefit is not a good reason to grow, and 5, a very good reason to grow.

Open-call	Not a good reason to grow		A somewhat good reason to grow		A very good reason to grow
	1	2	3	4	5
More connections with the rest of the world (N = 1333)	37%	15%	21%	10%	18%
More investment in local community programs (N = 1309)	38%	16%	21%	9%	15%
Regional transit development (N = 1315)	37%	15%	21%	10%	17%
Economic growth for the Greater Toronto and Hamilton Area (N = 1327)	30%	16%	25%	12%	17%
Economic growth for Ontario and Canada (N = 1330)	29%	16%	24%	13%	18%
Becoming an airport on par with the largest and best international hub airports (N = 1329)	47%	14%	17%	9%	14%
More jobs at the airport and in the region (N = 1334)	34%	16%	24%	10%	16%

Over 60% of respondents in both samples believe that managing relationships with local residents, addressing the concerns GTA residents have about aircraft noise, and addressing the concerns GTA residents have about the environment are very important for the airport to focus on as Toronto Pearson grows.

Over 80% of respondents from the closed-call sample also believe that investing in transit links that will benefit GTA residents is an important area for the airport to focus on as Toronto Pearson grows. Over 50% of respondents from the open-call sample agree that investing in transit links is an important focus area.

Q: Toronto Pearson will continue its efforts to give back to the community as the airport grows. How important are each of the following areas for the airport to focus on?

<i>Closed-call</i>	Not at all important		Somewhat important		Very important
	1	2	3	4	5
Manage relationships with local residents (N = 1179)	2%	2%	13%	18%	64%
Make the right investments to support GTA community development (N = 1169)	3%	4%	17%	26%	50%
Address the concerns GTA residents have about aircraft noise (N = 1184)	1%	3%	10%	20%	66%
Address the concerns GTA residents have about the environment (N = 1184)	1%	2%	11%	19%	66%
Provide employment opportunities to GTA residents (N = 1188)	3%	3%	15%	22%	57%
Invest in transit links that will benefit GTA residents (N = 1188)	2%	3%	12%	17%	66%

<i>Open-call</i>	Not at all important		Somewhat important		Very important
	1	2	3	4	5
Manage relationships with local residents (N = 1352)	4%	3%	8%	12%	73%
Make the right investments to support GTA community development (N = 1298)	17%	10%	25%	20%	29%
Address the concerns GTA residents have about aircraft noise (N = 1359)	2%	3%	5%	4%	86%
Address the concerns GTA residents have about the environment (N = 1353)	3%	2%	9%	11%	74%
Provide employment opportunities to GTA residents (N = 1329)	17%	15%	27%	17%	24%
Invest in transit links that will benefit GTA residents (N = 1325)	16%	9%	23%	16%	36%

Over 65% of respondents from both samples favour greater sharing of both frequency and loudness of airplane noise.

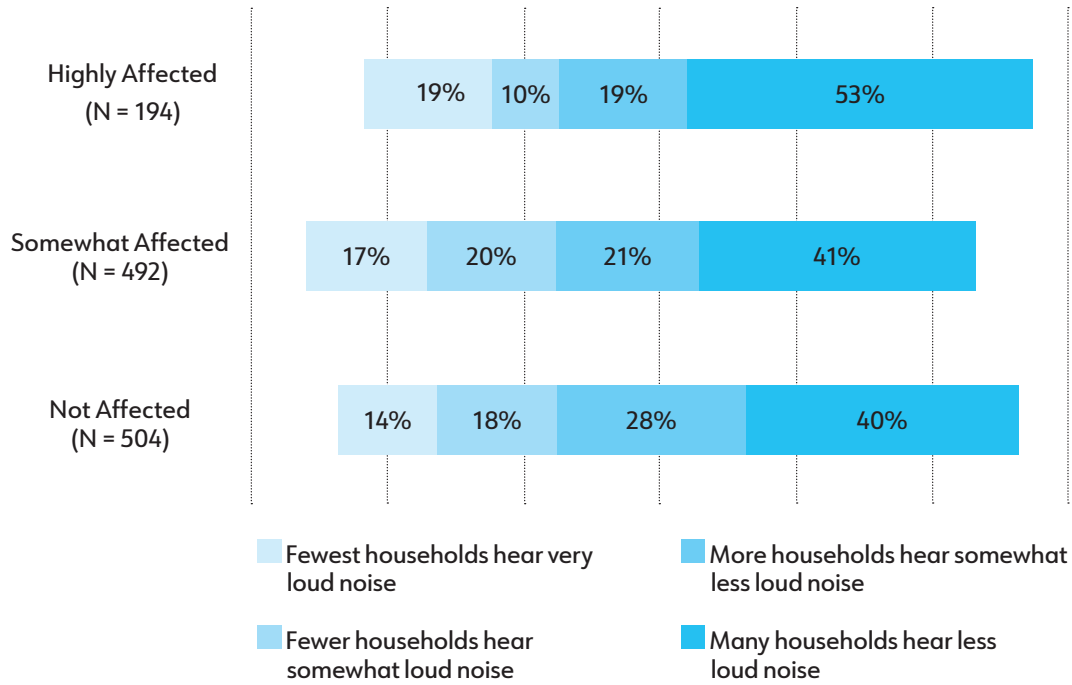
Question: *This question is about the frequency of noise. Deciding how to distribute aircraft noise amongst households involves trade-offs. One option is for a small number of households to hear aircraft noise very often - which means most households will hardly ever hear noise. Another option is for many households to hear noise from time to time - which means very few households will hear noise very often. Which balance between these two options do you think is the most fair?*

	Closed-call	Open-call
Share less: A small number of households hear noise very often (but most hardly ever hear it)		
1	14%	23%
2	16%	12%
3	25%	13%
4	45%	52%
Share more: Many households hear noise from time to time (but few hear it very often)		
	(N = 1180)	(N = 1303)

Over half of highly affected respondents from both samples strongly favour sharing frequency and loudness of airplane noise, compared to about 40% of unaffected respondents strongly in favour of sharing frequency and loudness.

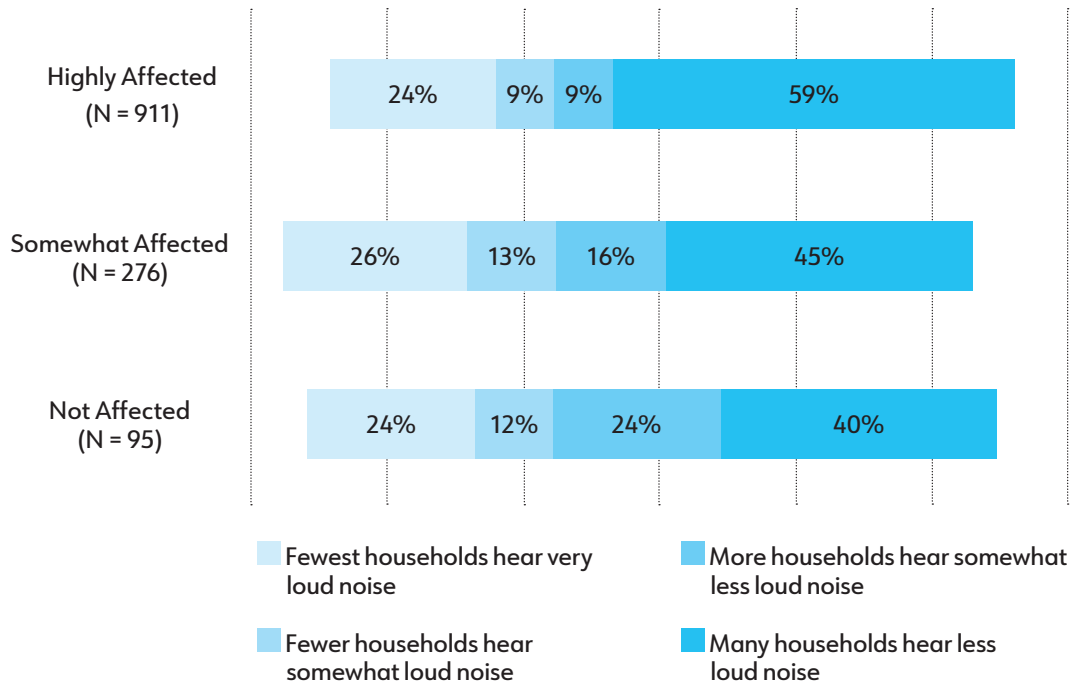
Question: *Aircraft sound louder when they are closer to the ground—just after take-off, and just before landing. This means that neighbourhoods that are closer to the airport hear much louder aircraft noise than neighbourhoods that are farther away. This brings up another trade-off: One option is for a small number of households to hear very loud noise. Another option is for many households to hear less loud noise. Which balance between these two options do you think is the most fair?*

Closed-call



Question: Aircraft sound louder when they are closer to the ground – just after take-off, and just before landing. This means that neighbourhoods that are closer to the airport hear much louder aircraft noise than neighbourhoods that are farther away. This brings up another trade-off: One option is for a small number of households to hear very loud noise. Another option is for many households to hear less loud noise. Which balance between these two options do you think is the most fair?

Open-call



Nearly 65% of respondents from the closed-call sample favour sharing in order to offer respite for highly affected neighbourhoods. 53% of respondents from the open-call sample favour sharing to offer respite.

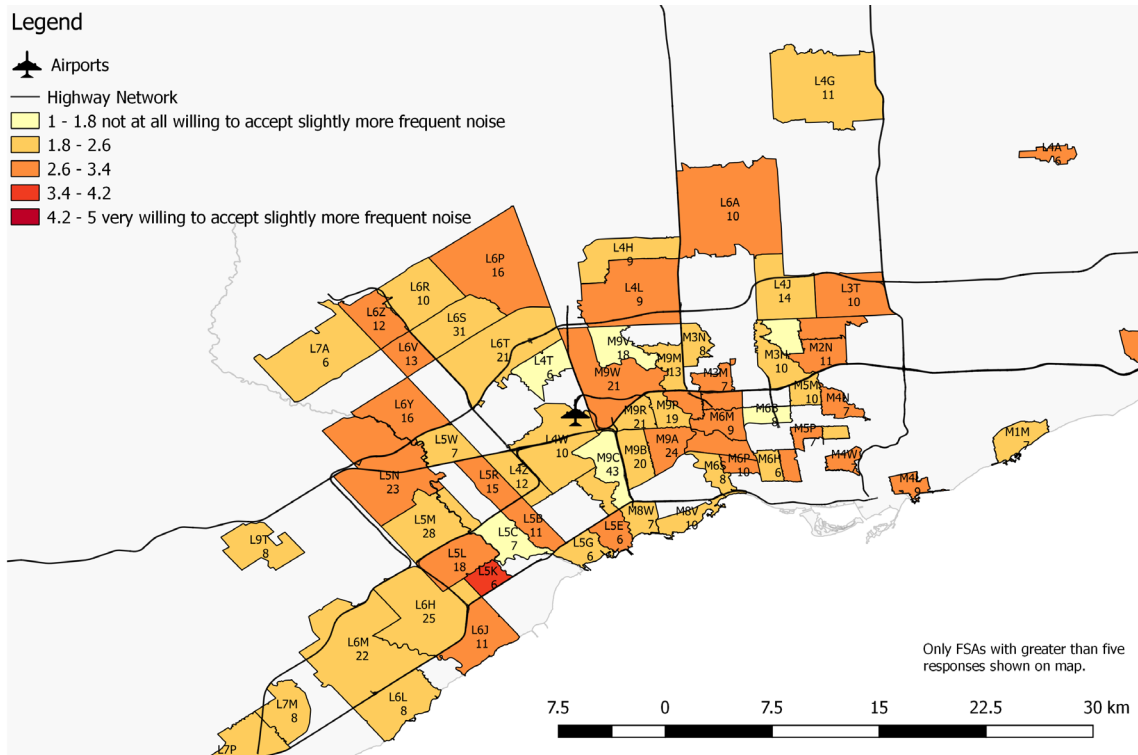
Of the open-call sample, over half of respondents are not at all willing to accept more noise over their own houses in order to offer respite to neighbourhoods with very frequent or very loud noise. In contrast, the majority of respondents from the closed-call sample are willing to accept slightly more frequent noise over their own houses in order to offer respite.

Question: How willing would you be to accept slightly more frequent noise over your house if it meant a reduction in noise for households in another neighbourhood with very frequent aircraft noise?

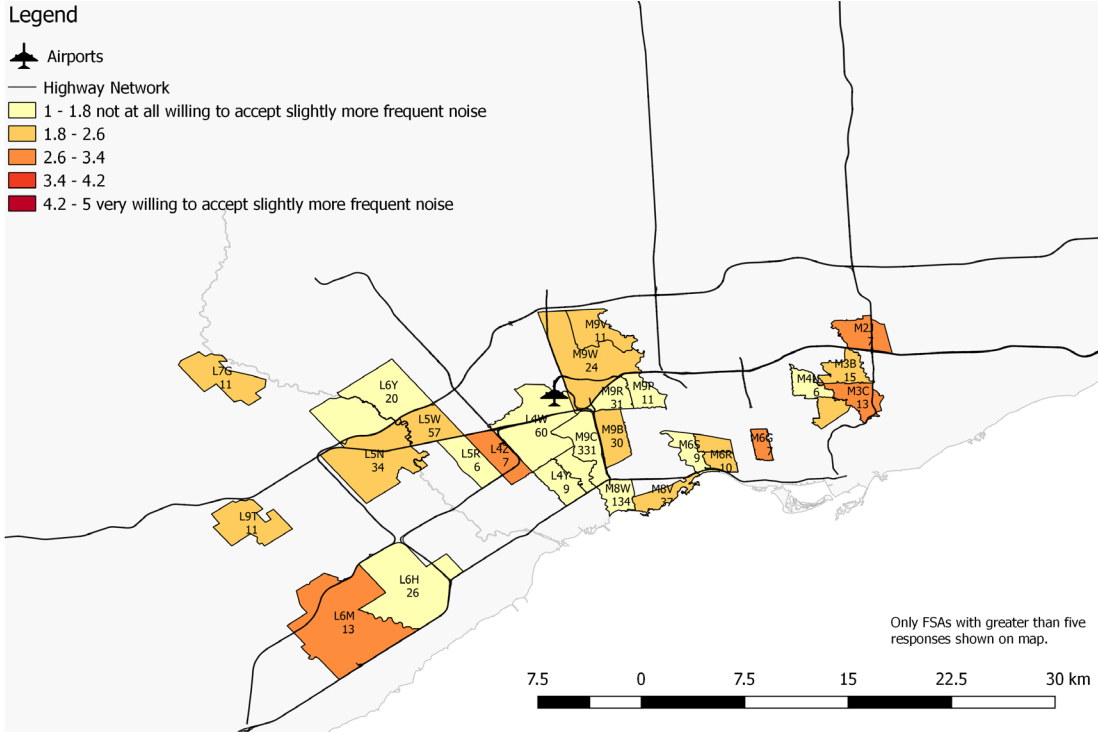
		Closed-call	Open-call
Not at all willing	1	26%	58%
	2	17%	13%
Somewhat willing	3	31%	14%
	4	13%	6%
Very willing	3	13%	9%
		(N = 1157)	(N = 1330)

Those closest to the airport are generally less willing to accept more noise over their own houses compared to those further away from the airport.

CLOSED-CALL: WILLINGNESS TO ACCEPT MORE NOISE IN ORDER TO OFFER RESPITE TO NEIGHBOURHOODS WITH VERY FREQUENT NOISE, BY FSA



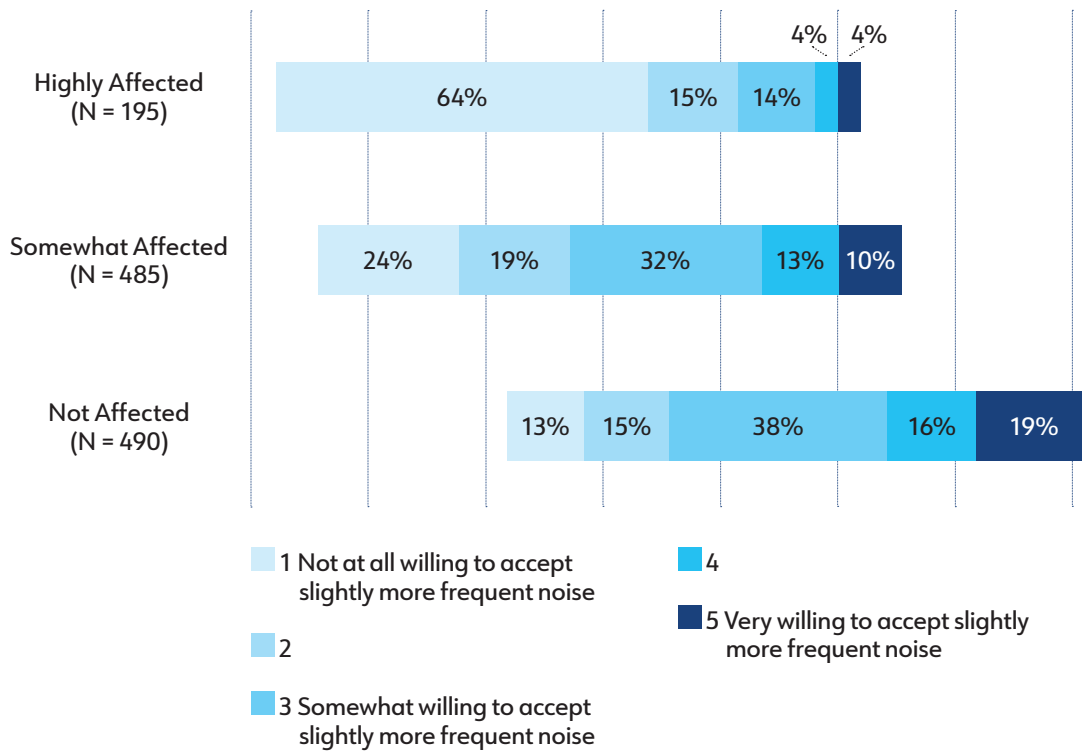
OPEN-CALL: WILLINGNESS TO ACCEPT MORE NOISE IN ORDER TO OFFER RESPIRE TO NEIGHBOURHOODS WITH VERY FREQUENT NOISE, BY FSA



Less than 40% of highly affected respondents from both samples are willing to accept slightly more frequent noise over their houses. In contrast, more than two-thirds of unaffected respondents from both samples are somewhat-willing to very-willing to accept slightly more frequent noise over their houses.

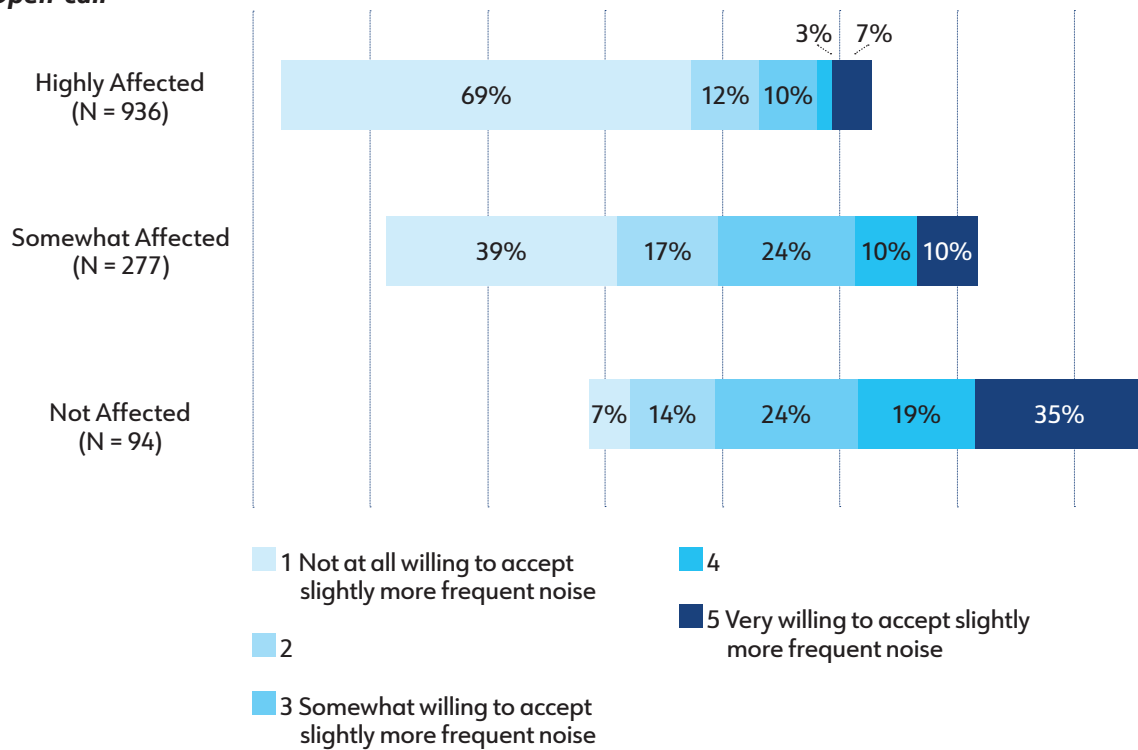
Question: *How willing would you be to accept slightly more frequent noise over your house if it meant a reduction in noise for households in another neighbourhood with very frequent aircraft noise? Please rate your answer on a scale of 1 to 5:*

Closed-call



Question: How willing would you be to accept slightly more frequent noise over your house if it meant a reduction in noise for households in another neighbourhood with very frequent aircraft noise? Please rate your answer on a scale of 1 to 5:

Open-call





Toronto Pearson