

The report of the

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

"Many of us are residents who are affected by noise. Most of us are also airport users. We are people who are concerned with the general welfare of the community... We are people who want to speak out and help shape how the airport and the region grow."

*Final report
to the Greater
Toronto Airports
Authority*



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Toronto Pearson

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Flight No. Vol	Arriving from Origine	Time Horaire	Status État
WS658	CALGARY	13:47	ARRIVED
WS257	HALIFAX	13:58	ARRIVED
WS700	VANCOUVER	13:58	ARRIVED
WS031	GLASGOW	14:17	ARRIVED
WS546	WINNIPEG	14:27	ARRIVED
WS319	MONCTON	14:31	ARRIVED

Flight No. Vol	Arriving from Origine	Time Horaire	Status État
WS3465	OTTAWA	14:53	EARLY
WS523	DEER LAKE	15:17	EARLY
WS702	VANCOUVER	15:17	EARLY
WS3489	MONTREAL	15:18	EARLY
WS434	EDMONTON	15:28	EARLY
WS3427	QUEBEC	15:28	ON TIME



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Flight No. Vol	Arriving from Origine	Time Horaire	Status Etat
WS3508	LONDON, ON	15:46	ON TIME
WS512	KELOWNA	15:56	ON TIME
WS662	CALGARY	16:06	ON TIME
WS279	ST. JOHN'S	16:37	EARLY
WS344	MONTREAL	17:22	ON TIME
WS678	CALGARY	17:33	EARLY

Flight No. Vol	Arriving from Origine	Time Horaire	Status Etat
WS664	CALGARY	17:57	EARLY
WS364	OTTAWA	18:02	ON TIME
TS788	CALGARY	18:30	ON TIME
TS966	VANCOUVER	18:40	ON TIME
WS3495	MONTREAL	19:01	ON TIME
WS258	WINNIPEG	19:20	ON TIME



WELCOME
to
Toronto Pearson
Students'
Conference

Toronto Pearson

Chair's Note

I am pleased to deliver the report of the Residents' Reference Panel on Airport Growth and Noise Fairness to the Greater Toronto Airports Authority.

This report is the culmination of a six-month exercise to provide residents from across the region with an opportunity to learn more about the airport's operations, to consider the implications of regional growth and increasing demand for air travel, and to provide their advice on how the airport can grow responsibly.

The growth forecast for the Greater Toronto and Hamilton Area is an important backdrop to this discussion. By 2040, the population of the GTHA will increase by almost 50% as another 3 million residents make the GTHA their home. As the region grows, so too will demand on the region's airports. The GTAA has the responsibility to plan for this growth and to show government that it can meet the needs of residents and industry.

This report also comes amidst a series of new technical reports concerning the airport's operations and future. This autumn, NAV CANADA released an independent review of airspace and flight paths over Toronto, and the GTAA released its own study of best practices used by leading international airports to manage noise. Later this autumn, the GTAA and NAV CANADA will also release a study of six specific ideas for reducing noise at the airport.

With so many technical studies and ideas under consideration, as well as a new growth plan under development, the GTAA believed it was also important to hear directly from residents. This is why the airport launched its "Conversations about Growth" initiative. Along with a series of public workshops and an extensive survey of GTA residents, the Reference Panel was designed to provide the GTAA with the considered view of people from across the region who would work together to find common ground and speak with one voice.

This required listening to one another and carefully scrutinizing the many plans, assumptions, and evidence that were provided by the airport and by more than twenty experts and guests.

I think all area residents would be pleased by the diligence and care exercised by this group. Over the course of four Saturdays, they worked determinedly to understand the drivers and impact of growth and sought ways to make the airport a better neighbour as well as an effective regional and national champion.

Dealing with the impact of aircraft noise is a source of controversy in every major city. The Panel makes it clear that more needs to be done and that as the GTAA grows, it needs to raise its game. The Panel calls on the GTAA to lead—not only follow—its international peers in safeguarding neighbouring residents from excessive noise and communicating more proactively about the impacts of its operations.

Working as volunteers, I believe the members of the Reference Panel have shown that substantive and productive dialogue with citizens is an asset to the GTAA, as it should be to any airport.

Sincerely,



Peter MacLeod

Chair, Residents' Reference Panel on
Airport Growth and Noise Fairness

Executive Summary

The Residents' Reference Panel on Airport Growth and Noise Fairness was a unique effort by the GTAA to hear from a cross-section of residents living throughout the Greater Toronto region. As a deliberative exercise, the panelists were randomly selected following a civic lottery, with those communities closest to the airport having the greatest representation, and provided with an opportunity to hear from more than 20 experts and guests. Together, they were asked to draft recommendations that they could collectively endorse.

The panelists were very attentive to the perceived trade-offs that come with airport growth. They recognized that the airport is itself a major employer that also contributes to supporting a dynamic regional economy. In addition, they acknowledged that the region itself is growing – approximately 3 million new residents will move to the region over the next 25 years. This, combined with increasing demand for passenger air travel, is fuelling significant growth at Toronto Pearson.

However, they were also concerned that this growth comes with a price – especially for those residents who live in the neighbourhoods surrounding the airport or under its flight paths.

Ultimately, the panelists want to feel pride in their airport and know that it is not only an economic champion, but an environmental and social champion as well.

Among their recommendations, the panel calls on the airport to:

- Become a leader in the adoption of noise mitigation measures, including incentives for airlines to retrofit or use quieter aircraft, new night flight restrictions, and a noise insulation program for affected households;
- Explore all other options to mitigate noise on the ground before implementing a noise sharing program, which should only be pursued if respite afforded to communities is meaningful and predictable;
- Adopt new annual reporting measures that quantify the health, environmental, and noise impacts of the airport's operations;
- Communicate proactively with neighbouring communities concerning future growth and the impact of its operations; and
- Collaborate with municipal partners to review and adopt more stringent zoning requirements to ensure that no new residences are built in areas impacted by airport operations.



Martin Pula (Mississauga) discusses values that should guide airport growth with Walter Teres (Toronto).

HOW TO
1. Choose a location of sunlight.
2. Fill the soil.
3. Sprinkle the seeds evenly.
4. Keep soil moist every 2-3 days.
Covers 10-15

Process Summary

PANEL STRUCTURE AND MANDATE

The Reference Panel was tasked with advising the GTAA on the measures, standards, and commitments it should adopt to meet the needs of area residents and support regional growth.

Specifically, the Reference Panel developed:

- A set of values which describe its vision of responsible growth;
- A list of issues which the GTAA should attempt to address within its growth plan;
- Criteria for evaluating options to mitigate and manage aircraft noise; and
- Additional recommendations concerning transit options, noise management, environmental stewardship, and public communications and engagement.

To fulfill this mandate, the Panel:

- Learned about aviation trends, airport operations and their impacts, and international best practices;
- Considered contrasting perspectives and the wider regulatory environment in which the airport operates;
- Addressed the concerns of those most impacted by aircraft operations; and
- Recommended actions that can support responsible growth of the airport and the region.

The Panel met four times: twice in May and June 2017, and twice in September 2017. Five public workshops, open to any GTA resident, were also held in Toronto, Brampton, Mississauga, Oakville, and Etobicoke. These workshops took place in June and July and were attended by hundreds of residents as well as many members of the Reference Panel.

Members of the Reference Panel were selected using a Civic Lottery. The GTA was divided into three zones based on proximity to the airport. Twenty thousand GTA households throughout these zones were then randomly selected by Canada Post to receive an invitation to volunteer for the panel and respond to a detailed survey; 1219 households completed the survey and 286 individuals volunteered to serve on the Reference Panel. From among this pool of candidates, 36 participants were randomly selected so as to ensure that the Panel broadly matched the demographic profile of the GTA. The members were not screened for their attitudes or concerns regarding the airport, nor did they receive an honorarium or other forms of compensation.

PROCEEDINGS OF THE REFERENCE PANEL

Meeting 1: Saturday, May 27, 2017

On May 27, the Toronto Pearson Residents' Reference Panel met for the first time.

The panelists were welcomed by Robyn Connelly, Director of Community Relations for the Greater Toronto Airports Authority (GTAA). Panel chair Peter MacLeod then explained, in detail, the Panel's mandate and the tasks ahead, before inviting the members to introduce themselves and to share why they decided to volunteer.

With a map on the screen indicating each panelist's home, it was clear that they represented almost every corner of the region, and especially those areas surrounding the airport. Many panelists said they wanted to volunteer in order to give something back to their community and believed it was important to be involved. Some had worked at or near the airport—or had family members who do—and wanted to understand what was being planned. Several others were annoyed by overhead noise and were frustrated that it seemed to be getting worse. Others still were frequent travellers who rely on Toronto Pearson. In all, the members had a surprisingly wide range of motivations for applying, and it was clear they would bring a range of perspectives.

Following these introductions, MacLeod launched into the curriculum and provided an overview of population growth in the Greater Toronto Area. Then, Scott Armstrong, Director of External Communications for the GTAA, told the story of Toronto Pearson: its history, the scale of its operations, and its many different stakeholders.

Next, Eileen Waechter, Director, Corporate Relations and Strategic Partners for the GTAA, provided a glimpse into the future, laying out Toronto Pearson's vision of becoming the best airport in the world, and its goal of becoming a "top-tier" international airport, much like JFK Airport in New York, London Heathrow, Schiphol in Amsterdam, or Frankfurt International. She outlined how this might influence the city and the region, and why the GTAA had recently helped to launch a [network of smaller airports in southern Ontario](#).

After learning the essentials about Toronto Pearson and its growth plan, it was time to see the airport in action. Panelists took a tour of Terminal 3 and learned more about how the airport operates, from check-in to baggage claim. [Download the handout panelists brought with them on the tour](#).

Later that afternoon, the panelists shared their impressions with one another and broke into small groups to discuss the values that they believe should guide airport growth. [Download the full slide deck from the Panel's first meeting](#).

Meeting 2: Saturday, June 3, 2017

At its second meeting, on June 3, the panelists heard from several experts about the science of noise, the impacts of the airport's operations on local communities, and some of the noise mitigation practices that other airports use.

After a quick recap of their first meeting, the chair introduced Max Philipp Conrady, Vice President Airside and Terminal Management, Corporate Safety and Security, Environmental Impact Noise and Air Quality, FTU-LL, of the Frankfurt Airport, who joined the meeting via Skype. Conrady shared the story of his airport's development, describing some of the challenges it faced, including a period of conflict with area residents. Since then, Frankfurt has become a world leader in mitigating noise and the impact of its operations. In 2012, the airport banned all scheduled night flights, which was among a package of measures taken as a condition of a third runway.

To present the GTAA's efforts to manage noise, the Panel then heard from Cynthia Woods, the Manager of the GTAA's Noise Management Office. Woods explained Toronto Pearson's runway system and its flight paths, how they are managed, and the impact on residents living beneath air traffic. She also explained the Office's noise complaints process and showed data gathered from residents who had questions about airport operations.

Next was Colin Novak, an acoustician from Akoustik Engineering Limited, who helped the panel to understand the science of noise and how different factors such as tone, duration, and sources are perceived by the human ear. He also described how expectations and certain circumstances can make noise more or less annoying. For example, airplane noise can be more annoying at night when people are trying to sleep and when there are lower ambient noise levels than during the day, or in a park, which someone might expect to be peaceful.

After lunch, the Panel heard from Nick Boud, Principal Consultant with HELIOS, an internationally regarded aviation services firm, which was commissioned separately by NAV CANADA to undertake an independent review of area flight paths, and by the GTAA to review best practices for noise management and to evaluate six specific ideas for mitigating noise. Boud provided an independent perspective on the features that define Toronto Pearson's airspace and how other airports attempt to reduce their impact.

Later that afternoon, panelists met with representatives from five of the neighbouring communities that have been most engaged with the airport and frustrated by noise. These representatives included Richard Boehnke and Donald Beggs from the Markland Wood Homeowners Association, Joe Silva from the Rockwood Homeowners Association, Jane Stygall from the Alderwood Airplane Noise group, and Richard Macklin from the Casa Loma Better Flight Paths Working Group. RANGO, another community group, declined to participate in the discussion. RANGO sent a letter expressing their concerns, and it was shared with the panelists. Each guest shared their community's perspective, discussed their experience interacting with the GTAA, and what they would like to see happen to reduce noise at the airport.

After the guests left, the panelists broke into small groups to discuss the issues that had been highlighted by different speakers, some of the mitigation strategies the airport might take to address these issues, and the principles they believe should inform the GTAA's approach to dealing with the noise impacts of airport growth.

[Download the full slide deck from the Panel's second meeting.](#)

Survey on Noise Fairness and Airport Growth

During the spring and summer, the GTAA also fielded a regional survey on noise fairness and airport growth. 1,229 completed surveys were received from randomly selected households which were mailed the survey. A further 1,364 individuals completed an online version of the survey that was promoted by paid and social media. The results of this survey were shared with the panelists in the second half of their program and informed their perspective on noise-sharing and growth. For more information about the results of the survey, please see the appendix to this report.

Public Workshops: Conversations about the Airport's Future

In June and July 2017, the GTAA held five workshops in communities to the north, south, east, and west of the airport. More than 500 residents, including elected officials and members of the Residents' Reference Panel, attended and provided feedback on Toronto Pearson's growth plans and ideas for mitigating the impacts of airport operations.

Topics covered included:

- Transit options for the airport and region;
- Managing and mitigating noise from aircraft;
- Engaging and informing residents about airport operations; and
- Strengthening Toronto Pearson's commitment to the environment.

Full summaries of these workshops can be found at:

www.torontopearson.com/conversations.

Meeting 3: Saturday, September 9, 2017

Following a summer recess, the Panel reconvened for its third meeting on September 9. Many of the members had attended the public workshops the GTAA had hosted during June and July and wanted to share their recollections and perspectives on these meetings. [Summaries and slides from each of these workshops can be found here](#).

The chair then began a detailed review of the presentations the panelists had heard in the spring. He also explained how the various studies underway would feed into the GTAA's forthcoming five-year Noise Management Action Plan and its new 2017–2037 GTAA Master Plan.

On its third day, the Panel heard from just two guests. First, Michelle Bishop, Director of Government and Public Affairs of NAV CANADA, spoke about NAV CANADA's mandate, its role in nationwide flight operations, and its working relationship with the GTAA.

Bishop explained some of the challenges with managing traffic at Canada's busiest airport and reminded everyone that safety must always be paramount when considering operational changes. She also explained why NAV CANADA had commissioned an independent review of Toronto's airspace and what her

organization hoped to learn.

Lastly, the Panel heard from Councillor Stephen Holyday of Ward 3, Etobicoke Centre, and former member of the GTAA's Community Environment and Noise Advisory Committee. Councillor Holyday spoke about the history of the airport and its impact on new and legacy neighbourhoods. He made a case against noise sharing if it would impact neighbourhoods that traditionally have been without frequent aircraft noise.

For the balance of the day, the panelists assigned themselves to new groups based on their interests and concerns. Working collaboratively, they began to draft recommendations, sharing them periodically with the entire Panel for comment. [Download the full slide deck from the Panel's third meeting.](#)

Meeting 4: Saturday, September 16, 2017

At the fourth and final meeting, on September 16, the Reference Panel reviewed their principles, values, issues, and recommendations and worked intensively to complete and revise their text.

The facilitation team had used the draft recommendations from the Panel to create a 'placemat' document listing each of the many ideas the Panel had proposed. The Panel used this document to reduce duplication and zero in on the issues and recommendations they would choose to include in their final report.

Again, working in small groups, the panelists worked diligently through the day as they wrestled with the wording of their recommendations and to find common ground that a strong majority of the panelists could support. They also took time to discuss one of the more controversial aspects of noise management – noise-sharing, or the practice of deliberately directing air traffic to avoid certain heavily impacted neighbourhoods in order to provide respite. What might have been a divisive discussion earlier in the process was very constructive as the panelists worked in small groups to map out the implications of this concept and whether there were specific criteria that would need to be a part of any noise-sharing proposal. Ultimately, in the absence of a detailed proposal, the panelists declined to endorse noise-sharing, but they did agree that before any noise-sharing system is developed, the GTAA should exhaust all other noise mitigation measures. Only then—and only if the respite afforded to underlying communities was meaningful and predictable—should a noise-sharing system be considered, and it should still be subject to detailed consultation with impacted communities.

As they reached the end of their final session together, the panelists took turns reading out their draft report to three senior executives from the GTAA, including Hillary Marshall, Vice President, Stakeholder Relations and Communications, Craig Bradbrook, Vice President, Aviation Services, and Kim Stangeby, Chief Strategy Officer. Each executive then thanked the panelists for their dedication to the process and the thoroughness of their deliberations.



The Toronto Pearson Residents' Reference Panel takes a backstage tour of the airport.

Meet the Panelists

Michelle Anda, Brampton: I grew up in Etobicoke and have been living in Brampton for the past 11 years and counting. I work as a respiratory therapist in the community, and on the side, I work as a piano teacher, teaching people of all ages. In my spare time, I like to play piano, go out for bike rides, and try out the latest food craze with friends! I volunteered to be part of the Panel to learn more about what goes on behind the scenes at the airport and to share my experiences in hopes of making a better change for communities.

Shashank Barbhai, Mississauga: I was born and raised in India. I immigrated to Canada in 2002 with my family, where I'm working as a production manager for a medical device company. Living in Mississauga, close to Toronto Pearson Airport for over ten years, I wanted to participate in this Panel to share my and other residents' views on airport noise. Living and working around the airport, I am affected by airport activity 24/7, which made me particularly interested in getting involved with the Reference Panel. I wanted to voice the suggestions and concerns of residents and the workforce impacted by airport operation.

Roger Beaman, Toronto: I'm a retired lawyer who has resided in the central west end area of Toronto for the last 45 years. I volunteered for the Reference Panel because Toronto Pearson Airport is an important piece of infrastructure currently causing various levels of grief to some of its neighbours, and I thought my experience in land use matters and governance would be a useful background when engaging in the discussion involving the airport's potential for growth. My retirement also led to increased personal use of the airport, along with

added knowledge of various world-class and regional hubs, allowing me to bring an added perspective to the discussion. I give my thanks to the other participants and to Peter and his group for such an organized, inspiring, and "punchy" review.

Kevin Chan, Scarborough: I have lived in Scarborough for 22 years with my parents. Currently, I'm in the process of completing my final year of studies in Electrical Engineering at University of Ontario Institute of Technology. Afterwards, I'll be looking for a job and hopefully have a sustainable income for the rest of my life. The reason I volunteered for the Panel is because it was a good opportunity to build up my communication skills, and I had nothing else planned for those weekends.

Joanne de Cloe, Mississauga: I have lived in Mississauga since the mid-1980s in an area south of the airport, and worked at Terminal 3 in the early 1990s; in this regard, I am not at all affected by the airport noise. I would much rather see and hear the planes in the air than on the ground. I work full-time, am very active in my community, and exercise weekly. My reason for being on the Panel was to share my positive attitude about planes and the airport and to provide an informed voice on the need for better transit infrastructure and accessibility to the airport. Thank you for giving me this opportunity.

Michael Fairman, Toronto: I have lived in Toronto for nearly 20 years since coming here for university from my hometown of Sudbury. Currently, I am employed as an engineer for a medical device company. Prior to this, I have worked in robotics, hybrid electric vehicles, and aircraft tur-

bine engines. I have always enjoyed the city for the opportunities and the vibrant downtown life. I volunteered for the Reference Panel because I wanted to make a contribution to the community, and I felt my background in the aerospace industry would bring a unique perspective to the group. I hope our feedback will have a positive impact on the future.

Anne-Marie Farrington, Oakville: I was born in northern Ontario and have lived in several communities across Canada, as well as brief periods in South Africa and England. I have lived in Oakville since 2000. Two years ago, I retired after working for almost 25 years for Air Creebec, an Air Canada connector airline, which is 100 percent owned by the Cree Nation of Quebec. My work involved travel most weekends, from Toronto Pearson to Dorval Airport in Montreal or to the Timmins, Ontario base. Over the years, I have personally experienced many changes at the two major airports, as well as in the airline industry, and was excited to work with the panel of residents to effect realistic and positive change for the Pearson community.

Claude Giorgio, York: I was born and raised in Toronto, where I have lived all my life. A proud Torontonian, I take great pride in taking opportunities that can improve the city I call home. Having been employed in sales for the past 20 years, I enjoy working with people from all backgrounds. I spend my free time enjoying the different opportunities the city offers me, whether it be cultural or sporting events, or one of the many landmarks, such as Casa Loma or the CN Tower. I especially enjoy watching new Canadians become a part of our community and helping tourists enjoy the many things we have to offer! A big hockey fan, I look forward to the Toronto Maple Leafs becoming Stanley Cup champions for the first time in my lifetime.

Junielle Graham, Toronto: I was born and raised in Toronto. I recently graduated from the University of Toronto with an Honours Bachelor of Science. I currently spend my spare time volunteering with the Big Brothers Big Sisters of Toronto, engaging in ways to improve the lives of young adults. I chose to participate on the Panel to learn more about the operations of Toronto Pearson International Airport and contribute to the report as a young individual who can offer a different perspective on airport travel.

Tim Griffin, Mississauga: My wife and I live in Mississauga. We have two amazing daughters, who are both away attending university, working hard to get their degrees. We both grew up in the area. My wife is from here in Mississauga and I am from Hamilton. I studied media production in college, and currently, I work for a media company that provides communications services for Canada's largest companies. I am a frequent business flyer. I volunteered for the Reference Panel because I am very interested in how the airport will continue to improve how it serves the passengers who use it, as well as the community it operates in.

Sean Hertel, Toronto: I am a Windsor-Essex native who, like many, moved to Toronto to pursue my career and build a life for me and my family. For the past 20 years, I have been a professional urban planner, living in the heart of the city. Toronto Pearson Airport has always been a fascination of mine, as both a professional and a resident, so it was a special opportunity to be a part of the Residents' Panel.

Loverne Jackson-Smith, Brampton: I arrived in Toronto in the early 1970s, and for the last 27 years my husband and I raised three children in Brampton. I am employed at a Toronto hospital as a buyer in the procurement department. About 10 years ago I joined a book club because I love read-

ing. My summers are spent gardening and camping with family. I volunteered for the Panel not only to learn of what is happening in my community but also to contribute ideas to what should be happening in my community.

Usman Khalid, Brampton: I have been living in the Brampton north area for about 14 years. I have always been an active member of the community, volunteering with a number of charitable organizations and institutions. I strive to give back to the community despite my busy schedule and demanding job. For example, I participated in a peer mentoring program where I mentored youth at risk and I loved it. I also thoroughly enjoy supporting and raising funds for various charities. I currently work in health and safety, and look after two construction companies that work across Canada. I ensure that everyone gets home safe. Needless to say, it is a very demanding job. However, the work I do motivates and energizes me to keep going. Another thing that I love to do is gain knowledge. The reason I volunteered for the Toronto Pearson Residents' Reference Panel was to gain some knowledge on the subject, provide feedback to the GTAA, and to educate people around me.

Ayasha Mayr Handel, York: I am a longtime Toronto resident, LGBTQ parent, and public sector leader. I've recently moved to Old Weston Village, which has brought me closer to the Humber River, close to Toronto Pearson Airport and with lots of green space. I value the diversity and vibrancy of my neighbourhood, and I'm committed to expanding access to safe, affordable, and active transit options that go beyond the city's downtown core. I volunteered on the Panel in order to bring forward the perspective of residents who value healthy, green, and connected urban spaces. I believe that transit options should be developed with a deep respect for the environment and should result in social

and community benefit.

Sean O'Connor, Toronto: I began my career as a paralegal 17 years ago. I specialize in complex cases and appeal in many different provincial and criminal courts. I have earned an excellent track record for patience, perseverance, professionalism, and understanding the issues. The report is the sum total of our agreed understanding and conclusions, sifted from the mountain of information covered. I trust this report will speak for all those from whom we have not heard, as well as offer assistance to those individuals and groups who are expecting action to be taken.

Liliana Ochoa, Etobicoke: I was born in Mexico City and moved to Toronto in 2006 with my husband and daughter; my son was born here in Toronto. I work as a travel insurance advisor in Mississauga. I love living in this city full of charm and fascination. I enjoy its parks, its lake, and riding my bike through its streets. I have managed to really enjoy the winter in this country and my family and I go skiing several times every season. I joined the panel because with big cities come big problems, such as traffic and pollution, and coming from a huge city like Mexico City, I know what an impact growth can have on the population. I really hope that the Panel makes a positive contribution to the airport and the City of Toronto.

Frank Perri, Mississauga: I have been living in Mississauga, close to the airport, with my family for over 25 years. We have enjoyed living in this diverse and busy community. I am currently a purchasing manager, specializing in petrochemical sales and analysis. Before that, I was the laboratory manager for the same business for over 15 years. My hobbies include gardening, golf, and watching theatre productions. When the possibility to become a member of the Toronto Pearson Residents' Reference Panel came up, I didn't hesitate to apply. After

being chosen, my objectives were clear. Along with my fellow panelists, this was my opportunity to listen, learn, and most importantly, contribute. It was great to work with the Panel to make recommendations for the future expansion of the airport and surrounding communities. For myself, my family, and for the community, it was a great way to contribute for positive change that will impact everyone involved. After all, this is our airport! Let's make a difference together!

Sam Pillai, Toronto: I started my career in Sri Lanka's Ministry of Agriculture. In 1978, I moved to London, England, where I worked at the Commonwealth Secretariat, providing agricultural, social, and economic technical assistance to about 30 countries. I moved to Canada and worked for a leading Canadian engineering consulting firm on social safeguards in hydropower and irrigation projects worldwide. Since retiring, I have been an independent consultant to the Asian Development Bank. I volunteered for the Panel because I wanted to give something back to society. I have lived in North York from 2008, and before that, in Scarborough for 20 years. My hobbies are reading, writing, and travelling. I am married and have two sons.

Savita Prashad, Mississauga: I was born and raised in India, and completed my education (including Masters) there. I immigrated to Canada in the 1990s with my husband and two children, and now I am a grandmother as well. I am settled in Mississauga and I have been a realtor for many years. I wanted to contribute to the society and feel proud to be a member of the committee for a better tomorrow, keeping in view the vision and growth.

Martin Pula, Mississauga: I live in Meadowvale, Mississauga on the Credit River Valley ridge, directly under the double runway arrivals and departures. I am a student

of the Electronics Technician Program at George Brown College and I have two pilot licences. I also finished the Aviation Management Program at Georgian College. I like gardening, walking in nature, biking, kayaking, listening to classical music, and gliding. I volunteered for this Panel because I live in an area of high aircraft noise. Four years ago, I moved from Brampton, which was much closer to the airport but was only slightly affected by noise. Now the noise here is year-round and it is especially bothersome during the warm season, when the windows are open for fresh air, or when trying to do any outdoor activities. As a family, we are often woken at night and we cannot enjoy our garden and surrounding parks. We already have too much noise as it is, and we hope that the GTAA, NAV CANADA, and the airlines will implement measures that decrease noise.

Ruth Sawh, North York: I have lived with my husband at Lawrence and Leslie since 1975. I left Trinidad in 1967 and went to New York to study Computer Programming. I came to Toronto in October 1968, but was unable to work as a computer programmer because I didn't have Canadian experience. However, I did accounting for a number of years. Since one of my hobbies is cooking, when asked in 1973 if I would consider opening a food establishment in the Dufferin Mall food court, I took the opportunity. Island Foods in Dufferin Mall opened its doors in February 1974, and expanded to the CNE in 1976, King and Dufferin in 1986, and The Grange in 1990. With such a fast rate of growth, there were many challenges to face and many changes had to be made in order to keep up with quality and quantity. Toronto is my home and I am proud to be Canadian.

Sadik Shaikh, Mississauga: I have lived in the Malton part of Mississauga for about 40 years — I grew up here, I studied here, and I worked at the airport for almost 20 years. Currently, I'm a business manager at

a pharmaceutical company. As a resident of Malton, which is very close to the airport, I enjoy watching the planes taking off and landing and I've always been intrigued by the activities of the airport. With the noise and traffic, I'm concerned about the future of the airport. I thought sitting on the Panel would be a good opportunity to see what the GTAA has in store for future expansions and I wanted to give input on behalf of the community so that the result would be a win-win for both the community and the GTAA.

Humera Siddiqi, Toronto: I live in the downtown core of Toronto, near the CN Tower, where I've been living for about four years. I am a home-care provider who is heavily involved with the community as a Toronto Community Housing representative, and as a panelist for several organizations, including the St. James Town Community Corner and the Low-Income Families of Toronto. In my free time, I enjoy shopping, and I'm always looking for other panels to join because I believe they provide worthwhile experiences. When I was called to be on the Toronto Pearson Residents' Reference Panel, I was very interested because the airport is a major aspect of the city and I wanted to learn about how the airport works. I particularly wanted more information about how the noise affects people and what solutions the GTAA was exploring to address it. Overall, the Panel was a fun and wonderful experience for me.

Juliane Sobrian, Mississauga: I immigrated to Canada in 2000, and have lived in Mississauga since. My family and I enjoy being in this vibrant and rapidly expanding city! The GTAA and Toronto Pearson provide a great advantage to our community by way of social and economic development, and its progression directly affects our growth. I embraced the opportunity to participate on the Residents' Panel as I was eager to communicate the views and opinions of my

community in making the airport expansion a more captivating experience for all.

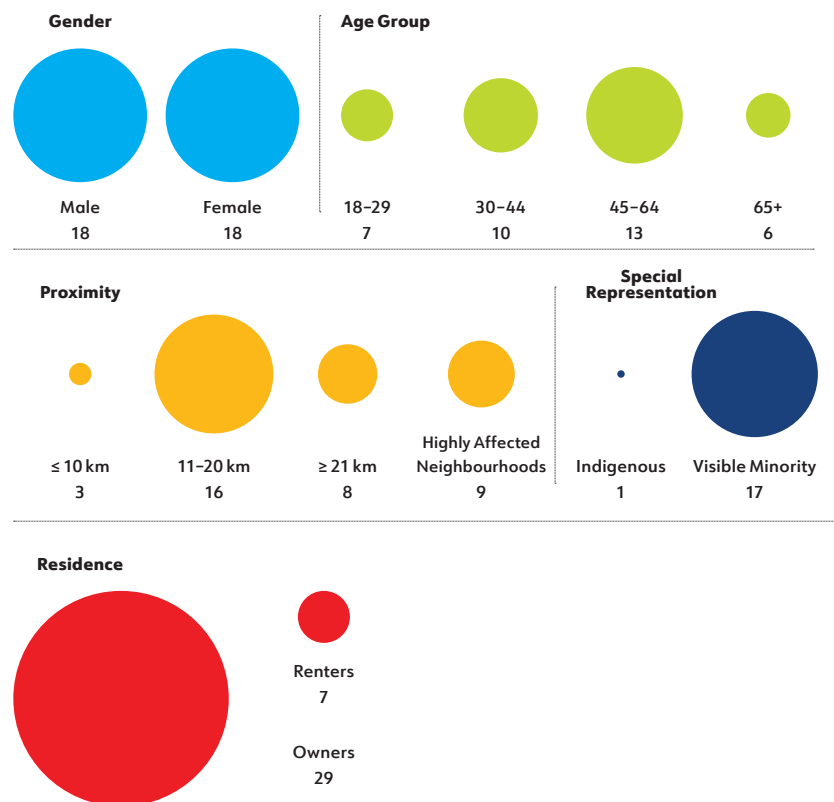
Walter Teres, Toronto: I am a passionate photographer and member of the Association of Canadian Radio and Television Artists. I teach high school drama at the Toronto District School Board. I wanted to be a part of the panel because I'm frustrated with the lack of strategic approach to transit planning in Toronto and the GTHA. I feel like we have a transit system where individual operators contend with each other, rather than working together toward a unified transit goal—which leads to a hodgepodge of services. I wanted to support the GTAA to become open to working with other transit bodies to create a more unified system.

Manu Vaid, Toronto: I have lived in north Toronto, east of Pearson, for the last 10 years, and the sound of airplanes flying above my house has been part of my ambient noise for this time. As much as my kids enjoy watching the planes fly above and have fun identifying the airlines from the tails, the same cannot be said for adults trying to have conversations outdoors. So, needless to say, when this opportunity to participate in the Reference Panel on Airport Growth and Noise Fairness at Toronto Pearson presented itself, I jumped to it. I sent back the invitation expressing my interest for two major reasons: any growth or changes with noise management would definitely impact me directly; I wanted to do my part in shaping the future of the community I live in and in making sure that the community's voice is heard. I enjoy taking photographs, painting landscapes, helping others fish for solutions in the sea of options, organizing get-togethers with friends, and experimenting with recipes from Pinterest. When I am not doing that, I work as a training facilitator in the retail and restaurant industry.

Eight panelists participated but were not able to submit their biographies. These are Danielle Fatt, Toronto; Robin Fisher, Oshawa; Jennifer Gigante, Etobicoke; Donna Parker, Brampton; Jennifer Pereira, Etobicoke; Nathan Tysdal, Etobicoke; and Rafeena Sattaur, Brampton. Mohammed Siddiqui also took part in the Reference Panel but was unable to complete the process.

PANELIST PROFILE

The 36 members of the Residents' Reference Panel were selected at random, but in such a way that they broadly represent the demographics of the Greater Toronto Area – in terms of gender, age, homeownership, and other criteria. They were also selected to ensure representation by residents of neighbourhoods that are strongly impacted aircraft noise. The members each generously agreed to spend four Saturdays, plus additional time outside the sessions, serving on the Residents' Reference Panel. They did not receive an honorarium or any other form of personal compensation.



The map below shows where the 36 panelists live, based on the first three digits of their postal code.





Toronto Pearson
International Airport | Aéroport International

Ref

Sam Pillai (Toronto) discusses airport growth with a facilitator.

The Panelists' Report

Who we are and why we volunteered

WHO WE ARE

We are people who live, work, and play in the neighbourhoods and region surrounding Toronto Pearson International Airport. Many of us are residents who are affected by noise. Most of us are also airport users. We are people who are concerned with the general welfare of the community. We want to fairly represent people impacted by noise, as well as all GTHA residents and airport users. We are people who want to speak out and help shape how the airport and the region grow.

In the middle of what can also be a heated debate, we also think there is a role for peacemakers who can step back, examine facts and circumstances, and try to provide some guidance.

WHY WE VOLUNTEERED

We were randomly selected in a Civic Lottery, and we volunteered because we wanted to express our concerns and talk honestly about our frustrations and complaints. We wanted to learn about what is planned for Toronto Pearson and also share our experiences and expertise.

We think it is important that GTHA residents have a say in how the airport grows.

Our understanding of the context and challenges

When we first received the letter and were invited to participate on the Panel, we knew we would have the chance to share our views on airport growth and noise fairness. We quickly learned that there are many complex issues related to current and future airport operations – many of which also cause strong emotions.

We heard from a range of experts, representatives from different community groups, and one elected official. Each guest provided different, and often contrasting, perspectives.

Many of us also had the chance to attend one or more of five public round-table meetings where collectively we heard from hundreds of other residents as well as elected officials who were concerned about noise and growth.

We asked ourselves if we could really influence decisions about airport growth and noise mitigation. At first, we thought we could discuss certain issues like growth, but we soon realized they were foregone conclusions. We learned that growth at Toronto Pearson is inevitable and that noise will increase as a result. We were concerned that the GTAA was focused on spreading noise around, rather than working to reduce it.

With the information we had and just four days, our challenge was to represent the different perspectives and needs of GTHA residents and to make recommendations that could help manage the impact of future growth, lessen the impact on neighbouring communities, reduce aircraft noise, and protect human and environmental health.

Reconciling the interests of neighbouring communities and residents throughout the region was a considerable challenge and a balancing act. Nevertheless, we believe there are many ways for the GTAA to accommodate growth and improve conditions for, and relations with, its neighbours. This includes better coordination between the GTAA and NAV CANADA and new strategies to engage with residents in a manner that builds trust, understanding, and mutual respect.

Our principles

We call on the GTAA to uphold these principles in its actions and in the development of its responsible growth framework and related policies and programs.

LEADERSHIP

What this looks like:

- Adopt best practices and standards of excellence from other leading international airports
- Invest in new technologies and processes that make GTAA operations safer and more efficient
- Be an economic catalyst for the region
- Develop the Southern Ontario Airport Network as a viable platform for managing regional growth

ACCOUNTABILITY

What this looks like:

- Improve transparency in decision making
- Inform airport planning with evidence and community perspectives
- Collaborate more on operations and strategy
- Have a clear delineation of responsibilities
- Respond to concerns and issues
- Consider health and environmental impact
- Implement sustainable practices

CLEAR COMMUNICATION

What this looks like:

- Share information proactively with other organizations and communities that surround the airport
- Be honest in communications with other organizations and the public
- Close the loop on issues and conversations; provide remedies

FAIR AND EQUITABLE*:

What this looks like:

- Provide compensation or mitigate noise in impacted communities
- Report on both the environmental and economic impacts of projected airport growth
- Ensure that airport growth is conditional on effective noise mitigation and environmental impact targets

*This fourth principle was proposed but not agreed to by all members of the panel.



Jennifer Pereira (Etobicoke) reacts to a fellow panelist's comment during a plenary discussion.

Our values

We call on the GTAA to exemplify these values in its actions and in the development of its responsible growth framework and related policies and programs.

SAFETY

Safety always come first. This includes the safety and security of passengers, airlines, surrounding communities, and airport employees.

GOVERNANCE

Airports operate with high public trust. Their governance and decision-making processes must be transparent and exemplify the highest standards.

TRANSFORMATIVE INVESTMENTS

Toronto Pearson can be a leader. The GTAA should aspire to set new industry standards and make investments that make Toronto Pearson a model for efficient, safe, and innovative operations.

ENVIRONMENT

We want responsible growth that creates prosperity, but not at the expense of community health. This means adopting a triple bottom line when measuring Toronto Pearson's environmental, social, and economic impact.

HUMAN-CENTRED

Millions of passengers and tens of thousands of workers rely on Toronto Pearson. How the airport treats passengers, employees, and communities matters.

CONNECTIVITY

Airports connect people and places. Toronto Pearson should be a champion for mobility – making it easier to travel to and from the airport and its employment lands, as well as to the world.

Issues and Recommendations

A: Unclear responsibility and accountability:

Issue:

Currently, some citizens and elected representatives question who is accountable for decisions about the airport and airspace. This creates an element of distrust. We believe this distrust stems from a lack of communication and transparency when it comes to operational changes and decision making at the airport. Too often it appears that the GTAA and NAV CANADA “pass the buck” and do not clearly take responsibility for operational impacts and service disruptions. Their approach is more reactive than proactive when considering community concerns.

In five years, the GTAA and NAV CANADA will work collaboratively to anticipate and respond to local concerns. The GTAA will share more information more regularly with the public, and work closely with residents and impacted neighbourhood associations. Over time, greater transparency and engagement will build understanding and a shared vision of the airport’s value and role.

Recommendations:

1. Create a senior management working group comprised of executives from the GTAA and NAV CANADA. This working group should meet regularly to exchange policy and technical information that could impact operations and affect communities.
2. Ask Transport Canada to mandate that the GTAA and NAV CANADA Board of Directors include seats for representatives of each other’s organizations to facilitate better communication and long-term strategic alignment.
3. Add a citizen seat on the GTAA Board of Directors to bring a voice from the surrounding communities.
4. Communicate the roles and responsibilities of the GTAA. Urge NAV CANADA to do the same as part of a major campaign to raise awareness and understanding of Toronto Pearson’s operations.
5. Develop a metric to assess the social, health, and environmental impact of major GTAA decisions, and report these assessments publicly.

B: Tense Relationship with impacted communities:

Issue:

Currently, the GTAA has a tense relationship with several of its surrounding communities leading some residents to form advocacy groups. These groups see Toronto Pearson as a “bad neighbour” that does not always work or communicate in good faith. For these residents, airport operations create stress and anxiety. They come to feel frustrated, ignored, and say—despite existing communications and engagement efforts made by the GTAA—that they lack effective channels through which to address their concerns. Furthermore, these residents feel that they bear the brunt of the negative impacts of airport operations without enjoying any benefits.

In five years, local residents should feel greater confidence in the GTAA and that they do benefit. The GTAA should be able to demonstrate that there are clear, open channels of communication, and that it is incorporating feedback from residents.

Recommendations:

1. Commit to either retrofitting homes with noise insulation or providing relocation assistance for those living within designated areas. The GTAA should meet the needs of impacted residents who choose to stay, or it should eliminate the cost of moving for those who choose to leave.
2. Communicate proactively with surrounding communities, and:
 - a. Distribute an operations forecast to surrounding communities, highlighting circumstances that could cause disruptions;
 - b. Develop a new noise complaint and dispute resolution process;
 - c. Publish a guide that helps residents understand the impact of different operations owing to weather, volume, time of day, and emergencies; and
 - d. Advertise upcoming projects and plans, and give the public sufficient time to provide feedback and integrate that feedback into decision-making;
3. Work to make the communities around the airport a desirable location by investing in community assets and benefits. This could include:
 - a. Jobs for local youth (e.g. summer jobs, co-ops)
 - b. Community infrastructure (e.g. arenas, community centres, hospitals)
 - c. Scholarship programs
 - d. Major donations to local causes



Rafeena Sattaur (Brampton) shares highlights from her table's discussion, while Robin Fisher (Oshawa) watches the proceedings.

C: Noise: Night flights and loud aircraft:

Issue:

Currently, airport and aircraft noise, especially at night, is a source of concern and frustration for area residents. Residents—and this Panel—do not feel that enough is being done to mitigate the impacts of aircraft noise.

In five years, there must be an improved and agreed-upon standard for night flight activity, and an overall reduction in the number of noisy aircraft using Toronto Pearson.

Recommendations:

The noise and frequency of night flights are a specific concern for surrounding neighbourhoods. We recommend further restrictions, as well as changes to, the management of night flight operations.

1. Currently, the night flight period runs from 12:30 a.m. to 6:30 a.m. We encourage lengthening this period to run from 11:00 p.m. to 6:00 a.m.
2. Charge increased fees to those airlines choosing to schedule night flights to discourage these operations.
3. We believe that the current formula for determining the night movement budget will eventually lead to an unacceptable number of night movements. A new formula needs to be developed that includes a fixed cap on the maximum number of night flights Toronto Pearson will permit.
4. The GTAA should publish a public report detailing why night flights are necessary to the economy.

With respect to aircraft noise and the airport environment, we call on the GTAA to:

1. Incorporate international best practices for noise mitigation and management, including working with NAV CANADA to implement steeper-angle ascents and descents and rapid adoption of any future innovations that can lessen the impact of operations on neighbouring communities;
2. Incentivize airlines to use the quietest available aircraft (via arrival/ departure fees or other means) and require upgrades to aircraft that exceed noise standards or are responsible for specific complaints, beginning with the A320; and
3. Fast track and fully implement any remaining elements of its three-phase noise-mitigation initiatives engagement plan, the 6 Ideas, which is based on existing community consultation and existing strategies.

D: Contingencies for future growth:

Issue:

Currently, there is a concern among many residents impacted by noise about the value of continued growth at Toronto Pearson. With growth comes more jobs and connectivity. At the same time, growth will create more noise and pollution, which will negatively impact area residents.

We do not support unfettered growth, nor do we accept the premise of growth at all costs.

In five years, we expect the GTAA to publish and adhere to a responsible growth framework where growth should occur only if certain conditions and standards are met.

Recommendations:

1. The GTAA, in cooperation with NAV CANADA, should continue to study and implement the latest world-class information and technology systems for noise reduction and flight path management.
2. Commission annual public reports that evaluate the social and health impacts that airport noise and operations have on existing and future residents.
3. Request that real estate boards, municipal governments, and other appropriate bodies review and expand the noise warning clause in new real estate agreements for areas that may be impacted by airport noise. This clause must be clear and easy to find in the contract and should increase the number of people made aware of the risk of noise impacts.
4. Move quickly to develop and implement a Southern Ontario Airport Network Strategy for sharing growth with other regional airports.
5. Encourage municipalities to review and adopt more stringent zoning requirements to ensure that no new residences are built within areas that are heavily impacted by airport operations.

E: Health and Environment Recommendations

Issue:

Currently, we do not perceive that the GTAA is sufficiently focused on being an environmentally sustainable airport, and it does not use a triple bottom-line standard when assessing the economic, social, and environmental impact of its operations.

Within five years, the GTAA should be a recognized environment and population health leader and a showcase for responsible growth and international best practices in noise mitigation and management. Triple bottom-line methodologies will be standard across the organization.

Recommendations:

1. Adopt leading environmental practices across the organization.
2. Develop a strategy to make land-based airport operations energy self-sufficient.
3. Create a net-zero carbon commitment for land-based operations and report publicly on Toronto Pearson's total carbon footprint.
4. Implement a waste reduction and waste diversion strategy for all GTAA businesses.
5. Launch a reforestation initiative to sequester carbon and plant trees across impacted communities.
6. Encourage and support bicycling and public transit use by passengers and airport workers.

F: Transportation:

Issue:

Currently, transportation to the airport relies heavily on personal automobiles, with less than 10 percent public transit ridership, leading to increased noise, traffic, air pollution, climate change, and social inequities.

Within five years, significant progress should be made towards the creation of an integrated transportation hub that dramatically increases mobility to and from the airport for workers and passengers alike. This will reduce traffic, save money and time, and lower carbon emissions while bringing the GTAA into line with the transportation services available at leading international airports.

Recommendations:

1. Develop baggage drop sites across the GTHA that creates a coordinated and seamless travel option to increase transit use.
2. While working with government partners and transit providers to increase transportation options and an integrated multi-modal transit hub at Toronto Pearson, subsidize transit usage from the airport for arriving passengers.
3. Study the existing road system to improve access to the airport and explore opportunities to create more direct throughways from surrounding 400-series highways.

Special Discussion: Noise Sharing

The Panel also contemplated the question of noise-sharing (runway alternation) which is used by some international airports to give respite to heavily impacted communities.

In Toronto, a noise-sharing program could be used to alternate traffic between its east-west and north-south runways. Noise-sharing can occur only during favourable wind, weather and air traffic conditions.

Working in small groups, the panelists considered ten possible criteria that a noise-sharing program should meet:

- Safety
- Loudness and impact on underlying communities
- Flight duration for passengers
- Equal share
- Meaningful respite (duration of respite)
- Fuel efficiency / air pollution
- Total population impacted
- Respite for frequently impacted communities
- Predictability
- Historical norms and community expectations

During their discussion, one table proposed an 11th criteria: “Equitable share” which signifies the importance of taking into account the total noise in a community from aviation and non-aviation sources alike.

Popular discussion criteria shared by most tables included safety, loudness and impact on underlying communities, respite for frequently impacted communities, fuel efficiency / air pollution and predictability.

Contentious criteria included historical norms and community expectations, equal share, equitable share, total population impacted, and flight duration for passengers.

Ultimately, the panelists concluded that significant efforts to mitigate and reduce noise—including a noise insulation program—should come before any further noise sharing initiatives.

The Panel also believed that the GTAA should work specifically to address noise from nuisance aircraft, including the A320, which produces a distinctive whine, and launch an incentive program to encourage the use of newer, quieter aircraft.

Panelists also called on the GTAA to improve reporting to impacted communities of its projected and real-time operations. Panelists believe that residents would be more amenable if they could access an online dashboard explaining the operations forecast and the rationale for the current runway configuration.

If the airport does decide to implement a noise-sharing regime, then the Panel agreed that this should only follow consultation with affected communities and that any respite must be of a meaningful duration, predictable, and well-advertised.



Mohammad Siddiqui (Mississauga) engages in a discussion while Frank Perri (Mississauga) listens.

Appendix

PANEL GUESTS (In order of appearance)

The Panel benefited from numerous presentations representing a wide range of perspectives and interests. Generally, presentations lasted 15 minutes or fewer and were followed by vigorous question-and-answer sessions. When presenters used slides, they were made available to download at torontopearson.com/rrp.

Robyn Connelly, Director of Community Relations, Greater Toronto Airports Authority

Scott Armstrong, Director of External Communications, Greater Toronto Airports Authority

Eileen Waechter, Director of Planning, Greater Toronto Airports Authority

Max Conrady, Vice President of Airside and Terminal Management, Corporate Safety and Security, Environmental Impact Noise and Air Quality, Frankfurt Airport

Cynthia Woods, Manager of the Noise Management Office, Greater Toronto Airports Authority

Colin Novak, Acoustician, Akoustik Engineering Limited

Nick Boud, Principal Consultant, HELIOS

Richard Boehnke, Markland Wood Homeowners Association

Donald Beggs, Markland Wood Homeowners Association

Joe Silva, Rockwood Homeowners' Association

Jane Stygall, Alderwood Airplane Noise Group

Richard Macklin, Casa Loma Better Flight Paths Working Group

Michelle Bishop, Director, Government and Public Affairs, NAV CANADA

Councillor Stephen Holyday, Ward 3 Etobicoke Centre

MINORITY REPORTS

Shashank Barbhai: I Shashank Barbhai specifically wants to mention that, I do not agree with the proposal of "Fair Noise sharing". I don't support spreading flight path across GTA to share noise with less affected areas.

Joanne de Cloe: I felt quite honoured to have received the blind survey and subsequently selected to sit on the Toronto Pearson Residents' Reference Panel 2017. I felt very confident that as we worked through the process and shared our ideas and concerns, the airport would benefit from our shared knowledge, expertise, experience, criticisms, and ideas.

I worked at the airport in the early 1990s and learned a lot about airport operations. In this regard, I did not participate too much in the discussions surrounding airport noise.

I feel very strongly that Toronto Pearson can only grow successfully if the surrounding community airports and transit authorities build a reliable interconnected system to accommodate all peoples within southern Ontario. I feel it is unreasonable that those residents living in Oshawa, Pickering, Barrie, Hamilton, Waterloo, Welland, Elora, etcetera., should have to travel for over an hour to get to the airport to catch their flight. Our roads and highways will not be able to sustain this road traffic if the airport grows – we are running out of roads. Let us all share in the growth and success of our future major airport hub.

Claude Giorgi: I was extremely excited having been selected to the GTAA Residents' Reference Panel on the subject of airport growth and noise. When the sessions finally kicked off, I learned a lot about the airport and surrounding communities. Unfortunately-

ly, I was ignorant to the impact these communities suffered as a result of aircraft noise and the frustration from the lack of communication received from the various organizations involved.

With the world having become a more competitive global marketplace, I believe it is very important for Canadians to grow Toronto Pearson Airport into mega hub status and with this, take advantage of the economic opportunity before us. However, as we race toward this goal, our communities' quality of life must be better addressed against the cost of future airport growth. At present, with the information before me, I do not believe this has been done to the extent I would have liked to hear.

As such, our responsibility to report our recommendations was made more difficult without the participation of federal government representation. To hear federal officials would have been an important part of the process and would have provided a more complete report.

Junielle Graham: I want to focus on the lack of affordability and convenience of air travel at Toronto Pearson airport. If airport growth is inevitable, I think that Toronto Pearson could be the megahub that the GTAA has envisioned and a model for all other international airports to aspire to. To accomplish this, it would be wise for the GTAA to accommodate travellers of all levels of income. The GTAA is in a unique position to reduce the financial barricades many travellers experience through negotiation and agreement with key players in the airport's success. Such partners include the various airlines that pass through the airport and public transportation systems such as the TTC and Metrolinx.

The opportunity exists to streamline transportation in such a way that increases convenience and decreases cost. The integration of the key travel stages – ticket purchasing, travel to and through the airport (smooth, ef-

ficient, fast public transit and airport navigation signs), and luggage handling (a reduction on baggage fees and taxes) – would make the whole ordeal of travelling relatively painless, resulting in more content customers travelling throughout the airport.

Frank Perri: This panel was chosen by Civic Lottery. After four days of presentations, fact-finding, and intense discussions, the Panel came up with recommendations that will hopefully impact the decision-making process for growth and noise mitigation, particularly for the residents and communities surrounding the airport. As panelists, we were asked but not obligated to attend all four Saturday sessions – but we did.

Living directly below runways 06L/24R and 06R/24L, aircraft noise is a regular occurrence over my home. I felt a need to volunteer for the Panel and contribute because I owed it to my family, neighbours, and community. In my opinion, this panel was passionately driven to truly make a difference on how growth and noise would affect everyone. I hope the recommendations presented by the Panel on airport growth and noise mitigation are strongly considered for the sake of current and future residents, their families, and for generations to come. For me, the experience was truly humbling and something I will never regret.

Martin Pula: As a resident of western Mississauga, I am concerned with the plans of expanding air traffic to Toronto Pearson. The growth of Toronto Pearson should not come at the expense of the well-being and health of the residents living under the flight paths that will be affected by the increased air traffic.

I agree with the findings and recommendations coming from the reports produced by RANGO.

1. Aircraft should be required to possess modifications that mitigate noise gener-

ated by engines, control surfaces, and other equipment.

2. Arriving and departing aircraft should have shorter glide approaches and fly at higher altitudes to decrease noise reaching the ground.
3. Aircraft should use different approaches to decrease the consistency of noise in particular neighbourhoods. Approaches that avoid residential areas should be used, since those approaches affect people the least.
4. There should be stricter requirements for aircraft operating during night hours.
5. Airlines (especially connecting flights) should be routed through other local internationally capable airports such as Hamilton, London, and Waterloo airports.

I find it especially concerning that the expert recommendations and guidance given by various groups including Transport Canada and the International Civil Aviation Organization have been mostly ignored by NAV CANADA and the GTAA. Both NAV CANADA and the GTAA should be held responsible for implementing these expert recommendations, especially those recommendations from Transport Canada.

Juliane Sobrian: Night flights at Toronto-Pearson seem to be an issue that largely contributes to dissatisfied communities within the GTHA. However, there is substantial need for night flights for a variety of reasons. Consideration must be given to the fact that Toronto Pearson is an international airport and must be able to accommodate international users.

Some factors to support retention of night flights include:

- Time zones for international flights
- Business travellers that need to be

available during their business partners' working day

- Emergency flights for positive events like weddings, anniversaries, and births, and for unfortunate events such as deaths or visiting ill friends or family.

The convenience of leaving behind a hard day's work and jetting off on a vacation is just so satisfying – words cannot express! If we only have flights during the day, we'll be landing in other countries at night. If those countries remove night flights, what impact would that have on our ability to travel to those locations? I firmly believe that removing night flights at Toronto Pearson will be viewed as inconsiderate to our international neighbours and friends.

It is my hope that both economic and social factors will be researched thoroughly before making a decision to retain or remove night flights. Noise abatement targeted specifically at aircraft should continue to be our focus as we will be working on remedying the source of contention.

PROGRAM DEVELOPMENT AND FACILITATION

The Toronto Pearson Residents' Reference Panel was designed and facilitated by MASS LBP.

MASS is Canada's leader in the use of long-form deliberative and participatory processes to shape public policy. Since 2007, MASS LBP has led some of Canada's most original and ambitious efforts to engage citizens in tackling tough policy options while pioneering the use of Civic Lotteries and Citizens' Reference Panels. To date, more than 300,000 households across the country have received invitations to participate in over 30 Citizens' Assemblies and Reference Panels formed by governments to address a wide range of issues. To learn more about their work, please visit masslbp.com.



Respect

Patience

Empathy

Accountability

Responsibility

Public Asset
(not privatised)

Governance

Connectivity

Community
benefits

Improves
transit
access

A facilitator records values discussed by panelists that should guide airport growth.



Toronto Pearson