



# Toronto Pearson Consultative Committee

December 2024

# Winter Readiness

# Airport performance is better than ever. And many have noticed.

# #1



Large airport in North America for Airport Service Quality, as measured by Airports Council International

# 83%

Of those who travelled through Toronto Pearson over the past 12 months were satisfied with their experience.  
*(Up from 75 – 78% in 2023)*

# 3 min.

Average wait time for security screening (CATSA), meeting 99% of targets

# 4 min.

Average wait time for Canada Customs (CBSA), meeting 93% of targets

# 8 min.

Average wait time for U.S. Customs (USCBP), meeting 86% of targets



Only airport recognized by Newsweek. 3<sup>rd</sup> overall in Transportation segment.



Toronto Pearson was featured in the Forbes' "Best Employers in Canada"



Canadian Occupational Safety 5-Star Safety Culture award.



Certified as a 4-Star Airport by Skytrax.

## Winter Readiness:

- A lot of lessons were learned from last year. While there was less snow than usual, we did see two major storms that significantly impacted our operations in January.
- We are predicting a colder/wetter winter this year, and have made **significant investments in snow removal**
- Our fleet has **108 specialized snow removal vehicles**, including 44 plow-sweeper-blowers, 15 snow blowers, and 15 chemical and sand deicing trucks



# Additional Steps

**New staff are also being brought on to support winter/holiday operations:**

- 180 airfield maintenance workers will be focused on plowing, sweeping and blowing snow off Toronto Pearson runways
- 200 staff are being deployed to support de-icing operations
- Our Welcome Team will grow to 260 people by December
- CBSA is retaining students to augment winter operations

## Started CT Scanner Pilot

T1's International Lane 7 converted to use new CT scanner Technology. Additional machines will be installed at International & modular lanes coming in the new year.



Thank you