



# Consultative Committee

## Minutes

**Date:** June 15, 2016

**Location:** Terminal 1 Boardroom

**Chair:** Lorrie McKee, GTAA, Director, Public Affairs & Stakeholder Relations

**Attendees:** Badar R. Shamim, Brampton Board of Trade  
Stephen Rose, City of Mississauga Resident  
Sabbir Saiyed, Region of Peel  
Kathy Weiss, Region of Durham  
Stephen Holyday, Councillor, City of Toronto  
Shane Rayman, City of Toronto resident

**Regrets:** Anton Norbert, City of Brampton Resident  
Jan Nevins, Mississauga Board of Trade  
Heather Craig-Peddie, ACTA Ontario  
Savik Ramkay, Seneca College  
Steven Tufts, Brampton Mississauga & District Labour Council  
Carolyn Parrish, Councillor, City of Mississauga  
Vincent Crisanti, Councillor, City of Toronto  
Lina Bigioni, Region of York  
Gurpreet Dhillon, City of Brampton  
John Davidson, The Regional Municipality of Halton

**Resource Members:** Harold, City of Mississauga  
Paul Steckman, Ministry of Transportation  
Matthew Chu, Ministry of Tourism  
GTAA: Mike Brown, Michael Mendel, Keith Medenblik, Wil MacMillan

**Resource Members Absent:** Bill Devlin, National Airlines Council of Canada  
Pamela Laite, Tourism Toronto  
Susan Amring, City of Mississauga  
Jeff Baines, City of Brampton  
Sam Ghobrial, NAV Canada

**Also in Attendance** Ingrid Pringle, GTAA

Item	Details
<b>1.0</b>	<b><i>PRELIMINARY ITEMS</i></b>
<b>1.1</b>	<ul style="list-style-type: none"><li>• Welcome and roll call conducted by L. McKee.<ul style="list-style-type: none"><li>○ L. McKee introduced Aaron GlynWilliams as the new Manager, Government Affairs and Stakeholder Relations. Aaron comes to us from, most recently, Crosslinx Transit Solutions where he was the Manager of Community</li></ul></li></ul>

---

Engagement. Prior to that position he was the Senior Manager, External Partnerships at the PanAm Games.

---

- 1.2**
- Review and Approval of Agenda – Approval of agenda deferred to next meeting due to quorum not being attained at this meeting.
- 

- 1.3**
- Review and Approval of March 23, 2016 minutes – Approval of minutes deferred to next meeting due to quorum not being attained at this meeting.
- 

**1.4 Matters Arising from Previous Meeting – March 23, 2016.**

- No matters arising from previous minutes.
- 

**2.0 REGULAR ITEMS**

---

**2.1 GTAA Information Update (handout) was reviewed.**

- Growth continues at Toronto Pearson, increasing by last year by 6.4%.
  - 2<sup>nd</sup> largest airport in North America, second only to JFK.
  - Regional airport study is ongoing; committee will be kept updated at a future meeting.
- 

**3.0 DISCUSSION ITEMS**

---

**3.1 Toronto Pearson Economic Impact Study**

---

- Mike Brown provided an overview of the Toronto Pearson Economic Impact Study.
  - Survey collected information to determine the number of direct jobs at the airport, as well as the number of indirect jobs
  - Catalytic study shows that Toronto Pearson facilitates jobs, contributes to Ontario's GDP, enables additional GDP for jobs and encourages inbound and outbound investment.
  - Connectivity at Toronto Pearson is important for exporters. Toronto Pearson is a driver of economic activity and jobs particularly tourism across the country.
  - Full presentation can be found here.
  - S. Ross questioned if 42% of all arrivals come through Pearson, is that by any means or by flying?
    - M. Brown confirmed strictly by flying.
  - H. Dremin stated that in Mississauga they realize that connectivity is important. Businesses cannot find another hub in other airports that has the connectivity that Toronto Pearson has.
    - M. Brown stated that connectivity is absolutely an important factor.
  - S. Saiyed questioned what is the difference between freight vs passenger revenues.
    - M. Brown replied that freight is not a significant revenue generator for Toronto Pearson, possibly 15% but could be more for a large airline depending on the size of the aircraft.
-

### 3.2 150 Days of Summer at Toronto Pearson

---

- W. MacMillan provided an overview of how Toronto Pearson deals with summer operations at the airport.
  - Toronto Pearson wants to ensure that the passenger flows seamlessly through the airport using the Key Performance Indicators (KPI) Measure of Success. This includes Arrival KPIs (Taxi in time, OTP, CBSA, and Baggage Ops) and Departure KPIs (Check-in, CATSA/PBS, USCBP, Baggage Ops, OTP and Taxi out time).
  - Toronto Pearson anticipates that there will be 57 days this summer that will exceed 140,000 passengers per day.
  - The full presentation can be found [here](#).
  - S. Holyday inquired which KPIs are an integral part of Toronto Pearson's brand and mission.
    - W. MacMillan stated that they are all important. It is important to have everything run on time & smoothly.
  - S. Holyday questioned if the load factor that was used to calculate the seat increase is stable year over year?
    - W. MacMillan stated that load factors are increasing.
  - B. Shaman asked if the seat capacity for international passengers has increased 16% over last year and if there is a breakdown by place of origin.
    - W. MacMillan confirmed that growth is in international.
    - L. McKee stated that our forecasting team would have the breakdown
  - Question was asked if Toronto Pearson is losing market share on the domestic travel.
    - L. McKee stated no. That is a function of a mature market. Our growth is in the emerging markets, India, China, and Middle East. Also shows the role that we play as a connecting airport. Canada has some of the best aviation infrastructure in the world.
  - K. Weiss questioned about the vendors in Toronto Pearson, particularly Goodlife.
    - Goodlife is used by employees and passengers during long layovers.
  - H. Demon asked what is the impact on the strategic plan
    - L. McKee stated that it has caused us as an organization to look at what are the facilities that will be needed to handle the growth. For groundside, we are looking at the need for more transit access and the potential of building a multi-modal transportation hub. For the terminal, a longer terminal plan is in the works to deal with the increase in passengers. From an airside perspective, we do not see the need to build additional runway capacity.
    - W. MacMillan working on a plan to track people through the process mainly to determine efficiency in our flow through the airport.
  - S. Holyday questioned if any other industries are affected by the increase in passengers, do they follow that increase curve?
    - W. MacMillan stated that we are hoping that this will drive up other industries, e.g. hotel, conferences, friends and family visits.
  - S. Ross asked how we deal with the passengers if there is severe weather.
    - W. MacMillan stated that given the huge volumes of passengers this summer, recovery is difficult, may end up with more night flights. Weather
-

---

anywhere can impact operations at Toronto Pearson.

---

### **3.3 Passenger Facilitation Update**

---

- Michael Mendel and Keith Medenblik presented an overview of passenger facilitation.
- Increased passenger flow has created challenges in facilitation. Growth is expected to continue.
- Passenger increase is a challenge for CBSA. Staffing levels must account for growth.
- A pilot project is currently in place that allows passengers connecting from international/transborder to domestic flights to not pick up bags between flights.
- USCBP is starting to improve resources to handle passenger load.
- CATSA continues to be a challenge. Unlike other countries, Canada has no set service level standard. Airports and Airlines in Canada have indicated they would like to see 95% passenger cleared in 10 minutes or less. At Toronto Pearson, only 73% of passengers are screened within 10 minutes or less.
- P. Steckman asked if the airlines have caused some of the problems with baggage fees.
  - L. McKee says that studies on that have been done but found that is not the issue.
- S. Holyday asked about the variables that are causing the swings in CATSA's wait time performance.
  - L. McKee stated sometime staffing. Given the huge passengers forecasted, it is expected to be a difficult summer for CATSA.
  - K. Medenblik replied that the challenge is to match and balance staffing levels to peak passenger times in Terminal 1 & 3 based on budget.
- S. Holyday asked if CATSA has access to the right labour supply.
  - L. McKee replied that CATSA is not funded for growth even though it is a user fee system. The Air Traveller Security Charge paid by passengers is directed to the Government's Consolidated Revenue Fund, and does not all get directed to CATSA. A decision was made by Toronto Pearson to pay for screening lines however CATSA cannot staff lines.
  - K. Medenblik stated that the GTAA is working with CATSA to better use the resources that they have.
- The full presentation can be found [here](#).

---

### **4.0 MEMBERS UPDATE**

---

- Committee members reported on each of their areas.
  - S. Saiyed spoke about the Foreign Trade Zone (FTZ) Point Initiative that was announced in Budget 2013. Municipalities can apply to be a FTZ to the Federal Government. FTZ point's provide information on the Government of Canada's tax and tariff export-related programs that can make it easier for businesses looking to export. There is currently a FTZ in Niagara. The first established in North America.
  - L. McKee stated that this could be a topic to discuss at the next meeting and encourages members to discuss between meetings.
-

- H. Dremin stated that Mississauga is receiving increasing demand from cities all over the world to visit Canadian cities. They also are hearing that transportation connectivity to the airport is a vibrant topic within the city. He would be interested in having a broader understanding of what that vision looks like.
- B. Shamin noted that they are also receiving requests from jurisdictions like North Bay and Timmins for sharing information/how to leverage diversity in Brampton and connect to other cities of the world and how to direct business to their jurisdictions. Also had the privilege to attend the Ontario Chamber AGM and presented a motion on behalf of the GTA Chambers to request more government funding for transit initiatives.
- K. Weiss stated that the 407 extension is due to open at the end of June. This will provide 800 acres of employment lands available to Durham Region.
- M. Chu commented that they have a new minister, Minister Eleanor McMahon, due to a recent cabinet shuffle. Prior to the cabinet shuffle, the former minister announced the Tourism Action Plan. Includes 12 action items and is available online. On the CTA review, the Ministry is engaged with Ministry of Transportation of Ontario and Transport Canada to push the recommendations in the Emerson Report.
- L. McKee mentioned that the GTAA is doing more work to understand all the transit connections to the airport and believe there is a need to develop a multi-modal transportation hub that connects various transit projects to service both the airport and the region. The GTAA is planning to host visioning roundtable with stakeholders in the next few months.
- L. McKee mentioned that the GTAA participated in a workshop in Cambridge with all the regional airports to continue to discuss how Southern Ontario airports can work together to handle increased long-term aviation demand. In regards to Pickering, Transport Canada has hired a consultant to look at what role would an airport in Pickering would play in a system of airports.
- S. Holyday stated that the transit file is the #1 policy file right now at the City of Toronto. The airport is a major factor in planning. The Eglinton Crosstown is the preferred option. It will be back to committee and council at the end of next month. Also spent time on the CENAC committee; there has been increased discussion talk about transit infrastructure related noise. One of the measures to deal with this is to continue the dialogue with planning departments and building departments about standards and how to deal with noise, i.e. extra shingles etc.
- L. McKee stated that a revised approach to building standards in noise impact areas is something that is being discussed with the City of Mississauga.

---

**5.0 Tour of the Integrated Operations Control Centre**

- Exclusive behind the scenes tour of the Integrated Operations Control Centre

---

**5.0 ADJOURNMENT: The next Consultative Committee meeting is scheduled for Wednesday, August 10, 2016.**

---

Minutes prepared by Ingrid Pringle (416 776-3035) [ingrid.pringle@gtaa](mailto:ingrid.pringle@gtaa). Any errors or omissions in these minutes should be forwarded to the author immediately.