



Agenda

Date: Wed. May 1, 2013 **Time:** 4:00 p.m.
Location: GTAA Admin. Building, 3111 Convair Drive, Pearson Boardrooms A&B
Chair: Toby Lennox
Attachments: March 6, 2013 Minutes, Consultative Committee - Update

Item	Details	Action By
1.0	Preliminary Items	
1.1	Welcome and Roll Call	Aleem Kanji
1.2	Approval of Agenda	All Members
1.3	Review and Approval of March 6, 2013 Minutes	All Members
1.4	Matters Arising from Previous Minutes	Toby Lennox
2.0	Regular Items	
2.1	Consultative Committee—Update	Toby Lennox
3.0	Discussion Items	
3.1	Global Hub Economic Development Study – Update: <ul style="list-style-type: none">• Proposed roll out plan Strategy• Stakeholder Outreach - Update	Toby Lennox
3.2	Customer Service Design <ul style="list-style-type: none">• Is Toronto Pearson on the right track in terms of customer service design?• How can the airport improve the guest experience?	Carol Hyams
3.3	City of Brampton – Economic Development Strategy <ul style="list-style-type: none">• What is the role of Toronto Pearson in driving global investment to Brampton?• How can Toronto Pearson embrace the city’s competitive advantages?	Jeff Baines Nancy Johnston
4.0	Members Update	All Members
5.0	Adjournment	Toby Lennox

For more information, please contact Kim Stefanazzi at (416) 776-3941.