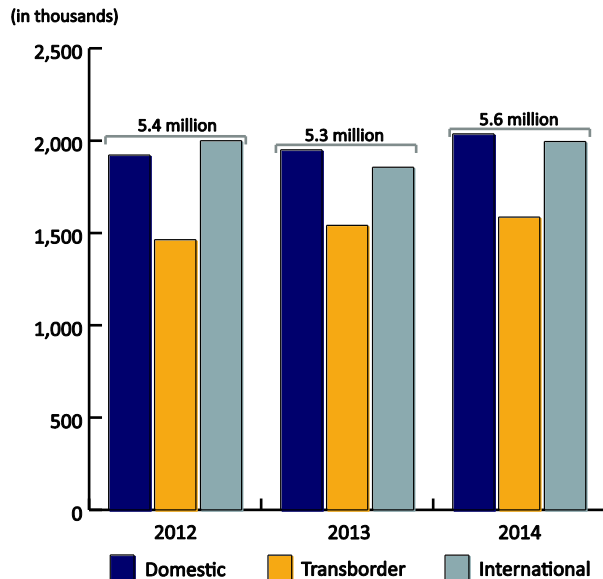


CONSULTATIVE COMMITTEE UPDATE

MAY 2014

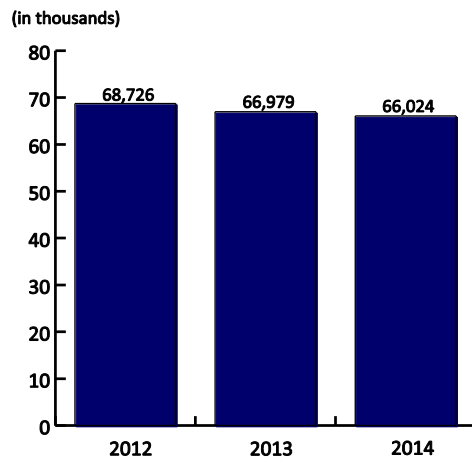


Passenger Traffic at Toronto Pearson (January–February, 2012–2014)



Note: These numbers are estimates.

Runway Movements at Toronto Pearson (January–February, 2012–2014)



Note: These numbers are estimates.

GTAA releases report on January operations disruption

The GTAA is committed to continually reviewing and enhancing the way we serve our passengers and community. As part of this commitment, we undertook a 90-day review of how Toronto Pearson functioned during the extreme weather events between January 5 and 9.

On January 18, we asked travellers, airport employees and the general public to share their experiences and observations during that time. The input we received helped us understand not only what happened, but the impacts it had from many different points of view.

On April 10, we released our report [Toronto Pearson January 2014 Operations Disruption: Review and Recommendations](#) that outlines a series of actions we will take to improve Toronto Pearson operations, communications and customer service. Some changes have already been made; others will take more time. We will report on our progress in November.

Air Services

During the FIFA World Cup (June 12–July 13), Air Canada plans to operate five additional Boeing 767 round-trip flights on their Sao Paulo route.

On June 15, Air Canada will increase daily service to Cleveland, adding a fourth daily flight with a Dash 8-100.

On June 18, Air Canada launches new year-round service to Milan, up to five times weekly at peak, with a Boeing 767.

Starting in June, Air Canada will increase year-round service to Istanbul from thrice weekly to daily flights, with a Boeing 767.

On July 1, Air Canada launches new daily service to Tokyo Haneda using a Boeing 787, while maintaining the

existing service to Tokyo Narita, doubling their daily service to Tokyo.

This summer, Air Canada will increase service to Rome replacing the Boeing 767 with an Airbus 330.

This summer, **Rouge** will add new seasonal routes to Lisbon thrice weekly and Manchester five times weekly, and will increase seasonal service to Athens from four times weekly to five times weekly and to Edinburgh from thrice weekly to five times weekly.

Rouge took over some Air Canada routes: San Diego, Barcelona and Dublin, and will take over others, such as Phoenix this winter.

On June 15, **WestJet** launches seasonal daily service through St. John's to Dublin.

This summer, **Encore** starts service to Thunder Bay four times daily with a Q400.

On April 14, **Aer Lingus** launched daily service to Dublin with a Boeing 757.

Starting May 5, **Air Transat** launched service to Marseille, until October 20. Starting June 17, Air Transat launches service to Prague, until October 15. This summer, Air Transat doubles service to Venice, flying twice weekly.

Starting in May, **Hainan Airlines** will increase service to Beijing from thrice weekly to daily service, with a Boeing 787.

Starting in May, **LOT Polish** will increase service to Warsaw from eight times weekly to nine times weekly.

On June 20, **Aeroflot** will upgrade their Toronto Pearson service from Boeing 767-300s to Airbus 330-300s.

On June 25, **China Eastern Airlines** launches Shanghai service thrice weekly with an Airbus 340-600.

This summer, the following airlines will increase Toronto Pearson service:

- **Air France** will upgrade their daily service to Paris from a Boeing 777-200 to a Boeing 747-400.
- **British Airways** will increase service to London Heathrow by adding three weekly flights with a Boeing 747, an upgraded aircraft. This brings their service up to 19 flights a week.
- **Condor** will increase Frankfurt service to thrice weekly with a Boeing 767.
- **Ethiopian Airlines** will upgrade service to Addis Ababa using a Boeing 777-200LR in place of a Boeing 787.
- **Finnair** is changing service to Helsinki from five times weekly with a Boeing 757 to thrice weekly with an Airbus 330.
- **Lufthansa** will cancel five times weekly service to Dusseldorf and replace it with daily service to Munich, with an Airbus 330-300.

Austrian Airlines increased service to Vienna from six times weekly to daily service.

Turkish Airlines increased service to Istanbul from five times weekly to six times weekly.

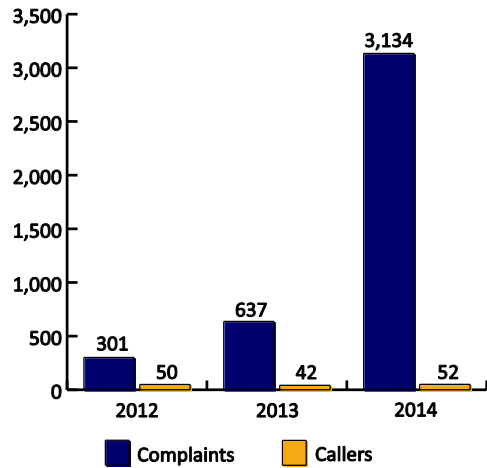
Arts and Culture

We're proud to present an exhibition of photos drawn from the archives of North by Northeast (NXNE), Toronto's premiere live music festival, in the Terminal 1 US Departures area, near Gate F82, until July 11.

NXNE has a long and fruitful history with Toronto Pearson: Every year since 2008, the music of NXNE bands has rocked Toronto Pearson's arrivals halls.

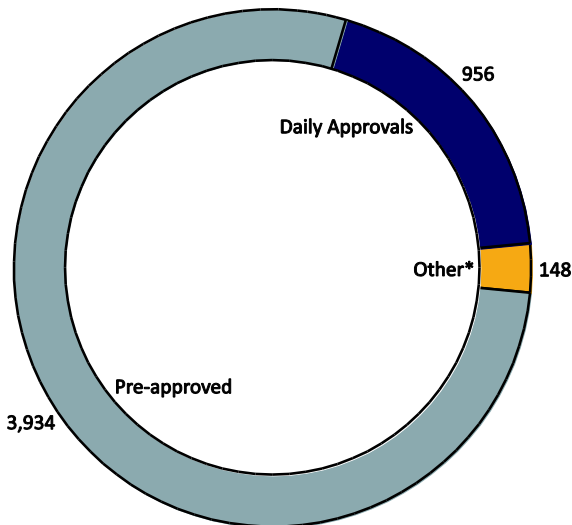
Noise Complaints and Callers

(January–February, 2012–2014)



Restricted Hours Flights

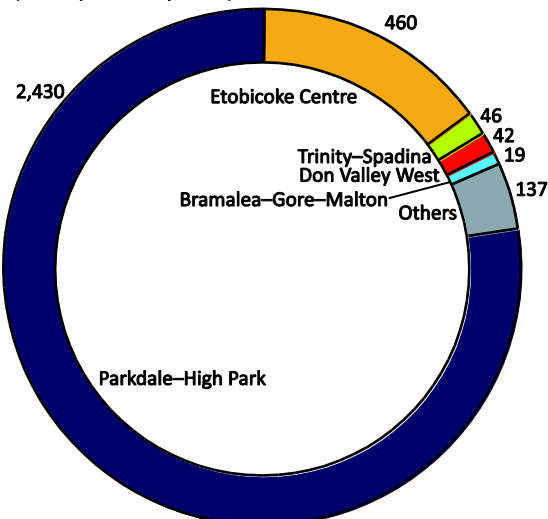
(November 2013–February 2014)



*Other operations include medevac flights, weather alternate flights, military and police.

Top Five Callers vs. All Other Callers

(January–February, 2014)



This chart shows the number of complaints made by our five most frequent callers, identified by location.

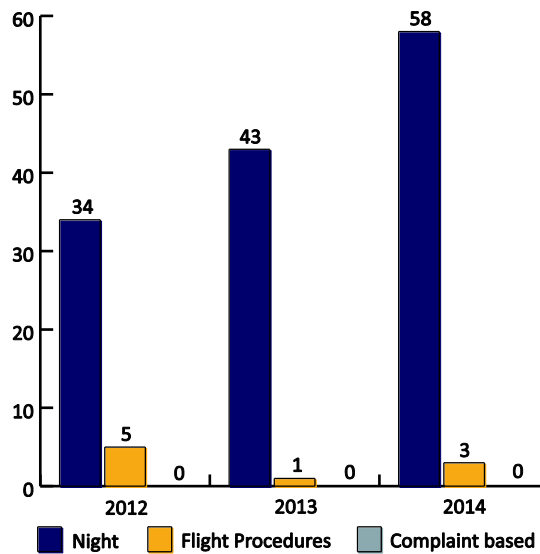
Early Turn Trial

The trial program allowing early turns on the north/south runways and extended prop turn hours continues.

Throughout the trial so far, from March 3, 2008, to February 28, 2014, 2,241 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 3,158 props (92 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 5,640 (83 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 204 complaints.

Enforcement Investigations

(January–February, 2012–2014)



Comparison of Aircraft Movements and Noise Complaints by Runway Operation

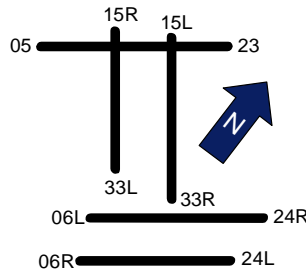
From January to February 2014, there were 66,024 aircraft movements at Toronto Pearson, resulting in 3,134 complaints from 52 complainants, of which 2,498 complaints were related to aircraft arrivals and 631 were related to aircraft departures. Five complaints were unrelated to runway operations.

The following tables attribute noise complaints to various runway operations.

Arrivals in January–February 2014

Runway	Movements	Complaints
From east		
23	9,143	188
24R	10,375	1,474
24L	4,701	775
From south		
33R	50	4
33L	800	22
From west		
06R	1,616	4
06L	1,544	6
05	4,727	2
From north		
15R	37	19
15L	468	4
Total	33,461	2,498

Toronto Pearson runway layout



47.4 complaints/
1,000 aircraft movements

0.8 complainants/
1,000 aircraft movements

Departures in January–February 2014

Runway	Movements	Complaints
To east		
05	1,593	1
06L	5,512	105
06R	148	4
To south		
15L	16	16
15R	48	2
To west		
24L	143	18
24R	11,031	376
23	12,647	103
To north		
33L	38	0
33R	1,387	6
Total	32,563	631