

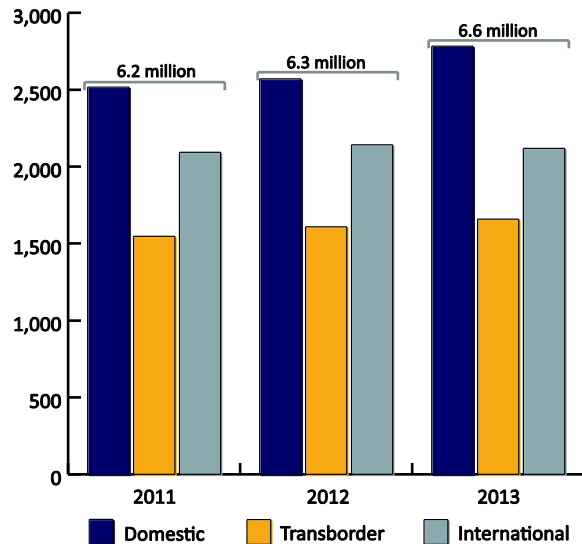
# CONSULTATIVE COMMITTEE UPDATE

OCTOBER 2013



## Passenger Traffic at Toronto Pearson (June–July, 2011–2013)

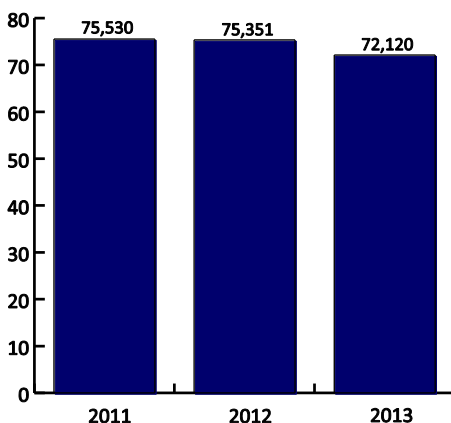
(in thousands)



Note: These numbers are estimates.

## Runway Movements at Toronto Pearson (June–July, 2011–2013)

(in thousands)



Note: These numbers are estimates.

## New Commercial Agreement to Build Global Hub

Air Canada and the GTAA announced an enhanced commercial relationship to further develop Toronto Pearson as a global hub. The new commercial agreement is designed to improve customer service, offer Canadians greater flight frequencies, and open access to more global destinations.

“This agreement with Air Canada will allow us to continue to support our local and national economy, improve service levels for all of our passengers, and help Canada to compete globally,” said Howard Eng, GTAA President and CEO.

“This agreement provides momentum to our strategy to develop Toronto Pearson into an even stronger North American gateway and a truly global airline hub,” said Ben Smith, Air Canada Executive Vice President and Chief Commercial Officer. “Toronto has the potential to become a preferred global routing because it offers some of the best elapsed travel times between the U.S. and major centres in Europe and Asia.”

The agreement takes effect January 1, 2014, for a five-year term, and includes annual fixed aeronautical fees for Air Canada representing its share of landing fees, general terminal charges and apron fees. The initial term may be extended for a further five-year term if agreed passenger volumes are met.

## Air Services

Starting October 28, **Saudia** will add new non-stop service to Jeddah, Saudi Arabia, thrice weekly.

In November, **Fly Jamaica Airways** will add new service to Kingston, Jamaica, and Georgetown, Guyana.

In December, **Air Canada** will add new non-stop service to Vail, Colo., home to famous ski resorts on Vail and

Beaver Creek mountains, and daily, year-round service to Sydney, N.S.

In January, **Sunwing** will add non-stop, year-round service to Freeport, Grand Bahama.

In April, **Aer Lingus** will add new non-stop service to Dublin, daily during the summer season and four times weekly during the winter season.

In June, **Hainan Airlines** will increase service to Beijing to five times weekly, from the current four times weekly service.

### Toronto Pearson Street Festival

Thank you for joining us [out on the airfield](#) for the third annual Toronto Pearson Street Festival on September 14. We had more than 5,000 attend, our largest group to date, and a team of more than 200 volunteers making it all happen.

Keep sharing your photos, videos and feedback on our [Facebook page](#) and on Twitter using our hashtag #YYZStreetFest.

### Airside Tours

The Airside Tour season has come to a close. We hosted more than 100 tours with more than 2,500 residents from the surrounding communities this year, with support from Field Maintenance, Wildlife, and our Fire and Emergency Services divisions.

### Welcome Team Volunteer Program

Toronto Pearson is launching a new Volunteer Program and is looking for qualified people to come on board. If you or someone you know love to meet and greet people, be that friendly smiling face in the crowd, and help people find their way in a dynamic setting, becoming a Toronto Pearson Welcome Team member may be right for you.

Volunteers make a commitment of four hours each week for a year. Come to one of our [Information Sessions](#) to learn more.

The Welcome Team enhances the passenger experience at Toronto Pearson by:

- Greeting them throughout the terminals
- Providing directions
- Answering their questions
- Escalating complex issues to appropriate Toronto Pearson employees

### Arts and Culture

Toronto Pearson is the starting point for millions of journeys each year, taking people to other places in the province, across the country, or on the other side of the world. For Toronto Pearson's [2013 juried exhibition](#), local artists are invited to reflect on their travels and submit works inspired by a destination or by the experience of travel. One work selected by our judges will be purchased for the GTAA's corporate collection.

This competition is open to all artists residing in the following Ontario area codes: 416, 647, 905 and 289. Artists employed by the GTAA or at Toronto Pearson are eligible to apply, provided that all entry criteria are met.

All two-dimensional media, including paintings, original prints, photographs, mixed media and textiles, are accepted. Unfortunately, the exhibition space cannot accommodate sculpture.

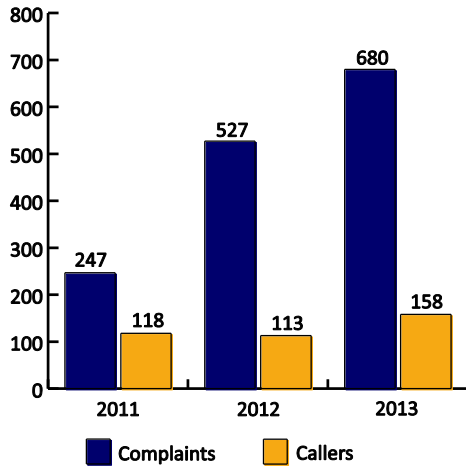
Works must be no larger than 183 cm (72 in.) high and 122 cm (48 in.) wide, including frame.

Images, [entry form](#), and statement must be received by Monday, November 4, by 11:59 p.m.

All artists will be notified of acceptance/non-acceptance by phone or email during the week of November 11.

**Noise Complaints and Callers**

(June–July, 2011–2013)



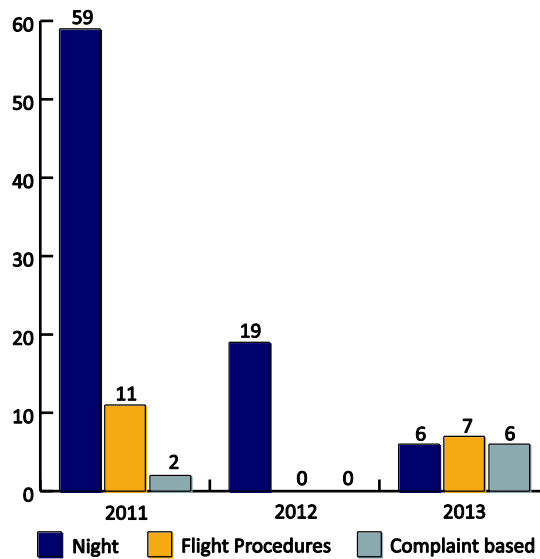
**Early Turn Trial**

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 July 31, 2013, 2,279 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 2,921 props (92 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 4,794 (84 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 194 complaints.

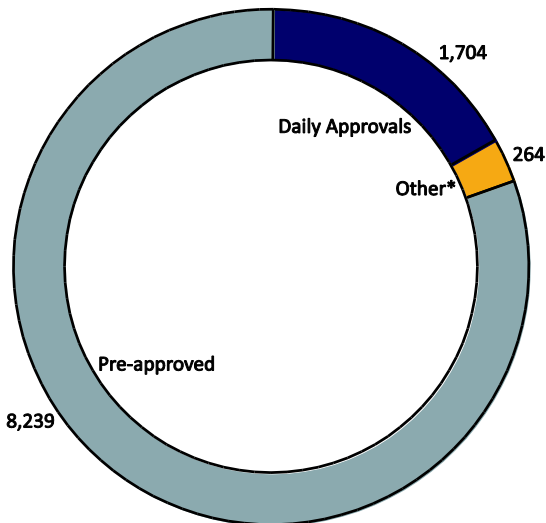
**Enforcement Investigations**

(June–July, 2011–2013)



**Restricted Hours Flights**

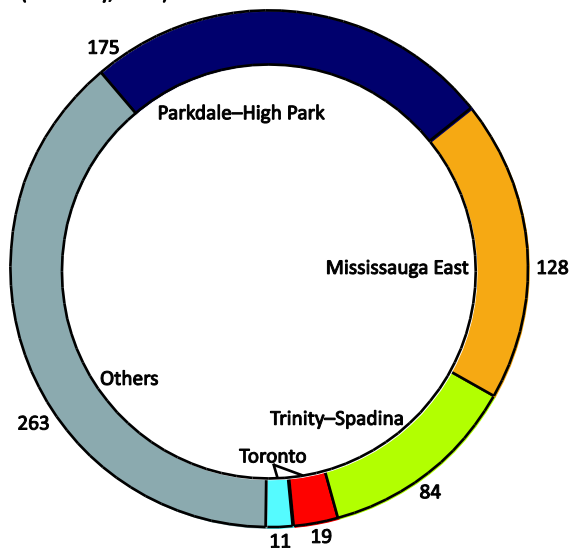
(November 2012–July 2013)



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

**Top Five Callers vs. All Other Callers**

(June–July, 2013)



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

### Comparison of Aircraft Movements and Noise Complaints by Runway Operation

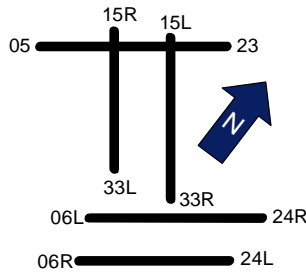
From June to July 2013, there were 72,120 aircraft movements at Toronto Pearson, resulting in 680 complaints from 158 complainants, of which 401 complaints were related to aircraft arrivals and 270 were related to aircraft departures. Nine complaints were unrelated to runway operations.

The following tables attribute noise complaints to various runway operations.

#### Arrivals in June–July 2013

Runway	Movements	Complaints
From east		
23	6,335	25
24R	9,010	224
24L	4,846	109
From south		
33R	90	5
33L	146	4
From west		
06R	2,981	4
06L	2,347	8
05	10,245	22
From north		
15R	1	0
15L	619	0
<b>Total</b>	<b>36,620</b>	<b>401</b>

Toronto Pearson runway layout



**9.3** complaints/  
1,000 aircraft movements

**2.2** complainants/  
1,000 aircraft movements

#### Departures in June–July 2013

Runway	Movements	Complaints
To east		
05	3,013	9
06L	11,236	117
06R	340	5
To south		
15L	43	11
15R	1	0
To west		
24L	86	0
24R	7,200	34
23	12,213	75
To north		
33L	255	4
33R	1,113	15
<b>Total</b>	<b>35,500</b>	<b>270</b>