

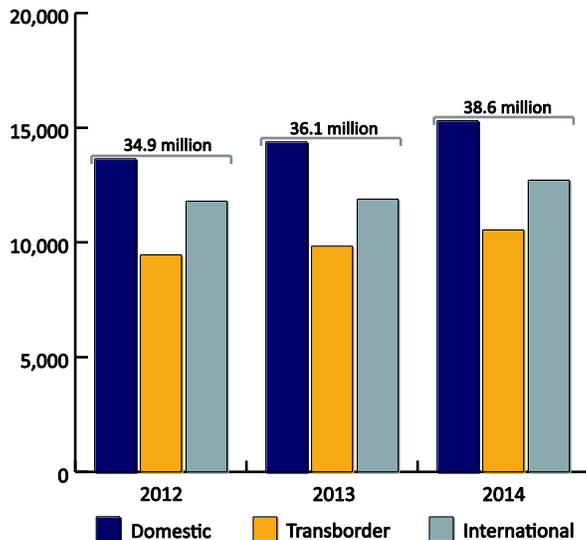
CONSULTATIVE COMMITTEE UPDATE

FEBRUARY 2015



Passenger Traffic at Toronto Pearson (2012–2014)

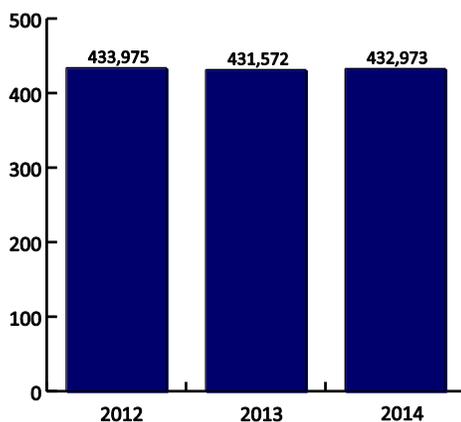
(in thousands)



Note: These numbers are estimates.

Runway Movements at Toronto Pearson (2012–2014)

(in thousands)



Note: These numbers are estimates.

Ready for Snow at Toronto Pearson

With the early onset of winter, Toronto Pearson has implemented an enhanced Winter Weather Operations approach to help meet the needs of passengers and to ensure the safe and efficient operation of the airport during severe winter weather.

“Based on feedback from passengers, the many employees who work at the airport, and industry experts, Toronto Pearson has made changes to how it handles winter weather, including how it communicates with passengers,” said Vijay Kanwar, GTAA Board Chair. “Our guests deserve the highest standards of communication and customer service.”

As part of the new approach, the GTAA has invested in a number of resources, including new snow removal equipment and warming stations for employees working outside, to help deal with irregular operations that impact air travel.

Working with Air Canada, WestJet and Nav Canada, the GTAA has also made improvements to aircraft traffic management programs that provide a better balance between airport capacity and demand during irregular operations. This is particularly important given that winter weather in other North American cities can result in flights being unexpectedly diverted to Toronto Pearson.

“We’re all used to bad winter storms,” said Howard Eng, GTAA President and CEO. “We understand how important it is for our customers and employees to have confidence in our ability to handle these conditions.”

A key focus of the new Winter Weather Operations approach is improved communications with passengers.

In addition to delivering operational updates through terminal screens and its website, Toronto Pearson has launched a [new mobile app](#) that provides notifications of operational disruptions at Toronto Pearson, thereby allowing passengers to plan accordingly.

The GTAA has also enhanced its Wi-Fi and cellular capacity in both terminal buildings, and has put measures in place to ensure that passengers who become delayed in the terminals for extended periods of time during severe winter weather will have access to essential items, such as water and diapers.

Air Services

This summer, **Air Canada** will launch new daily, non-stop service to Amsterdam, using Boeing 767-300ER aircraft, and will expand capacity on several European routes, including Paris, Athens, Barcelona, and Venice.

This summer, **Air Canada Express** will add daily, non-stop service to Austin, Tex., using Bombardier CRJ705 aircraft.

Starting May 3, **WestJet** will add daily service to Gander, Nfld., for the summer season.

Starting May 29, WestJet will add daily, direct service to Halifax-Glasgow for the summer season using Boeing 737-700 aircraft.

Starting April 15, **WestJet Encore** will add twice-daily, non-stop service to Fredericton, N.B., using Bombardier Q400 aircraft.

Starting in March, our newest carrier **TAM Airlines** launches five-times-weekly, direct service to Sao Paulo, Brazil, via New York, using Boeing 767-300ER aircraft.

Starting in May, another new carrier **AeroMexico** launches daily, non-stop service to Mexico City, using Boeing 737 aircraft.

Starting June 16, **Air Transat** launches new, weekly, direct service to Budapest, via Montreal, using Airbus 330 aircraft. This summer, Air Transat plans to increase capacity from Toronto Pearson on several existing European routes.

This summer, **China Eastern** will increase service to Shanghai from three times weekly to daily, and will replace the current Airbus 340-600 aircraft on this route with the Boeing 777.

This summer, **Condor** will increase service to Frankfurt from three to four times weekly.

This summer, **Icelandair** will add four weekly flights to Reykjavik, going up to 11 times weekly, using a Boeing 757.

SkyGreece Airlines S.A., a new Greek trans-Atlantic carrier, has announced its intention to start service to Toronto Pearson this summer. The carrier is awaiting certification approvals from European authorities.

Unique Value of a Hub Airport

The [Economic Impact Study](#) highlighted Toronto Pearson's many contributions to Ontario's economy. But what does that mean for an individual business? [Hear firsthand](#) from an Optech Inc. vice president.

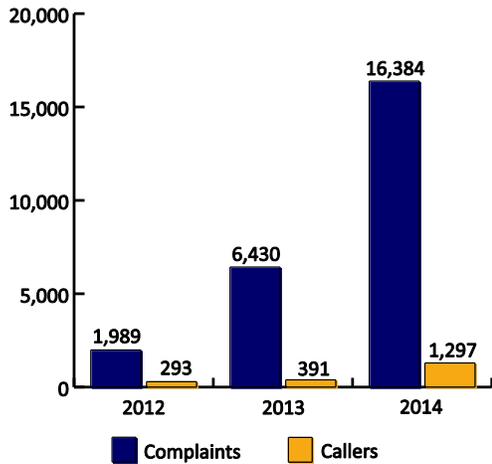
Arts and Culture

Stepping into the modern terminal buildings at Toronto Pearson, it may be hard to believe that only 75 years ago the original airport was a converted farmhouse surrounded by fields.

Time Flies: the Airport at 75 includes a timeline and archival photos but also tells the stories of people who fell in love with planes and air travel, both those who travelled through and worked at Toronto Pearson.

The exhibition is in Terminal 1, Malton Airport Gallery, above Canada Arrivals, until March 29.

Noise Complaints and Callers
(2012–2014)

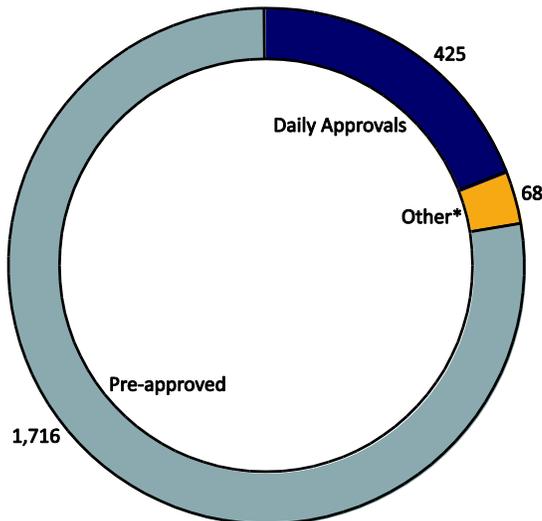


Early Turn Trial

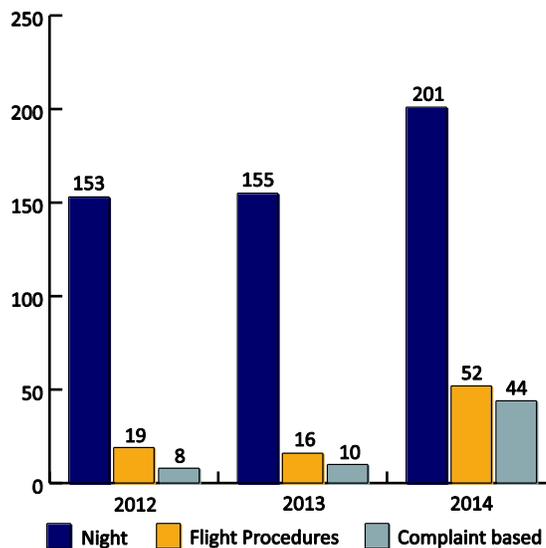
The trial program allowing early turns on the north/south runways and extended prop turn hours continues.

Throughout the trial so far, from March 3, 2008, to December 31, 2014, 2,347 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in nine complaints. During this time, 3,417 props (91 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 6,639 (83 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 244 complaints.

Restricted Hours Flights
(November 2014–December 2014)

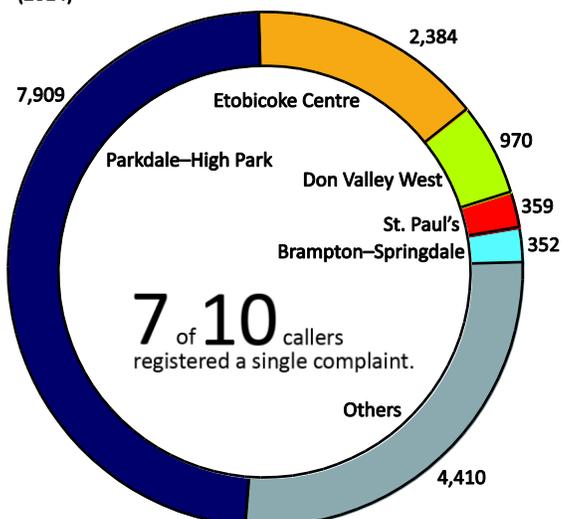


Enforcement Investigations
(2012–2014)



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

Top Five Callers vs. All Other Callers
(2014)



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

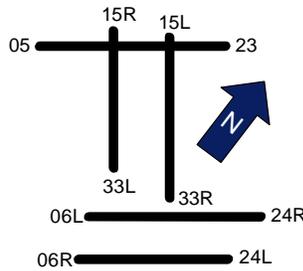
Throughout 2014, there were 432,973 aircraft movements at Toronto Pearson, resulting in 16,384 complaints from 1,297 complainants, of which 11,428 complaints were related to aircraft arrivals and 4,860 were related to aircraft departures. Further, 96 complaints were unrelated to runway operations.

The following tables attribute noise complaints to various runway operations.

Arrivals in 2014

Runway	Movements	Complaints
From east		
23	44,826	620
24R	43,976	5,096
24L	39,938	4,359
From south		
33R	519	115
33L	5,200	451
From west		
06R	16,394	73
06L	13,905	83
05	47,277	363
From north		
15R	1,332	211
15L	3,665	57
Total	217,032	11,428

Toronto Pearson runway layout



37.6 complaints/
1,000 aircraft movements

3.0 complainants/
1,000 aircraft movements

Departures in 2014

Runway	Movements	Complaints
To east		
05	20,172	96
06L	46,890	1,753
06R	6,986	474
To south		
15L	903	295
15R	214	5
To west		
24L	4,327	152
24R	48,405	1,276
23	73,490	458
To north		
33L	1,084	32
33R	13,470	319
Total	215,941	4,860