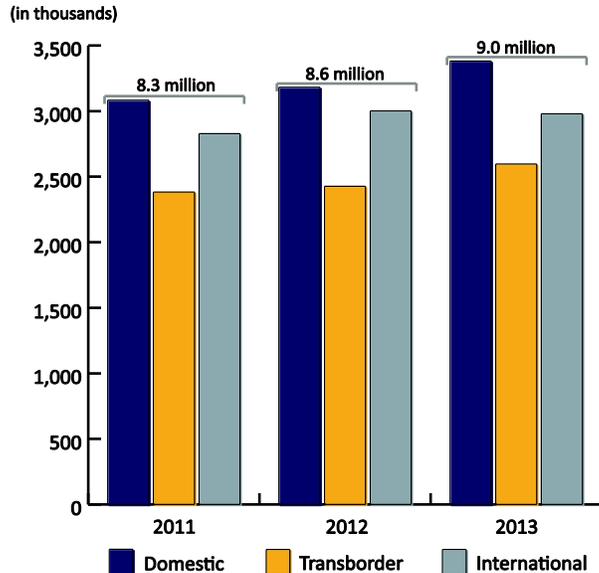


# CONSULTATIVE COMMITTEE UPDATE

AUGUST 2013

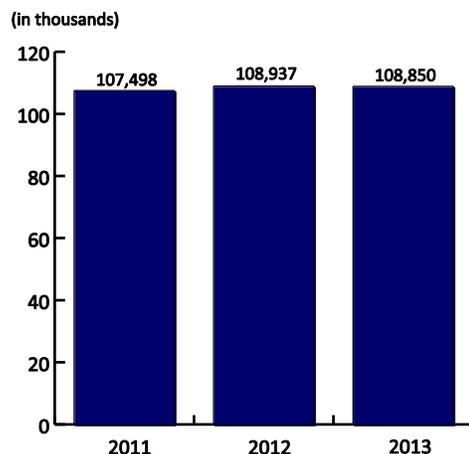


## Passenger Traffic at Toronto Pearson (March–May, 2011–2013)



Note: These numbers are estimates.

## Runway Movements at Toronto Pearson (March–May, 2011–2013)



Note: These numbers are estimates.

## Toronto Pearson Named Best Canadian Airport

For the fifth year in a row, Toronto Pearson was named the best Canadian airport in the Agents' Choice Awards, based on responses from 5,668 travel agents across the country, the largest survey of its kind in Canada.

Specifically mentioned in the award were our range of services (non-stop, same-plane service to more than 180 cities worldwide), improvements to the baggage process for the 800,000 annual passengers connecting to U.S. destinations, and the Automated Border Clearance process that speeds Canadians through Customs upon their return to Canada.

## Air Services

**Air Canada** added non-stop service to Istanbul, Turkey, flying three times weekly with a Boeing 767-300ER aircraft as a code-share with **Turkish Airlines**.

Air Canada is doubling its service to Sydney, N.S., for the peak of the summer season by adding a second daily regional jet operation.

Air Canada increased the number of flights per week to Bogota, Colombia, for the summer, while flights to Copenhagen, Denmark, have been upgraded to Airbus A330 service thereby increasing the number of seats available on this non-stop route.

Air Canada now flies 10 times weekly to Beijing for the summer with Boeing 777-300ER aircraft.

**Air Canada rouge**, its new vacation airline, operates new routes from Toronto, offering non-stop service to the European cities of Venice, Edinburgh and Athens with Boeing 767-300 aircraft, and non-stop service to the Dominican Republic, Jamaica, Cuba and Costa Rica with Airbus 319 aircraft.

Air Canada is code-sharing with Star Alliance partner **South African Airways** on flights out of Toronto to London, New York, and Washington.

Air Canada and **Etihad** plan to offer customers through-checked bags, frequent flyer benefits and reciprocal code-share services commencing later this year. The agreement will allow frequent flyer mileage on code-share flights by members of both airlines' frequent flyer programs, and reciprocal premium lounge access at both Toronto Pearson and Abu Dhabi airports for eligible passengers. This follows the recent decision by the United Arab Emirates (UAE) and the Canadian government to restore the previous visa situation, which means Canadians can once again obtain a free visa upon arrival in the UAE.

Air Canada will cease its thrice-weekly service between Toronto and Seoul at the end of October, and offer this service as a seasonal operation.

**EgyptAir** now provides four times weekly Cairo service non-stop on Mondays, Tuesdays, Thursdays and Saturdays with a Boeing 777-300ER aircraft. This is our second service to the African continent from Toronto Pearson, the other being **Ethiopian Airlines** thrice weekly, and the fourth from Canada on a regular basis.

**Lot Polish** increased Warsaw service to eight times weekly with Boeing 787s, flying daily with an additional flight on Fridays.

**Korean Air** now flies daily to Seoul.

**Aeroflot Russian Airlines** now offers non-stop service between Toronto Pearson and Moscow's Sheremetyevo Airport thrice weekly on Wednesdays, Fridays and Sundays, using Boeing 767-300 aircraft carrying 218 passengers.

**Hainan Airlines** announced it will serve Toronto with its new Boeing 787 Dreamliner, likely offering two-class service with 213 seats per flight. Hainan increased summer service with a fourth weekly

flight, using the current Airbus 340-600 three-class service until the Dreamliner is deployed. Hainan is one of only two carriers presently flying the A340-600 here, and soon will be one of at least three airlines flying the new Dreamliner at Toronto Pearson.

In September, **British Airways** will use a Boeing 787 Dreamliner for its twice daily service to London Heathrow.

In October, **American Airlines** will use new Airbus A319 aircraft to Dallas. These flights have used Boeing 737 and MD80 aircraft for many years.

This winter, **Sunwing Airlines** will offer weekly service to Curacao.

**WestJet Encore** received its first two Q400 aircraft last month and will receive five more by the end of the year. Toronto Pearson is excited by this new venture. WestJet is already reviewing our infrastructure to start Q400 service in the near future.

### **Runway Run**

On June 15, more than 2,600 runners and walkers participated in the sixth annual [Runway Run](#) along Runway 06R-24L, raising \$150,000 for community initiatives, such as the Peer Project, Conservation Youth Corps, and the Big TO Area River Study.

### **Toronto Pearson Street Festival**

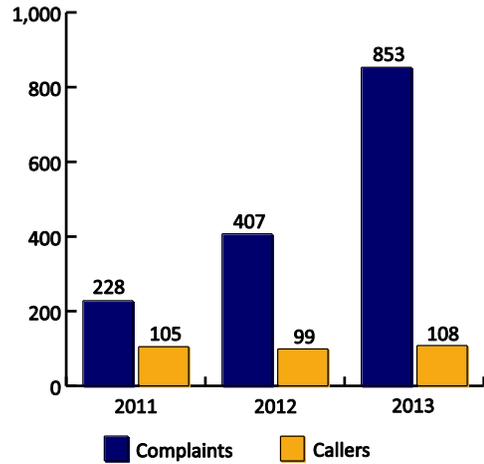
Mark your calendars, the Toronto Pearson Street Festival is coming on Saturday, September 14, from 10 a.m. till 3 p.m. Admission is free.

Come out on the airfield and meet the people who keep Toronto Pearson running smoothly. See airport equipment and aircraft up close. Bring your children to the kid's zone. There will be live entertainment on the community stage throughout the day.

[Register online](#) to get into the Street Festival quickly.

**Noise Complaints and Callers**

(March–May, 2011–2013)



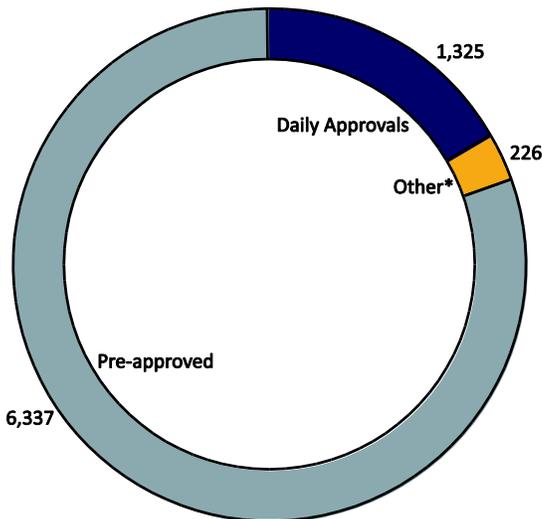
**Early Turn Trial**

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 May 31, 2013, 2,251 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 2,840 props (92 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 4,535 (84 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 160 complaints.

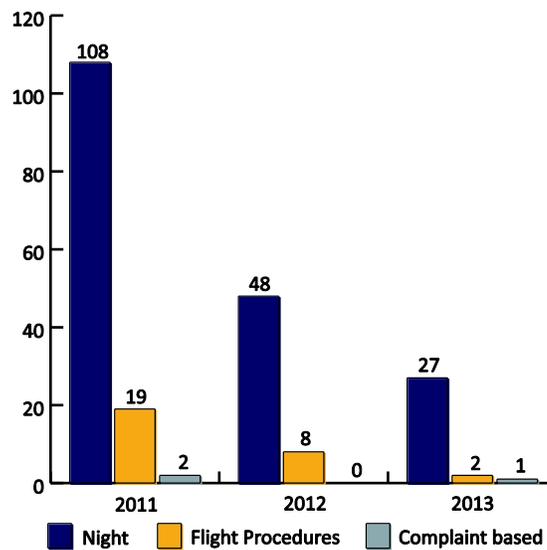
**Restricted Hours Flights**

(November 2012–May 2013)



**Enforcement Investigations**

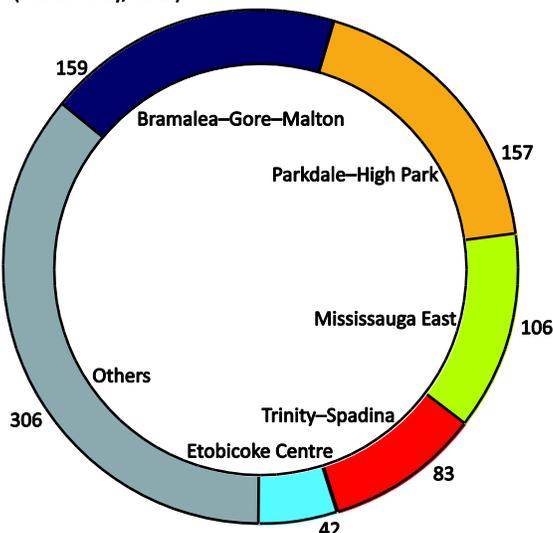
(March–May, 2011–2013)



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

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

(March–May, 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**

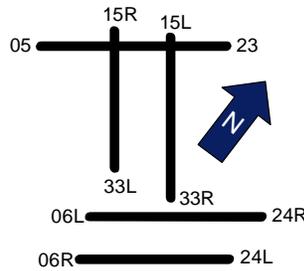
From March to May 2013, there were 108,850 aircraft movements at Toronto Pearson, resulting in 853 complaints from 108 complainants, of which 533 complaints were related to aircraft arrivals and 314 were related to aircraft departures. Six complaints were unrelated to runway operations.

The following tables attribute noise complaints to various runway operations.

**Arrivals in March–May 2013**

Runway	Movements	Complaints
From east		
23	8,419	43
24R	9,605	109
24L	10,804	136
From south		
33R	178	9
33L	1,823	14
From west		
06R	6,266	1
06L	2,858	13
05	14,004	21
From north		
15R	592	185
15L	382	2
<b>Total</b>	<b>54,931</b>	<b>533</b>

Toronto Pearson runway layout



**7.8** complaints/  
1,000 movements

**0.9** complainants/  
1,000 movements

**Departures in March–May 2013**

Runway	Movements	Complaints
To east		
05	4,421	7
06L	17,308	96
06R	142	0
To south		
15L	191	6
15R	188	12
To west		
24L	11	2
24R	13,647	75
23	14,074	67
To north		
33L	2,093	12
33R	1,844	37
<b>Total</b>	<b>53,919</b>	<b>314</b>