

Year-end Report

2024



Complaints

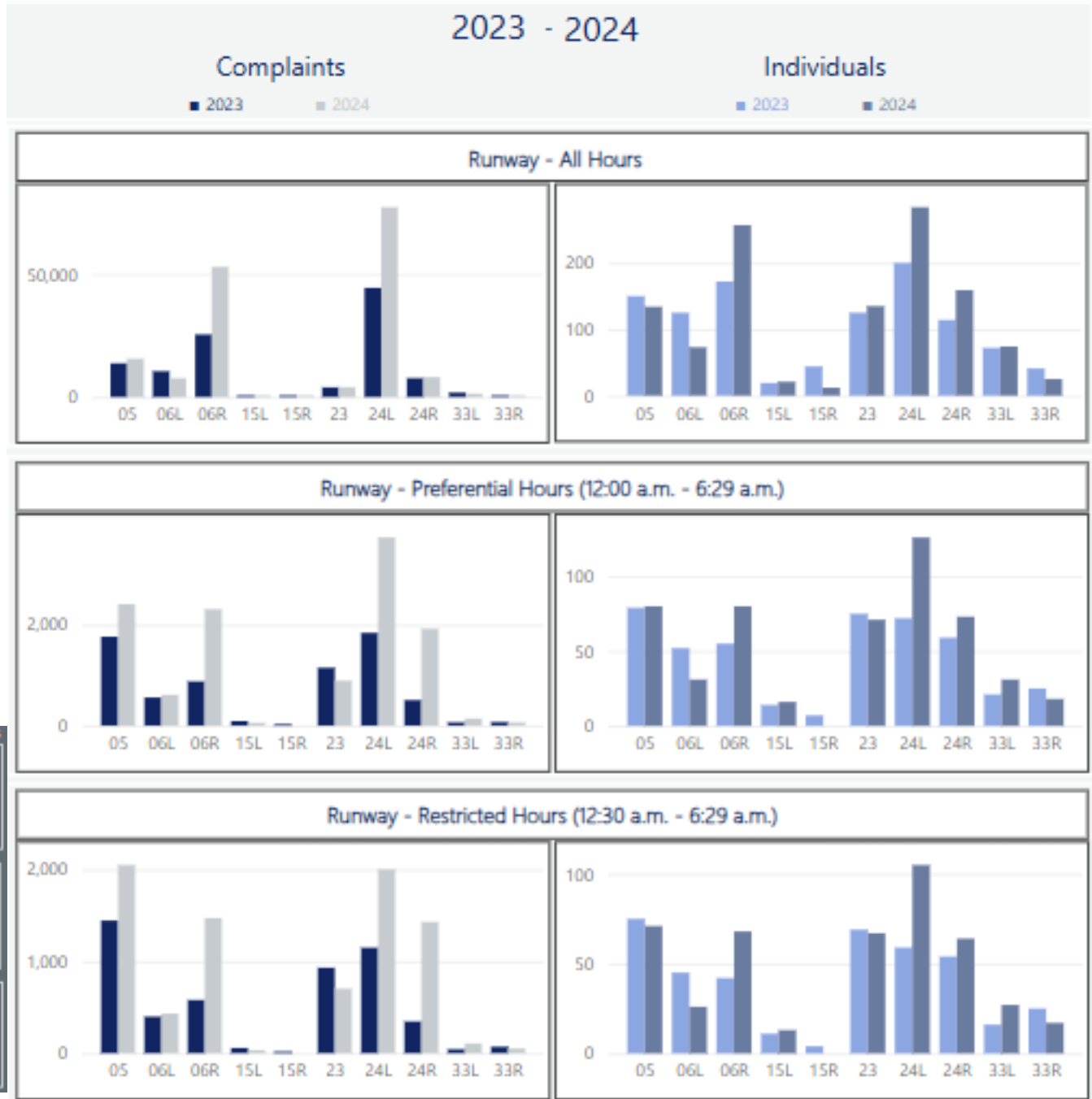
Complaints Analysis

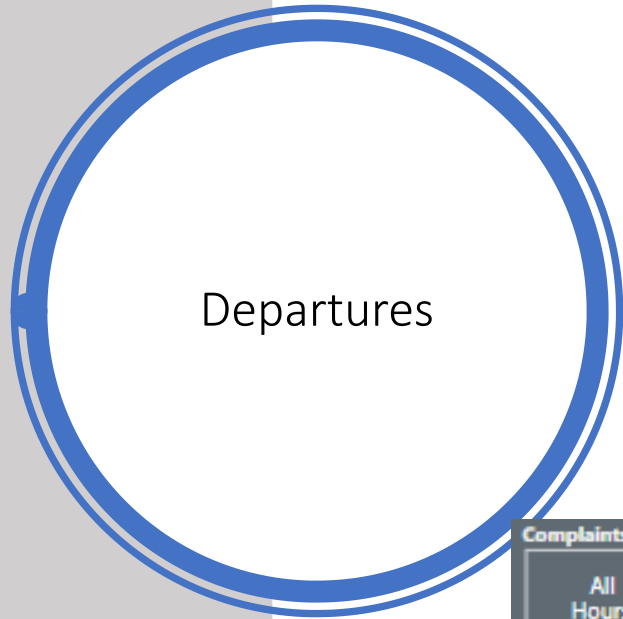
- In 2024, complaints were 34.3% higher than in 2023 and the number of individuals submitting complaints was up 1%.
- Arrivals generated more complaints than departures in both 2024 and 2023, likely due to the concentrated pattern. However, more individuals submitted complaints against departures in 2023, and more individuals complained about arrivals in 2024.
- The percentage of complaints submitted by the top 10 individuals was lower in 2024 at 69.7%, compared to 76.8% in 2023.

Arrivals

Complaints against Operations

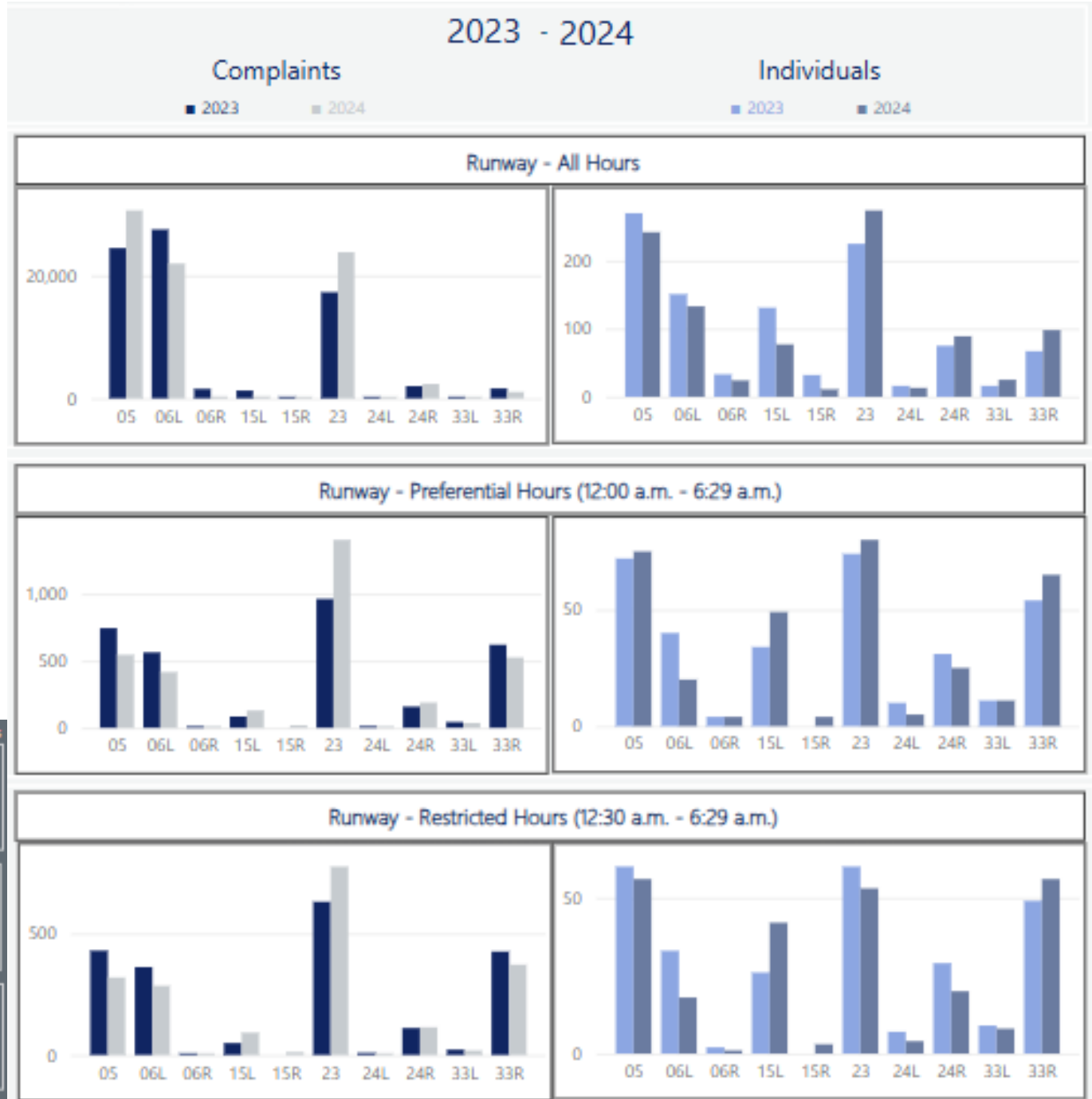
All Hours 247,889	Arrivals 167K Departures 81K
Preferential Hours 15,404	Arrivals 12K Departures 3,274
Restricted Hours 10K	Arrivals 8,278 Departures 1,993



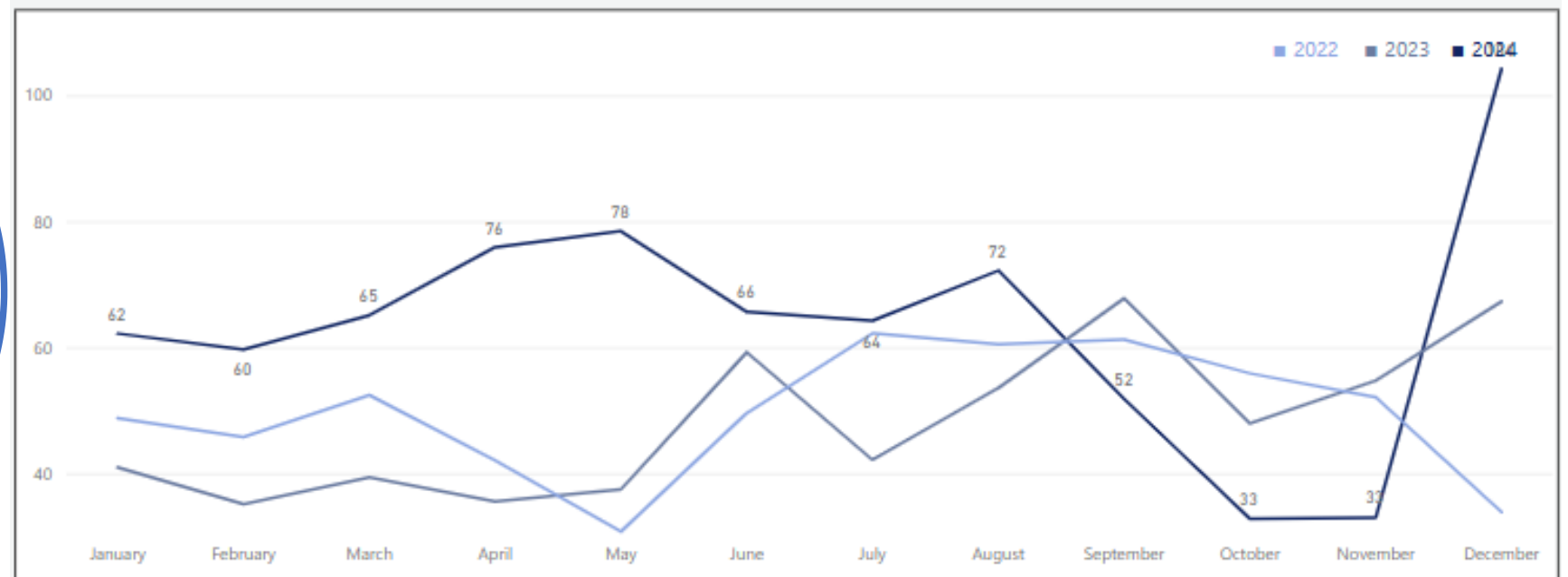


Departures

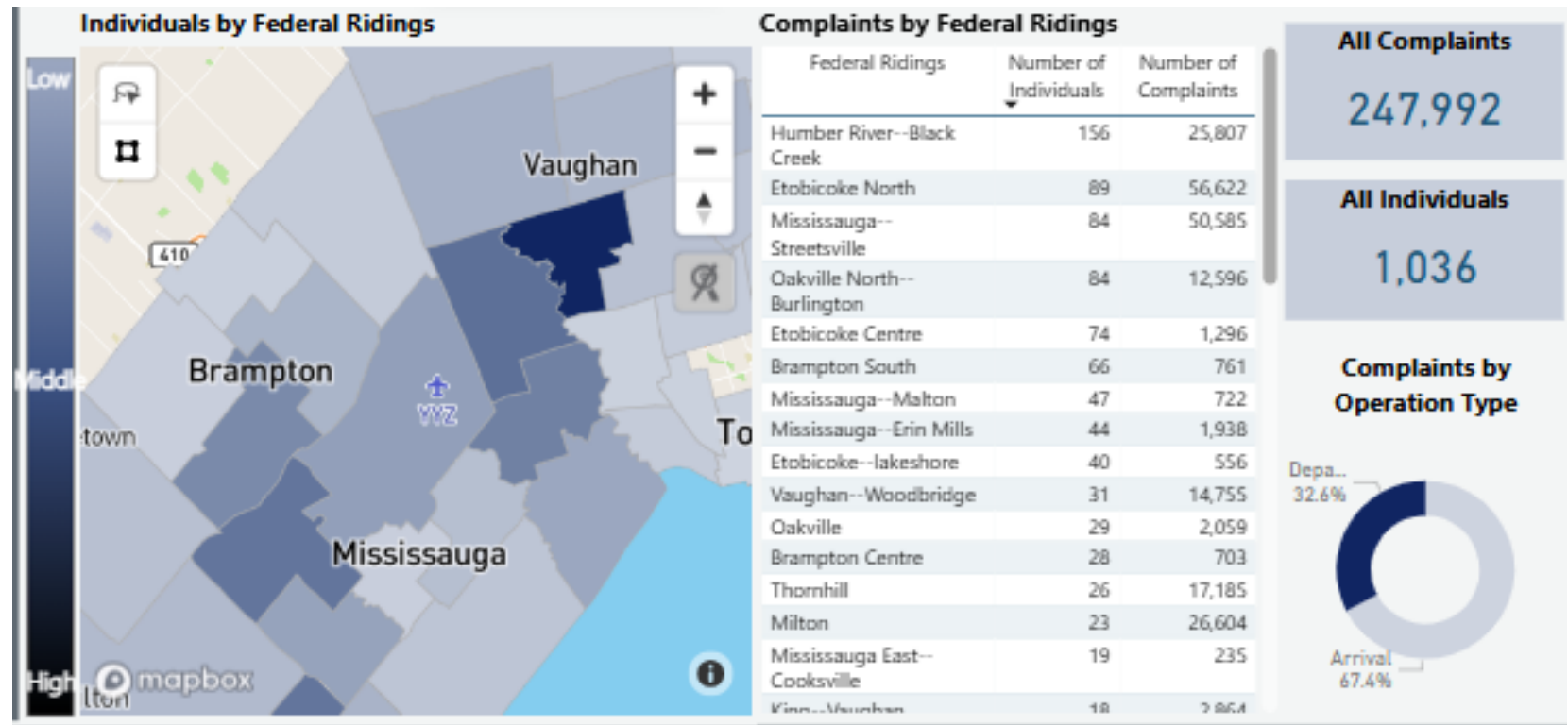
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Complaints per
100 Operations



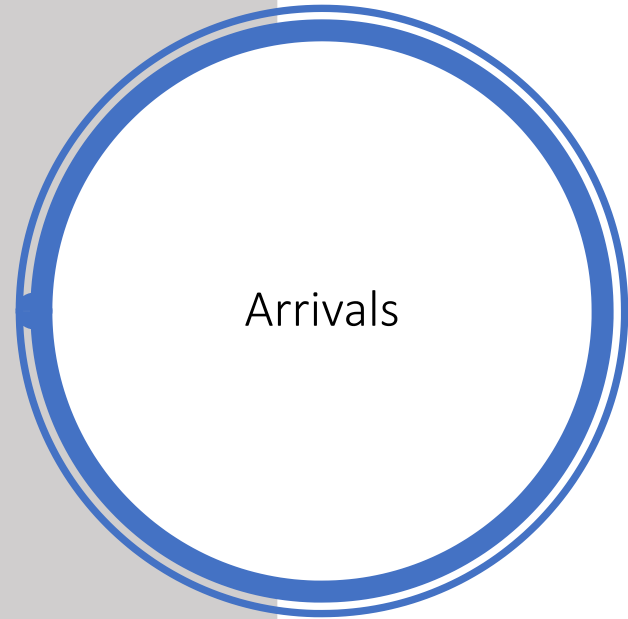
By Location



Operations

Operations Analysis

- In 2024, passenger activity continued to rebound. Traffic peaked during the summer and annual traffic levels grew 2% compared to 2023.
- Runway configurations are used that can best accommodate traffic conditions. This can change as traffic levels and operations change. In 2024 we saw an increase in Dual operations and a decrease in L1D1 operations compared to 2023. This could be due to increasing traffic levels that require Dual operations to meet capacity demands. Learn more about how runways are used and what the different configurations mean [here](#).
- Factors that influence runway selection include wind, weather and surface conditions, runway availability, time of day, traffic levels, and operational efficiency. These factors vary, and therefore, so do runway configurations. However, as wind directions in the region are predominantly from the west or the east, the majority of Pearson's runway configurations involve the east/west runways. The north/south runways are used when the weather necessitates it or to accommodate airfield work.
- In 2024, 97% of operations used the east-west runways, which was the same as in 2023.

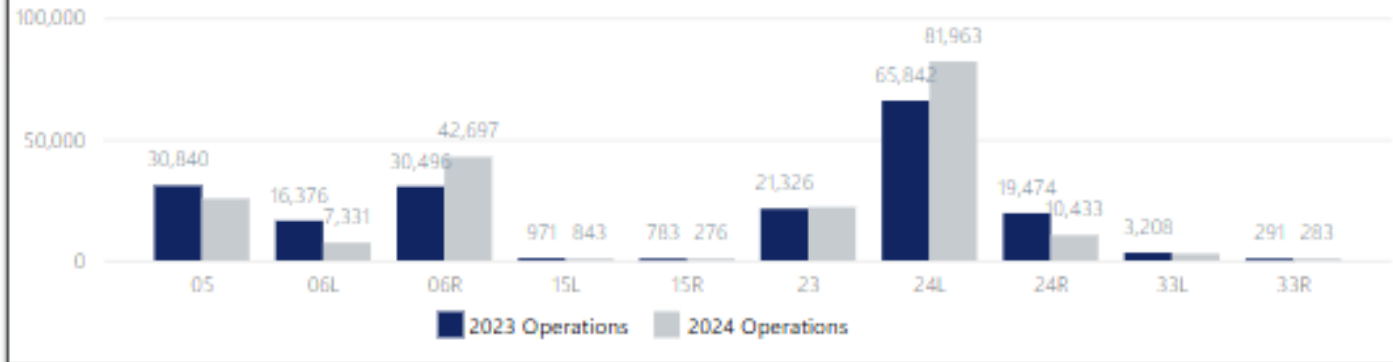


Arrivals

Operations	
All Hours	Arrivals 194,178
387,997	Departures 193,819
Preferential Hours 24K	Arrivals 17K
	Departures 7,181

2023 - 2024

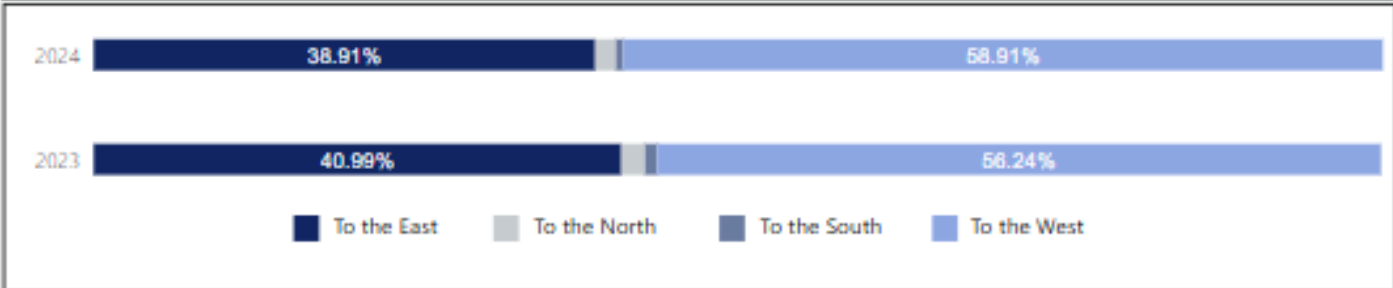
Runway - All Hours



Runway - Preferential Hours (12:00 a.m. - 6:29 a.m.)



Direction



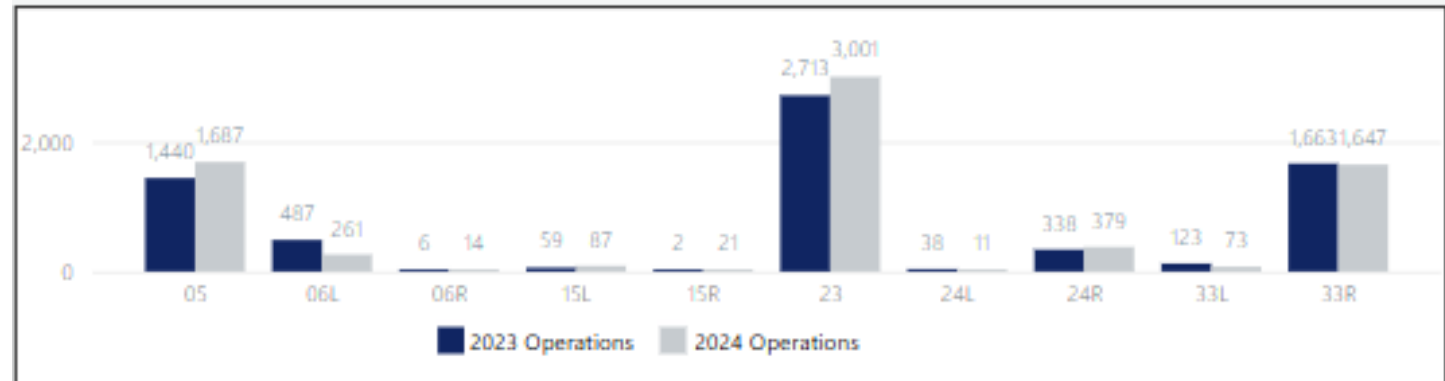
Departures

2023 - 2024

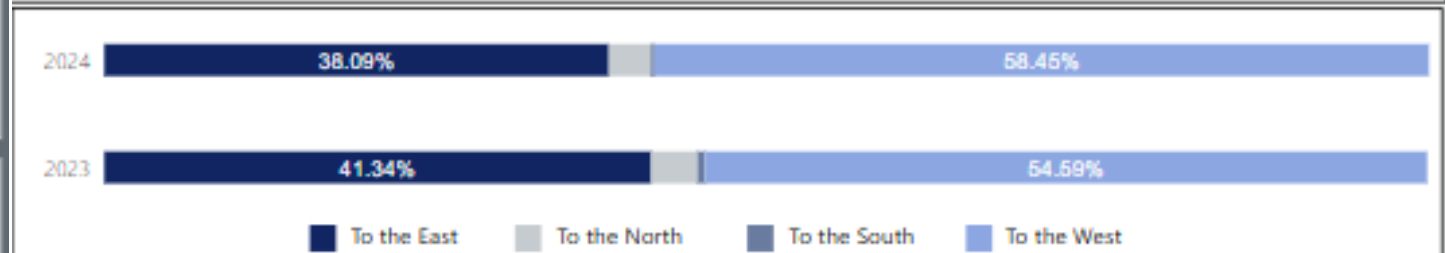
Runway - All Hours



Runway - Preferential Hours (12:00 a.m. - 6:29 a.m.)

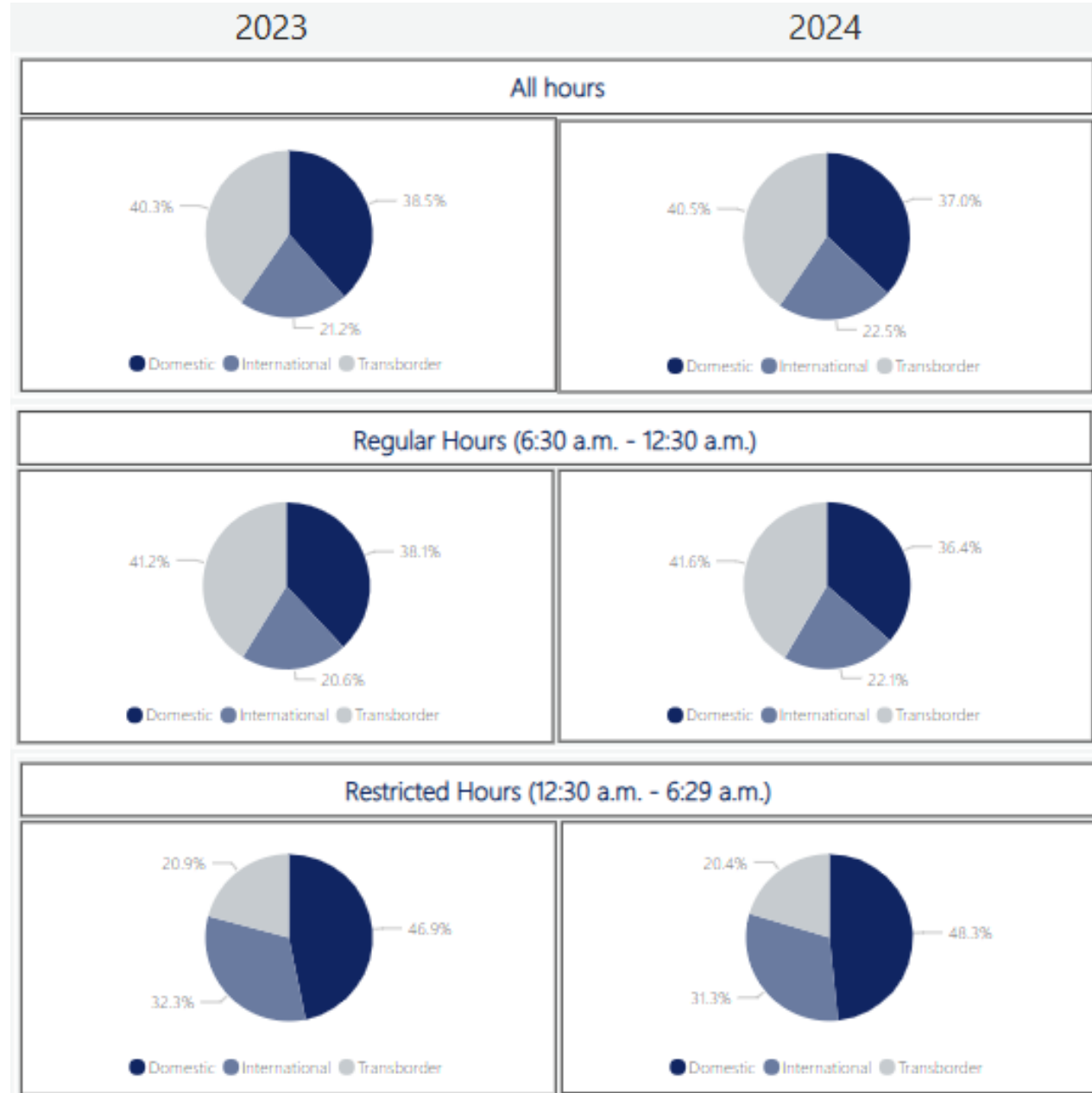


Direction

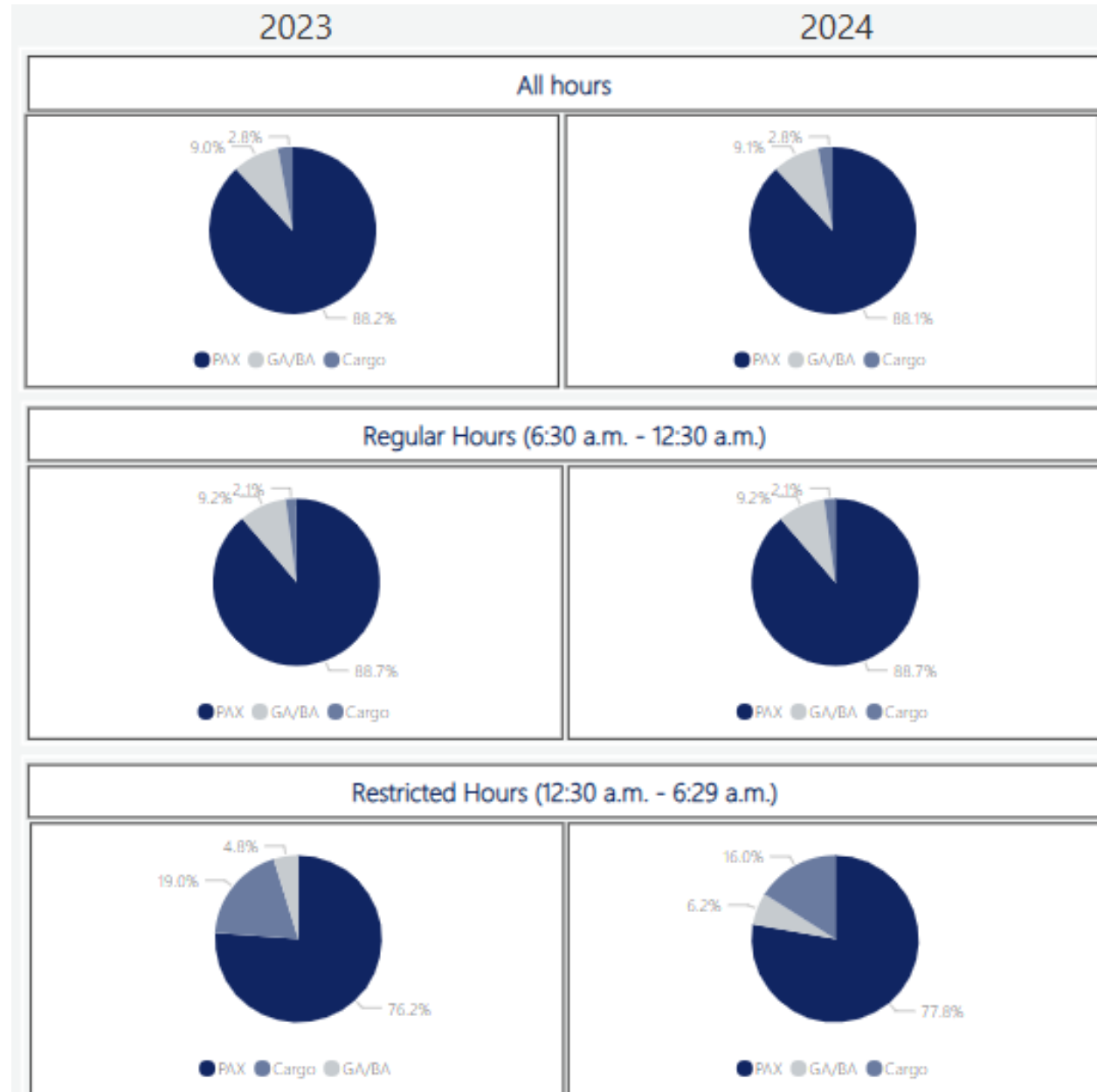


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Operations by Sector



Operations by Type

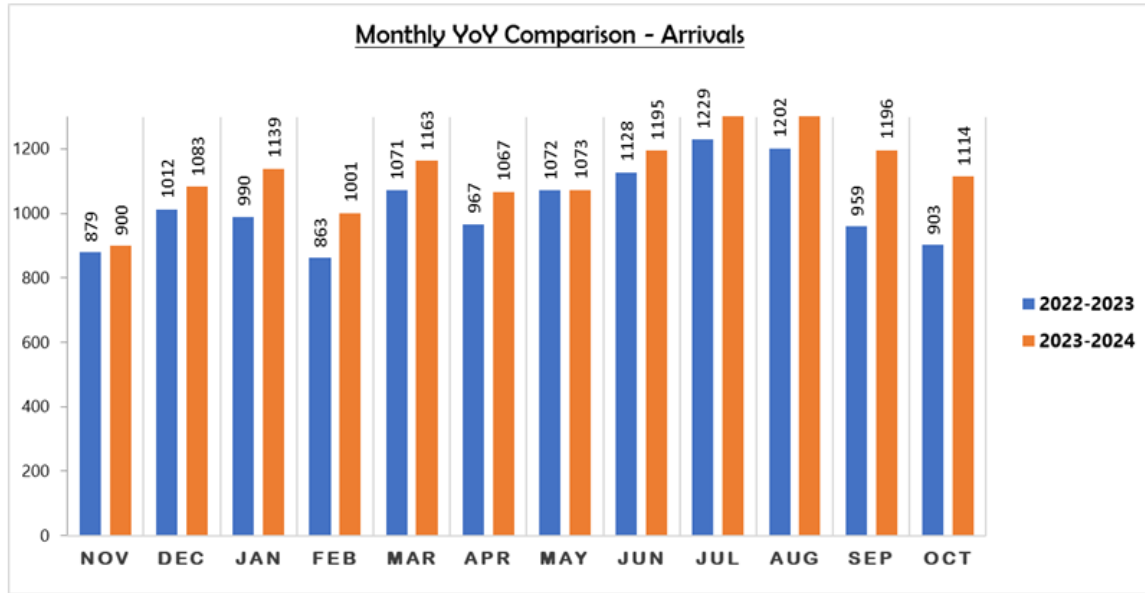


Night Flight Restriction Program

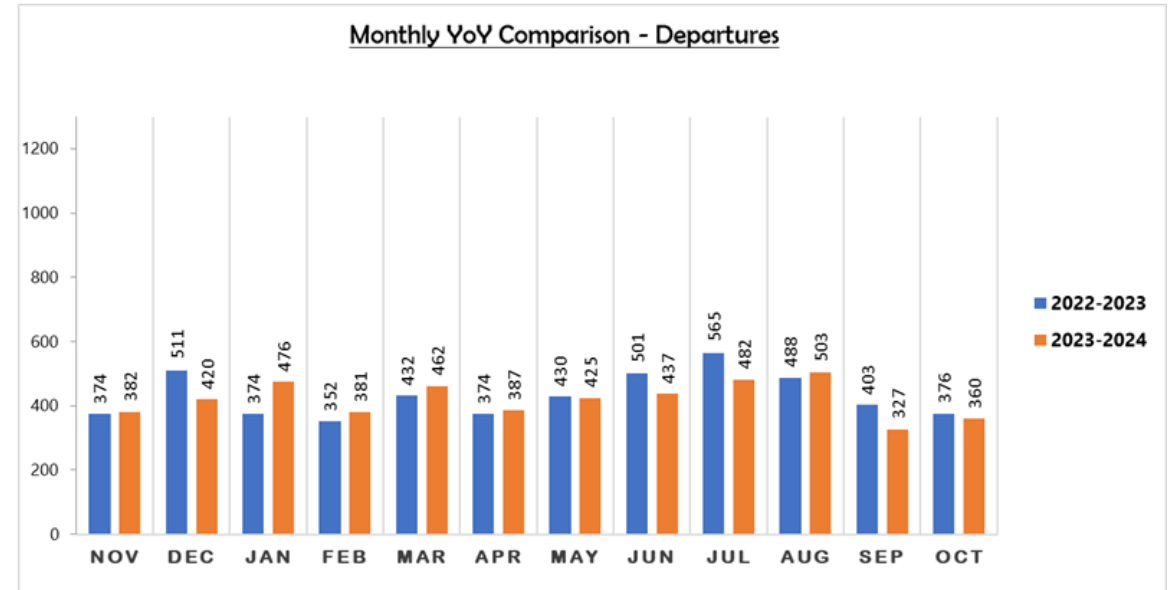
Night Flight Restriction Program 2023-2024 (Nov-Oct)

Restricted Hours (12:30 a.m. - 6:29 a.m.)

Arrivals



Departures



Noise Year 2023-2024	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total	Annual Budget	% Used	Noise Year 2023-2024
Movements	1,282	1,503	1,615	1,382	1,625	1,454	1,498	1,632	1,858	1,969	1,523	1,474	18,815	20,889	90.07%	18,815

Enforcement

Enforcement Investigations

2024

Noise Abatement Procedures

- All arrival and departure operations are monitored for compliance with the Noise Abatement procedures using rules set in the Airport Noise and Operations System
- Reviews the data that Transport Canada collects through the Civil Aviation Daily Occurrence Reporting System (CADORS). These reports are reviewed by enforcement on a daily basis

Night Flight Restriction Program

- All flights that operate during the Restricted Hours (12:30 a.m. - 6:29 a.m.) are verified against night flight schedule and day of operations approvals

Formal Investigation

- When there is evidence that a non-compliance to the Night Flight Restriction Program or Noise Abatement Procedures occurred, the GTAA investigates the event and forwards the complete details of the investigation along with all supporting evidence to Transport Canada Enforcement Office.
- Transport Canada publishes infractions for which a corporate entity is responsible [here](#).

Type	2024	
	GTAA Investigations	Sent to Transport Canada
Night Flight Restriction Program	166	38
Noise Abatement Procedures	6	4
Total	172	42

Early Turn Trial

Background of the Trial

On March 3, 2008, two early turn trials were introduced at Toronto Pearson.

North-South Early Jet Turns

- Specific small jet aircraft permitted to turn to course shortly after take-off on the east-west runways between 7:00 a.m. and 11:00 p.m. This is standard procedure since 2005
- As part of the Trial, early turns are permitted on the north-south runways

Propeller Turns Extended Hours

- Propeller aircraft are permitted to turn to course shortly after take-off from any runway between the hours of 7:00 a.m. and 11:00 p.m. This is standard procedure since the 1970s
- As part of the trial, prop turns are also permitted from 6:30 a.m. to 6:59 a.m. and from 11:01 p.m. to 11:30 p.m.

Early Turns: North-South Jets

Statistics – Jets (North-South)			
Month	Eligible Aircraft	Actual Early Turns	Complaints
January	12	0	0
February	24	0	0
March	28	3	1
April	15	2	0
May	6	0	0
June	1	0	0
July	1	0	0
August	8	0	0
September	1	0	0
October	26	0	0
November	12	1	1
December	23	2	0

From January to December 2024:

- 8 eligible jet aircraft (5%) made early turns on the north/south runways
- 2 complaints are attributed to this trial

From March 3, 2008 to December 31, 2024:

- 3,382 eligible jet aircraft (15%) made early turns on the north/south runways
- 250 complaints are attributed to this trial



Early Turns: Propeller Extended Hours

Statistics – Propellers (Extended Hours)						
Month	6:30 to 6:59 a.m.			11:01 to 11:30 p.m.		
	Eligible Aircraft	Early Turns	Complaints	Eligible Aircraft	Early Turns	Complaints
January	2	2	0	3	2	1
February	1	1	0	4	3	0
March	1	0	0	2	2	0
April	3	3	0	2	2	0
May	1	1	0	3	3	0
June	2	2	0	4	4	0
July	2	2	0	6	5	1
August	0	0	0	0	0	0
September	2	2	0	1	1	0
October	0	0	0	4	2	1
November	1	1	0	2	1	1
December	1	0	0	4	3	0

From January to December 2024:

- 14 props (88%) turned between 6:30 and 6:59 a.m.
- 28 props (80%) turned between 11:01 and 11:30 p.m.
- 4 complaints are attributed to this trial

From March 3, 2008 to December 31, 2024:

- 5,034 props (83%) turned between 6:30 and 6:59 a.m.
- 13,116 props (81%) turned between 11:01 and 11:30 p.m.
- 1,349 complaints are attributed to this trial