

## **Toronto Pearson International Airport Noise Complaint Process**

The Noise Complaint Process outlines what residents can expect from the Noise Management Office when they register a noise complaint.

Our Noise Complaint Process details:

- the role of the Noise Management Office
- how to register noise complaints, including what information is needed
- how we respond to noise complaints
- how noise complaint data are reported
- other ways to engage with us

### **The role of the Noise Management Office**

The Toronto Pearson Noise Management Office registers noise complaints, responds to questions from residents about airport operations, and reports on statistics related to noise management.

Our main system is the Airport Noise Monitoring and Management System (ANOMS). It is used by the noise team to review aircraft noise complaints and provide relevant and reliable data that can be shared with our stakeholders including community members and elected officials.

We also provide helpful information on our [website](#) about noise management and airport activities. This includes a weekly runway maintenance schedule and [advisories](#) to inform residents in advance of temporary operational changes that could impact them.

### **How to file a noise complaint**

The Toronto Pearson Noise Management Office registers complaints for aircraft flying into and out of Toronto Pearson International Airport.

Residents can make a noise complaint using any of the following means:

- phone at 416-247-7682 (limit 10 complaints per day by phone, see page 2 for explanation)
- through our online flight tracking tool - [WebTrak](#)
- *directly* to the [noise complaint form](#) – will accept up to 50 complaints per form.

Complaints will not be accepted if:

- they are submitted through methods not listed above, such as automated systems or software (e.g., BOTS).
- they are submitted by someone other than the individual named in the complaint.

Complaints against an operation in any given month must be submitted by the 5<sup>th</sup> day of the following month. For example, residents must submit any complaints for February by March 5<sup>th</sup>. Complaints submitted past the 5<sup>th</sup> of the month for the previous month will not be processed, analyzed or responded to, nor will they be reflected in reports.

### Noise Complaint process

Complaints for flights operating to/from Billy Bishop Airport can be registered at:

<https://www.porttoronto.com/airport/business-information/noise-management.aspx>

Noise complaints for any other non-Toronto Pearson flights can be registered with Transport Canada at 1-800-305-2059.

### Why there is a ten (10) complaint per day limit by phone/voicemail

The ten complaint per day limit applies to complaints made by phone or voicemail only. Multiple complaints can be submitted using the online complaint form or WebTrak as these feed directly into the Airport Noise and Operations Management System (ANOMS).

Limiting the number of complaints submitted by phone/voicemail reduces the risk of errors or omissions in the transcribing process as well as help to maintain a reasonable response time to residents with inquiries.

Exceptions will be considered for residents without internet access.

### Why complaints need to be registered by the 5<sup>th</sup> of the following month

Receiving complaints in a timely manner allows us to obtain relevant operational data soon after the occurrence and provide residents with accurate information. It also allows us to report on complaints in a timely fashion.

### What information is needed when registering a complaint?

We need the following information, so we can accurately analyze and report on noise complaints:

Information	Reason
Full Name	There are many people with the same name that live in the Greater Toronto Area. Providing us with both a first name and last name helps us ensure that we are attributing a complaint to the correct person.
Date and Time	The date and time are required to accurately analyze which flight(s) are prompting the complaint. When entering more than one complaint within the same minute, an additional 'seconds' field is required when using the form in some browsers. It is helpful to fill this information as accurately as possible to help us analyze the complaint and identify the correct operation.
Home Address	ANOMS uses the address to correlate a specific flight based on the date/time provided. Once correlated, more information can be determined about the flight in relation to the location such as altitude and distance.
Postal Code	The Greater Toronto Area is large, and the same street name can exist in more than one location. To ensure that the noise team is investigating operations in the right area, we also require residents to provide us with their postal code.

### Noise Complaint process

Email Address	An email address is a means of identification that helps to ensure that the complaint was submitted by a person, not auto-generated (submitted by a BOT).
Phone Number (if applicable)	We only require a phone number for residents requesting a call back from the Noise Management Office.

Because this information is critical for us to properly analyze the noise complaints, we cannot register any complaints that are missing the required information. Incomplete complaints will not be registered and will not be reflected in any noise complaint reports.

#### ***Use of Personal Information***

*We respect that residents are providing us with personal details in the process of registering noise complaints. All personal information provided to our office is confidential and is only used for analysis, research and reporting related to noise management. Please note that we only use aggregate information in our reports; in other words, our reports do not include names or addresses of any individuals.*

#### **What happens to your complaint once submitted**

##### ***Processing the complaint***

After receiving the complaint, the Noise Management Office uses ANOMS to investigate and correlate the complaint to a specific flight. These complaints will be registered and will be reflected in statistics and reports produced by our office. If no flight can be found, the complaint will be marked as 'Nothing Found'.

##### ***Information for Residents***

We are always looking for new opportunities to share information about our operations so that residents understand what is flying overhead.

We also encourage residents to use WebTrak, a helpful online tool that provides near-real-time flight data, as well as historical information. It also provides noise levels captured at the Noise Monitoring Terminals (NMTs) located across the GTA.

##### ***Response to Complaints***

The Noise Management Office staff will provide as much information as possible to residents who have questions, while balancing the need to respond to other residents who may be waiting for information.

<b>What the Noise Office <u>can do</u></b>	<b>What the Noise Office <u>cannot do</u></b>
<ul style="list-style-type: none"><li>- Provide information about flights (altitude, aircraft type and type of operation), flightpaths and runway configuration</li><li>- Provide information about our Noise Abatement Policies and Noise Operating Restrictions, including the Preferential Runway System and <a href="#">Night Flight Restrictions</a></li><li>- Provide information on noise mitigation initiatives, public meetings and consultations</li><li>- Offer visits to the Noise Management Office to discuss airport operations</li><li>- Provide information to prospective home-buyers about flight paths</li></ul>	<ul style="list-style-type: none"><li>- Change flight paths or flight schedules</li><li>- Speculate on change in government policy</li><li>- Provide health or safety advice relating to aircraft noise or emissions</li><li>- Provide specific air carrier information whether or not related to a flight</li></ul>

For those who request a follow-up phone call, we aim to respond within four business days, however it may sometimes take longer depending on the overall volume of complaints. We will try to reach you three times and leave at least one message, if able, before closing the complaint.

### ***Enforcement***

The Noise Management Program includes a dedicated Enforcement Office that monitors 100% of the airport operations using the ANOMS software for compliance with the Noise Operating Restrictions and Noise Abatement procedures.

If the Enforcement Office suspects an instance of non-compliance, the details of the case are forwarded to Civil Aviation at Transport Canada for final disposition, as it has the sole authority for determining financial penalties. Reference to any associated complaints are forwarded along with the case to Transport Canada.

Transport Canada publishes the names of all commercial operators that have violated the Aeronautics Act and the Canadian Aviation Regulations (CARs), including Noise Operating Restrictions and Noise Abatement procedures. A summary of their offences and the resulting sanctions can be found on the [Transport Canada](#) website.

### **How complaint data is reported**

The Noise Management Office produces publicly available reports based on the noise complaints data.

These reports help to identify and understand any patterns in complaints, detect any practicable follow-up actions and explain these to the public and elected officials.

### **Respectful Communication**

The noise team is happy to speak with residents about the airport's operations and questions and concerns about aircraft noise. We commit to always doing so in a thoughtful and respectful manner. We will not respond to any complaints that are of an abusive or threatening nature.

### **When we will not respond**

If we conclude that we have previously provided a resident with all reasonable information available to us or find that the same questions are being asked repeatedly, we will continue to register the resident's additional complaints, but will not provide further explanation.

### **Other Ways to Engage with us**

We are committed to communicating with our neighbours, learning how our operations affect their communities and providing information that is useful to them. Registering complaints is

just one way that residents can express concerns and ask questions about operational impacts. Below are some other opportunities to communicate with us:

**Public meetings.** Public meetings are held three times per year. This is an opportunity to hear about progress on the Noise Management Action Plan initiatives, meet with technical experts, ask questions and raise concerns related to airport operations. These meetings are also broadcast live on our website.

**Community Open Houses.** Open houses are held in surrounding communities throughout the year as a chance to talk one-on-one with residents about the airport and the community.

**Visits to the Noise Management Office:** Residents are welcome to request a visit to the Noise Management Office to ask questions and review flight operations using the Airport Noise and Operations Management System (ANOMS).

**Noise Management Webpages and Advisories:**

Maintenance Advisories, materials from public meetings, relevant reports and information are posted on the website. We will continue to make enhancements to the noise pages of the website to help residents find relevant information on our noise management program.

Please check our noise pages regularly for updates.

**Community E-newsletter.** By [signing up](#) for our monthly community e-newsletter, [Checking In](#), residents will learn about noise mitigation initiatives, upcoming meetings, and other airport activities and events.