

# Year-end Report

2023



# Complaints

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# Complaints Analysis

- In 2023, complaints were 9.7% higher than in 2022 and the number of individuals submitting complaints was down 15.3%.
- Arrivals generated more complaints than departures in both 2023 and 2022, likely due to the concentrated pattern. However, more individuals submitted complaints against departures in 2022, and slightly more individuals complained about arrivals in 2023.
- The percentage of complaints submitted by the top 10 individuals was higher in 2023 at 76.8%, compared to 70.6% in 2022.

# Arrivals

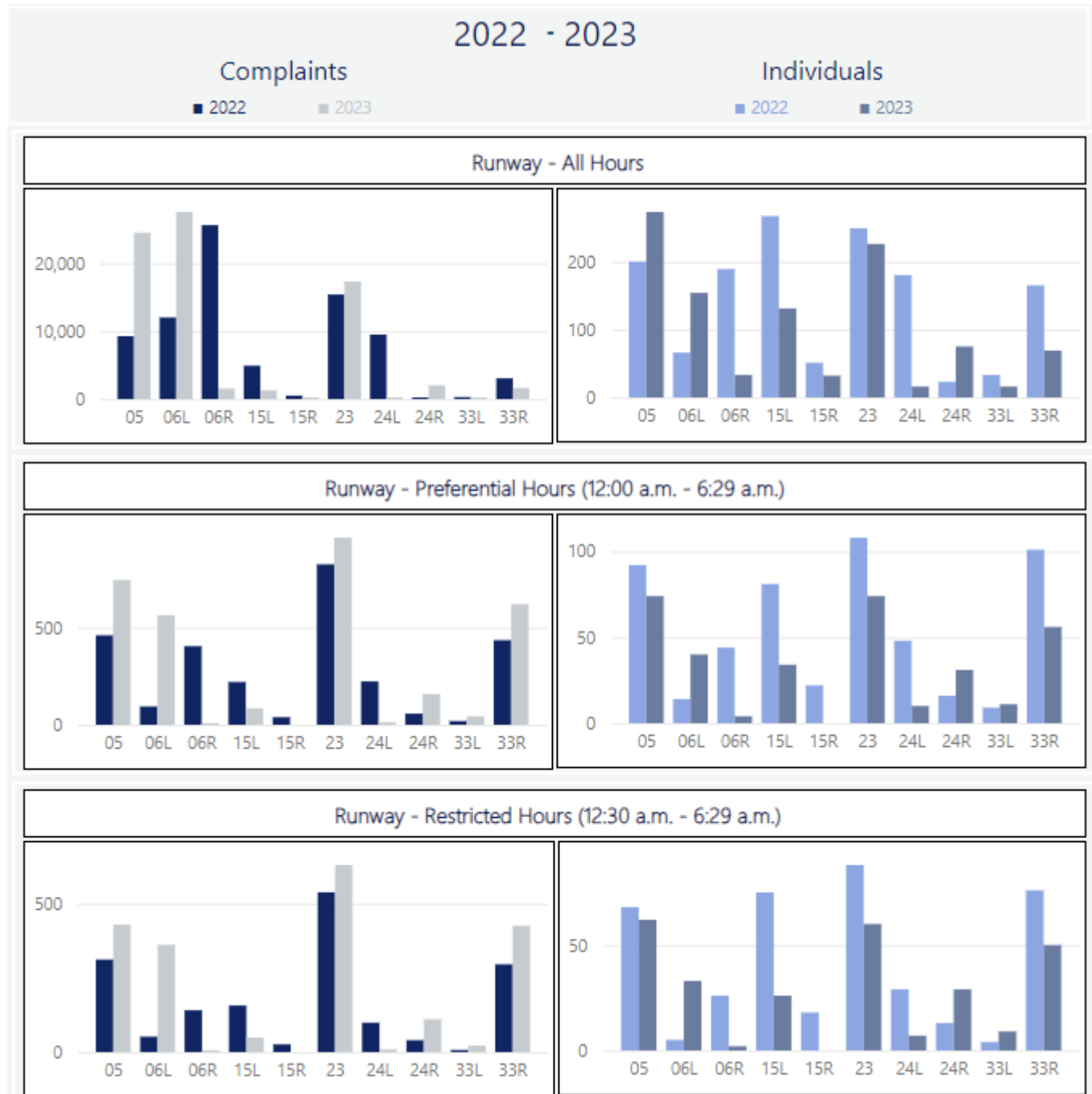
Complaints against Operations	
All Hours 185K	Arrivals 108K Departures 76K
Preferential Hours 10K	Arrivals 6,937 Departures 3,195
Restricted Hours 7,066	Arrivals 5,020 Departures 2,046



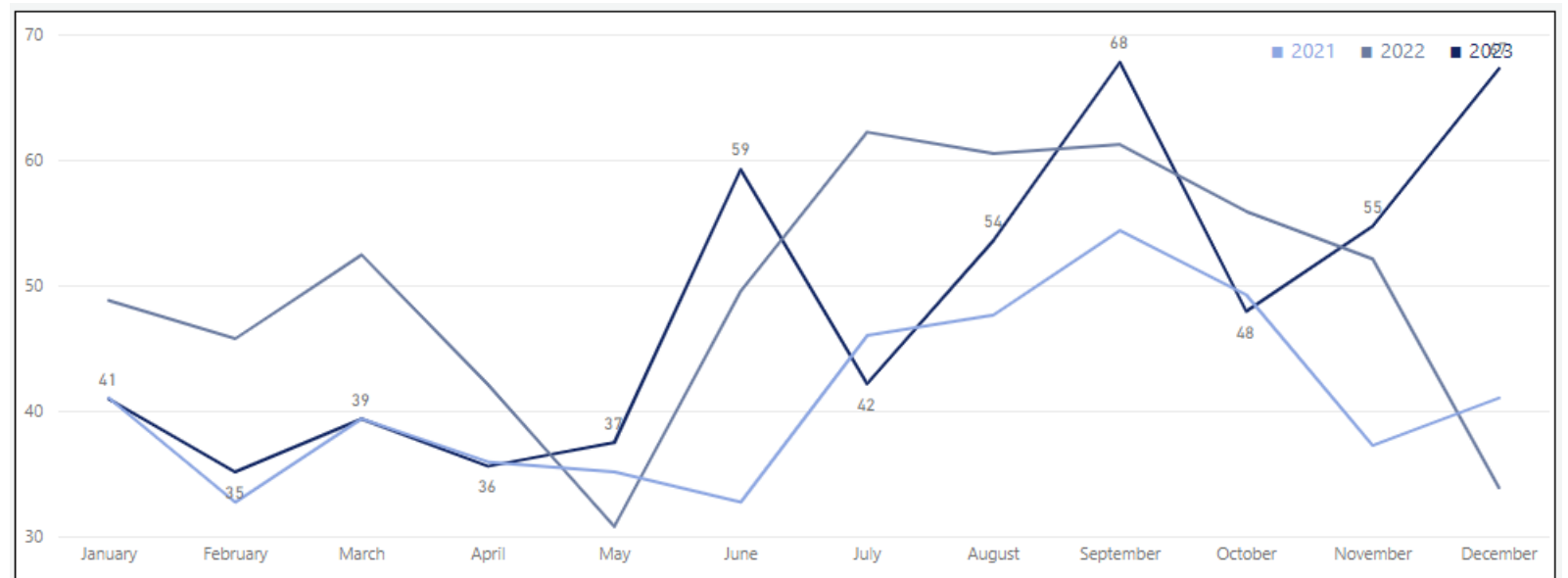


Departures

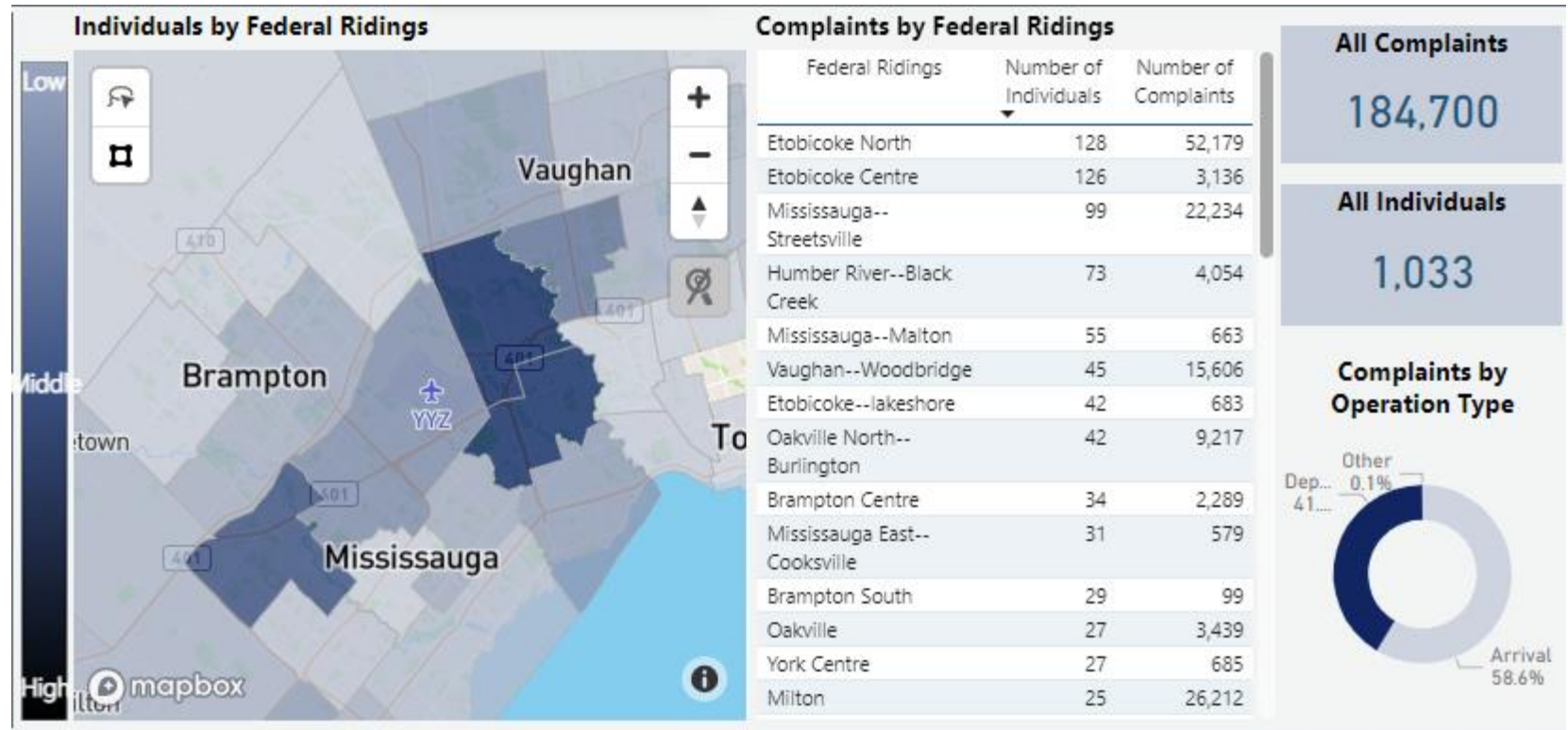
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# Complaints per 100 Operations



# By Location



# Operations

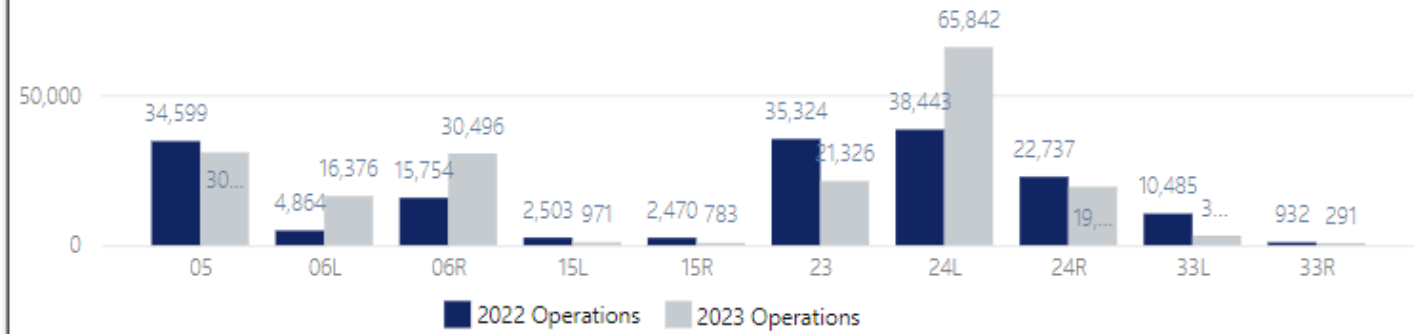
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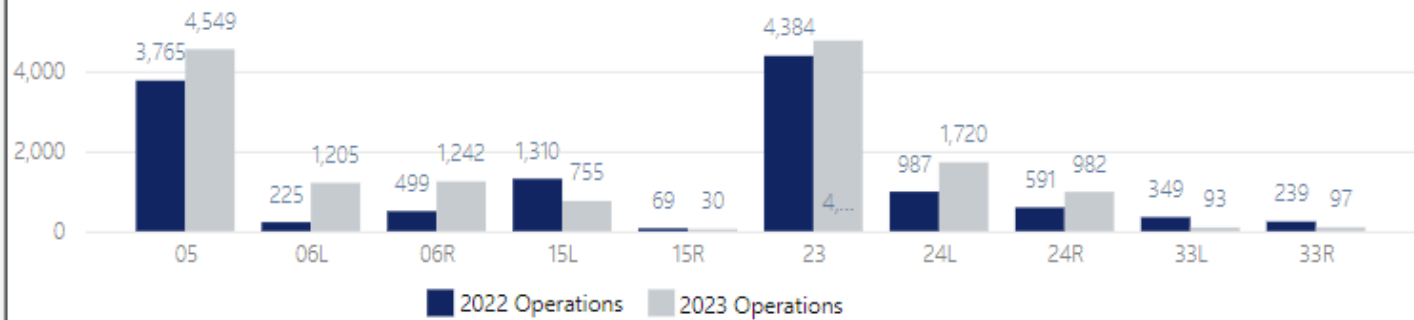
# Operations Analysis

- In 2023, passenger activity continued to rebound due to the return to pre-pandemic travel requirements and pent-up travel demand. Traffic peaked during the summer and annual traffic levels reached approximately 83.7% of 2019 traffic.
- With higher traffic levels, there was once again a need for consistent use of the downwind phase to sequence arriving flights. Additionally, runways were used simultaneously more to manage the traffic. This means that communities impacted by the downwind, or those under runways used to offload arrivals or departures during peak periods saw a return in traffic. Learn more about how runways are used, including when offloads are used and what the different configurations mean [here](#).
- In 2023, Toronto Pearson temporarily closed east/west runway 06R/24L and 05/23 for short durations in early to late summer to accommodate an electrical upgrade.

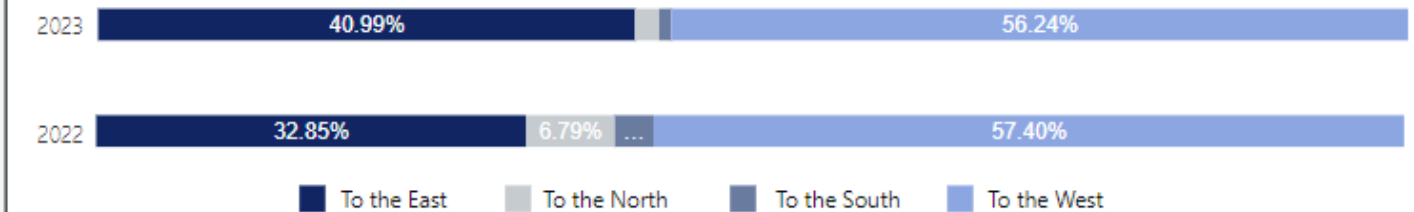
Runway - All Hours



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



Direction



Arrivals

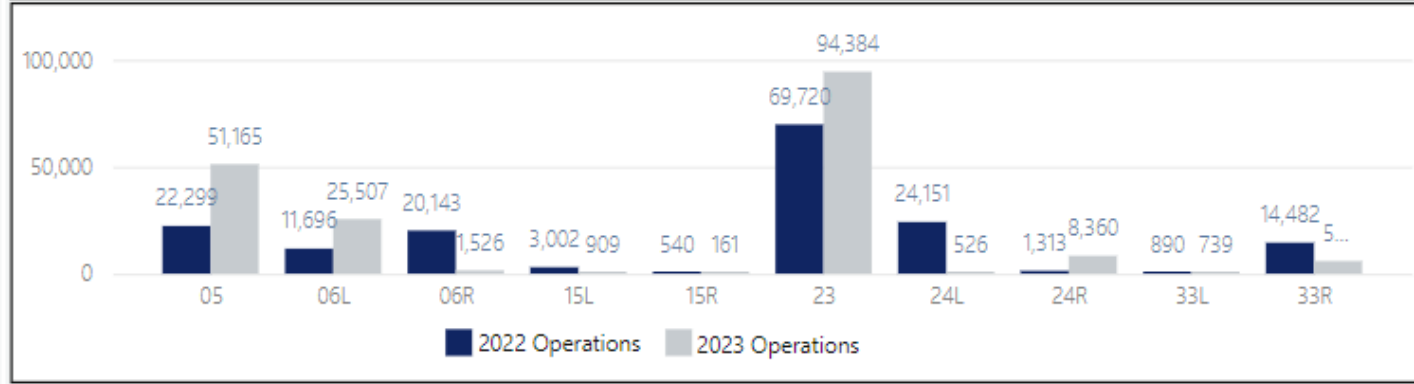
Operations

All Hours	Arrivals	189,607
	Departures	189,166
378,7...		
Preferential Hours	Arrivals	15K
	Departures	6,869
22K		

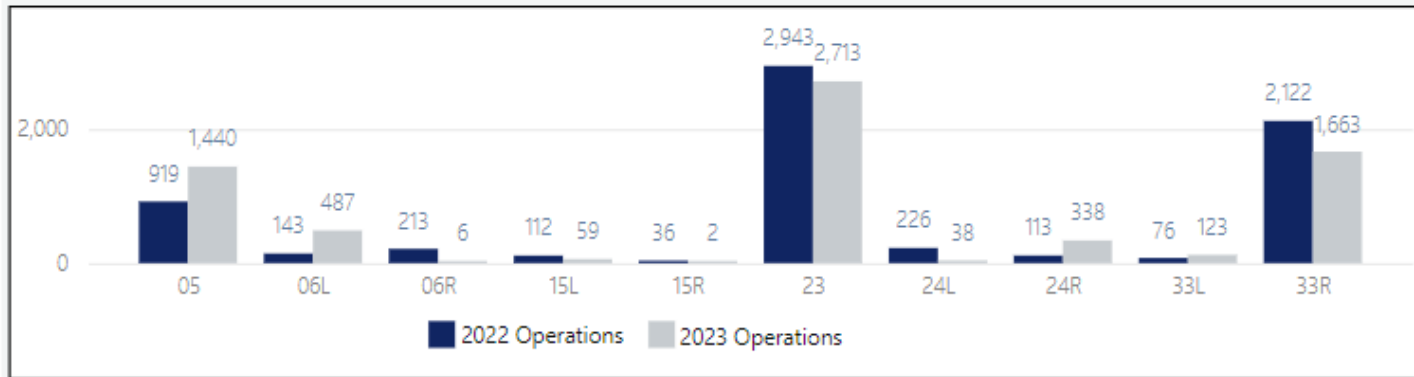
# Departures

2022 - 2023

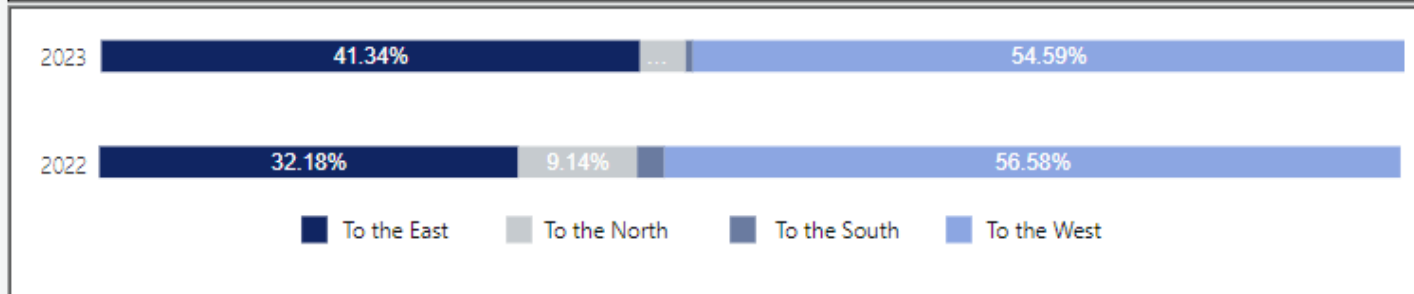
Runway - All Hours



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



Direction



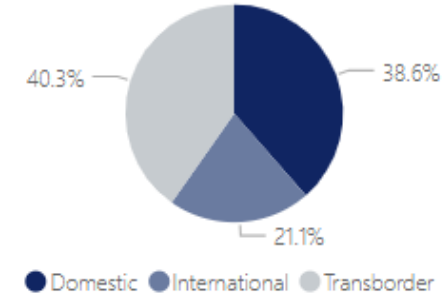
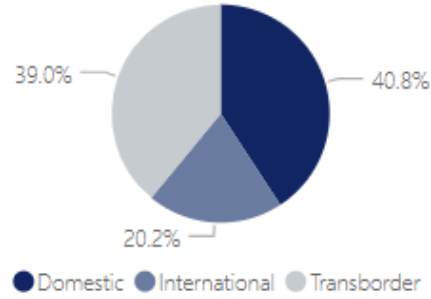
Operations	
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378,7...	Departures 189,166
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# Operations by Sector

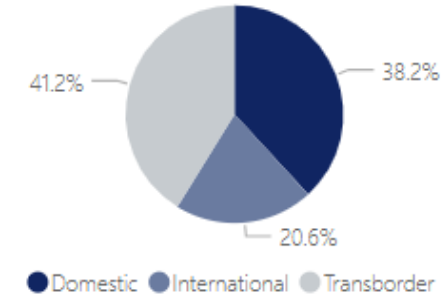
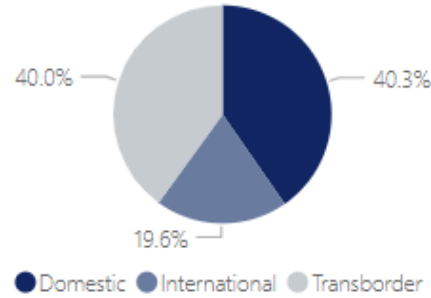
2022

2023

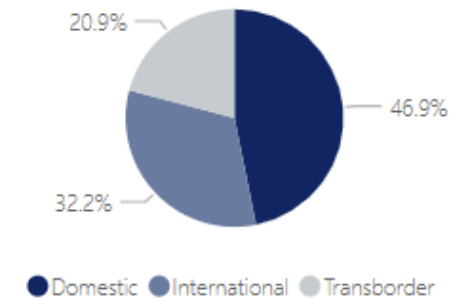
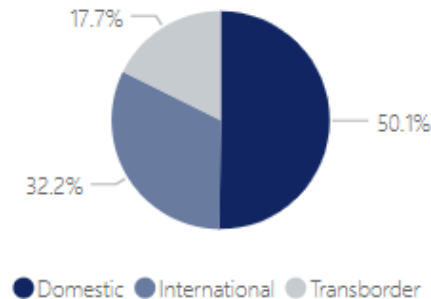
## All hours



## Regular Hours (6:30 a.m. - 12:30 a.m.)



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

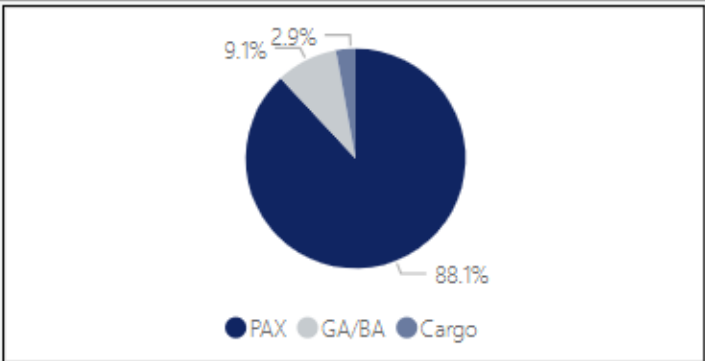
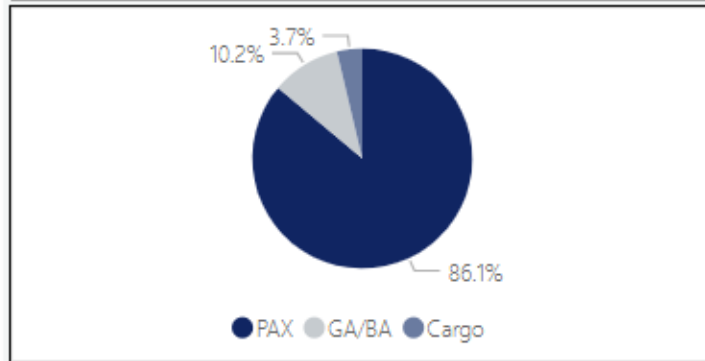


# Operations by Type

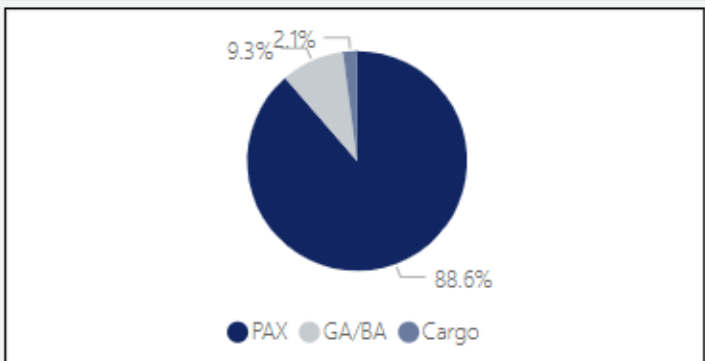
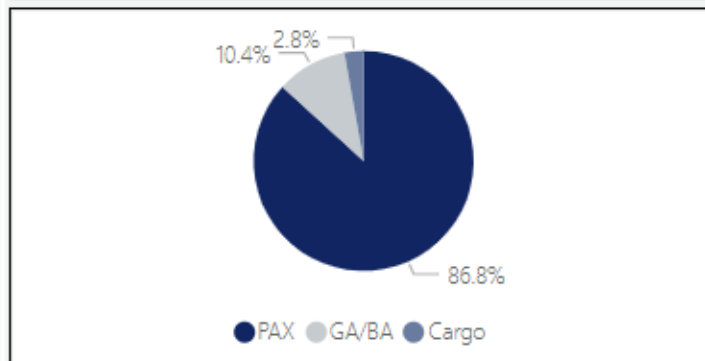
2022

2023

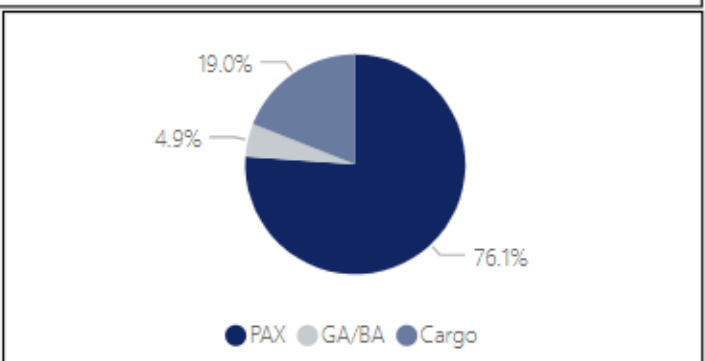
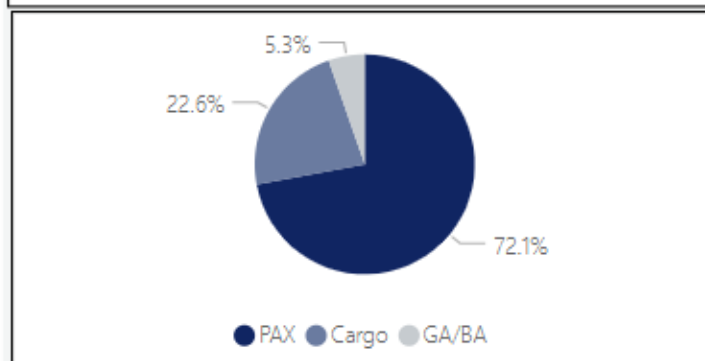
## All hours



## Regular Hours (6:30 a.m. - 12:30 a.m.)



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



# Night Flight Restriction Program

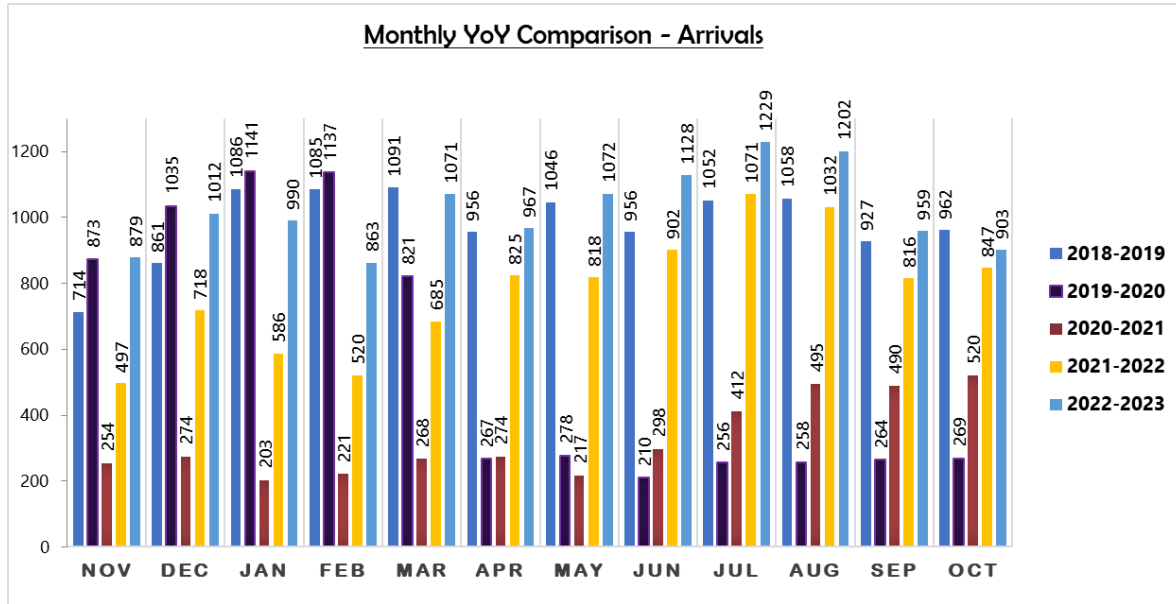
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# Night Flight Restriction Program 2022-2023 (Jan-Dec)

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

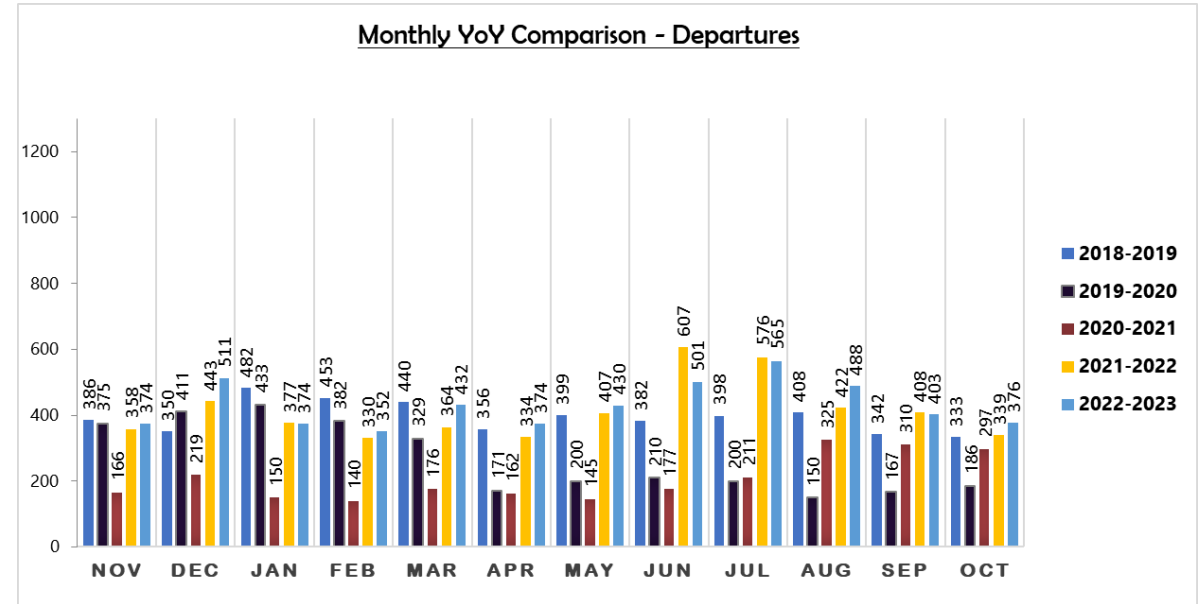
## Arrivals

Monthly YoY Comparison - Arrivals



## Departures

Monthly YoY Comparison - Departures



Noise Year 2022-2023	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total	Annual Budget	% Used	Noise Year 2021-2022
<b>Movements</b>	1,253	1,523	1,364	1,215	1,503	1,339	1,502	1,629	1,794	1,690	1,362	1,279	<b>17,453</b>	<b>20,889</b>	83.6%	<b>14,339</b>

	Q4 2022	Q4 2023
<b>Movements</b>	<b>3,962</b>	<b>4,064</b>

# Early Turn Trial

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# 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	30	3	2
February	51	3	0
March	85	6	2
April	35	0	0
May	11	0	0
June	11	1	1
July	26	1	0
August	22	0	0
September	7	0	0
October	2	0	0
November	18	1	0
December	5	1	0

## From January to December 2023:

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

## From March 3, 2008 to December 31, 2023:

- 3,374 eligible jet aircraft (15%) made early turns on the north/south runways
- 248 complaints are attributed to this trial

# Early Turns: Propeller Extended Hours

Statistics – Propellers (Extended Hours)						
	6:30 to 6:59 a.m.			11:01 to 11:30 p.m.		
Month	Eligible Aircraft	Early Turns	Complaints	Eligible Aircraft	Early Turns	Complaints
January	1	1	1	10	6	1
February	0	0	0	5	5	1
March	0	0	0	18	11	5
April	0	0	0	11	8	2
May	7	7	0	2	2	2
June	7	7	1	6	3	0
July	7	7	1	4	4	1
August	7	7	0	4	4	0
September	2	2	0	2	0	0
October	5	5	0	0	0	0
November	0	0	0	1	1	0
December	1	0	1	2	1	1

## From January to December 2023:

- 36 props (97%) turned between 6:30 and 6:59 a.m.
- 44 prop (68%) turned between 11:01 and 11:30 p.m.
- 17 complaints are attributed to this trial

## From March 3, 2008 to December 31, 2023:

- 6,059 props (83%) turned between 6:30 and 6:59 a.m.
- 13,088 props (81%) turned between 11:01 and 11:30 p.m.
- 1,345 complaints are attributed to this trial