

BACKGROUND Community Feedback

Toronto Pearson works to be a good neighbour while growing responsibly; being a good neighbour means balancing diverse and sometimes competing priorities. On an ongoing basis, we listen to the concerns of our neighbours and actively work with them through consultative committees, information sessions and events. We also use those channels and ones such as our community newsletter, Checking In, to share updates and information on our operations and how we're balancing competing priorities.

During the 2011 Night Flight Outreach, the majority of concerns highlighted a need to address inaccurate information and general confusion about the airport's operations and provide more information about Toronto Pearson's important role in the community.

Below is a breakdown of the community feedback and our responses around some common themes that come up most frequently when we're talking with our neighbours.

THEMES:

1. Night Flights at Toronto Pearson
 2. NAV Canada Airspace Review
 3. Noise management at the Airport and the GTAA's Noise Complaint Process
 4. Propeller Aircraft Turn and Early Jet Turn procedures
-

1. Night Flights at Toronto Pearson

Toronto Pearson operates around-the-clock, days a week. Generally, only 3 per cent of our flights taking off and landing at Toronto Pearson occur between 12:30 a.m. and 6:30 a.m.

The number of night flights permitted to operate in the nighttime is capped annually under an agreement with Transport Canada, which has been in place since 1997. We call this the budget. Toronto Pearson is the only North American airport with a budget.

On June 13, 2013 Transport Canada approved Toronto Pearson's request to amend the annual night flight cap – or budget – that governs the number of flights that are able to take off and land at the airport between 12:30 a.m. and 6:30 a.m. This request is the culmination of the Night Flight Outreach undertaken in winter 2011.

BACKGROUND Community Feedback

Here is a breakdown of the most commonly asked questions about Night Flights at Toronto Pearson:

What We Hear	GTAA Response
<p>What's new?</p>	<p>On June 13, 2013 Transport Canada approved Toronto Pearson's request to amend the annual night flight cap – or "budget" – to allow for an increase in the number of flights permitted during the nighttime hours (12:30 a.m. - 6:30 a.m.).</p> <p>In recent years, there has been growing need for additional night flights for a number of reasons: greater connections with emerging markets, the evolving travel choices of an ethnically diverse population, technological advances that have turned one-stop flights into direct flights, ever-increasing trade cargo and, quite simply, the growth and diversity of our regions' population.</p> <p>As before, the budget will continue to increase annually based on total passenger traffic growth; for example, if passenger traffic increases 3 per cent, the nighttime budget increases 3 per cent. Now, in addition to the annual increase based on total passenger growth, in a year when the number of night flights reaches more than 95 per cent of the budget, the amended formula also allows the next year's budget to be increased by 10 per cent.</p> <p>We've received approval for 3 increases of 10 per cent, when demand warrants.</p> <p>In years when the actual number of flights does not reach 95 per cent of the budget, , the next year's budget increase would be based on the annual passenger growth only and no 10 per cent increase would be permitted.</p> <p>Practically, this means we have been granted permission to add potentially up to 3 or 4 flights per night to our annual nighttime budget when and if warranted by demand. This would be in addition to the 1-2 flights forecasted to be added annually based on total passenger traffic growth.</p> <p>The updated budget is a responsible approach that balances the increasing demand for night time operations, the demands of a growing economy and the interests of our neighbours. The change will allow the airport to accommodate our economy's demand for</p>

To learn more about Toronto Pearson's Noise Management Program, including the Night Flight Restriction Program, please call: (416) 247-7682
email: community.engagement@gtaa.com or visit www.torontopearson.com/community.

BACKGROUND Community Feedback

What We Hear	GTAA Response
	nighttime flights.
Night Flights don't currently occur, started either recently, or only once the GTAA became operator.	<p>Toronto Pearson operates around-the-clock, seven days a week, even when the airport was operated by Transport Canada prior to the transfer of the airport to the GTAA in 1996. Three per cent of our flights are at night (between the hours of 12:30 a.m. and 6:30 a.m.).</p> <p>Toronto Pearson is the only airport in Canada that has this type of cap on nighttime flights.</p>
Other international airports have fewer flights.	<p>How other airports manage night flights varies greatly across the globe. Toronto Pearson, for example, is the only Canadian airport with a night flight budget.</p> <p>Flights that operate during the nighttime hours are closely tied to Toronto's geographic location and the destinations served.</p>
The preferential runways are not being used – planes are flying over the most residential areas.	<p>The nighttime preferential runway system uses flight paths intended to travel over the fewest residences, subject to wind and safety considerations.</p> <p>In 2012, approximately 58 per cent of the arrivals used preferential runways and 86 per cent of the departures used preferential runways.</p>
Why don't you just remove the 20 per cent of flights you can't control from the budget?	<p>We reserve approximately 20 per cent of our budgeted flights to allow for situations outside of our control, such as weather delays, medevac flights, mechanical delays and for security reasons. These "uncontrollables" account for approximately 2,000 night flights per year.</p> <p>Removing these as counts against the budget would not address the capacity gap and could add a level of complexity to tracking the budget that might impact the ease and transparency of the budget.</p>
Did you consider the environmental effects of this increase?	<p>Yes.</p> <p>Air Quality : A 2004 Human Health Risk Assessment of the operations of Toronto Pearson concluded that airport operations posed no additional adverse human health effects from exposure to the predicted levels of certain substances.</p>

BACKGROUNDER Community Feedback

What We Hear	GTAA Response
	<p>Noise: Clearly, noise from aircraft impacts our neighbours. Yet we know Toronto Pearson’s noise footprint has reduced substantially over the past 15 years, thanks in part to the arrival of newer, quieter aircraft.</p> <p>Though Toronto Pearson will continue to grow in the coming years and we expect some increase in the noise footprint, we will remain well within the Airport Operating Area (AOA).</p> <p>What’s Next? During the 2011 Night Flight Outreach, the majority of concerns highlighted a need to address inaccurate information and general confusion about the airport’s operations and provide more information about Toronto Pearson’s important role in the community.</p> <p>We see this as an opportunity to work collaboratively on updating our environmental impact studies, such as the Air Quality and Human Health Impact Assessment, and our Noise Management Action Plan.</p> <p>More information and updates will be coming this fall (2013) when we will highlight opportunities to get involved and learn more about this work.</p>
<p>Toronto Pearson was not transparent in their outreach around this initiative.</p>	<p>With each initiative we undertake, we do our best to identify the appropriate ways to engage with our community.</p> <p>In winter 2011, Toronto Pearson conducted Night Flight Outreach to inform our neighbours, stakeholders and elected officials of the night flight capacity challenges and the GTAA’s proposal.</p> <p>As part of our Night Flight Outreach in 2011, we hosted public meetings in Toronto, Brampton and Mississauga, we reached out to more than 3,500 people, and we briefed the elected officials of these areas who used their communication vehicles to share information with residents, and we sought the feedback of our Community Environment and Noise Advisory Committee (CENAC).</p>

BACKGROUNDER Community Feedback

What We Hear	GTAA Response
	<p>We also built a community database and an online tool on our website to collect input, and we provided airport news and updates monthly. All the comments we received as part of that community outreach were provided to Transport Canada to assist them with their deliberations, and it is available on our website at http://www.torontopearson.com/en/talkingtotorontopearson.</p> <p>Our proposal was officially submitted to Transport Canada in December 2011; approval of our proposal was received on June 13, 2013.</p>
<p>Support night flights; major hubs in global cities need the flexibility to manage scheduling to meet demands.</p>	<p>Yes, this is an opportunity to respond to demand that exists due greater connections with emerging markets, the evolving travel choices of an ethnically diverse population, technological advances that have turned one-stop flights into direct flights, ever-increasing trade cargo and, quite simply, the growth of our region’s population.</p>
<p>Economic growth will continue without an increase night flights.</p>	<p>Toronto Pearson works diligently to keep its operations within the budget; to do so, we have had to turn away business that would otherwise economically benefit the GTA, as well as potentially limiting the number of destinations served and connection possibilities for business and leisure travellers.</p>
<p>Lack of awareness about general airport operations.</p>	<p>During the 2011 Night Flight Outreach, the majority of concerns highlighted a need to address inaccurate information and general confusion about the airport’s operations and provide more information about Toronto Pearson’s important role in the community.</p> <p>We see this as an opportunity to work collaboratively on updating our environmental impact studies, such as the Air Quality and Human Health Impact Assessment, and our Noise Management Action Plan. More information and updates will be coming this fall (2013) when we will highlight opportunities to get involved and learn more about this work.</p>

2. **NAV CANADA AIRSPACE REVIEW**

In February 2012, NAV CANADA implemented changes to the airspace around Toronto, Ottawa and Montreal. These changes leveraged new technologies and procedures that reduce aircraft fuel burn and related greenhouse gas emissions, enhancing overall operational efficiencies. These changes have impacted neighbourhoods that have not typically complained about airport noise and operations.

BACKGROUNDER Community Feedback

Below is a breakdown of some of the most frequently asked questions around the airspace review:

What we hear	Our Response
<p>The GTAA has recently adopted new flights paths that have greater impact on the community.</p> <p>I never heard planes before, and now I do – and I don’t even live near the airport. What’s changed?</p>	<p>NAV CANADA, the country’s air navigation services provider, implemented changes to the airspace around Toronto, Ottawa and Montreal in February 2012.</p> <p>These changes involve some adjustments to certain arrival and departure routes which will move aircraft flying over and between Toronto, Ottawa and Montreal to higher altitudes.</p> <p>These changes came into effect following a review and public outreach by NAV CANADA of the Toronto-Ottawa-Montreal airspace.</p> <p>This airspace review is independent of Toronto Pearson. Inquiries about these changes should be directed to NAV CANADA at service@navcanada.ca.</p>

3. **NOISE MANAGEMENT AT THE AIRPORT AND THE NOISE COMPLAINT PROCESS**

Below is a breakdown of some of the most frequently asked questions around the noise complaint process:

What We Hear	GTAA RESPONSE
<p>The GTAA is not transparent around their Noise Complaint Process.</p>	<p>We understand that there are a number of questions and concerns around how the GTAA manages noise complaints – what to expect when you make one, how we investigate them, and how we report them.</p> <p>We dedicated the June 2012 Community Environment and Noise Advisory Committee (CENAC) meeting to a detailed review and discussion around the process.</p> <p>All the materials from that meeting are available on the website here, as part of the CENAC Minutes from June 6 2012.: http://www.torontop Pearson.com/en/cenacpastagendasandminutes/</p>

To learn more about Toronto Pearson’s Noise Management Program, including the Night Flight Restriction Program, please call: (416) 247-7682
email: community.engagement@gtaa.com or visit www.torontop Pearson.com/community.

BACKGROUNDER Community Feedback

What We Hear	GTAA RESPONSE
	As a result of feedback from this meeting the two-hour rule was removed, complaints are being recorded 1:1.
Airport Operations have grown louder in recent years.	Toronto Pearson’s noise footprint has reduced substantially over the past 15 years, thanks in part to the arrival of newer, quieter aircraft. Though Toronto Pearson will continue to grow in the coming years and we expect some increase in the noise footprint, we will remain well within the Airport Operating Area (AOA).
It seems that there are a lot more planes today than there ever used to be.	In 2013 we forecast 425,000 aircraft movements. This is compared to 407,339 in 2009, a growth of 4.3 per cent over 5 years. Of note, because the average size of aircraft operating at Toronto Pearson is getting bigger, the number of aircraft is increasing at a slower rate than the number of passengers.
What are the noise implications of the airport’s strategy?	Transport Canada has developed a computer model to quantify long-term aircraft noise exposure based on actual or forecasted flights. The resulting noise contour lines do not measure decibel levels for individual flights; rather they represent the cumulative noise and noise annoyance of overall actual or forecasted flights. Using this model, we know that Toronto Pearson’s noise footprint has reduced over the past 15 years. This is primarily because the aircraft that are operating today are significantly quieter, with the quietest aircraft operating in the nighttime hours. Even with the airport’s projected growth, will mean some increase in our noise footprint, we will remain well within the Airport Operating Area (AOA).

4. PROPELLEOR AIRCRAFT TURNS AND EARLY JET TURNS PROCEDURES

Propeller Aircraft Turns and Early Jet Turns are departure procedures, undertaken in collaboration with the airline industry and NAV Canada.

These two procedures are specifically designed to allow aircraft to take a more direct route towards their destination, getting aircraft en route sooner, increasing efficiency and reducing fuel consumption and greenhouse gas emissions. The process around each is detailed in the chart below.

Propeller Aircraft Turns	Early Jet Turns
--------------------------	-----------------

To learn more about Toronto Pearson’s Noise Management Program, including the Night Flight Restriction Program, please call: (416) 247-7682
email: community.engagement@gtaa.com or visit www.torontopearson.com/community.

BACKGROUNDER Community Feedback

“Prop Turns”	“Early Turns”
<ul style="list-style-type: none"> – Slower departing propeller aircraft are permitted to make immediate departure turns after takeoff. – Utilized on <u>all runways</u>. – Standard procedure since the 1970s. <p>Hours</p> <ul style="list-style-type: none"> – 7 a.m. – 11 p.m. – Not used during the nighttime hours (12:30 a.m. – 6:30 a.m.). <p>Propeller Aircraft Turn - Extended Hours Trial</p> <ul style="list-style-type: none"> – Extension of hours of the propeller aircraft turns from 7 a.m. to 11 p.m. to 6:30 a.m. to 11:30 p.m. – Started in March 2008, currently under review. – Noise complaints related to the trials are tracked and recorded. – Regular updates to our Community Environment and Noise Advisory Committee (CENAC). 	<ul style="list-style-type: none"> – Certain smaller jet aircraft are permitted to make immediate departure turns after takeoff. – Procedure was initiated on the east/west runways in 2000. – Became a formalized and published procedure in 2005. <p>Hours</p> <ul style="list-style-type: none"> – 7 a.m. and 11 p.m. – Not used during the nighttime hours (12:30 a.m. – 6:30 a.m.). <p>Early Jet Turn – North/South Runways Trial</p> <ul style="list-style-type: none"> – Expansion of the procedure to the north/south runways. – Started in March 2008, currently under review. – Noise complaints related to the trials are tracked and recorded. – Regular updates to our Community Environment and Noise Advisory Committee (CENAC).

What We Hear	GTAA Response
<p>Something has changed – planes never used to fly over my house, and now they are flying constantly.</p>	<p>In 2013 we forecast 425,000 aircraft movements. This is compared to 407,339 in 2009, a growth of 4.3 per cent over 5 years.</p> <p>Of note, because the average size of aircraft operating at Toronto Pearson is getting bigger, the number of aircraft is increasing at a slower rate than the number of passengers.</p>
<p>Toronto Pearson is using early turns as a shortcut, instead of using industrial corridors, designed for aircraft traffic.</p>	<p>Yes, the Early Jet Turns and Propeller Aircraft Turns do allow certain smaller jets and propeller aircraft to make an immediate departure turn shortly after takeoff, getting them en route to their destination sooner.</p> <p>However, it is not whether an aircraft is doing an Early Jet Turn or a Propeller Aircraft Turn that dictates runways; rather there are a</p>

BACKGROUNDER Community Feedback

What We Hear	GTAA Response
	<p>number of factors that affect runway assignment, such as wind speed and direction, weather, destination.</p> <p>Toronto Pearson also has a series of noise abatement procedures in place to reduce the impact of noise, procedures such as altitude restriction, time of operation and night preferential runways.</p>
<p>The times of day that the Propeller Aircraft Turn Procedure can be used has been changed from 7 a.m. to 11 p.m. to 6:30 a.m. to 11:30 p.m.</p>	<p>Yes, there is currently a trial underway that extends the hours of the Propeller Aircraft Turns from 7 a.m. to 11 p.m. to 6:30 a.m. to 11:30 p.m. This is for the Propeller Aircraft Turns only. Propeller Aircraft Turns have been a standard procedure at Toronto Pearson since the 1970s.</p> <p>The hours for the Early Jet Turns have not changed and are still 7 a.m. to 11 p.m.</p> <p>Neither procedure is used during the nighttime hours (12:30 a.m. – 6:30 a.m.).</p>
<p>Now Pearson Airport is conducting trials to use the Early Jet Turn Procedure on the north/south runways, so we will be impacted by more planes flying at low altitudes over our homes.</p>	<p>A trial for the Early Jet Turn Procedure on the north/south runway was introduced in 2008.</p> <p>In 2011, all departures to the south on the north/south runways totaled less than 1 per cent of total movements.</p> <p>Propeller Aircraft Turns have been allowed from all runways since the 1970s.</p>
<p>Now all planes can set a direct course to their destinations after turning, so we are being impacted by large jets departing over Derry Rd. that are turning south and flying over homes late at night.</p>	<p>Only certain propeller aircraft and certain smaller jet aircraft are permitted to make early departure turns. Larger jets continue to use the standard departure procedure, which requires that they reach 3,000 ft. above ground level before turning en route.</p>
<p>Since 2004, larger planes have been given</p>	<p>In 2008, a trial started that allowed larger regional jets to make the early turns.</p>

BACKGROUND
Community Feedback

What We Hear	GTAA Response
permission to use the Early Jet Turn Procedure.	This portion of the trial was suspended in June 2008 and only the original smaller regional jets are permitted to turn.