

Welcome



For You. The World.




Toronto Pearson
International Airport | Aéroport International



WebTrak
Bruel & Kjaer

Five Year Action Plan

- **At the last CENAC meeting we presented a Five Year Action Plan to enhance the existing Noise Management Program.**
 - **The Plan focused on five areas:**
 - 1) Land Use Planning
 - 2) Ground Operations
 - 3) Flight Procedures
 - 4) **Monitoring and Flight Tracking (WebTrak)**
 - 5) Community Outreach and Education
- 

WebTrak – Public Flight Tracking System

- **WebTrak is**
 - an innovative web-based tool
 - allows the community to see real-time and historical flight information
 - residents can investigate aircraft operations
 - an external-facing component to our internal Noise and Operations Monitoring System (ANOMS)



WebTrak - Snapshot

Brüel & Kjaer Focus - Greater 1 WebTrak: Greater Toronto Air

https://webtrak.bksv.com/gta



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Start Here Investigate Legend Help

Quick Start Guide

Using WebTrak you can track the flight activity in to and out of Greater Toronto Airport Authority, along with information about each aircraft.

Aircraft [Map](#) [Controls](#) [Noise](#) [Tags](#) [Panels](#)

Aircraft

Aircraft are color-coded to show whether they are arrivals, departures or over flights. Please refer to Legend tab for details of color usage.



The line trailing behind each aircraft shows where it flew in the last 30 seconds.

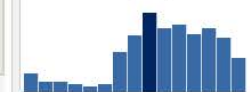
[Other Colors...](#)

Flights [Display](#) [Prefs](#) [Communities](#) [Address Lookup](#)

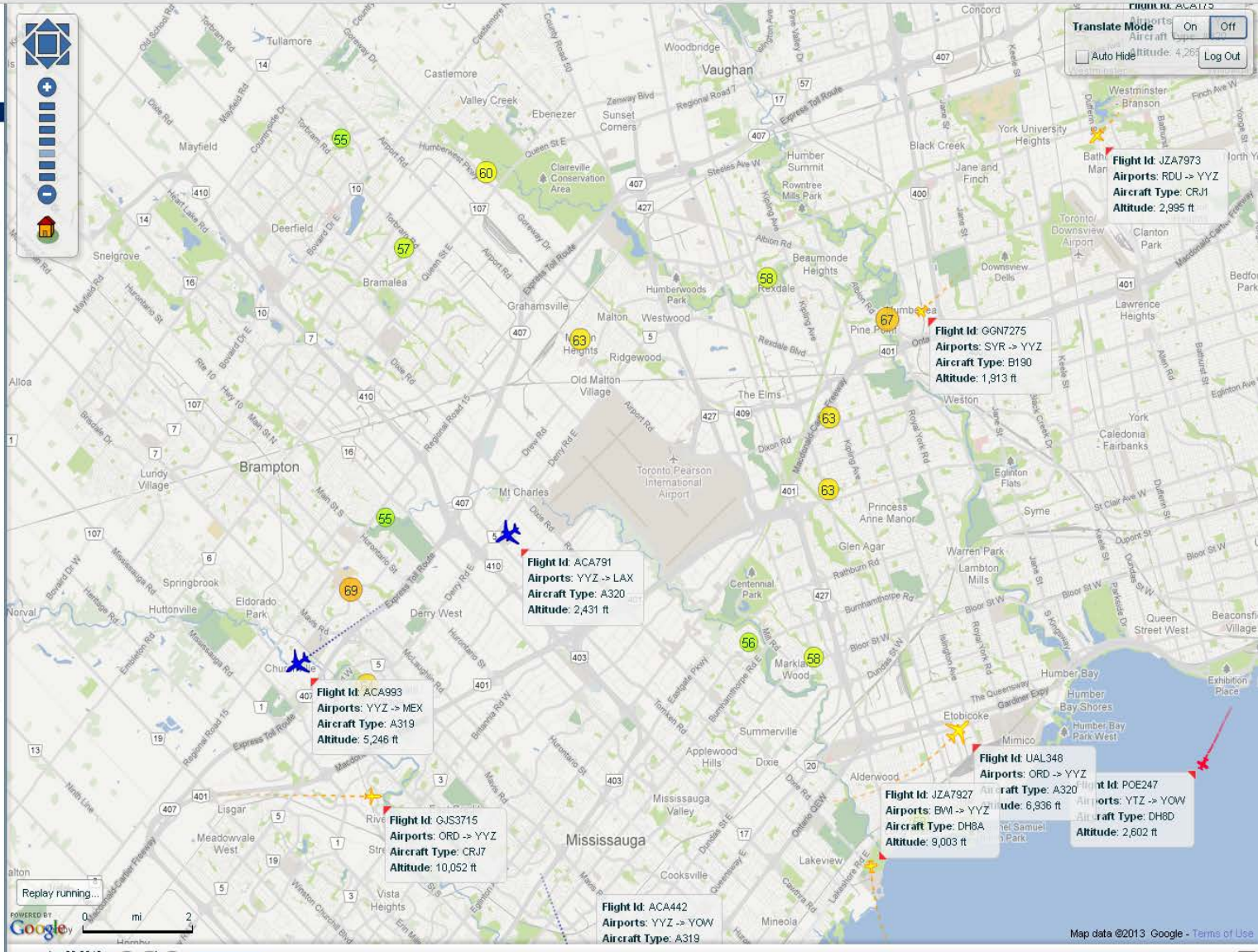
Mode Show current flights Historical

Date to load 01/30/2013


Flights by hour for Jan 30 2013



Time to start replay 8:30 AM



What can WebTrak do?

- **Tracks arrivals and departures from Toronto Pearson, including information about each aircraft**
 - aircraft type, altitude, over-flights (those flights not operating to or from Toronto Pearson)
 - **Shows real-time and historical aircraft operations**
 - 12 minute delay
 - **Displays noise readings from our 17 noise monitoring terminals**
 - **Allows residents to submit a complaint about:**
 - a particular flight
 - general query or concern
- 

Advantages of WebTrak

- Empowers residents to see and understand the operations
- Increases transparency
- Enhances education & awareness
- Convenient and easy to use
- 24 hour availability

Education and Awareness Tool

WebTrak and the Complaint Process

Public

Registers complaint through

- Telephone
- WebTrak
- **Reviews and submits complaint using WebTrak**

Noise Office

Receives complaint through

- Telephone
- WebTrak
- **Analyzes and registers complaint using ANOMS**

What happens after a complaint is submitted?


- Analyze and correlate complaint with a specific flight track
- Determine whether flight is a possible flight violation
- Call resident if requested
- Register, track and report the complaint

Lessons Learned from Vancouver & Denver


Post-rollout feedback:

- Initial increase in complaints
- Some users prefer not to use WebTrak
- Positively received by community and elected officials
- Used for non-noise related purposes
- information for aviation enthusiasts


Common User Questions:

- How to use WebTrak
 - Does WebTrak help reduce noise
 - Browser compatibility
 - Mobile device compatibility
 - Airport/aircraft operations terminology
 - Understanding aircraft altitudes
- 

Role of CENAC

- **User testing and feedback as part of soft launch of WebTrak**
 - Report on user issues
 - Test ease of user-interface
 - Advise whether we are using the popup/educational functions fulsomely
 - Identify areas of concern
 - **Assistance with development of testing criteria to evaluate the success of implementation**
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What's next – Key Messages

- **TorontoPearson.com Launch**
 - News release, fact sheet
 - Video Tutorial (TBD)
 - **Rollout (Spring 2013)**
 - Community Workshops, at request
 - Elected official and community groups to link through from their websites
 - **Continuous feedback to CENAC post-rollout on comments we've received**
 - **Other ideas?**
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Thank you



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