

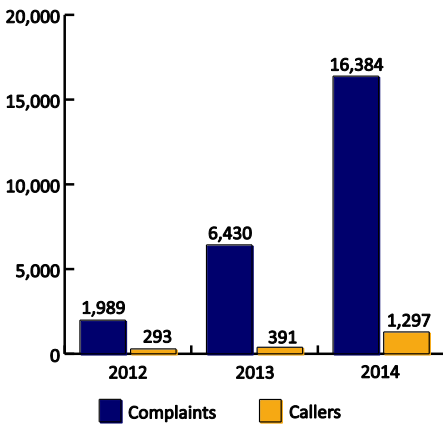
COMMUNITY ENVIRONMENT AND NOISE ADVISORY COMMITTEE UPDATE



FEBRUARY 2015

Toronto Pearson

Noise Complaints and Callers (2012–2014)



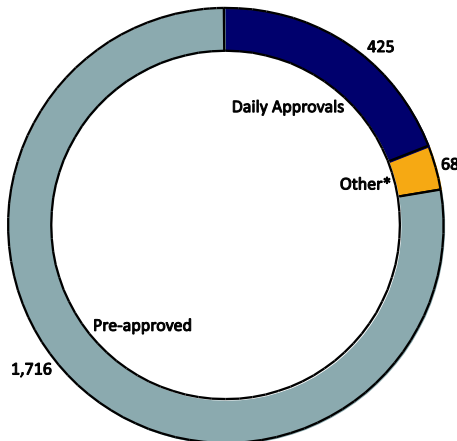
Ready for Snow at Toronto Pearson

With the early onset of winter, Toronto Pearson has implemented an enhanced Winter Weather Operations approach to help meet the needs of passengers and to ensure the safe and efficient operation of the airport during severe winter weather.

As part of the new approach, the GTAA has invested in a number of resources, including new snow removal equipment. We have also made improvements to aircraft traffic management programs that provide a better balance between airport capacity and demand during irregular operations. This will help manage flight diversions from other airports.

A key focus of the new approach is improved communications with passengers. In addition to delivering operational updates through terminal screens and its website, Toronto Pearson has launched a [mobile app](#) that provides notifications of operational disruptions.

Restricted Hours Flights (November 2014–December 2014)



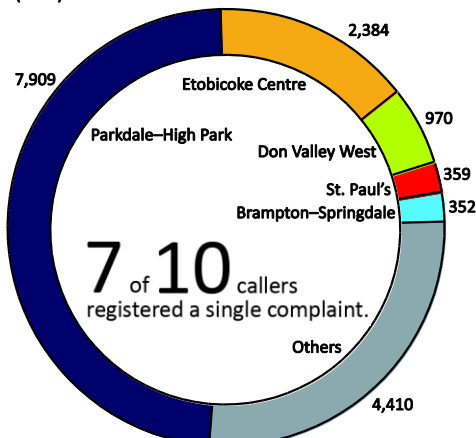
*Other operations include medevac flights, weather alternate flights, military and police.

Early Turn Trial

The trial program allowing early turns on the north/south runways and extended prop turn hours continues.

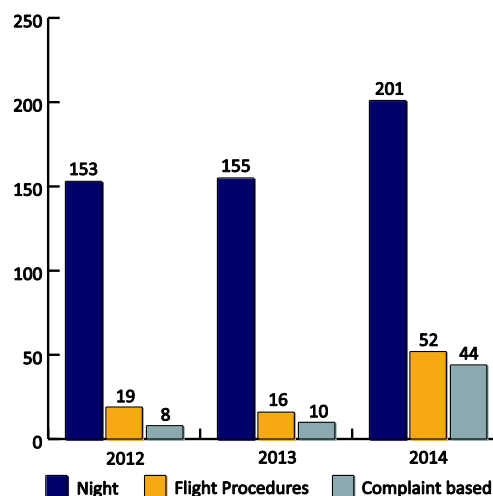
Throughout the trial so far, from March 3, 2008, to December 31, 2014, 2,347 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in nine complaints. During this time, 3,417 props (91 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 6,639 (83 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 244 complaints.

Top Five Callers vs. All Other Callers (2014)



This chart shows the number of complaints made by our five most frequent callers, identified by location.

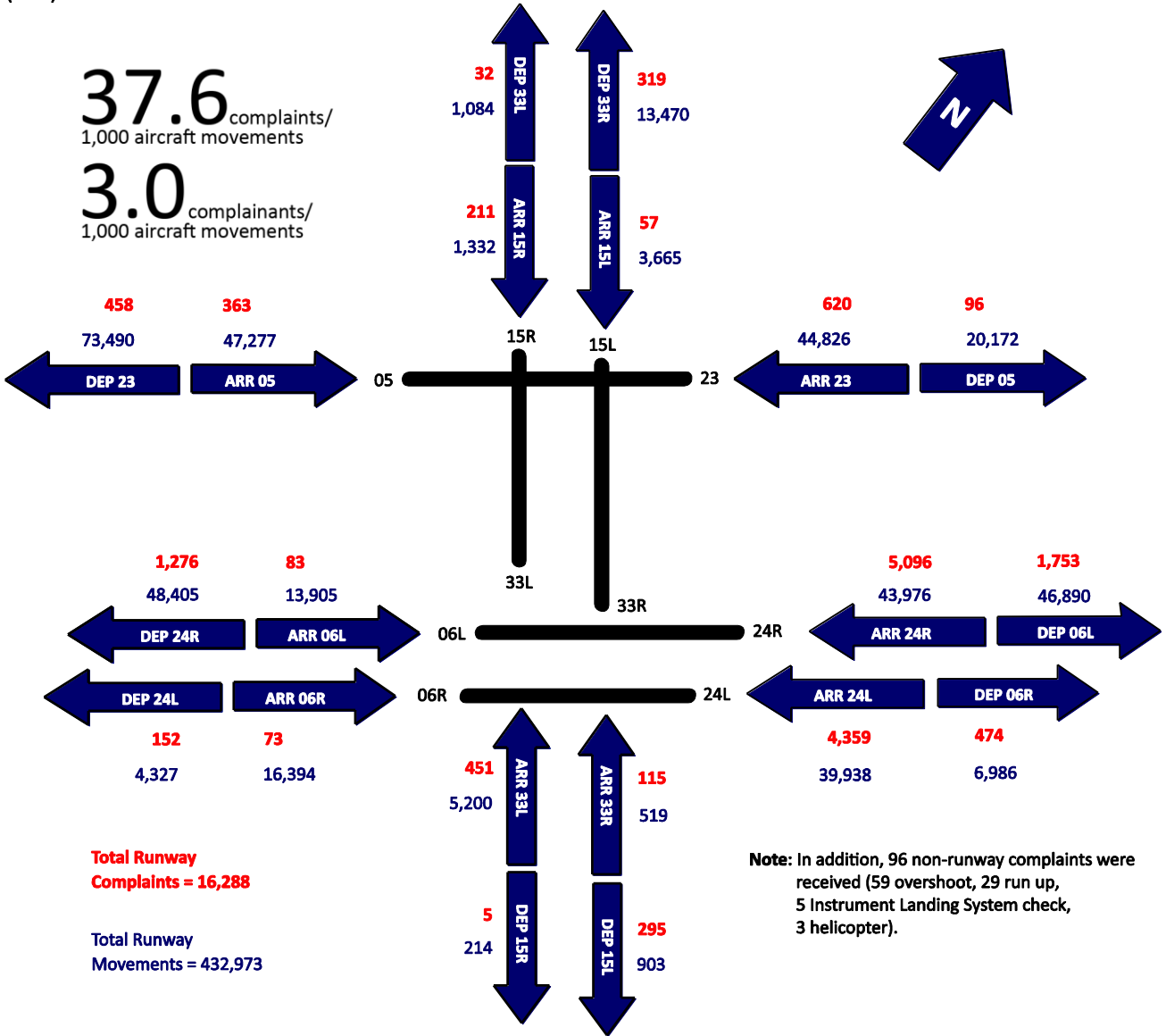
Enforcement Investigations (2012–2014)



Runway Movements and Noise Complaints by Runway Operation (2014)

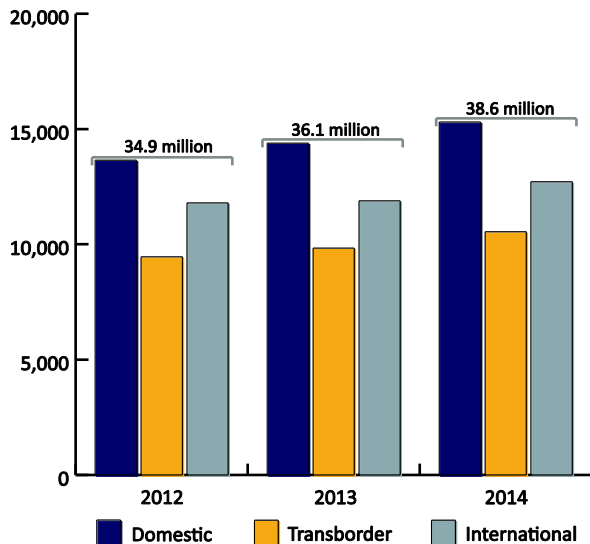
37.6 complaints/
1,000 aircraft movements

3.0 complainants/
1,000 aircraft movements



Passenger Traffic at Toronto Pearson (2012–2014)

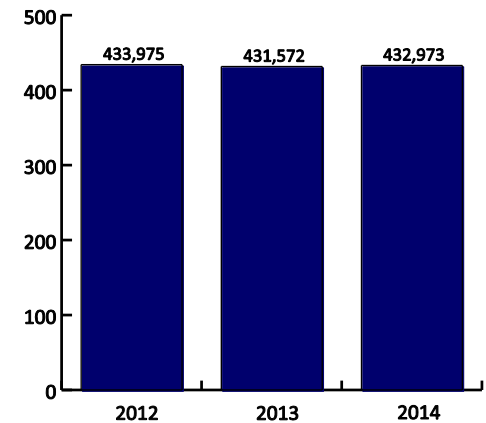
(in thousands)



Note: These numbers are estimates.

Runway Movements at Toronto Pearson (2012–2014)

(in thousands)



Note: These numbers are estimates.