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Noise Management Update – December 2, 2015

Noise Management Update

Updates:
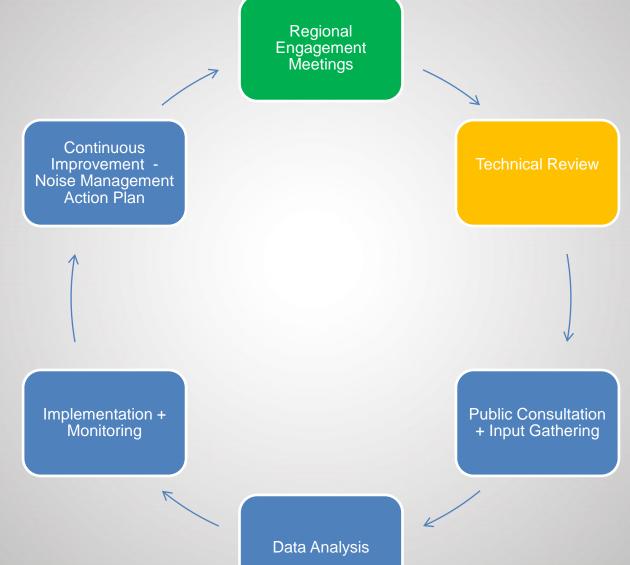
» Toronto Noise Mitigation Initiatives

» NMT Review

» WebTrak

GTAA

Toronto Pearson

Toronto Noise Mitigation Initiatives

Toronto Noise Mitigation Initiatives

Stakeholder Roundtable follow up:

» On September 30th additional materials were added to the TNMI website:

- Summary report on roundtable meetings and stakeholder feedback
- List of community noise mitigation suggestions with comment

» All stakeholder roundtable participants were advised by email that the materials were available

Technical Review

» The TNMI is now in the technical review phase

- GTAA and NAVCanada representatives have met to determine the analysis required for each initiative
- NAVCanada is preparing the Request for Proposal (RFP) for a third party to conduct much of the analysis

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NMT Review - Update

NMT Review Recap

» The NMT review working group was formed to review the NMT site criteria and the locations of the NMTs.

» The group identified a need to focus on areas under arrival flightpaths

» Portable noise monitoring was conducted in Halton Hills, Mississauga, Oakville, Toronto and Vaughan

» Additional monitoring was required to obtain sufficient noise data for arrivals in all locations.

» Due to the need for additional monitoring, the recommendation will be delayed to early 2016.

NMT Review Promotion

» Information on the review, FAQs and a series of videos with Colin Novak talking about noise, are now available on the Toronto Pearson website.

» Throughout December and January, GTAA will post questions on noise through twitter and Facebook which will link to the videos

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WebTrak

Issues

» Feedback from some residents about complaint form: data from fields disappearing when the address is selected, formatting issues with the postal code.

Troubleshooting

» **Georgian College Assistance:** Georgian College Aviation Management students tested WebTrak by submitting complaints using different types of computers and browsers.

- Ruled out some possible causes but were not able to replicate the problems
- Recommended enhancement of WebTrak help guide and complaint form

» **Resident Assistance:** screen shots of the problems and details on the circumstances when incidents occurred

» **Bruel & Kjaer:** We have been working with our vendor to identify the causes for the issues and sought advice advice about compatibility.

- They have recommended certain browsers as best supporting WebTrak
- Able to replicate complaint form problem with 'cookies' disabled

WebTrak

Next Steps

» We will do the following to mitigate the issues that residents are experiencing with WebTrak:

- List the browsers that best support WebTrak on the website – Google Chrome, Mozilla, Internet Explorer 10 & 11

- Indicate the need for cookies to be enabled when using the complaint form so that the information in the complaint fields is retained

- Make enhancements to the complaint form so that the formatting is consistent and more clearly defined.

- Update the Help guide to reflect all of the above

- Work with the vendor to improve WebTrak's overall usability

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