



Remarks for  
**Hillary Marshall, Vice President, Stakeholder Relations and Communications**  
on the occasion of  
**April 19, 2017 CENAC Meeting**

- **Hello everyone. My name is Hillary Marshall and I'm the Vice President of Stakeholder Relations and Communications at the Greater Toronto Airports Authority.**
- **Thank you so much for joining us this evening for our second CENAC Meeting of the year. Our numbers have risen tonight, and that is likely due to our runway rehabilitation project.**
- **There has been a lot of talk lately about this rehabilitation project and we understand that you're concerned about it.**
- **I want to start the meeting by apologizing to the local community and elected officials for not doing more to communicate about this project and its impact.**

- **Despite our best efforts to plan for this construction in a way that would result in the least impact to the community, passengers and users, we and our partners have had to revise our original operating plan.**
- **Recognizing the changes have meant more impact for some communities, we started rounds of advertising in newspapers, in social media and also through mail drops to nearly 200,000 households.**
- **We understand the need to communicate differently and to that end we are developing a new communication protocol for all construction projects.**
- **We have been in touch with the head of engineering and construction at the City of Toronto to understand how they communicate their construction projects, and we will use these learnings going forward.**
- **Now, let me address some of the more frequent questions we've been hearing from the community about the rehabilitation project.**

- **First off, I'd like to assure you that the work on Runway 05/23, which is Canada's busiest runway, is restorative in nature; it is a rehabilitation project and not an expansion project.**
- **Just like summer repair season on the Gardiner or the 401, think of it as necessary maintenance.**
- **The runway has not required this type of work for over a decade, and it's important to keep it in good shape for the regular operation of the airport, but more importantly for safety reasons.**
- **The runway is not being expanded and no new infrastructure is being built.**
- **Some of you are also concerned that the increased use of the North/South runway is a permanent change.**

- **This is construction. There are no new flight paths; due to limited access to 05/23, we are simply using runway configurations that are normally used less frequently.**
  
- **The GTAA, NAV Canada and the airlines, all of whom worked together to plan construction, are committed to respecting and following the principles of the *Airspace Change Communication and Consultation Protocol*.**
  
- **This means that if there were any long-term change to runways, it would be accompanied by a comprehensive communications and consultation program.**
  
- **This includes any new procedures or changes that might come as a result of the different noise mitigation studies that are underway, such as:**
  - **NAV CANADA's Toronto Area Airspace Review, which is being undertaken by Helios;**
  - **or the GTAA and NAV CANADA's joint study of six noise mitigation ideas.**

- **Some of you have also been asking if we are allowed to utilize runway 15R/33L as much as we are.**
- **The north-south runways aren't like our other runways.**
- **To give you a bit of history on this, prior to the runway's opening in 1996, airport management—under Transport Canada at the time—clarified that Runway 15R/33L would be used when weather mandated or in other exceptional circumstances, such as when other runways are unavailable for use, as is the case right now.**
- **In 1996, it was predicted that the usage of the north/south runways would be 5% of the time for arrivals from the south and 1% of the time for arrivals from the north.**
- **And since that time, this runway has been periodically used, but the annual usage remains low.**

- **In just a bit, Michael Belanger, Director of Aviation Programs and Compliance, will provide us with a presentation on the construction and get into some details of how that is affecting runway usage.**
- **You've also asked about flights during restricted hours and whether there's been an increase.**
- **In terms of the process, nothing has changed: All flights must be approved to operate between 12:30 am and 6:30 am.**
- **As many of you know, we have an annual cap for flights between these hours. We will not exceed our annual 2017 cap.**
- **Some of you have also mentioned that it seems that the GTAA and NAV Canada are able to implement changes or alter operations when it suits us. This isn't the case.**

- **As mentioned, these changes are temporary and any permanent change is subject to the guidelines of the protocol—we are following established rules and guidelines and will continue to do so.**
- **With that, I'd like to thank you for your attention.**

**END**