

**The GTAA conducted its Annual Public Meeting on May 6, 2020. The following questions were submitted over the course of the meeting, however due to time constraints were not answered before the meeting concluded. Below are the GTAA's responses to those questions, which have also been communicated directly to the meeting participant posing the question.**

**Q:** *Do you see the planning work continuing in regard to the Union Station West concept?*

**A:** We have long stated that improved transit connections to Toronto Pearson and the Airport Employment Zone, Canada's second largest employment zone, would be beneficial for the Region and the country. COVID 19 has foundationally impacted the aviation, travel and tourism sector – a structural shift unlike anything we have seen in our lifetime. Given the uncertainty brought about by COVID-19, and as further study work contributes to the business case, we will be revisiting our medium- and long-term plans over the next several quarters as we learn more about the speed with which recovery takes place.

**Q:** *If at some point the GTAA will need to lay off employees, will there be an opportunity to return to our jobs, or perhaps an option to log zero hours so that we remain employed?*

**A:** We understand how unsettling a time this is for all airport workers, including GTAA employees. As a unionized employee, it would be best to inquire through your union representative and they may be able to address it.

**Q:** *Why is there no mention of the Taxi and Limo sector, as we see the GTAA's rent has been waived by the Government of Canada for 2020. What do you think of the taxi and limo permit fee, when there is little passenger traffic at Pearson and to date 11 taxi and limo drivers have passed away with covid-19? There are also many more drivers in hospital. What is your response? Thank you for the time.*

**A:** We extend our deepest sympathies to the family and friends of the taxi and limo drivers who have passed away. These drivers are part of the Toronto Pearson team, and while not our employees, we are working with health agencies and also with their employers to promote health and safety at the airport. That's why we have held face to face meetings with many of the airport employers (i.e., air carriers, government agencies, taxi and limo operators, etc.), written to airport employers and engaged union representatives to share information from public health agencies and more recently, to invite employers to participate in an airport-wide COVID case log that will help workers to be better informed. This log has been created in collaboration with health agencies. We believe it is in the interest of the entire airport community for all employers to participate and to work with public health agencies to understand what steps they can take to protect their workers.

With respect to the taxi and limo community at Toronto Pearson, we have been working closely with their industry representatives, the Consultative Committee on Taxis and Limos (CCTL), to address concerns regarding COVID-19. The CCTL met most recently in late April to discuss the industry and

specifically to discuss driver health and safety, which is the responsibility of the CCTL. We have encouraged these owner/operators to consider what additional measures they can take to promote and protect the health and safety of their drivers.

In early May, we delivered additional personal protective equipment (PPE) to the driver compound and at taxi stands, in addition to the 6,000 disposable gloves already provided for drivers. The GTAA has also offered sourcing assistance to the CCTL to secure additional PPE. To date, no requests for assistance regarding personal protective equipment have been received from the CCTL, but we stand by willing to partner with other airport employers.

Additionally, we are supporting the community in the following ways:

- The GTAA informed all airport-licensed taxi and limo permit and license holders in March that they are not required to provide continuous service to the airport for the next three months, meaning their drivers are not required by the GTAA to pick up passengers at Toronto Pearson. Since that time, we have also reminded permit and license holders that they are not required to pick up passengers from the airport if they are uncomfortable for any reason.
- Taxi and limo owners have further been encouraged to consider what changes can be made to their vehicles in the interest of protecting the health and safety of their drivers. We are willing to help them identify sources for plexiglass partitions if they wish to pursue this option.
- The GTAA has arranged for all taxis and limos to be disinfected before each trip, at no cost to drivers.
- We continue to make masks available at the curbs of both terminals for both passengers and drivers.
- The GTAA has increased cleaning of high traffic areas (e.g., the cafeteria and washrooms), with guidance from PHAC.
- Signs have been posted in the driver cafeteria indicating that drivers should protect themselves and their loved ones by physical distancing, washing hands often with soap, and using safe cough and sneeze etiquette, along with information from PHAC on COVID-19 and travel.
- Finally, we have removed seating in the driver cafeteria area to promote physical distancing.

The GTAA has provided rent deferral for the month of April, May and June. This allows the GTAA to continue to assess the situation and continue to make decisions based on the airport as a whole. Taxis and limos are just one of the 400 different organizations operating at Pearson that are involved in the GTAA's ongoing assessments.

**Q: I would like to address improvements regarding Disability Access at Pearson. Of the 50 million passengers who pass through Pearson every year, 20% (10 million) have some form of physical disability. To keep my question brief, I would like to address two areas of concern.**

1-

*The Family Washrooms, which are located throughout the airport are especially advantageous because of their large size and accessible features. However, the main difficulty with these washrooms is that the doors are very hard to open, especially if the person is alone using a wheelchair*

*or mobility scooter. I recommended in the 2014 AGM, that power assist door opener buttons be installed, to eliminate this difficult problem. Why is this still a problem?*

2-

*Signage is needed to indicate where these family washrooms are sorely lacking and should be numerous throughout Pearson. Also, signage to indicate where the accessible check-in and Wheel Trans pick up and drop off points are located would make the disabled passengers experience a smooth and safe. Please have these implemented.*

*I am available to discuss this and other access improvements.*

*Thank you.*

**A:** The GTAA's Customer and Terminal Services department reached out to Mr. Rice directly on key improvements in the area of accessibility, with conversations ongoing to address Mr. Rice's questions.

**Q:** *Recognizing that air traffic is currently not "normal" but assuming we will return to a new "normal" which results in an increase in air traffic relative to current traffic-and hearing Mr. Allingham's comments about plans for increased freight traffic-I am very concerned about the effect of the exponential increase in night flights over the last many years with no signs of slowing down. This traffic, while lucrative for the airport, is a health hazard for the community living in any area surrounding the airport where noise pollutes the sleep of those who hear it. Please provide an update regarding noise reduction, not noise re-distribution (reducing noise for some while increasing it for others). While night traffic is an extraordinary hazard for healthy sleep, daytime noise also poses problems for children in schools, those working from home and all who endure it. Just because noise is at a decibel level that does not permanently damage hearing does not mean that it is at an acceptable level. Please also include an update on the collection of fines for those who are in violation of the nighttime rules. I look forward to an update. Thank you.*

**A:** We recognize that nighttime noise is particularly concerning to residents. For this reason, our Noise Management program includes measures specific to addressing nighttime noise:

- A preferential runway system between 12:00 am and 6:30 am that uses runways affecting the fewest number of residents; and
- A night flight restriction program that limits the number of flights between 12:30 am and 6:30 am.

However, we know we need to do more to manage night time noise and so we're making changes to these measures as identified in the [2018-2022 Noise Management Action Plan](#).

- In the Plan we committed to reviewing Toronto Pearson's Night Flight Restriction Program as we understand that both the currently defined night-time hours and the formula to determine the budget are not in line with international best practice. This review is underway and we will provide updates on its progress.
- A review of the Nighttime Preferential Runway system was included as part of the [Six Ideas to reduce noise impact](#). As a result of this review, we are currently [trialing a revised program](#)

designed to fly over fewer people and to provide greater clarity for Air Traffic controllers when assigning runways during the Preferential Runway hours.

- Also as part of the Six Ideas, NAV CANADA has introduced new quieter nighttime procedures for [arriving](#) and [departing](#) aircraft between 12:30 am and 6:30 am.

#### Fines for airlines in violation of the Night Flight Restriction Program

Our Enforcement Office reviews all flights that operate during the restricted hours to ensure that they had approval to do so. There is very high compliance to the Night Flight Restriction program as the restrictions are published in Canada Air Pilot and are familiar to airlines and pilots operating in and out of this airport. However, when a suspected violation is discovered, details are forwarded to Transport Canada for their investigation and potential enforcement action.

The GTAA regularly publishes the number of investigations we have conducted and how many of these were forwarded to Transport Canada. You will find the most recent enforcement statistics on page 26 of the [Q1 2020 Complaints and Operations report](#).

When Transport Canada takes enforcement action, the details are published on [Transport Canada's Corporate Offenders webpage](#). The GTAA is not involved in this stage of the enforcement process and so we do not have information on the status of the collection of fines.

Our current traffic levels for both day and nighttime operations are significantly lower than they were for the same period last year, however we continue to be vigilant in monitoring compliance to the Night Flight Restriction program, and we are likewise committed to further improving how we manage nighttime noise.

#### Checking In Newsletter

I encourage you to sign up for our monthly community e-newsletter, [Checking In](#), as it includes regular updates to community members on airport activities, events and progress on noise management initiatives such as night flights.

I hope this helps to address your questions, Ms Olden-Powell. Please let me know if I can be of any further assistance.