

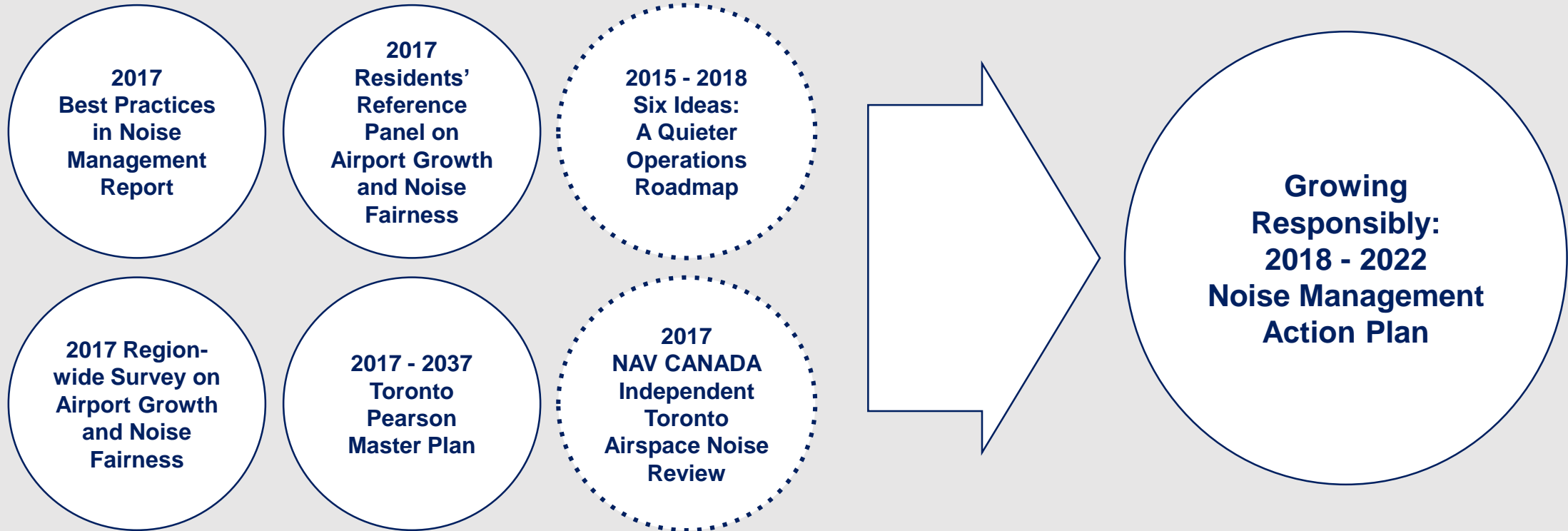
# Toronto Pearson's Noise Management Forums

December 6, 2018



# Noise Management Action Plan

Our five-year strategy for improving how we manage noise, released December 2017.



# Noise Management Action Plan

10 commitments to our community and 9 noise programs.

**We will collaborate better as an industry**

**We will work smarter with our communities**

We will protect our neighbours

We will help our neighbours sleep better

We will have Canada's quietest fleet

We will do more to understand our impacts

We will limit surprises

We will continue to take care of the environment

We will lift up our communities

We will always look for opportunities to improve



# Community Environment and Noise Advisory Committee

CENAC was originally created in 1996 as a condition of the GTAA's ground lease.

CENAC is an advisory committee.

The Committee meets 4-5 times each year. Each meeting includes a one hour working group with the Committee, and a two hour public meeting.

**CHAIR: GTAA**

**TECHNICAL  
REPRESENTATIVES  
(Non-Voting Membership)**

Transport Canada  
NAV CANADA  
NACC  
Acoustician

**COMMUNITY  
REPRESENTATIVES  
(Voting Membership)**

Elected Officials  
*Appointed by region or municipality*  
Resident Appointees  
*Appointed through  
municipal public  
appointment process*

**Currently, CENAC is the only forum for elected officials, community members, and the public to participate in regular, formal discussions with industry partners about airport noise impacts.**

During our research and consultations that led to the development of our Noise Management Action Plan, we heard from CENAC members, residents, and stakeholders that the committee was not effective or sufficient:

- The membership is too restrictive
- The mandate is too broad, and committee doesn't have a work program
- The committee is not action-oriented
- The hybrid format (working meeting/public meeting) creates mistrust
- The committee needs independent oversight

**As the airport grows, the way we listen and respond to our communities should grow, too.**

In January 2019, as one of the commitments in the Noise Management Action Plan, Toronto Pearson will replace CENAC with a new and expanded series of community and stakeholder forums.

The **Toronto Pearson Noise Management Forums** will improve the way we work with community, elected officials, and industry experts to coordinate and pursue initiatives that help manage noise.

Based on leading **international best practices and feedback**, Toronto Pearson's new Noise Management Forums will:

- Create more opportunity for productive and sustained conversations about noise with stakeholders through briefings, table discussions, public meetings, and working groups
- Encourage action and accountability by industry organizations with a responsibility for noise management
- Introduce an independent Review Panel to assess and respond to community proposals about noise management
- Introduce an External Process Audit of our progress toward Noise Management Action Plan goals every two years

# What continues:

## **GTAA Noise Management Office**

- First point of contact for residents and elected officials
- Answers questions about airport operations and impacts
- Handles noise complaints
- Responsive to community issues
- Monitors and oversees the Noise Management Program

## **Airspace Change Communication and Consultation Protocol**

- Industry standards for notification timelines and consultation practices about changes to airspace or airport infrastructure that could result in a change of impact
- Adopted in 2015

## **In the Community**

- More frequent open houses in communities to talk to residents about operations that impact them at a local level and noise management initiatives
- More presence at local community events with interactive opportunities to learn more about the airport and airport initiatives



# Toronto Pearson Noise Management Forums

*Improved* **Noise Accountability Board**

Industry working committee (GTAA, NAV CANADA, Transport Canada, Airlines, municipalities, technical support) to prioritize delivery of the Noise Management Action Plan and responsible airport growth

*Improved* **Pearson Public Meetings**

An expanded format public meeting including an interactive portion, presentations, and question period to share airport updates generally, and NMAP progress specifically

*Regularly Scheduled* **Political Briefings**

Elected officials from all levels of government receive briefings and represent constituents in conversations about noise policies with industry partners

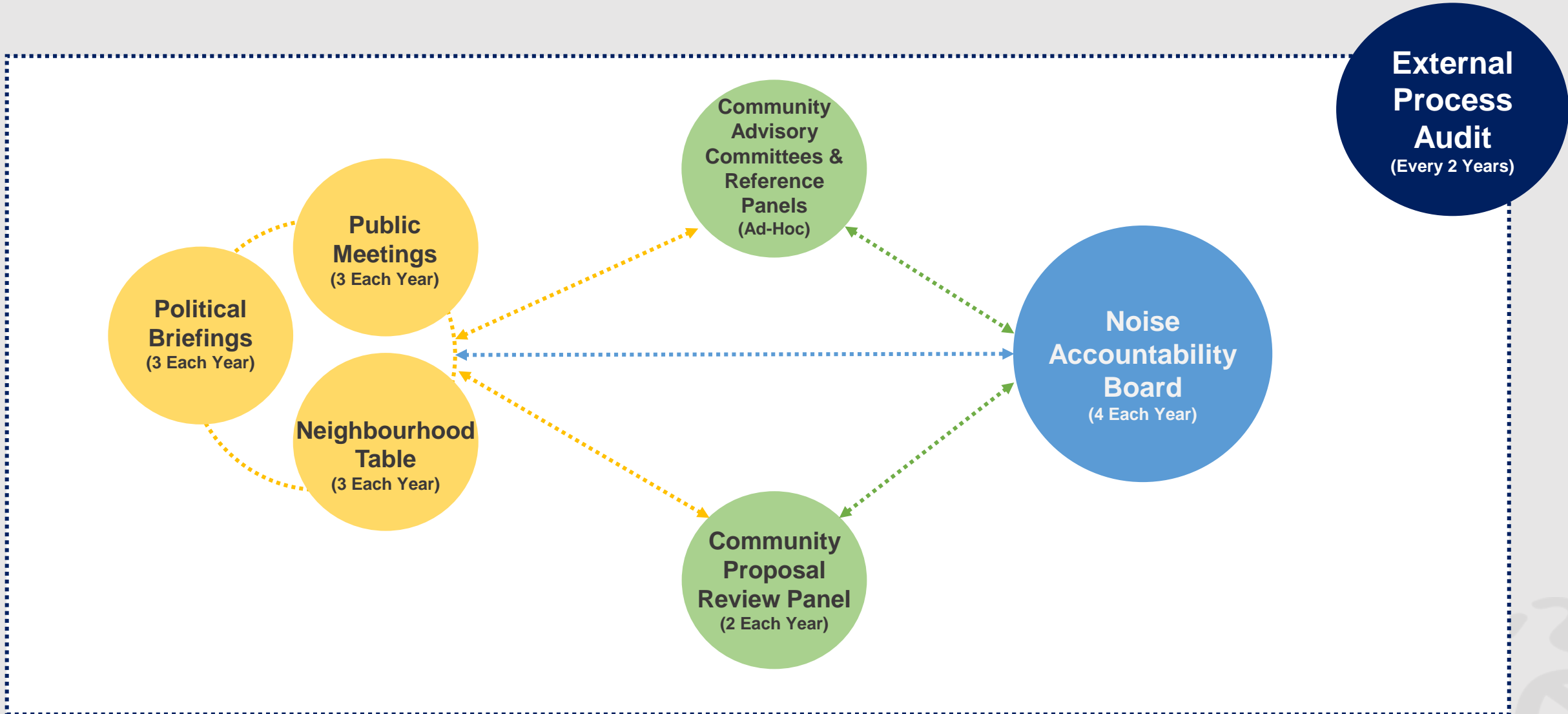
*Regularly Scheduled* **Neighbourhood Table**

Residents associations and noise groups receive briefings and participate in conversations about noise policies with industry partners

# Toronto Pearson Noise Management Forums

- Ad-hoc* **Community Advisory Committees and Reference Panels**  
Processes for local residents to be invited to contribute to the development of specific elements of the Noise Management Action Plan
- New* **Community Proposal Review Panel**  
Panel of industry experts to provide a preliminary review of community-based proposals for noise management
- New* **External Process Audit**  
A third-party review of our progress toward Noise Management Action Plan goals, undertaken and publicly reported every two years

# Toronto Pearson Noise Management Forums



# Built on Helios International Best Practice Research

## Toronto Pearson's Noise Management Forums

Noise Management Action Plan is the work program

The Noise Management Forums created more seats at more tables and are not limited to municipal appointment process

**IMPROVED:** Pearson Public Meetings for residents  
**REGULARLY SCHEDULED:** Political Briefings  
**REGULARLY SCHEDULED :** Neighbourhood Tables

**IMPROVED:** Noise Accountability Board

**NEW:** External Process Audit of NMAP progress

### 2017 International Best Practice Study Helios Recommendations for Noise Committee

- Give the committee a work program
- Ensure wider community involvement to identify and address concerns in program
- Expand committee membership to be more reflective of the community
- Some airports establish new noise forums when current forums aren't perceived as effective
- Some airports operate committees independently and some countries have an independent person or body to oversee noise disputes between community and aviation industry
  - In Canada's current regulatory environment, Transport Canada places emphasis on airports to handle noise complaints and community concerns

# Responsive to Stakeholder Feedback

Feedback	Response
The CENAC membership is too restrictive	The Noise Management Forums created more seats at more tables and are not limited to municipal appointment process
The CENAC committee doesn't have a work plan, and the committee is not action oriented	The Noise Management Forums structure is built to deliver the 9 programs of the Noise Management Action Plan, and will include the development of the next 5-year action plan
The CENAC format isn't working	A set of forums have been introduced to address the engagement preferences of our stakeholders
The Committee needs independent oversight	Two new forums – the Community Proposal Review Panel and the External Process Audit – will work with residents and industry to assess and respond to community proposals, as well as assess the GTAA's activities and progress

# Delivering on our commitments

**We believe this expanded structure will significantly improve communication, responsiveness and our ability to deliver on our commitments.**

- The new Noise Accountability Board will focus industry partners to deliver results
- Dedicated Political Briefings and Neighbourhood Tables will strengthen communication and promote improved dialogue among informed representatives and stakeholders
- Pearson Public Meetings and more frequent Pearson Open Houses out in the community will provide additional opportunities for local residents to learn about the airport and provide feedback to industry partners
- The Community Proposal Review Panel will provide a process and preliminary review of community noise management proposals
- The Noise Management Office will continue to explain operations and handle complaints

# Participation Overview

## Residents

- Noise Office is still first point of contact
- Pearson Public Meetings
- Pearson Open Houses in the community
- Submit ideas for noise management to Community Proposal Review Panel
- Potential participation on adhoc Community Advisory Committees or Reference Panels

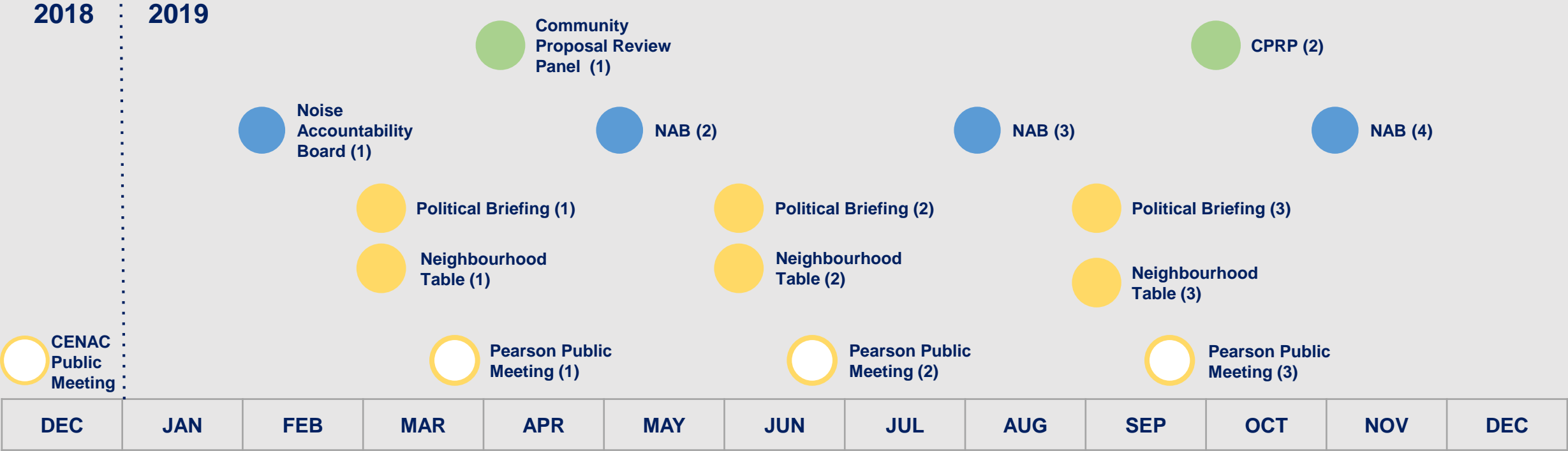
## Residents Associations and Noise Groups

- Neighbourhood Table for region-wide policy input
- Pearson Public Meetings
- Pearson Open Houses in the community
- Submit ideas for noise management to Community Proposal Review Panel
- Work with GTAA on community specific issues
- Participation in adhoc Community Advisory Committees or Reference Panels

## Elected Officials

- Political Briefings for region-wide policy input
- Pearson Public Meetings
- Pearson Open Houses in the community
- Submit ideas for noise management to Community Proposal Review Panel
- Work with GTAA on constituency specific issues

# Toronto Pearson Noise Management Forums



Community Advisory Committees and Reference Panels

Ad-hoc Basis

External Process Audit (Every 2 Years)

Late 2020

Noise Office First Point of Contact

All Times

Pearson Open Houses in the community

Throughout the Year



Questions?



# Toronto Pearson's Noise Management Forums

Thank you

