



Toronto Pearson

## A special invitation to learn about Toronto Pearson International Airport and help shape our development

April 20, 2017

Dear Resident,

**Toronto Pearson International Airport is Canada's busiest airport.** More than 120,000 passengers travel through Toronto Pearson every day, and 50,000 people work for one of 300 different employers based at the airport.

As Toronto Pearson grows to become one of the world's leading airports, we create better connections to other countries and regions and make possible trade and tourism that benefit not only the Greater Toronto Area (GTA), but also the entire country.

Each year brings more passengers, placing greater demand on our infrastructure and operations. In 2016, 44 million passengers travelled through Toronto Pearson, 3 million more passengers than the year before. **We expect this growth will continue over the next decade and beyond. This is why we are creating a new long-range plan to help guide our development.**

The plan will consider how our terminals can grow to welcome more passengers, how we can accommodate more flights, and how we can strengthen regional transit connections with the airport.

**We also know that our operations and growing demand for air travel can affect our surrounding communities.**

**This is why we are creating a special Residents' Reference Panel to help guide us through the next phase of our growth and ensure that we manage the impact of our operations responsibly.**

We hope that you will volunteer to be one of 36 residents from the regions of Durham, Halton, Peel, Toronto, and York to work with us as we consider:

- how the terminals can grow to accommodate more passengers
- new transit options that can serve the airport and region
- our approach to managing and mitigating noise
- new commitments to engage and inform area residents about our operations
- strengthening our environmental sustainability programs

As a member of the Residents' Reference Panel, you will have the opportunity to learn about our operations, take a behind-the-scenes tour of the airport, hear from a range of experts and stakeholders, and reach agreement on a series of recommendations we can use to ensure that our future growth takes into account the priorities and concerns of GTA residents.

Une version française de cette lettre est disponible en ligne au lien suivant :  
[www.torontopearson.com/gcr](http://www.torontopearson.com/gcr)

Response required by

**May 18**

Your participation will help to improve the quality of life of area residents and is a special opportunity to become engaged in an important environmental and economic issue.

You don't need to be a regular traveller, affected by airport operations, or an expert to participate. Your perspective as a GTA resident matters most.

Your household is one of just 20,000 randomly selected from across the region to receive this invitation. It is valid for any member of your household, aged 18 or older, who lives at this address. **Interested? Call 1-844-788-5803 or volunteer at [www.torontop Pearson.com/rrp](http://www.torontop Pearson.com/rrp).**

The 36 members of the Reference Panel will be randomly selected from the pool of residents across the GTA who volunteer. You do not need to be a Canadian citizen. There is no cost to participate, and we will cover transportation, childcare, and other necessary expenses.

**Panelists must be able to attend all four day-long Saturday meetings in May, June, and September 2017:**

*Saturday, May 27    Saturday, June 3    Saturday, September 9    Saturday, September 16*

We are asking you to serve your community by volunteering for this important initiative. This is a special opportunity to learn more about the airport, contribute your perspective, and represent your neighbourhood.

We hope you will volunteer to join us.

Sincerely,



Hillary Marshall  
Vice President, Stakeholder Relations &  
Communications  
Greater Toronto Airports Authority

## How to Register as a Candidate for the Residents' Reference Panel:

1. Phone 1-844-788-5803;
2. Complete the response card enclosed and mail it back in the prepaid envelope; or
3. Register securely online at [www.torontop Pearson.com/rrp](http://www.torontop Pearson.com/rrp)

The deadline for registering is Thursday, May 18, 2017 at 5:00 p.m. The Residents' Panel will meet on the following dates between 9:00 a.m and 5:00 p.m. You must be able to attend all of the full-day sessions listed below:

*Saturday, May 27    Saturday, June 3    Saturday, September 9    Saturday, September 16*

If you are unable to participate, please encourage other members of your household to volunteer. If you are selected, you will be notified by the evening of Friday, May 19, 2017. Please hold the above dates until then.



# Frequently Asked Questions

## **WHO RUNS TORONTO PEARSON INTERNATIONAL AIRPORT?**

We, the Greater Toronto Airports Authority (GTAA), have operated Toronto Pearson International Airport since 1996. We are a private not-for-profit corporation responsible for managing and operating the facilities at Toronto Pearson and overseeing the management of facilities that are essential to airport operation. These include baggage systems, maintenance of the airport's five runways, gate and apron use, as well as systems related to safety, such as fire and emergency services, security, snow removal, and de-icing.

## **WHAT IS A RESIDENTS' REFERENCE PANEL?**

A Residents' Reference Panel is a special forum comprised of randomly selected volunteers who work together to represent the interests and perspectives of their communities. Reference Panels typically meet over a series of Saturdays to learn about a particular issue that affects the public and provide detailed and informed guidance to not-for-profits, governments, and public agencies. Residents' Reference Panels encourage participants to learn from one another and from experts as they work towards a consensus concerning their preferences and priorities.

## **WHY IS THIS RESIDENTS' REFERENCE PANEL TAKING PLACE?**

As global demand for air travel continues to increase, Toronto Pearson is poised to become one of the world's next top-tier international airports, serving upwards of 80 million passengers in the next 20 years and providing air connectivity to as much as 80 per cent of the world's economies. This will create new jobs for area residents and facilitate investment, trade, and tourism. With this potential waiting to be unlocked, the GTAA understands that open and honest communication about airport growth and the challenges it poses is essential to being a good neighbour. The Residents' Reference Panel will learn about the options that exist to address these challenges and ensure Toronto Pearson grows sustainably into the future. These include new noise mitigation measures, new ways to engage local residents, and expanding our environmental sustainability programs. As a member of the Panel, you will help provide recommendations to ensure that Toronto Pearson's future growth takes into account the priorities and concerns of area residents.

## **WHAT WOULD I DO AS A MEMBER OF THE RESIDENTS' REFERENCE PANEL?**

Members of the Panel will meet during two Saturday sessions in May and June 2017 and two Saturday sessions in September 2017. They will hear from aviation experts and local stakeholders and learn about the opportunities for and implications of growth at Toronto Pearson and the factors that influence aircraft noise. Members of the Panel will then develop advice to help the GTAA fairly distribute the benefits and impacts of more air traffic and future airport growth.

## **WHAT IS TORONTO PEARSON'S GROWTH STRATEGY?**

Toronto Pearson has seen significant passenger growth, doubling approximately every 20 years since the 1970s. In 2016, 44 million passengers travelled through our doors. Already a global hub airport, Toronto Pearson is poised to join a new tier of airports known as "mega hubs," which currently include airports such as London Heathrow, Dubai, and Singapore. Advancing to this tier will enhance the passenger experience and further stimulate the economy. Toronto Pearson could reach mega hub status within the next

20 years and would contribute 8.5 per cent of Ontario's GDP, up to 700,000 jobs to the province, and connections to 80 per cent of global economies. However, a number of challenges must be addressed to accommodate this expected growth, including understanding and mitigating any potentially undesirable impacts of this growth. Our passengers count on us to provide connections to the world, the communities surrounding us count on us to operate in a sustainable manner, and everyone counts on us to operate safely and transparently. Being a good neighbour means balancing these diverse and sometimes competing priorities for the constituencies we're in business to serve.

## **WHAT ABOUT THE NOISE CREATED BY MORE AIR TRAFFIC?**

The GTAA recognizes that airports have impacts — such as noise on local communities. While airport noise can't be eliminated entirely, our Noise Management Program adopts a balance of approaches used by airports worldwide — including land use planning, restricting flights during certain times, and a nighttime runway program — to manage impacts. We engage our community about noise impacts, and continuously study and implement improvements when possible. Several such studies are underway exploring new ideas and evaluating potential opportunities to mitigate noise. The Residents' Reference Panel will help us determine how to mitigate and manage noise amongst local communities in a fair manner as we continue to grow.

## **WHY DID I RECEIVE THIS LETTER?**

Your household is one of 20,000 randomly selected homes across the Greater Toronto Area that received this special invitation. This invitation is transferable to anyone aged 18 and over who would like to and is able to participate as a Panel member and who lives at the address on this letter.

## **BUT I'M NOT AN EXPERT OR REGULAR TRAVELLER — CAN I STILL BE INVOLVED?**

Absolutely. We do not expect you to have any specialized knowledge about aviation or be affected by airport operations. Your perspective and experience as a resident matter most.

## **WHO IS INELIGIBLE TO APPLY?**

Panelists must be GTA residents aged 18 and over. Employees of the GTAA, Transport Canada, and NAV CANADA, as well as all private sector employees who perform their duties at Toronto Pearson, including airlines operating at Toronto Pearson, are ineligible to participate. Currently elected municipal, provincial, and federal representatives are also ineligible to participate.

## **CAN ANYONE FROM MY HOUSEHOLD VOLUNTEER FOR THE RESIDENTS' PANEL?**

Yes. This invitation is transferable to anyone aged 18 and over who would like to and is able to participate as a Panel member and who lives at the address on this letter. We strongly encourage 18-24 year olds to register for the Residents' Reference Panel, as younger voices are often under-represented in decision-making.

## **I AM UNSURE WHETHER I CAN ATTEND ALL FOUR SESSIONS. CAN I STILL APPLY?**

Unfortunately, no. It's very important that Panelists attend each of the four sessions. A series of guest speakers and a sequence of deliberations will help Panelists build their knowledge and understanding of the subject

matter, which is important for informing the Panel's recommendations. The sessions will be held at Toronto Pearson, and we can provide assistance with transportation to the venue. Call us to discuss how we can accommodate religious observances. Please consider and confirm your ability to participate before applying: **Saturday, May 27; Saturday, June 3; Saturday, September 9; and Saturday, September 16.** If you are interested in this issue but cannot attend the Panel sessions, there are several other ways to participate — they are listed below.

### **HOW DO I BECOME A MEMBER OF THE RESIDENTS' REFERENCE PANEL?**

In April 2017, this invitation to volunteer for the Residents' Reference Panel was mailed to 20,000 randomly selected households throughout the GTA. If you received this invitation in the mail, you can register by the deadline of May 18, 2017 by either: calling, registering securely online at [www.torontopearson.com/rrp](http://www.torontopearson.com/rrp), or by mailing back the enclosed candidate response card in the postage-paid envelope. On May 19, 2017 a special draw will be conducted to randomly select the members of the Residents' Reference Panel from among the respondents to this letter. This random selection process will also ensure that the Panel is balanced to match the gender, age, and population profile of the region, as well as proximity to the airport. If you did not receive an invitation in the mail, you can stay involved in the process through one of the ways listed below.

### **WILL I GET PAID TO SERVE ON THE RESIDENTS' REFERENCE PANEL?**

No. We are asking you to volunteer as a member of the Panel. We will, however, work with you to address any barriers to your participation. Lunches and snacks will be provided throughout the day. The meeting space is fully accessible. We will cover basic travel costs, including parking. Childcare or eldercare support, as well as hearing or visual assistance, will also be provided if needed.

### **WILL THERE BE TRANSLATION SERVICES AVAILABLE?**

No. We regret that translation services are unavailable and participants should be comfortable working with others in English. If you are unsure about how much English is needed, please call us at 1-844-788-5803 so we can discuss your participation. You can also attend one of our public roundtable meetings in June, where language supports will be provided. See below for more information.

### **WHAT ABOUT OTHER POTENTIAL BARRIERS TO PARTICIPATING?**

If there are any other potential barriers that you feel may prevent you from volunteering for the Panel, please call us at 1-844-788-5803 and we will work with you to address them.

### **IF I DO NOT GET CHOSEN FOR THE RESIDENTS' REFERENCE PANEL, CAN I STILL BE INVOLVED?**

If you are not chosen, or if you can't volunteer for the Panel, you can stay involved by:

- Staying connected to the process by signing up to our email list to receive updates throughout the process at [www.torontopearson.com/rrp](http://www.torontopearson.com/rrp)
- Completing the Survey on Noise Fairness & Airport Growth at this link: [www.torontopearson.com/rrp](http://www.torontopearson.com/rrp) or by mailing in the enclosed printed version of the survey.
- Attending one of our public roundtable meetings in June — sign up for our email list to receive more information [www.torontopearson.com/rrp](http://www.torontopearson.com/rrp)

### **WHAT IS THE SURVEY THAT YOU SENT ME?**

Through the Survey on Noise Fairness & Airport Growth, we hope to understand what people think is fair when it comes to making decisions about how to mitigate noise and guide airport growth. The results will be shared with the Residents' Reference Panel in order to inform their discussions. Toronto Pearson's Community Environment & Noise Advisory Committee (CENAC) and the GTAA will also be interested in the survey results, and a report will be published online. You can fill out the survey online at the following link: [www.torontopearson.com/rrp](http://www.torontopearson.com/rrp).

You will need the token found on the paper version included in this invitation package. This is a special token or code only meant for households that have received this invitation package. You can also fill out the attached paper version of the survey and send it back to us using the enclosed postage-paid envelope.

### **WHY SHOULD I COMPLETE THE SURVEY ON NOISE FAIRNESS & AIRPORT GROWTH?**

We encourage you to complete the Survey on Noise Fairness & Airport Growth even if you are not volunteering for the Residents' Reference Panel. The more people who fill out this survey, the more representative the results will be. **Go to [www.torontopearson.com/rrp](http://www.torontopearson.com/rrp) for more details.**

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