

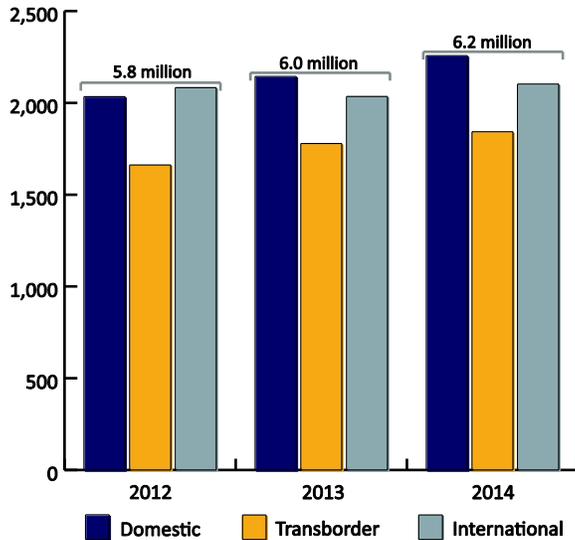
CONSULTATIVE COMMITTEE UPDATE

AUGUST 2014



Passenger Traffic at Toronto Pearson (March–April, 2012–2014)

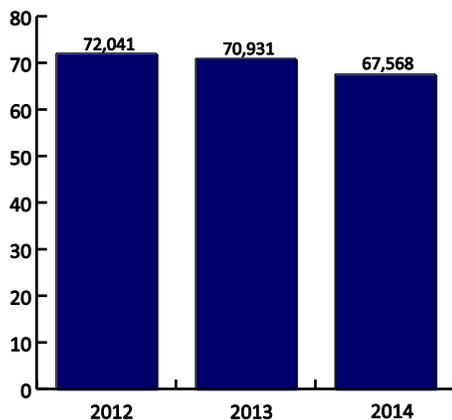
(in thousands)



Note: These numbers are estimates.

Runway Movements at Toronto Pearson (March–April, 2012–2014)

(in thousands)



Note: These numbers are estimates.

GTAA named Canada's leading responsible corporate leader

The GTAA was named number one in the Corporate Knights' inaugural [Future 40 Responsible Corporate Leaders in Canada](#), lauding our strong sustainability record.

Corporate Knights has published the Best 50 Corporate Citizens in Canada list for 13 years, which assesses companies with revenues of \$2 billion or more and an employee base of at least 2,000. The Future 40 Responsible Corporate Leaders in Canada list showcases smaller companies that demonstrate an awareness of the importance of resource productivity, good governance, and social responsibility.

The GTAA not only follows the airport supplement guidelines outlined by the [Global Reporting Initiative](#) when we report on sustainability, but we were a lead contributor in developing the guidelines.

Air Services

Air Canada and **Air Canada rouge** increased their international presence as follows:

- daily service to Istanbul, expanded from thrice weekly, to remain year-round
- five times weekly service to Athens, expanded from four times weekly
- new service to Milan
- rouge service to Lisbon, Portugal
- rouge service to Manchester
- new daily service to Tokyo Haneda
- five times weekly service to Edinburgh, expanded from thrice weekly

On June 5, **Lufthansa** started new daily service to Munich on board an A330-300.

On June 9, **Cathay Pacific** celebrated their 20th anniversary providing service to Toronto.

On June 15, **Air France** flew a B747-400 to Charles de Gaulle in Paris as part of their increased presence in Toronto this summer.

From June 15 to October 5, **WestJet** is adding daily seasonal service to St. John's–Dublin. Their year-round service to Miami is being reduced to winter seasonal service only, beginning on October 14.

On June 17, **Air Transat** launched new service to Prague. This is a return of Prague service that was lost in 2009. It is a great addition for passengers looking to visit that part of the world.

On June 23, **Condor** (Thomas Cook Airlines Group) returned to Toronto Pearson with summer seasonal service to Frankfurt thrice weekly, up from twice weekly service last summer.

On June 25, our newest carrier **China Eastern** commenced thrice weekly service to Shanghai on board an A340.

On June 27, **Encore** launched their first Q400 route from Toronto to Thunder Bay, four times daily.

On July 1, **Arkefly** returned to Toronto Pearson with seasonal service to Amsterdam four times weekly, up from twice weekly service last summer.

This summer, **British Airways** offers 19 flights a week from Toronto Pearson, compared to 17 times per week last summer, and the return of their B747-400 and daily B787 service.

This summer, **Jet Airways** will be upgauging six of their seven weekly Brussels-Delhi flights from A330-200/300s to B777-300ERs.

Arts and Culture

Stories Told is an exhibition featuring ceramics by Diane Nasr-O'Young and jewellery by Vivienne Jones. Nasr and Jones are two artists who work in different media, but share similar underpinnings of inspiration. Both are strongly influenced by the remnants of nature, like twigs and pods. Both create animated works that are not predictable in execution.

Nasr's ceramics are delicate and fragile, yet the imagery is bold. Her work inhabits the realm of fairy tales, presenting us with vessels both humorous and sumptuous. Nasr's work is influenced by Trinidad, her birthplace, a country where sumptuous and lush are common descriptors.

Jones' jewellery draws on her Welsh heritage, telling stories that are timeless and universal. Each piece wears a patina of age, of being worn and loved.

This exhibition is located in Terminal 1 International Departures until November 24.

Toronto Pearson is 75 years old

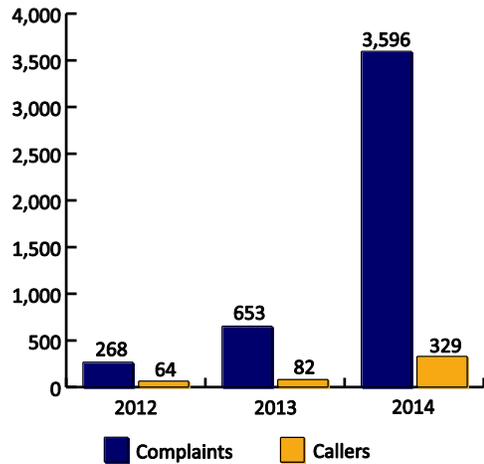
This year is Toronto Pearson's 75th anniversary. We are celebrating by creating an exhibition in the Terminal 1 Malton Gallery that tells the story of the airport since its beginning.

We want to hear your stories. You have a unique perspective of the airport, and we'd love for you to share your memories, images or objects that you may have from the history of our airport. Do you remember when it was called Malton Airport? Did you work at the airport? Did you come here to watch the planes as a child? Did you eat in the Aeroquay Restaurant in the 60s or 70s?

To share your stories, photos or objects that we could include in the 75th anniversary exhibition, please [fill out this form](#).

Noise Complaints and Callers

(March–April, 2012–2014)



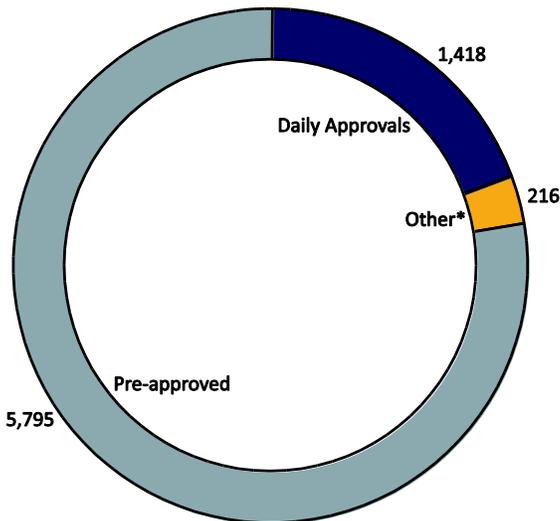
Early Turn Trial

The trial program allowing early turns on the north/south runways and extended prop turn hours continues.

Throughout the trial so far, from March 3, 2008, to April 30, 2014, 2,251 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in seven complaints. During this time, 3,165 props (92 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 5,838 (83 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 210 complaints.

Restricted Hours Flights

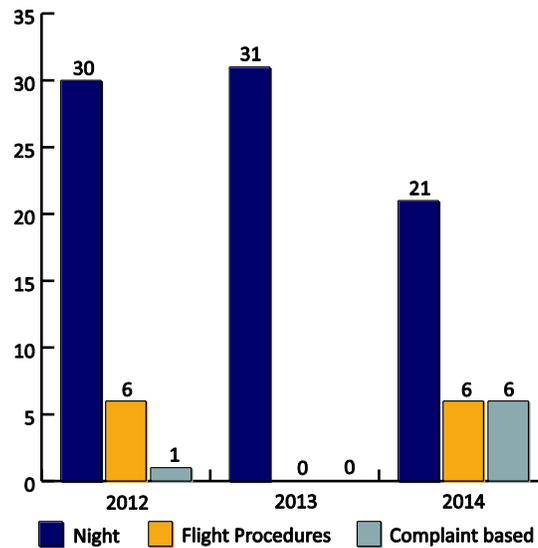
(November 2013–April 2014)



*Other operations include medevac flights, weather alternate flights, military and police.

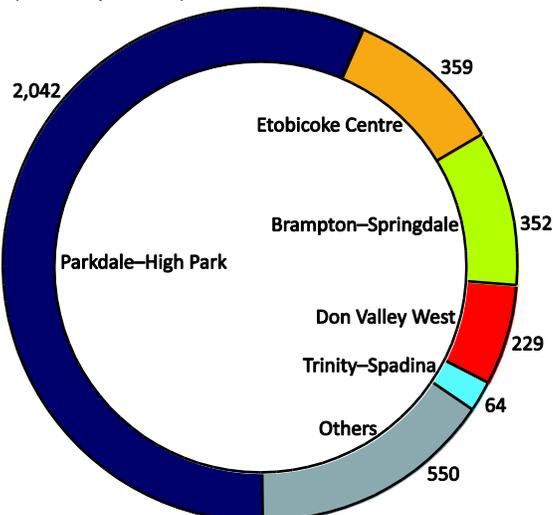
Enforcement Investigations

(March–April, 2012–2014)



Top Five Callers vs. All Other Callers

(March–April, 2014)



This chart shows the number of complaints made by our five most frequent callers, identified by location.

Comparison of Aircraft Movements and Noise Complaints by Runway Operation

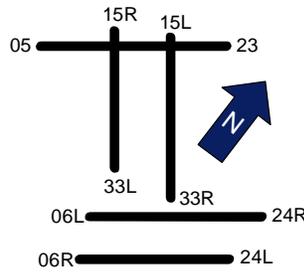
From March to April 2014, there were 67,568 aircraft movements at Toronto Pearson, resulting in 3,596 complaints from 329 complainants, of which 2,555 complaints were related to aircraft arrivals and 1,035 were related to aircraft departures. Six complaints were unrelated to runway operations.

The following tables attribute noise complaints to various runway operations.

Arrivals in March–April 2014

Runway	Movements	Complaints
From east		
23	6,637	190
24R	6,663	1,126
24L	5,367	921
From south		
33R	74	2
33L	1,631	116
From west		
06R	2,506	4
06L	2,745	5
05	8,891	188
From north		
15R	72	1
15L	257	2
Total	34,843	2,555

Toronto Pearson runway layout



53.1 complaints/
1,000 aircraft movements

4.9 complainants/
1,000 aircraft movements

Departures in March–April 2014

Runway	Movements	Complaints
To east		
05	3,307	59
06L	9,363	533
06R	302	6
To south		
15L	71	4
15R	0	0
To west		
24L	31	1
24R	7,914	231
23	9,175	84
To north		
33L	255	1
33R	2,307	116
Total	32,725	1,035