



Consultative Committee

Minutes

Date: May 1, 2013

Location: GTAA Boardrooms , A & B

Chair: Toby Lennox, Vice President, Strategy Development and Stakeholder Relations

Attendees: Sabbir Saiyed, alternate for Damian Albanese, Peel Region
Chris Fonseca, Councillor, City of Mississauga
Bill Clark, Brampton Board of Trade
Badar R. Shamim, Brampton Board of Trade
Heather Craig-Peddie, ACTA Ontario
Jan Nevins, Mississauga Board of Trade
Neil Bunn, City of Brampton Resident
Stephen Tufts, Brampton-Mississauga & District Labour Council

Regrets: Chris Rickett, Region of York
Josh Matlow, Councillor, City of Toronto
Suresh Thakrar, City of Mississauga Resident
Kathy Weiss, Region of Durham
Rick Cockfield, Region of Halton
Vincent Crisanti, Councillor, City of Toronto
Fr. Nicholas Alexandris, City of Toronto Resident

Resource Members: Jeff Baines, City of Brampton
Paul Steckham, Ministry of Transportation
Sam Ghobrial, NAV Canada
Harold Dremin, City of Mississauga
Pamela Laite, Tourism Toronto
GTAA: Aleem Kanji, Lorrie McKee, Kim Stefanazzi, Keith Medenblik

Resource Members: Bill Devlin, National Airlines Council of Canada
Shipra Vyas, Ministry of Tourism

Absent:

Also Present Residents: R. Boehnke

Item	Details
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1.0	<i>PRELIMINARY ITEMS – Toby Lennox</i>
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1.1	Review and Approval of Agenda – C. Fonseca and B. Clark.
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1.2.1	Review and Approval of March 6, 2013 Minutes – N. Bunn and B. Clark.
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- 1.2.2**
- T. Lennox thanked B. Clark for his twenty years of dedicated service working for the GTAA and Transport Canada as he will be leaving the Consultative Committee as a member representing the Brampton Board of Trade. Badar Shamim will be replacing B. Clark.
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1.2.3 Matters Arising from Previous Meeting – November 7, 2012: There were no items.

2.0 REGULAR ITEMS

2.1 GTAA Information Update (handout) was reviewed.

2.2 GTAA Annual Public Meeting and Runway Run

- T. Lennox noted the annual public meeting will be held on May 8, 2013 at 1:00 p.m. in Terminal 1.
 - On June 15, 2013 Toronto Pearson will be hosting the annual Runway Run. Members are invited to participate in a 5km run or 2km walk, where funds raised will support Toronto Pearson's Community Investment Program.
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3.0 DISCUSSION ITEMS

3.1 Global Hub Economic Development Study – Update

- T. Lennox provided an update on the study, noting it was initiated to quantify the non-aviation related economic benefits of Toronto Pearson.
 - There has been significant stakeholder outreach which has shown that general support exists for the study approach and methodology. Several stakeholders have offered to stand beside Toronto Pearson upon study completion.
 - The study results are expected to be shared in the fall, with specific storylines developed for the general public.
 - S. Tufts inquired when the outreach goes to the employee community, is the GTAA talking to institutional labour stakeholders, or the employee community. T. Lennox indicated the GTAA is reaching out to the employee community through a new Union Working Group. The GTAA will also be reaching out to the Toronto Pearson Employee Community directly using other tools and forums.
 - C. Fonseca inquired if the GTAA has been contacted by the Mississauga Summit Committee. L. McKee noted that Howard Eng, GTAA President and CEO is speaking on a transportation panel at the Summit.
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3.2 Customer Service Design – Carol Hyams

- C. Hyams, Senior Manager Customer Service Design, provided the committee with an update on the GTAA's Guest Service Framework Project, involved with looking at the entire Toronto Pearson experience, and aiming to enhance the guest experience by
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focusing on GTAA managed people and services.

- The project is focusing on a number of recommendations including customer service training, volunteer and recognition programs, service empowerment and others.
- Committee members provided feedback on the project for consideration.

3.3 City of Brampton – Economic Development Strategy – Jeff Baines and Nancy Johnston

- N. Johnston, Manager, Business Development and Marketing and J. Baines, Manager, Economic Development, provided a presentation on Brampton's economic development strategy.
- Brampton's Competitive Advantages include: strong lifestyle amenities, a growing labour force, academic institutions and an excellent supplier base. Of the cities and towns located within 40 kilometers of Toronto Pearson, Brampton has the largest inventory of designated vacant, residential and employment lands for new construction.
- T. Lennox stated having vacant land next to Toronto Pearson was a competitive advantage in Brampton and inquired who is looking for this type of land. J. Baines indicated that it is mainly industrial and that the city is very strong in logistics and goods movement, where the proximity to Toronto Pearson is important.

4.0 Members Update

- H. Dremin stated that Canada is currently entering into greater than 50 economic partnerships, and inquired if there has been any pattern in air traffic as a result of these partnerships. T. Lennox indicated that the federal government has been very active in reaching out to achieve more open bilateral agreements for air services rights with other countries. The GTAA sees the expansion of routes into non-traditional emerging international markets as being important in the years ahead.
- S. Tufts noted he has been involved in labour issues with workers at Billy Bishop airport working for Porter Airlines.
- H. Craig-Peddie stated ACTA had an opportunity to address the aviation standing committee this week, and some of the issues were the rising airport costs and leakage, fare transparency and surcharge, security costs. IATA's new distribution channel as it impacts, competition and consumer protection is a concern to ACTA.

5.0 ADJOURNMENT: Next CC Meeting: August 7, 2013 at 4:00 p.m. GTAA Administration Building, 3111 Convair Drive, Pearson Rooms A & B.

Minutes prepared by Kim Stefanazzi, (416) 776-3941, kim.stefanazzi@gtaa.com. Any errors or omissions in these minutes should be forwarded to the author immediately.