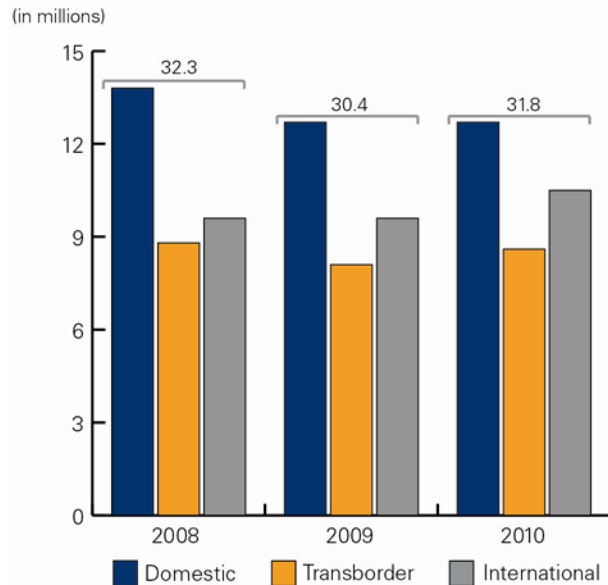
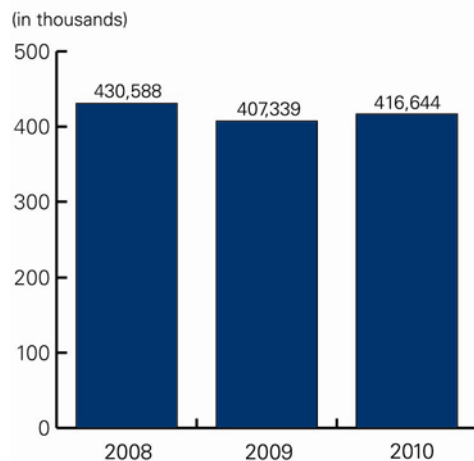


Passenger Traffic at Toronto Pearson (2008–2010)



Note: These numbers are estimates.

Runway Movements at Toronto Pearson (2008–2010)



Note: These numbers are estimates.

Toronto Pearson wins awards in 2010

Toronto Pearson is proud of the recognition we received from the aviation industry during 2010. The awards show that the airport is on the right track to becoming North America's premier portal to a world of possibilities.

We won the International Air Transport Association's Eagle Award for Most Improved Airport, recognizing the significant strides we have made in working with the air carrier industry. We won five Airport Revenue News awards based on feedback from airport retailers, including Best Customer Service, Best Concessions Management Team, and Best Overall Concessions Program. We won the Travel Press Agent's Choice Award as favourite Canadian airport, the second year in a row.

Air Services

Air Canada will add more than 450,000 seats to and from Toronto Pearson this summer through its continuing international expansion strategy, including:

- Santiago/Buenos Aires, daily, starting May 2
- Madrid, daily, starting June 8
- Copenhagen, daily, starting June 15
- Dublin, daily, Starting June 29
- Barcelona, six times weekly, starting June 30
- Athens, four times weekly, starting July 1

WestJet launched new direct service to Palm Springs, Calif., in February, flying twice weekly with a Boeing 737-700.

In addition, WestJet now operates the following routes year-round:

- New Orleans, four times weekly
- Bermuda, three times weekly
- Puerto Vallarta, Mexico, weekly
- El Catey/Samana, Dominican Republic, weekly

In April, both **LAN Airlines** and **Virgin America** will unfortunately cease operations at Toronto.

During the summer season, **Aerosvit** will increase Kiev service to three times weekly using a Boeing 767-300, while **KLM** will increase Amsterdam service to 13 times weekly using either an Airbus 330-300 or a Boeing 777-200.



On June 1, Star Alliance carrier **EgyptAir** launches new, non-stop service to Cairo four times weekly using a Boeing 777.

Also on June 1, **Icelandair** increases its capacity on existing Reykjavik service four times weekly using a larger Boeing 757-300, an increase of 200 seats per week.



On June 16, **Copa Airlines** becomes our newest carrier when it launches non-stop service to Panama City, Panama, four times weekly with a Boeing 737-700.

Air Canada and WestJet win awards

Toronto Pearson's two main air carriers had a remarkable year winning industry awards. We congratulate them on their successes.

Air Canada

- Skytrax Best Airline in North America, based on a worldwide survey of 17 million air travellers

- Canada's Preferred Airline for business travel, based on an Ipsos Reid Business Traveller Survey
- Best Airline in North America, based on an international survey of business travellers by Global Traveler magazine

WestJet

- Airline Staff Service Excellence Award at the 2010 World Airline Awards
- Highest equity airline brand, based on Harris Decima survey

Arts and Culture

Organized by Jewel Envy, a Toronto jewellery studio, resident jewellers challenged themselves to design new pieces inspired by the colour **RED**. Interpretations range from whimsical to sombre, and draw upon history, fairy tales and imagination.

This exhibition is on display in Terminal 1, International Departures, until March 2011.

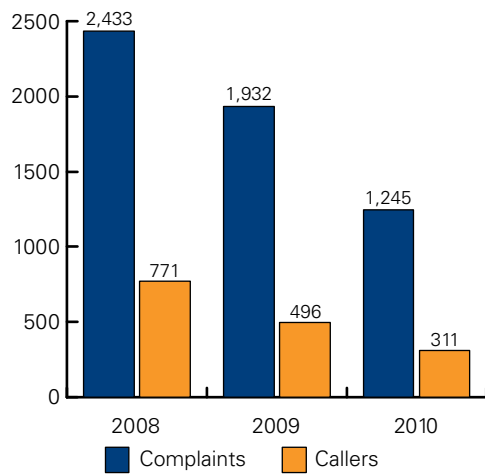
In *Weather Girl: an investigation into the elements of weather played out in 2 parts*, Toronto artist Tara Cooper worked from an account of a lightning strike survivor. Missy became the fictitious "Weather Girl" whose story is told through text, original artist prints, a hand-built weather station and various weather equipment, vintage books and paraphernalia.

Cooper's images are inspired by true stories of encounters with lightning and also depict cloud formations, rain drops and lightning. Each element is printed by hand and pinned to the gallery wall to create a composition.

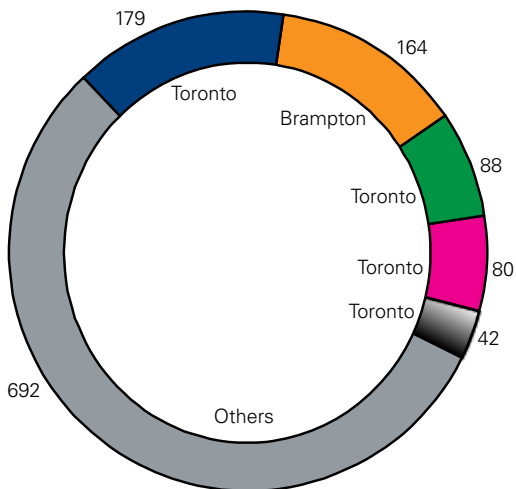
The exhibition is on display in Terminal 1, Domestic Departures, across from Gate 120, until April 2011.

Noise Complaints and Callers

(2008–2010)



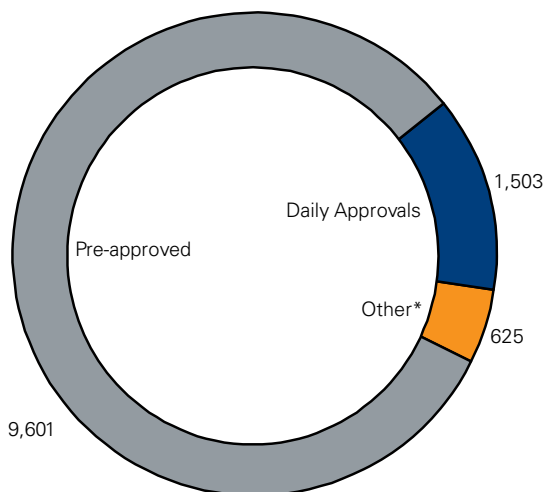
Top Five Callers vs. All Other Callers in 2010



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

Restricted Hours Flights

(November 2009–October 2010)



*Other operations include potential night violations, medevac flights, weather alternate flights, military and police

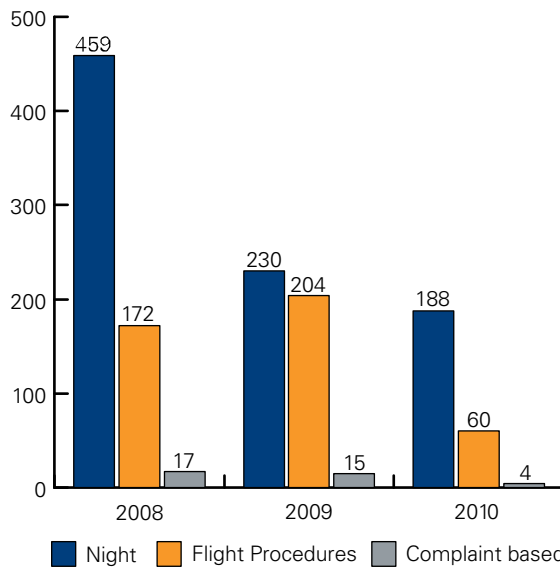
Early Turn Trials

The trial program allowing early turns on the north/south runways and extended prop turn hours continues, and related complaints are minimal.

Throughout the trial from March 3, 2008, to December 31, 2010, 1,579 eligible jet aircraft (22 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 1,798 props (94 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 2,064 (85 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 25 complaints.

Enforcement Investigations

(2008–2010)



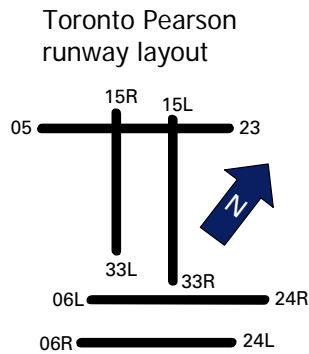
Comparison of Aircraft Movements and Noise Complaints by Runway Operation

Throughout 2010, there were 416,644 aircraft movements at Toronto Pearson, resulting in 1,245 complaints, of which 479 were related to aircraft arrivals, and 729 were related to aircraft departures. In addition, 37 complaints were received that were unrelated to runway operation.

The following tables attribute noise complaints to various runway operations.

Arrivals in 2010

Runway	Movements	Complaints
From east		
23	37,701	58
24R	44,030	118
24L	26,763	66
From south		
33R	891	62
33L	10,335	66
From west		
06R	19,423	12
06L	20,521	32
05	45,790	32
From north		
15R	1,011	19
15L	1,982	14
Total	208,447	479



Departures in 2010

Runway	Movements	Complaints
To east		
05	21,730	27
06L	57,082	112
06R	701	0
To south		
15L	1,167	67
15R	1	0
To west		
24L	409	0
24R	47,796	56
23	59,491	150
To north		
33L	3,324	33
33R	16,496	284
Total	208,197	729