

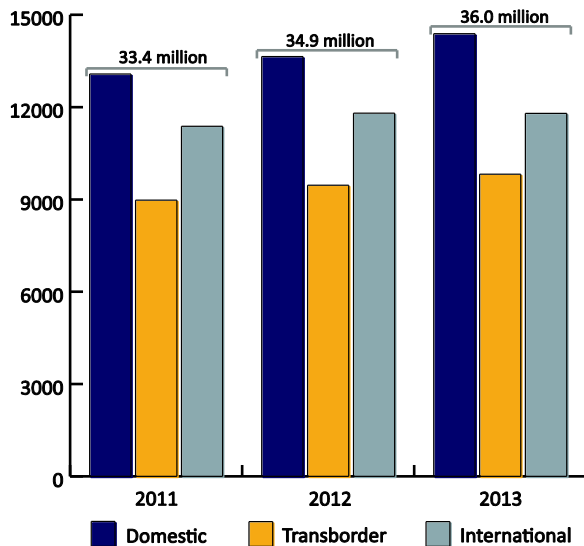
CONSULTATIVE COMMITTEE UPDATE

JANUARY 2014



Passenger Traffic at Toronto Pearson (2011–2013)

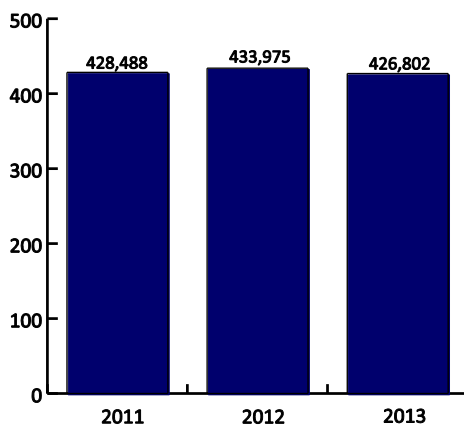
(in thousands)



Note: These numbers are estimates.

Runway Movements at Toronto Pearson (2011–2013)

(in thousands)



Note: These numbers are estimates.

GTAA Board Reviewing Toronto Pearson Ground Stop

A ground stop on North American arrivals to Toronto Pearson was in place into the morning of January 7, with the impact of 541 flight cancellations that day. Currently, the GTAA and its business partners are conducting a review of the events. GTAA management will report the facts and their recommendations to the Board. Thereafter, an ad hoc committee of the Board, in consultation with aviation experts from the Airports Council International, will review the report, and the Board will take action to improve airport services and the guest experience.

Chair Vijay Kanwar committed to sharing the findings of the Board review and actions taken with the public by the middle of April.

“We sincerely apologize for the inconvenience passengers have experienced,” Vijay Kanwar said. “The Board of the GTAA has a responsibility to the travelling public and this community. We understand that Toronto Pearson is a tremendous economic engine for the region and for our country. The safety of our employees, passengers and the public is always our top priority.”

Your Airport, Your Say

We have set up a form on our website to collect your feedback about the impact of the ground stop. Please [have your say](#) and let us know what you think.

Air Services

This winter, **Air Canada** increased service to Shanghai using a Boeing 777-300ER instead of a B777-200LR, about 85 more seats each way.

In September, Air Canada and **Air China** announced an expanded cooperation agreement with enhanced codeshares and interline connections between Canada and China.

Air Canada will launch a major European expansion this summer, including three new destinations: Milan, Lisbon and Manchester. Milan service will be five times weekly year-round, while Lisbon and Manchester service will be for the summer season.

In addition, Air Canada will increase service to Istanbul to daily flights this summer, up from three times weekly, while service to Barcelona will become non-stop. Also, flight frequencies to Edinburgh and Athens will increase this summer.

This winter, **WestJet** increased the number of weekly flights to St. Lucia; Providenciales, Turks and Caicos; and Varadero, Cuba. Service to Deer Lake and Fort McMurray became year-round.

WestJet is planning its regional carrier Encore's operations to begin this spring. WestJet has purchased 65 Boeing 737 MAX 7s (replaces B737-700) and 8s (replaces B737-800) to update their fleet and to expand for the future.

In October, WestJet and **Transaero** signed an interline agreement, allowing Transaero passengers access to WestJet domestic service from Toronto.

This winter, Transaero changed its Moscow service from Domodedovo International Airport, 42 km south-southeast of Moscow centre, to Vnukovo International Airport, 28 km southwest of Moscow centre.

This winter, **Saudia** added new non-stop service to Jeddah, Saudi Arabia, thrice weekly.

This spring, **Aer Lingus** will add new non-stop daily service to Dublin, using Boeing 757-200 aircraft.

Later this year, **Fly Jamaica Airways** will add new service to Kingston, Jamaica, and Georgetown, Guyana.

WebTrak launched in December

Toronto Pearson joined other airports, such as Heathrow, Sydney International, JFK and LAX, when it launched WebTrak on December 11, a free, online mapping tool showing air traffic within 30 nautical miles of the airport. After months of consultation, community members have praised the tool and their newfound access to this information. And community use is on the rise, up from 11 users per day on launch to as many as 86 users on New Year's Day.

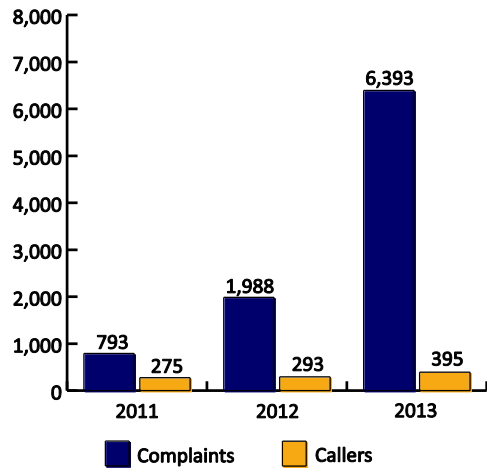
WebTrak shows all air traffic, 24 hours a day, seven days a week, except military, police, and medevac flights, in near real time, after a 12-minute delay. The aircraft shown are colour coded: Toronto Pearson arrivals are yellow; departures are blue. Overflights from other airports are colour coded as follows:

- Downsview flights are green.
- Billy Bishop flights are pink.
- Buttonville flights are purple.
- Hamilton flights are orange.
- Flights from other airports, such as Brampton, Oshawa and Burlington, are black.

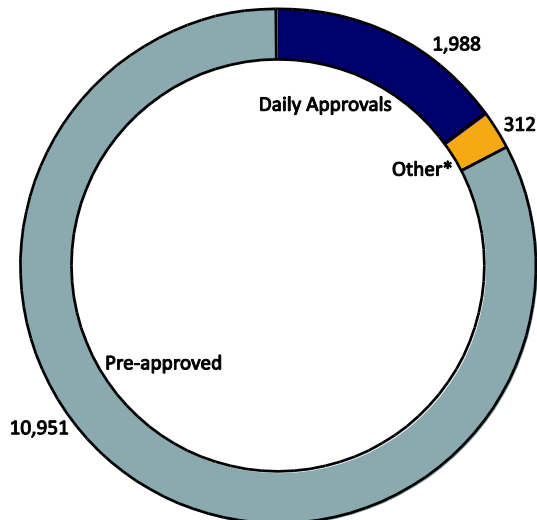
By clicking on an aircraft, users can see its flight information, such as aircraft type, altitude, origin and destination. The information comes from Nav Canada's Auxiliary Radar Display System (NARDS). Users can also view historical flight data for the past 90 days.

WebTrak also displays our 17 Noise Monitoring Terminals in the neighbouring communities. They display as yellow circles with the current noise reading at the station in decibels.

Noise Complaints and Callers
(2011–2013)

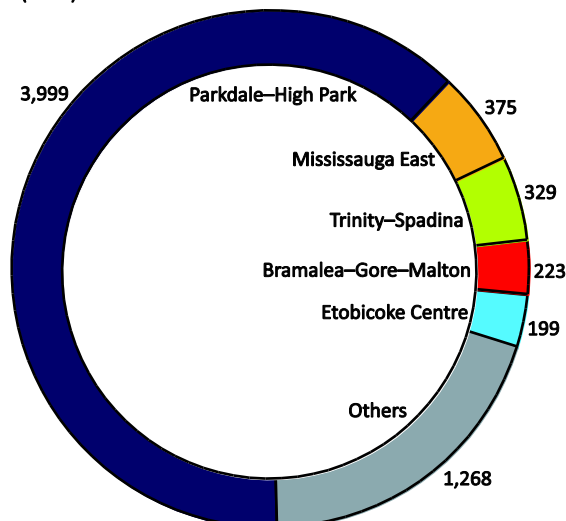


Restricted Hours Flights
(November 2012–October 2013)



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

Top Five Callers vs. All Other Callers
(2013)



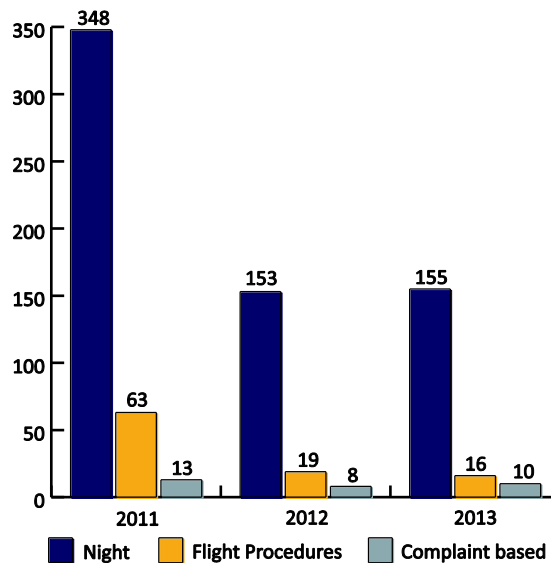
This chart shows the number of complaints made by our five most frequent callers, identified by location.

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 December 31, 2013, 2,363 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 3,134 props (92 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 5,445 (84 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 196 complaints.

Enforcement Investigations
(2011–2013)



Comparison of Aircraft Movements and Noise Complaints by Runway Operation

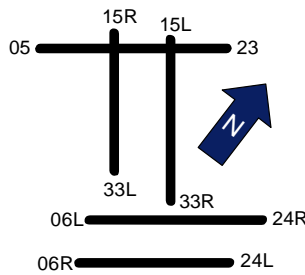
From January to December 2013, there were 426,802 aircraft movements at Toronto Pearson, resulting in 6,393 complaints from 395 complainants, of which 5,127 complaints were related to aircraft arrivals and 1,219 were related to aircraft departures. Forty-seven complaints were unrelated to runway operations.

The following tables attribute noise complaints to various runway operations.

Arrivals in 2013

Runway	Movements	Complaints
From east		
23	41,684	269
24R	44,284	2,048
24L	42,152	2,291
From south		
33R	520	31
33L	4,832	72
From west		
06R	20,580	53
06L	9,599	40
05	48,585	64
From north		
15R	738	248
15L	2,673	11
Total	215,647	5,127

Toronto Pearson runway layout



14.9 complaints/
1,000 aircraft movements

0.9 complainants/
1,000 aircraft movements

Departures in 2013

Runway	Movements	Complaints
To east		
05	17,316	35
06L	48,452	383
06R	7,781	39
To south		
15L	398	38
15R	429	16
To west		
24L	3,222	17
24R	52,516	240
23	68,400	340
To north		
33L	3,488	16
33R	9,153	95
Total	211,155	1,219