2016 Noise Management Statistics
CENAC Meeting February 22, 2017
Complaints & Callers

### 2016 Complaints and Callers (By Month)

<table>
<thead>
<tr>
<th>MONTH</th>
<th>COMPLAINTS</th>
<th>CALLERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>4,163</td>
<td>99</td>
</tr>
<tr>
<td>February</td>
<td>5,232</td>
<td>96</td>
</tr>
<tr>
<td>March</td>
<td>4,845</td>
<td>137</td>
</tr>
<tr>
<td>April</td>
<td>4,431</td>
<td>145</td>
</tr>
<tr>
<td>May</td>
<td>4,972</td>
<td>168</td>
</tr>
<tr>
<td>June</td>
<td>3,846</td>
<td>195</td>
</tr>
<tr>
<td>July</td>
<td>6,326</td>
<td>159</td>
</tr>
<tr>
<td>August</td>
<td>5,248</td>
<td>200</td>
</tr>
<tr>
<td>September</td>
<td>4,176</td>
<td>202</td>
</tr>
<tr>
<td>October</td>
<td>2,866</td>
<td>162</td>
</tr>
<tr>
<td>November</td>
<td>3,207</td>
<td>135</td>
</tr>
<tr>
<td>December</td>
<td>3,823</td>
<td>102</td>
</tr>
</tbody>
</table>

- Complaints increased by 116.5%
- Number of callers increased by 0.3%
- Although the number of callers are similar, over 500 of the 2016 callers did not call in 2015
## Complaints & Callers (2016 - By Federal Riding)

### Federal Riding | Complaints | Callers
--- | --- | ---
Beaches-East York | 119 | 2
Bramalea - Gore - Malton | 1 | 1
Brampton Centre | 437 | 38
Brampton East | 30 | 10
Brampton North | 12 | 7
Brampton South | 58 | 23
Brampton West | 2 | 2
Burlington | 1 | 1
Davenport | 39 | 4
Don Valley East | 5086 | 17
Don Valley North | 6 | 3
Don Valley West | 2276 | 47
Dufferin-Caledon | 41 | 3
Eglinton-Lawrence | 260 | 19
Etobicoke - Lakeshore | 266 | 48
Etobicoke Centre | 2918 | 109
Etobicoke North | 2643 | 32
Humber River-Black Creek | 89 | 48
King-Vaughan | 92 | 18
Markham-Stouffville | 858 | 2
Markham-Thornhill | 8 | 4
Markham-Unionville | 9 | 4

### Federal Riding | Complaints | Callers
--- | --- | ---
Mississauga Centre | 5 | 4
Mississauga East-Cooksville | 198 | 37
Mississauga-Bram. South | 1 | 1
Mississauga-Erin Mills | 40 | 13
Mississauga-Lakeshore | 69 | 13
Mississauga-Malton | 270 | 33
Mississauga-Streetsville | 891 | 44
Oakville | 2610 | 67
Oakville North-Burlington | 11606 | 88
Parkdale-High park | 14756 | 35
Richmond Hill | 2 | 2
Scarborough Centre | 6 | 2
Scarborough-Agincourt | 1 | 1
Scarborough-Guildwood | 2 | 2
Scarborough-Rouge Park | 639 | 1
Spadina-Fort York | 1 | 1
Thornhill | 12 | 10
Toronto-Danforth | 3 | 3
Toronto-St.Paul's | 991 | 19
University-Rosedale | 6 | 4
Vaughan-Woodbridge | 207 | 9
Wellington-Halton Hills | 5431 | 23
Willowdale | 73 | 10
York Centre | 16 | 6
York South-Weston | 3 | 3

**Grand Total** | **53135** | **880**
2016 Complaints by Area
Runway Movements & Complaints
January to December 2016

Complaints by Runway Movements
Total = 53,001

Runway Movements Total = 453,444

72% of the complaints were for Arrivals
28% of the complaints were for Departures

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups

Non-Runway Complaints Total = 134
Runway Movements & Complaints
January to December 2016 Restricted Hours (00:30 – 06:29)
* Report reflects runway movements – complaints for calendar year, not night flight budget year

Complaints by Runway Movements
Total = 2,724

Runway Movements
Total = 15,126

78% of the complaints were for Arrivals
22% of the complaints were for Departures
5% of the overall complaints were during Restricted hours

160 854 1790 4,473
18 21 97 1,654 49 1,306 3,655 307
15R 15L 15R 15L
108 430 05 23

21 114
108 430

24L 24R
67 3
55 5
06R 06L
160 854 1790 4,473
18 21 97 1,654 49 1,306 3,655 307
15R 15L 15R 15L
108 430 05 23

21 114
108 430

24L 24R
67 3
55 5
06R 06L

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups
Non-Runway Complaints Total = 38
2016 Enforcement Investigations

Noise Abatement Procedures
- All arrival and departure operations are monitored for compliance with the Noise Abatement procedures using rules set in the Airport Noise and Operations System
- Listen to voice recordings between pilot and NAV CANADA for possible explanation ie. weather avoidance, safety

Night Flight Restriction Program
- All flights that operate during the Restricted Hours (12:30am-6:30am) are verified against night flight schedule and day of operations approvals

Formal Investigation
- When there is no evidence or reasonable explanation for non-compliance to the Night Flight Restriction Program or the Noise Abatement procedures, details are forwarded to Transport Canada for their investigation and potential enforcement action

<table>
<thead>
<tr>
<th>Type</th>
<th>GTAAA Investigations</th>
<th>Sent to Transport Canada</th>
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</thead>
<tbody>
<tr>
<td>Night Flight Restriction Program</td>
<td>127</td>
<td>8</td>
</tr>
<tr>
<td>Noise Abatement Procedures</td>
<td>29</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>156</strong></td>
<td><strong>10</strong></td>
</tr>
</tbody>
</table>
Runway Movements & Complaints
January to December 2016 – Preferential Hours (00:00 – 06:29)

Complaints by Runway Movements
Total = 3,895

Runway Movements
Total = 19,875

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups
Non-Runway Complaints Total = 41
Operational Trials Updates

North South Early Jet Turns

Certain small jet aircraft are permitted to turn to course shortly after takeoff on the east/west runways between 07:00 and 23:00.

- This is standard procedure since 2005.
- During the trial, early turns are also permitted on the north/south runways.

From March 3, 2008 to December 31, 2016

- 2,657 eligible jet aircraft (18%) participated
- 10 complaints are attributed to this trial.

Propeller Turns Extended Hours

Propeller aircraft are permitted to turn to course shortly after takeoff from any runway between the hours of 07:00 and 23:00.

- This is standard procedure since the 1970s.
- During the trial, prop turns are also permitted from 06:30 until 23:30.

From March 3, 2008 to December 31, 2016

- 3,840 props (88%) turned between 06:30 and 06:59
- 9,444 props (83%) turned between 11:01 and 11:30 p.m.
- 347 complaints are attributed to this trial.