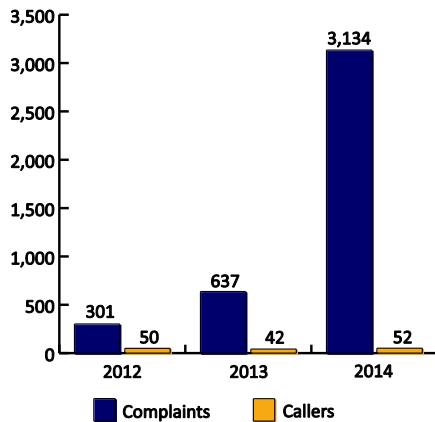


# COMMUNITY ENVIRONMENT AND NOISE ADVISORY COMMITTEE UPDATE

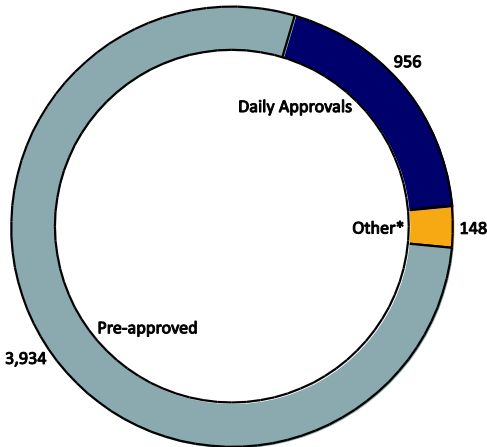
APRIL 2014



## Noise Complaints and Callers (January–February, 2012–2014)

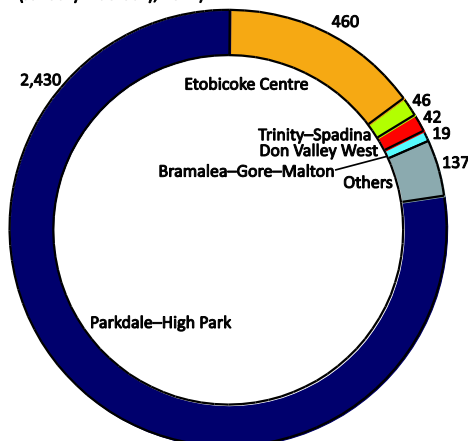


## Restricted Hours Flights (November 2013–February 2014)



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

## Top Five Callers vs. All Other Callers (January–February, 2014)



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

## GTAA releases report on January operations disruption

The GTAA is committed to continually reviewing and enhancing the way we serve our passengers and community. As part of this commitment, we undertook a 90-day review of how Toronto Pearson functioned during the extreme weather events between January 5 and 9.

On January 18, we asked travellers, airport employees and the general public to share their experiences and observations during that time. The input we received helped us understand not only what happened, but the impacts it had from many different points of view.

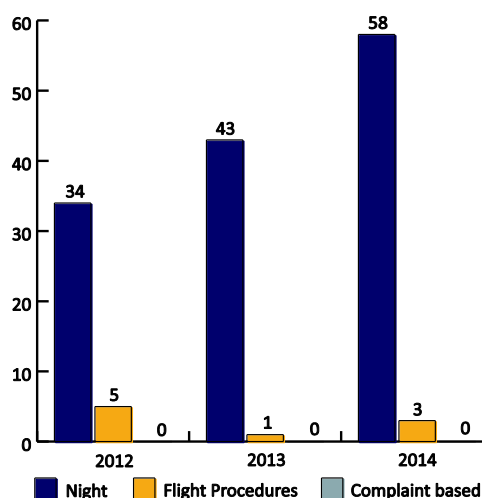
On April 10, we released our report [Toronto Pearson January 2014 Operations Disruption: Review and Recommendations](#) that outlines a series of actions we will take to improve Toronto Pearson operations, communications and customer service. Some changes have been made; others will take time. We will report on our progress in November.

## Early Turn Trial

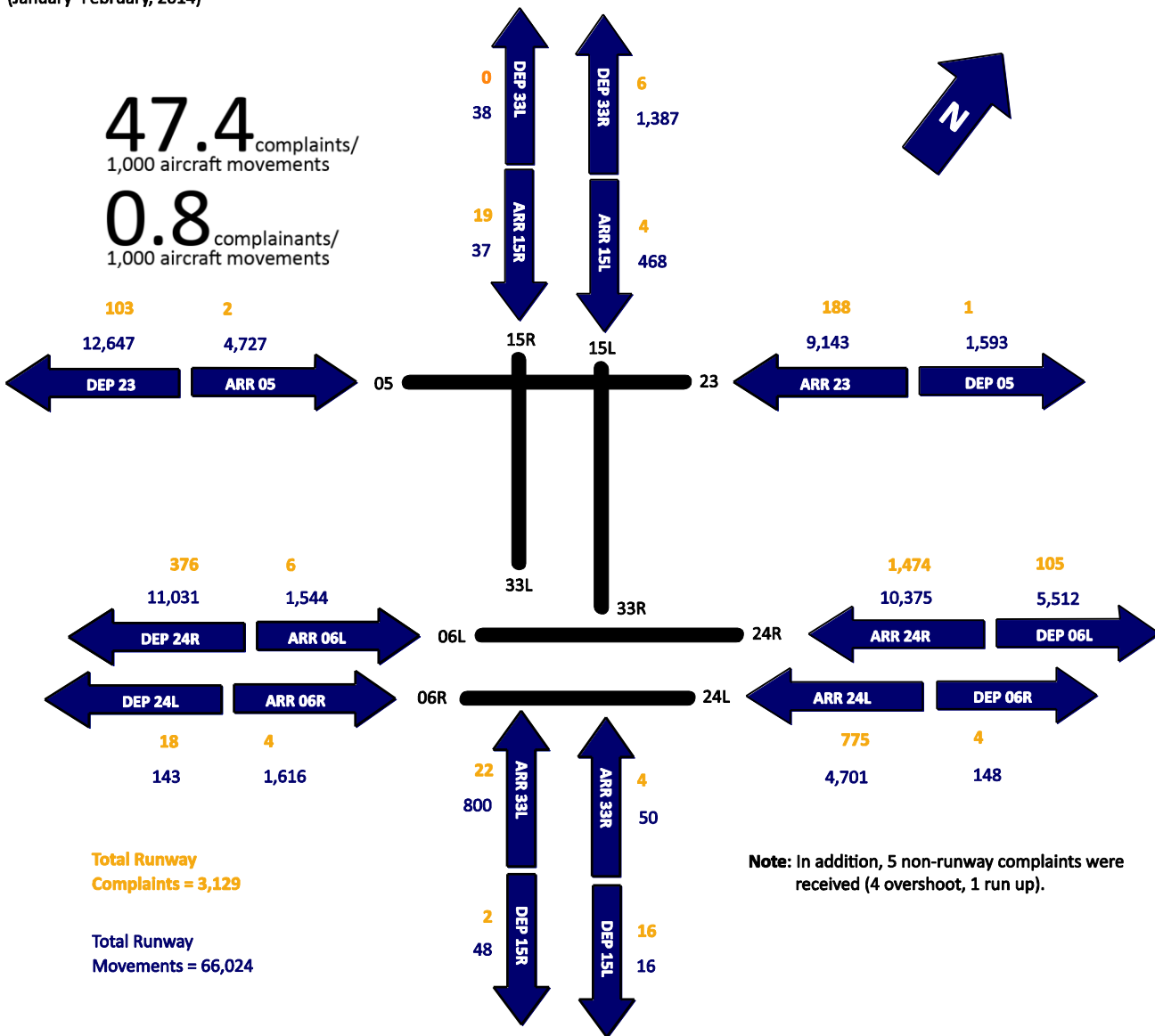
The trial program allowing early turns on the north/south runways and extended prop turn hours continues.

Throughout the trial so far, from March 3, 2008, to February 28, 2014, 2,241 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 3,158 props (92 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 5,640 (83 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 204 complaints.

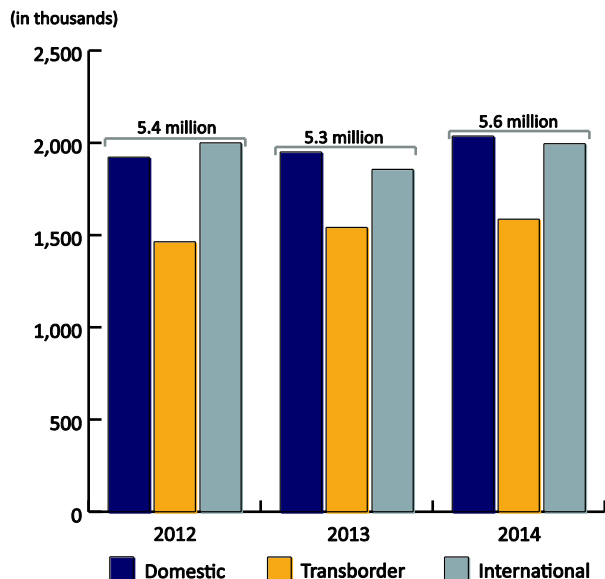
## Enforcement Investigations (January–February, 2012–2014)



**Runway Movements and Noise Complaints by Runway Operation**  
(January–February, 2014)

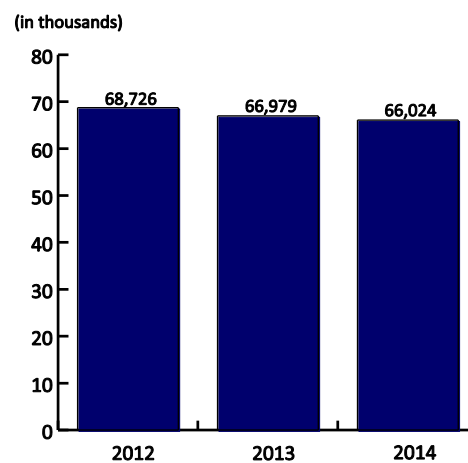


**Passenger Traffic at Toronto Pearson**  
(January–February, 2012–2014)



**Note:** These numbers are estimates.

**Runway Movements at Toronto Pearson**  
(January–February, 2012–2014)



**Note:** These numbers are estimates.