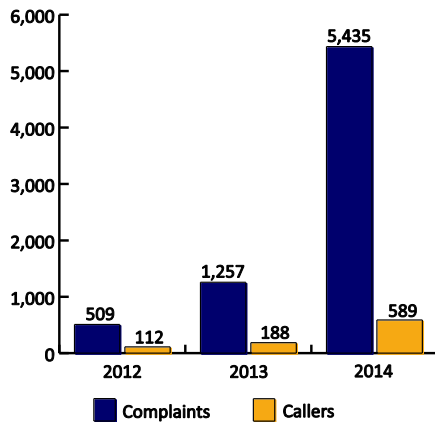


COMMUNITY ENVIRONMENT AND NOISE ADVISORY COMMITTEE UPDATE

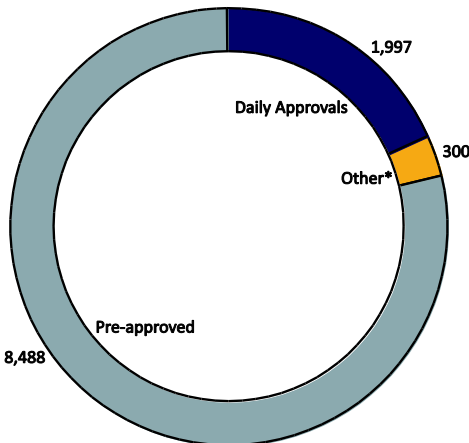
SEPTEMBER 2014



Noise Complaints and Callers (May–July, 2012–2014)

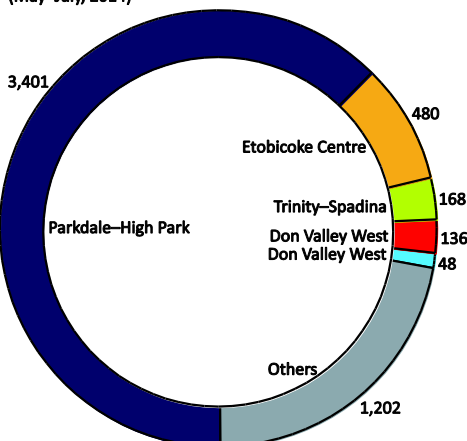


Restricted Hours Flights (November 2013–July 2014)



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

Top Five Callers vs. All Other Callers (May–July, 2014)



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

Toronto Pearson named Best Canadian Airport

For the sixth year in a row, Toronto Pearson was named the best Canadian airport in the Agents' Choice Awards, based on responses from 5,251 travel agents across the country, the largest survey of its kind in Canada.

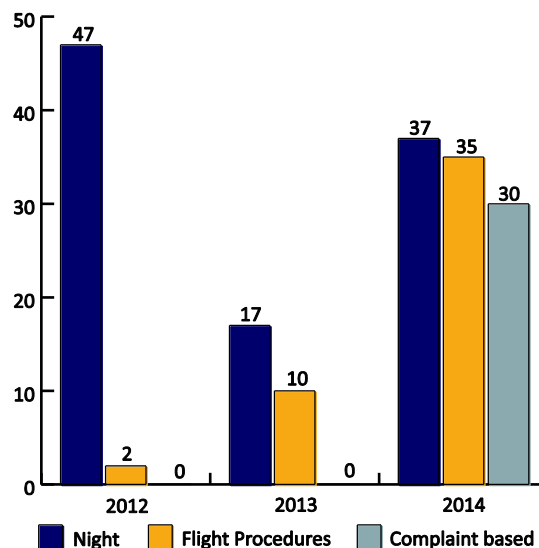
Specifically mentioned in the award was our ability to spring back from the extreme weather events in January and make improvements for our passengers and airline partners, which in turn simplified things for travel agents. Most agents placed Toronto Pearson first because their clients are satisfied flying through Toronto, often with cheaper fares than smaller airports, such as Hamilton. One agent said: "It pays for them to drive to Toronto, leave the car there, and fly out of Toronto."

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 July 31, 2014, 2,310 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in nine complaints. During this time, 3,276 props (92 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 6,152 (83 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 230 complaints.

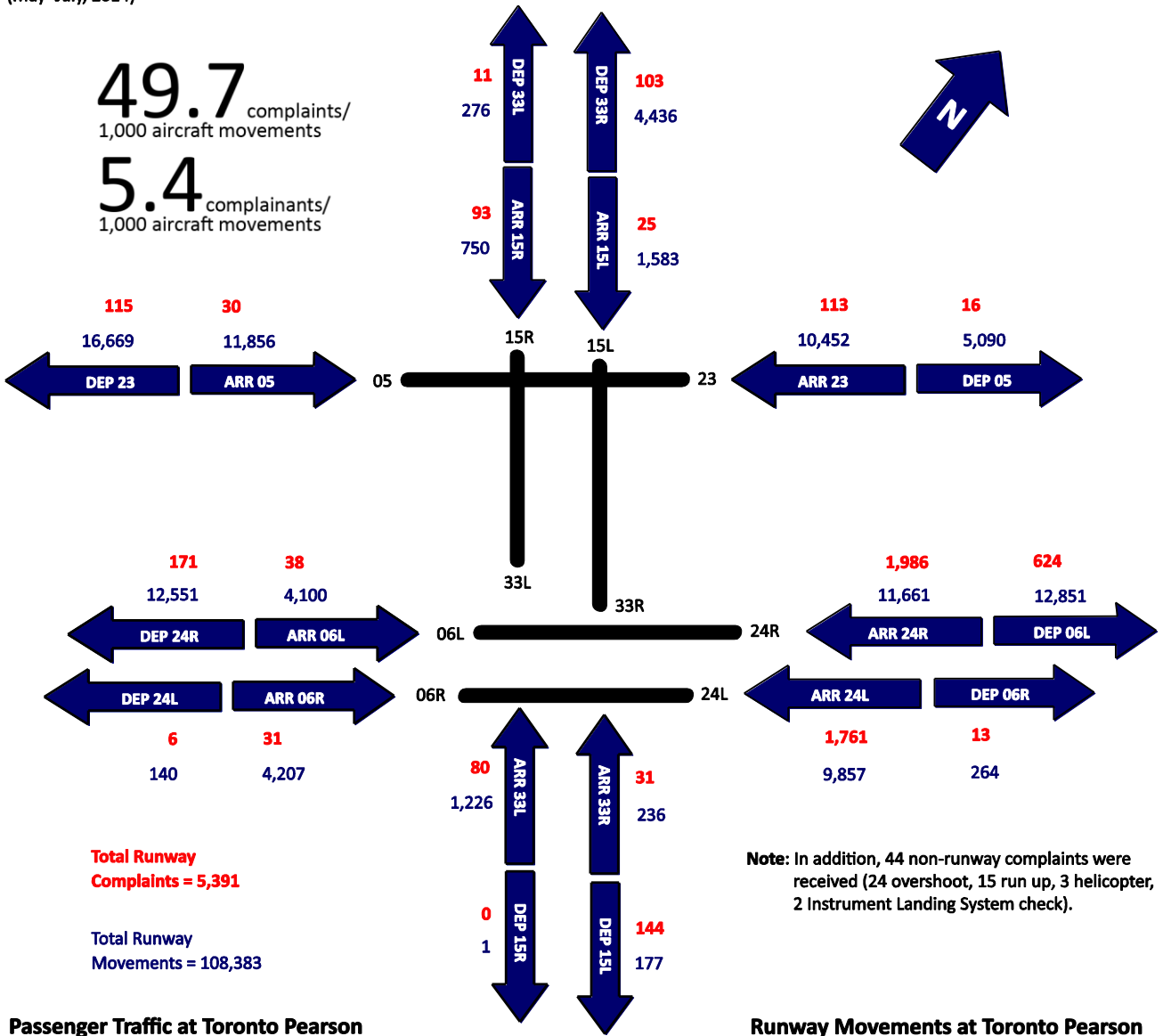
Enforcement Investigations (May–July, 2012–2014)



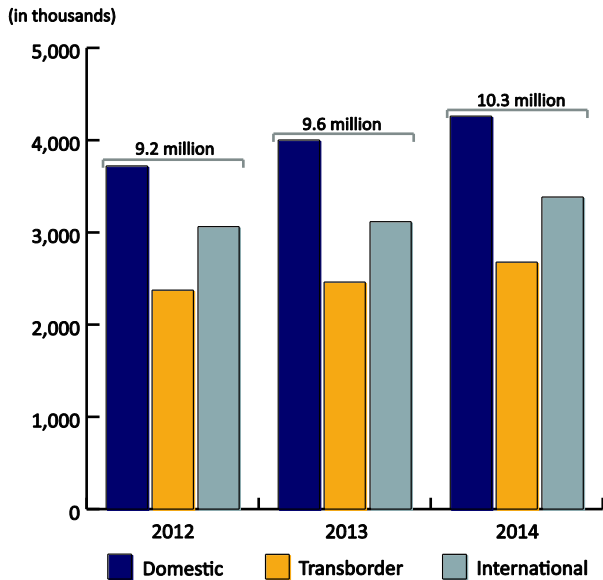
Runway Movements and Noise Complaints by Runway Operation
(May–July, 2014)

49.7 complaints/
1,000 aircraft movements

5.4 complainants/
1,000 aircraft movements

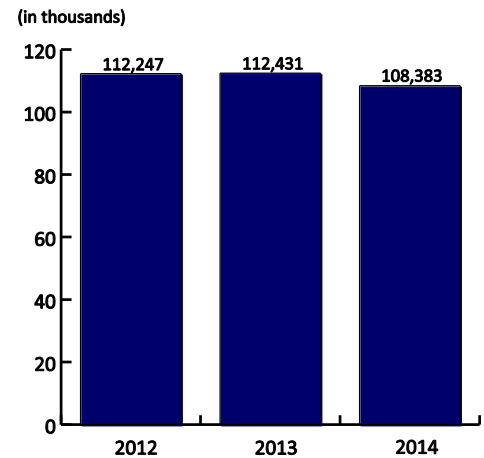


Passenger Traffic at Toronto Pearson
(May–July, 2012–2014)



Note: These numbers are estimates.

Runway Movements at Toronto Pearson
(May–July, 2012–2014)



Note: These numbers are estimates.