

November 19, 2014

Chair and members of the board of CENAC

My name is Ken Burford and I live in Toronto at 43 Cuthbert Crescent which is in the Yonge-Davisville area, about 18 kilometres from Pearson Airport.

I am here to, again, request that the Greater Toronto Airports Authority create an online process for people to log complaints regarding chronic aircraft noise.

This committee dealt with my original request at its June 25, 2014 meeting based on an email that I had sent which also requested the GTAA to create an online process for people to log chronic aircraft noise complaints. I did not attend that meeting. According to the minutes of that meeting, this committee, and I quote “responded back stating individual complaints are very important to the complaint process, therefore the GTAA recommends continuing with a 1:1 complaint process. R Connelly sought Committee support for maintaining the current complaint process”. End of quote. That is all that was in the minutes.

I am here today for 4 reasons.

- 1st I did not hear the discussion that went on at the June 25 meeting to reject my request**
- 2nd to present more fully my arguments for creating an additional complaint process to handle chronic aircraft noise**
- 3rd to take part in any discussion about this item so that I can hear the reasons why this request was rejected and provide a rebuttal**
- 4th to, once again, request that you amend your complaint process to accommodate chronic aircraft noise complaints.**

Because NAV Canada unilaterally created a more concentrated arrivals flight path and moved it over our neighbourhood in February 2012, we now have 80,500 planes passing relatively close over our heads every year. That’s one every 4.5 minutes on average from 6:30 am to 12:30 am. Since that is just an average, sometimes we hear aircraft every 30 seconds.

This past Sunday, from 3:00pm to 4:00pm, 25 planes went over my head while I was working in my yard. That is a plane every 2.4 minutes. I noticed, and was bothered by, each one. The noise lasts about a minute. About ½ hour of that hour was filled with Pearson arrivals aircraft noise. What am I supposed to do, log each of those occurrences?

Before, that change, I experienced relative quiet regarding aircraft noise. Now the highway 401 of aircraft has been moved over my head. I moved to where I live

because it is a quiet street. I also love the neighbourhood. I don't like noise. I'm bothered by it and I regard it as a form of pollution that is not healthy for me. I could move, but that is a huge change and expense and who is going to compensate me? And, the way that NAV Canada currently operates, they could move the narrow arrivals flight path over my head again.

I am aware that not everyone in our neighbourhood is bothered by the aircraft noise under this concentrated arrivals flight path, but I know that a significant percent are. For those of us that are bothered by the noise, once we are aware of it, we cannot block it out. We hear every plane. And, since we can't escape it or fight it, it causes us to be stressed. And, studies around the world have proven that stress caused by unwanted, uncontrollable noise can lead to physical health problems and in extreme cases heart attacks.

And, although you folks seem to be focused on it, the level of noise for me is not the main issue here. It is the constant drip, drip, drip of the noise. For me it is like Chinese Water Torture where the water is replaced by aircraft noise.

The current GTAA process only handles one-off complaints and seems to focus on level of noise. To record a complaint every time that the noise bothers me I, and people like me, would have to log individual complaints. That would be ridiculous and a huge waste of time for me and you. It would skew your stats and be rejected anyway since you are focusing on level of noise and not the simple occurrence. It would also be an insane process since I would be repeating the same thing over and over again expecting something to change and we all know that that process is not going to lead to any change.

Since nothing is done about the current noise complaints, I, and people like me, lose the interest and will to keep complaining. The GTAA noise statistics go down and the problem appears to go away. Voila! No noise issue. Just a health issue for us under these concentrated flight paths.

Look folks. NAV Canada has changed the game and you folks have not adjusted your noise complaint processes to accommodate the change. There is no way that your noise complaint statistics match the reality out there.

Again, I am requesting that the process be changed to accommodate the chronic type noise complaint that I and others are now experiencing due to the February 2012 NAV Canada changes. In my email I suggested that the reporting of the type of complaint that I am talking about here could be done on a less frequent basis, for example, once per quarter.

Better still would be for NAV Canada to change the flight paths so that they are not concentrated as they are now and so that the noise is shared fairly by other residents of Toronto.