

## CENAC Backgrounder Complaint Management

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### **Background:**

On April 7, 2014 Toronto resident Ken Burford submitted an email request for a new process for managing requests from residents who were chronically impacted by noise. On April 30 the GTAA responded via email, indicating that individual complaints are critical to understanding trends and the GTAA would maintain the current 1:1 complaint process. This response was ratified at the June 2014 CENAC Meeting.

Ken Burford requested this response be reviewed at the November 19, 2014 CENAC meeting. The full request can be found [here](#).

### **Recommendation by committee members:**

Reaching out to other airports of similar size, and that use the same software system, to understand their process, and see whether there is a practice for capturing complaints chronically impacted by noise.

### **Dallas/Fort Worth Airport:**

- Complaints with individual incident times submitted in bulk in one email or call are counted as 1 complaint; bulk complaints are not accepted.
- The online form allows for only one incident time to be registered to the system

### **Minneapolis-Saint Paul Airport:**

- Complaints with individual incident times are registered as 1: 1 in the system, even if submitted in bulk in one email or call. An incident time must be identified in the email complaint form to be registered.
- The online complaint allows only one complaint with one incident time to be submitted at a time.

### **Recommended Response to Mr. Burford:**

Toronto Pearson's Noise Management Program works to strike a balance between operating a growing airport and regional economic engine with the impact on our neighbours. Accurate complaint tracking helps us to measure this impact. As such, we continue to recommend continuing with a 1:1 complaint process.

Individual complaints are critical to understanding trends. The Noise Management Program and associated published procedures in place today are in part the result of noise complaints, impacts and trends over the years. Every complaint received by the noise office including complaints with multiple aircraft incident times are analyzed, registered, and responded to upon request. All complaints are logged in Toronto Pearson's Noise Complaint Database.

To be registered and tracked in ANOMS, all complaints must:

- Be for a Toronto Pearson flight that can be correlated against a specific aircraft.

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- Residents are welcome to submit multiple complaints using one complaint form, but there must be an incident time identified for each complaint for it to be registered.
- Complaints tracked by disturbance type (ie, chronic noise) would count as 1 complaint.
- Be made no later than the fifteenth day of the following month; for example, all complaints for January 2015 operations must be received by February 15, 2015.
- Include valid contact information including the resident's full name, address, postal code and telephone number.

Residents are welcome to make multiple – or bulk – complaints in one submission by listing separate incident times in the comments section of the complaint, rather than submit a separate complaint for each incident time. In addition, residents may submit more generalized complaints by email to the Noise office which will be recorded in a Correspondence Tracker.

Analyzing and tracking complaints is just one component of our Noise Management Program. We are always working to ensure that our program is keeping up with industry best practices – in fact, that is exactly why we have our [5 Year Noise Management Action Plan](#).