Noise Management Action Plan Update
Best Practices Review - June 22, 2016

Best Practices Review

Noise Management Action Plan
Research Industry Best Practices

Research	Details
1. Noise Complaint process	Review noise complaint process in place at other leading airports.
2. Community Noise Committees	Review noise committees such as CENAC at various airports
3. Noise Reporting Metrics	Will review industry best practices on noise metrics and reporting to reflect current concerns
4. Noise Ombudsman	Study role of a Noise Ombudsman where in place such as Australia. Independent from the airport, Air traffic services and the community

Australia's Aircraft Noise Ombudsman (ANO)

The ANO is an independent administrative office that:

a) Reviews the handling of complaints or enquiries made to Airservices Australia (Airservices) or the Department of Defence (Defence) about Aircraft Noise;

b) Monitors and reports on the effectiveness of community consultation processes relating to Aircraft Noise undertaken by Airservices and Defence;

c) Monitors and reports on the effectiveness of the presentation and distribution of Aircraft Noise-related information; and

d) Provides targeted reviews of specific aspects of Aircraft Noise management as requested by Airservices and Defence.

Taken from the Aircraft Noise Ombudsman Charter
http://www.ano.gov.au/about/docs/ANO_charter_2015.pdf

Research Best Practices at other Airports

Research	Nature of Research
5. Noise Management Programs/Fly Quiet Programs	• Determine programs in place at other airports and what elements could be considered for Toronto Pearson • Technology and resources required to monitor and report results
6. Quieter fleet initiatives – A319, A320, A321 retrofit	• Future plans for these aircraft at Toronto Pearson • Costs and timelines involved in retrofit • Types of incentive programs in use by airports

Fly Quiet Program – London Heathrow

FlyQuiet Programme
A quieter Heathrow
FlyQuiet league table – Q4 2015

Heathrow
Making every journey better

| Rank	Airline name	1 QC/seat	2 Chapter number	3 CDA violations	4 Track keeping violations	5 Pre-0430	6 Pre-0600
1	British Airways - short haul	🟢	🟢	🟢	🟢	🟢	🟢
2	Aer Lingus	🟢	🟢	🟢	🟢	🟢	🟢
3	Etihad Airways	🟢	🟢	🟢	🟢	🟢	🟢
4	American Airlines	🟢	🟢	🟢	🟢	🟢	🟢
5	Emirates	🟢	🟢	🟢	🟢	🟢	🟢
6	Qantas Airways	🟢	🟢	🟢	🟢	🟢	🟢
7	Scandinavian Airlines System	🟢	🟠	🟢	🟢	🟢	🟢
8	United Airlines	🟢	🟠	🟢	🟢	🟢	🔴
9	Delta Air Lines	🟢	🟠	🟢	🟢	🟢	🟢
10	KLM Royal Dutch Airlines	🟢	🟢	🟠	🟢	🟢	🟢
11	Air Malta	🟢	🟠	🟢	🟢	🟢	🟢
12	Cathay Pacific Airways	🟢	🟠	🟢	🟢	🟢	🟢
13	British Airways - long haul	🟢	🟠	🟢	🟢	🟢	🔴
14	Icelandair	🟢	🟢	🟢	🟢	🟢	🟢
15	Air Canada	🟢	🟠	🟢	🟢	🟢	🟢
16	Finnair	🟢	🟠	🟢	🟢	🟢	🟢
17	Malaysia Airlines	🟢	🟢	🟠	🟢	🟢	🟢
18	Virgin Atlantic Airways	🟢	🟢	🟢	🟢	🟢	🟢
19	TAP Portugal	🟢	🟠	🟠	🟢	🟢	🟢
20	Deutsche Lufthansa	🟢	🟠	🟢	🟢	🟢	🟢
21	Eurowings	🟢	🟠	🔴	🟢	🟢	🟢
22	Saudi Arabian Airlines	🟠	🟢	🟢	🟢	🟢	🟢
23	Iberia	🟢	🟠	🟠	🟢	🟢	🟢
24	Qatar Airways	🟢	🟢	🟠	🟢	🟢	🔴

Vortex Generator

Principle of the vortex generator

without vortex generator
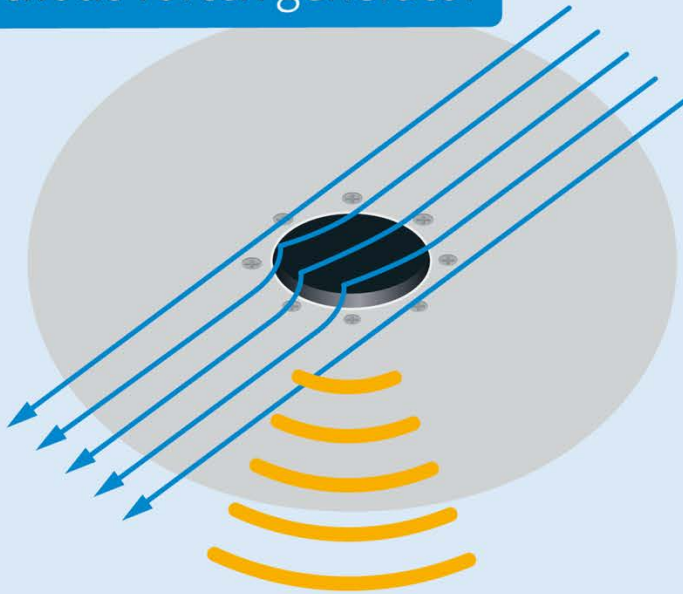
with vortex generator
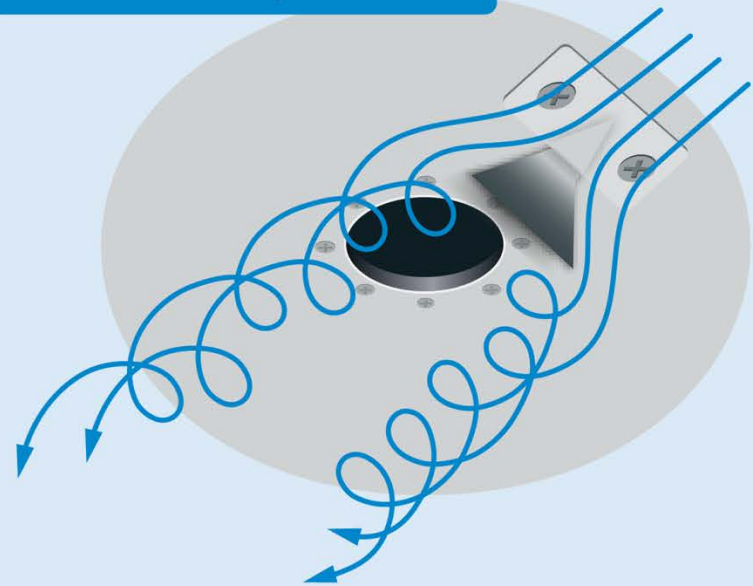
CENAC Feedback

CENAC Feedback and Next Steps

CENAC Feedback

- Thoughts on research items?

Next Steps

- Third party to conduct research and provide recommendations

Thank you

For You. The World.

GTAA

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