



Draft

- Date:** June 2, 2010
- Location:** GTAA Administration Building, Pearson Boardrooms A & B
- Chair:** Toby Lennox
- Attendees:** Bill Clark, Brampton Board of Trade
Dino Basso, Region of York
Maja Prentice, Councillor, City of Mississauga
Rick Cockfield, Region of Halton
David Cavaco, for Councillor City of Toronto
David Purkis, City of Toronto Resident
Andrew Pask, Mississauga Board of Trade
Suresh Thakrar, City of Mississauga
- Regrets:** Tom AppaRao, Region of Peel
Charles Dorrington, Brampton Mississauga & District Labour Council
Vicky Dhillon, Councillor, City of Brampton
David Shiner, Councillor, City of Toronto
Pat Olive, Region of Durham
Heather Craig-Peddie, ACTA Ontario
Patrick O'Brien, City of Brampton Resident
- Resource Members:** Susan Amring, City of Mississauga
Paul Steckham, Ministry of Transportation
John Golden, NAV Canada
Russ Cruickshank, GTAA
Kim Stefanazzi, GTAA
- Resource Members Absent:** Rob Bergevin, Transport Canada
Don Eastwood, City of Brampton
Randy McLean, City of Toronto
Henry Turner, Ministry of Tourism
- Guests and Others:** Kamala Allsop, Hotspex
Kathy Bochan, GTAA
Cynthia Woods, GTAA
- Next meeting:** September 1, 2010

Item	Details
1.0	PRELIMINARY ITEMS – Toby Lennox
1.1	<p>Welcome and Roll Call Meeting began at 4:05 p.m.</p> <p>T. Lennox called the meeting to order, and R. Cruickshank conducted the roll call</p>
1.2	<p>Approval of Agenda Deferred because we did not have quorum.</p>
1.3	<p>Review and Approval of February 17, 2010 Minutes. Deferred because we did not have quorum.</p>
1.4	<p>Matters Arising from Previous Minutes (Action Items)</p> <p>Welcomed Andrew Pask as a new member representing the Mississauga Board of Trade (replacing George Kairys).</p>
	<p><u>December 2, 2009</u></p>
	<p><u>D. Cavaco inquired about Globe and Mail article regarding aircraft maintenance practices in Canada.</u></p>
	<p>A presentation will be made at September 1, 2010 meeting.</p>
	<p><u>B. Clark inquired about installing monitors to show arrivals and departures in the cell phone parking lot.</u></p>
	<p>Tim Dougherty, Groundside Operations Manager is investigating this issue.</p>
	<p><u>February 17, 2010</u></p>
	<p><u>B. Clark inquired about obtaining a copy of the Usage and Attitude Survey as well as the overall panel results of survey.</u></p>
	<p>A presentation was made later in the meeting (See Item 3.1)</p>
2.0	Regular Items
2.1	<p>The Consultative Committee Update was attached to the agenda.</p> <p>The members were given a copy of GTAA 2009 Annual Report.</p> <p>There was an overall 6.1% decrease in traffic however financially the GTAA did well as a result of the steps that were taken to manage costs, curtail capital, and increase the Airport Improvement Fee (AIF). These savings were passed on to the air carriers.</p>

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	<p>International traffic has increased: March 2010 Asian traffic increased by 20% over 2009.</p> <p>D. Cavaco inquired what the potential impact on security will be at Toronto Pearson with the G20 coming up in June. In addition, Andrew Pask inquired what the projected air traffic is going to be like during that weekend.</p> <p>T. Lennox responded that the GTAA is providing a dedicated area for all official Head of State travel, which is located away from the main terminal areas. The GTAA is working to manage the arrivals and departures in accordance with our slot process and in co-ordination between the RCMP, Peel Regional Police and the OPP. There are areas we do not have any control of (where the motorcades are going to travel: Highways 401 and 427, Gardiner Expressway, Don Valley Parkway) but we have been working with the agencies to ensure that it will run smoothly as it can. Toby also noted the last day of school is June 29th therefore the GTAA feels air traffic should not be significantly impacted.</p> <p>D. Purkis asked how implementation of the fully body scanners was going.</p> <p>T. Lennox replied that body scanners are used on a random basis; passengers are given a choice of using them. The GTAA will be getting additional body scanners which will be used in domestic and international areas. They have been positively received by passengers.</p>
3.0	Discussion Items
3.1	GTAA – Usage and Attitude Survey Results <p>Kamala Allsop – Vice President, Hotspex presented on their survey results (copy of presentation attached). This also garnered considerable discussion and questions.</p> <p>K. Allsop indicated that surveys were e-mailed to committee members to fill out in order to classify them into one of these above segments. If they are interested, the GTAA will get back to them with the results. The annual survey conducted at the terminal is the biggest source of recruiting for the on-line research panel of passengers for www.YourVoiceatPearson.com.</p> <p>P. Steckham inquired how they measure the types of trips. On business trips a passenger could be a Suit on the Fly, as opposed to when a passenger is on vacation.</p> <p>K. Allsop noted on vacation a passenger is more likely to become an experience seeker. The study is going to capture and respond to both of those segments. The questions are asked from a general perspective as well, and would indicate what one's most predominate travel tendencies would be.</p>

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	<p>T. Lennox noted that, if a passenger is traveling on their own for business, they have a different predisposition to the airport compared to traveling on vacation with their family. The study tends to show that passengers have regular behavior that they exhibit even when you travel on vacation.</p> <p>D. Basso asked about statistics from a regional planning perspective as the region is going to grow by 50% over the next 20 years and there are certain demographics we are going to see based on those facts.</p> <p>T. Lennox responded that the GTAA's Strategic Planning group is also trying to determine what the region will look like in 15 or 20 years.</p> <p>S. Thakrar noted that this survey is difficult to compare to other surveys but wondered if, for other statistics like service levels, if there is data available?</p> <p>T. Lennox clarified that the GTAA participates in the Airports Council International (ACI) Airport Service Quality Index Survey (ASQ) and are not permitted to discuss the scores of other airports: the GTAA can only discuss our own performance. Toronto Pearson has moved from the lower scale up into the top quartile which allows us to compare internally airport to airport.</p> <p>D. Cavaco inquired if Toronto Pearson would be able to get the demographic information from airlines?</p> <p>T. Lennox responded that there is a privacy issue with airlines. The GTAA can only get general information from them.</p>
3.2	Noise 101 <p>R. Cruickshank presented on noise impacts of the airport, noting the GTAA has a Community Environment and Noise Advisory Committee (CENAC) that deals with noise issues which meets five times a year. (Presentation attached)</p> <p>D. Cavaco inquired if noise decibel levels travel differently during hot summer weather compared to cold weather temperatures in winter.</p> <p>T. Lennox responded that noise travels further in cold weather however, during summer months many windows in homes are kept open, and also on a hot, humid day, a fully loaded aircraft tends to take off slower.</p> <p>R. Cruickshank also reminded the members that there is a demand for night flying which include carriers to Asian destinations such as Cathay Pacific and EVA Air.</p>

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	<p>T. Lennox advised that noise impact is not measured by volume but is a measure of annoyance which provides us with a Noise Exposure Forecast. It is used for Land Use Planning so the GTAA tries to work with local municipalities to make sure there are no sensitive land uses within a designated area. It's a commonly-used process throughout North America.</p> <p>D. Purkis inquired whether the GTAA is restricting airline traffic to accommodate other forms of after-hours traffic into the airport.</p> <p>T. Lennox responded that the vast majority of operations in restricted hours is passenger traffic. The GTAA has never exceeded the night time budget and at times we have had to refuse flights. The growth to Asia is causing the evening time slots to be very busy. Cargo, however, is not as much of an issue.</p> <p>A. Pask asked if the GTAA can determine what type of aircraft it was, the time it was tracked when receiving a complaint.</p> <p>T. Lennox confirmed that the GTAA can track each individual complaint based on the aircraft, destination, altitude and speed.</p>
4.0	Members Update
	<p>T. Lennox offered to arrange an environmental tour of the airport (storm water, glycol & central deicing, fuel areas) if there is interest from committee members.</p>
5.	Correspondence and News
	<p>There were no updates at this time.</p>
6.	Public Comments
	<p>There were no comments.</p>
7.	Adjournment
	<p>The meeting was adjourned at 5:55 p.m. The next CC meeting is scheduled for Wednesday, September 1, 2010 at 4:00 p.m. at 3111 Convair Drive, Pearson Rooms A & B.</p>

Minutes prepared by Kim Stefanazzi, (416) 776-3941, kim.stefanazzi@GTAA.com. Any errors or omissions in these minutes should be forwarded to the author immediately.