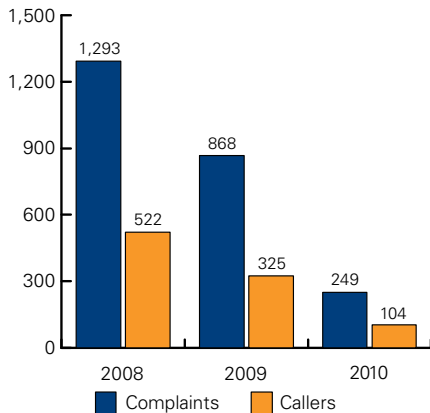


# 2010 COMMUNITY ENVIRONMENT AND NOISE ADVISORY COMMITTEE—UPDATE

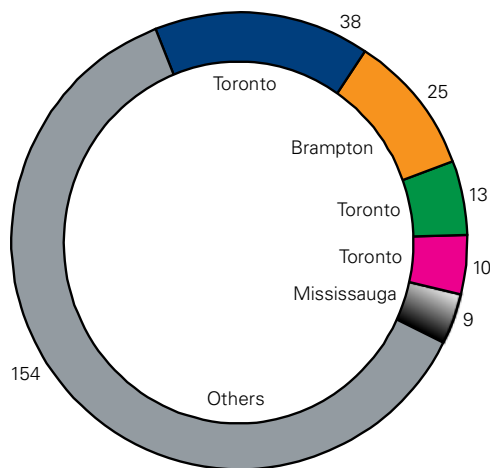
GREATER TORONTO AIRPORTS AUTHORITY

SEPTEMBER 2010

## Noise Complaints and Callers (May–July, 2008–2010)

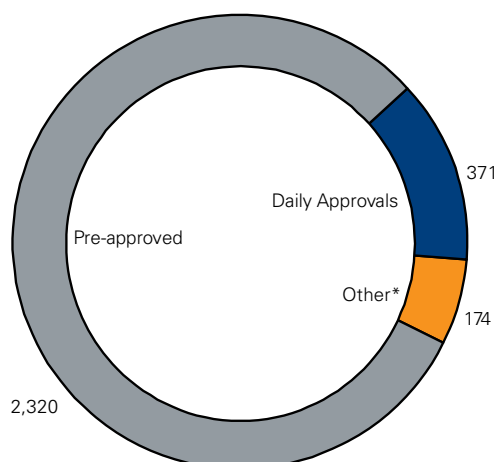


## Top Five Callers vs. All Other Callers (May–July, 2010)



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

## Restricted Hours Flights (May–July, 2010)



\*Other operations include potential night violations, medevac flights, weather alternate flights, military and police

## Toronto Pearson wins prestigious Eagle Award

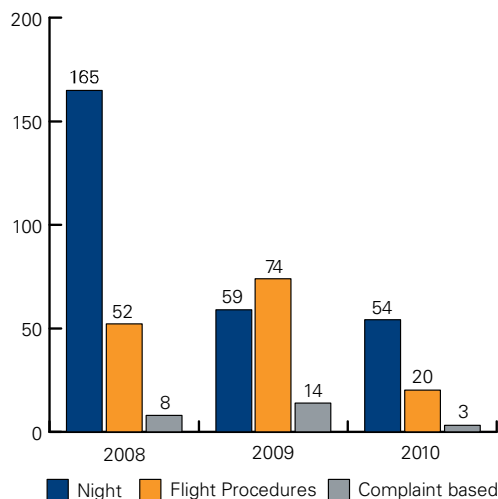
On June 7, Toronto Pearson was honoured by airlines around the globe with the 2010 International Air Transport Association (IATA) Eagle Award for Most Improved Airport. The Eagle Awards are presented in recognition of an airport's outstanding performance in airline satisfaction, cost efficiency and continuous improvement. Marilynne Day-Linton, Chair of the GTAA Board of Directors, accepted the award at IATA's World Air Transport Summit in Berlin, Germany.

## Early Turn Trial

The trial program allowing early turns on the north/south runways and extended prop turn hours continues, and related complaints are minimal.

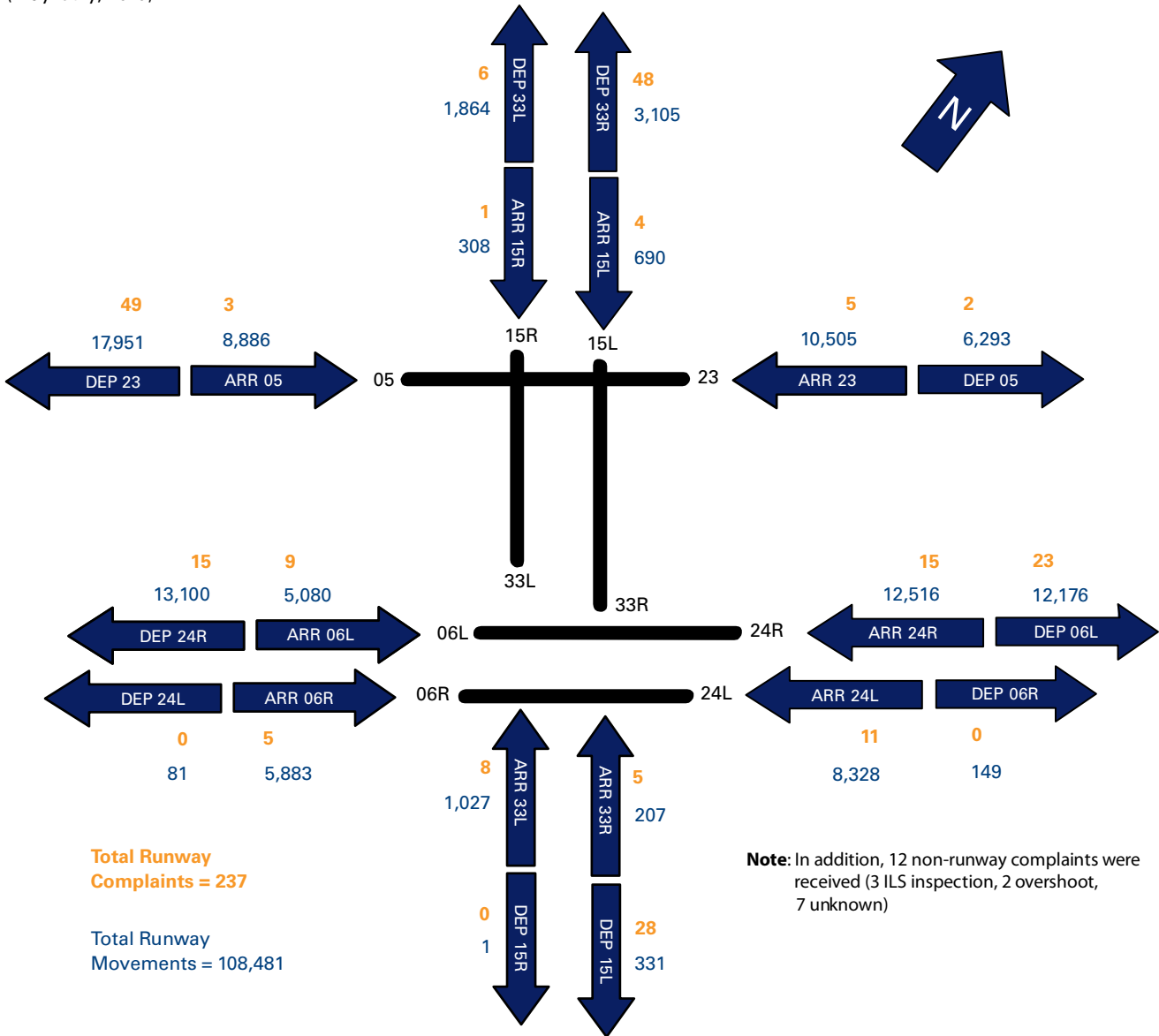
Throughout the trial from March 3, 2008, to July 31, 2010, 1,314 eligible jet aircraft (22 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 1,683 props (94 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 1,696 (84 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 25 complaints.

## Enforcement Investigations (May–July, 2008–2010)



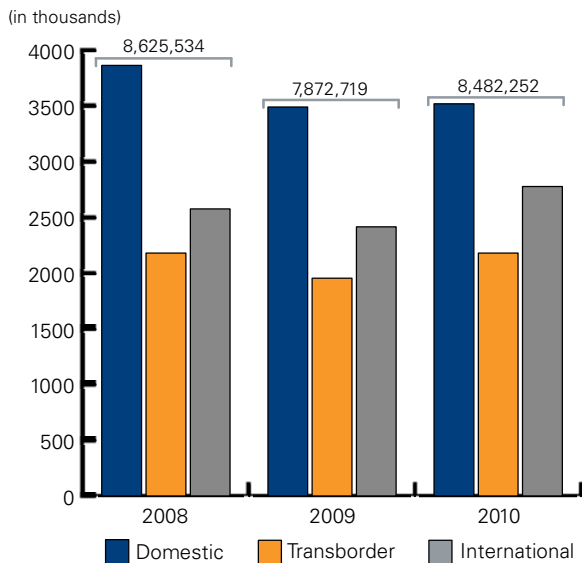
# Runway Movements and Noise Complaints by Runway Operation

(May–July, 2010)



## Passenger Traffic at Toronto Pearson

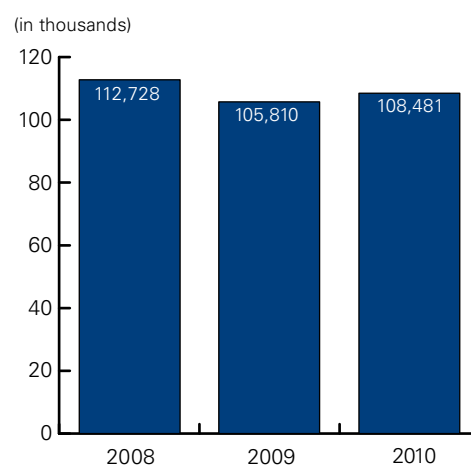
(May–July, 2008–2010)



**Note:** These numbers are estimates.

## Runway Movements at Toronto Pearson

(May–July, 2008–2010)



**Note:** These numbers are estimates.