

Breakdown of Noise Complaints - 2011

Total number of callers and complaints:

Callers	Complaints
275	793

Callers who made more than ten complaints:

Callers who made ten or more complaints	9
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Total number of complaints made by callers registering more than ten complaints:

Total complaints made by callers registering more than ten complaints	362
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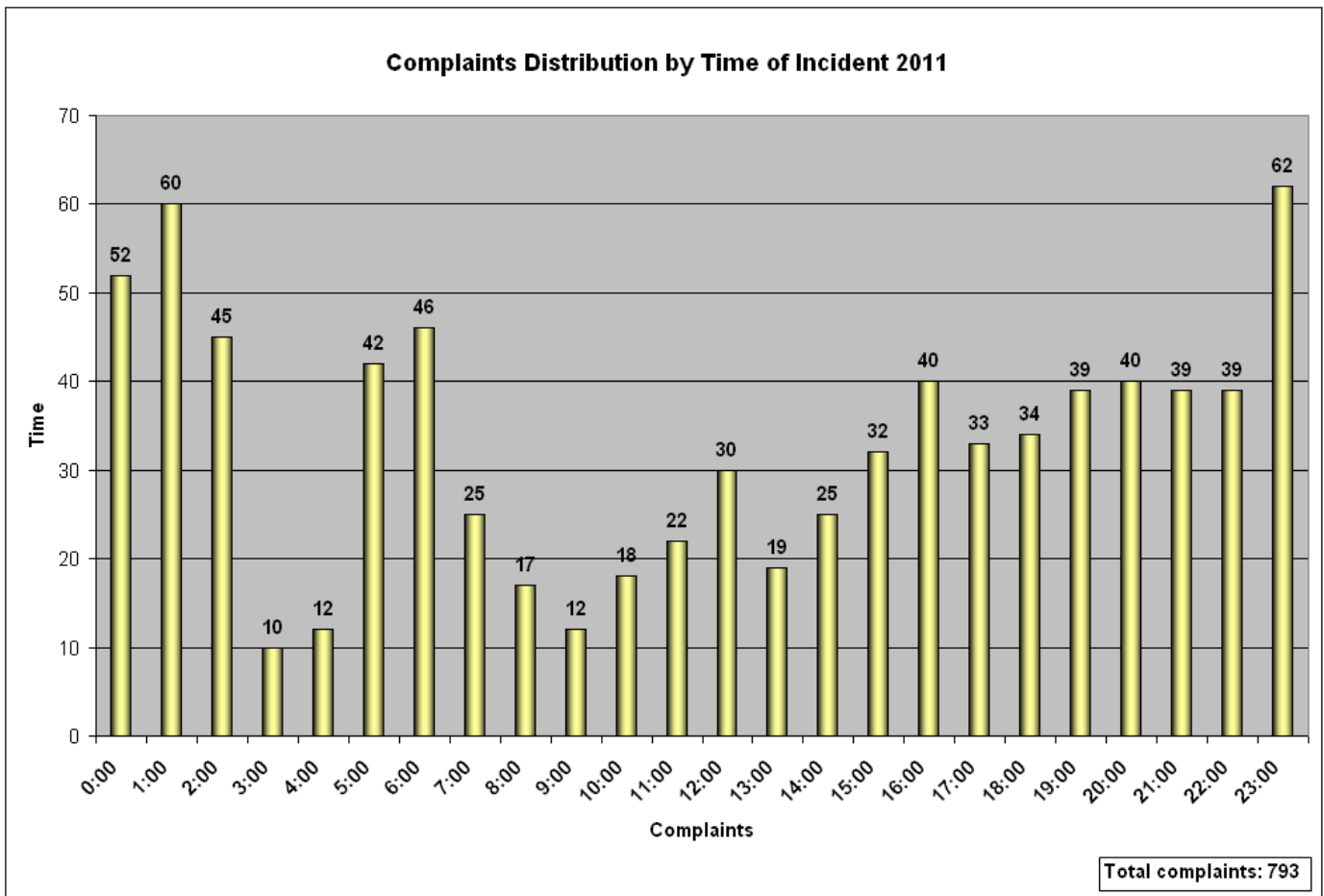
Callers vs. Complaints

No. of complaints	No. of callers	%
1	189	68.7
2	39	14.2
3	18	6.5
4	6	2.2
5	9	3.3
6	1	0.4
7	0	0.0
8	1	0.4
9	3	1.1
10	0	0.0
>10	1	0.4
>20	2	0.7
>30	4	1.5
>40	0	0.0
>50	2	0.7
Total	275	100.0

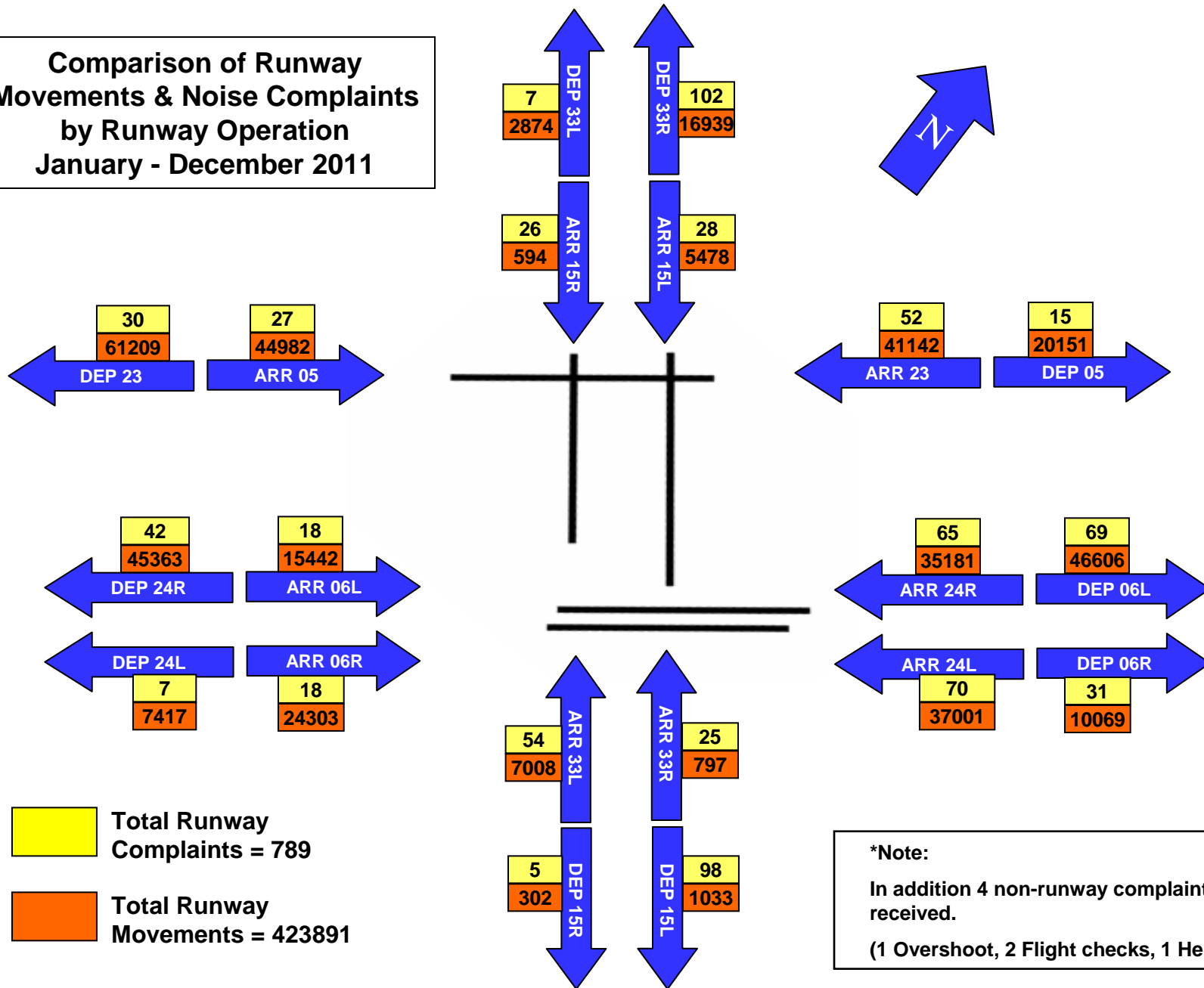
Almost 70% of all complainants were registered by callers registering one complaint in 2011. Just over 3% of complainants registered more than ten complaints in 2011 and accounted for 45.6% of total noise complaints.

Summary of Noise Complaints by Primary Source
From 2011/01/01 to 2011/12/31

Source of Complaints:	Number
TOO LOUD	328
DOWNWIND	119
TOO LATE	72
TOO FREQUENT	69
TOO EARLY	42
TOO LOW	37
RUNWAY 33L ARRIVAL	34
ROLLBACK NOISE	26
RUNWAY 15R ARRIVAL	19
RUNWAY 33R ARRIVAL	12
EARLY JET TURN	8
FLT. CHECK	4
HOUSE VIBRATING	4
RUNWAY 15R DEPARTURE	4
PROP. DEP.	3
RUNWAY 33L DEPARTURE	3
WX AVOID	3
2301 PROP TURN TRIAL	2
OVERSHOOT	2
0630 PROP TURN TRIAL	1
UNUSUAL FLIGHTPATH	1
Total	793



Comparison of Runway Movements & Noise Complaints by Runway Operation January - December 2011

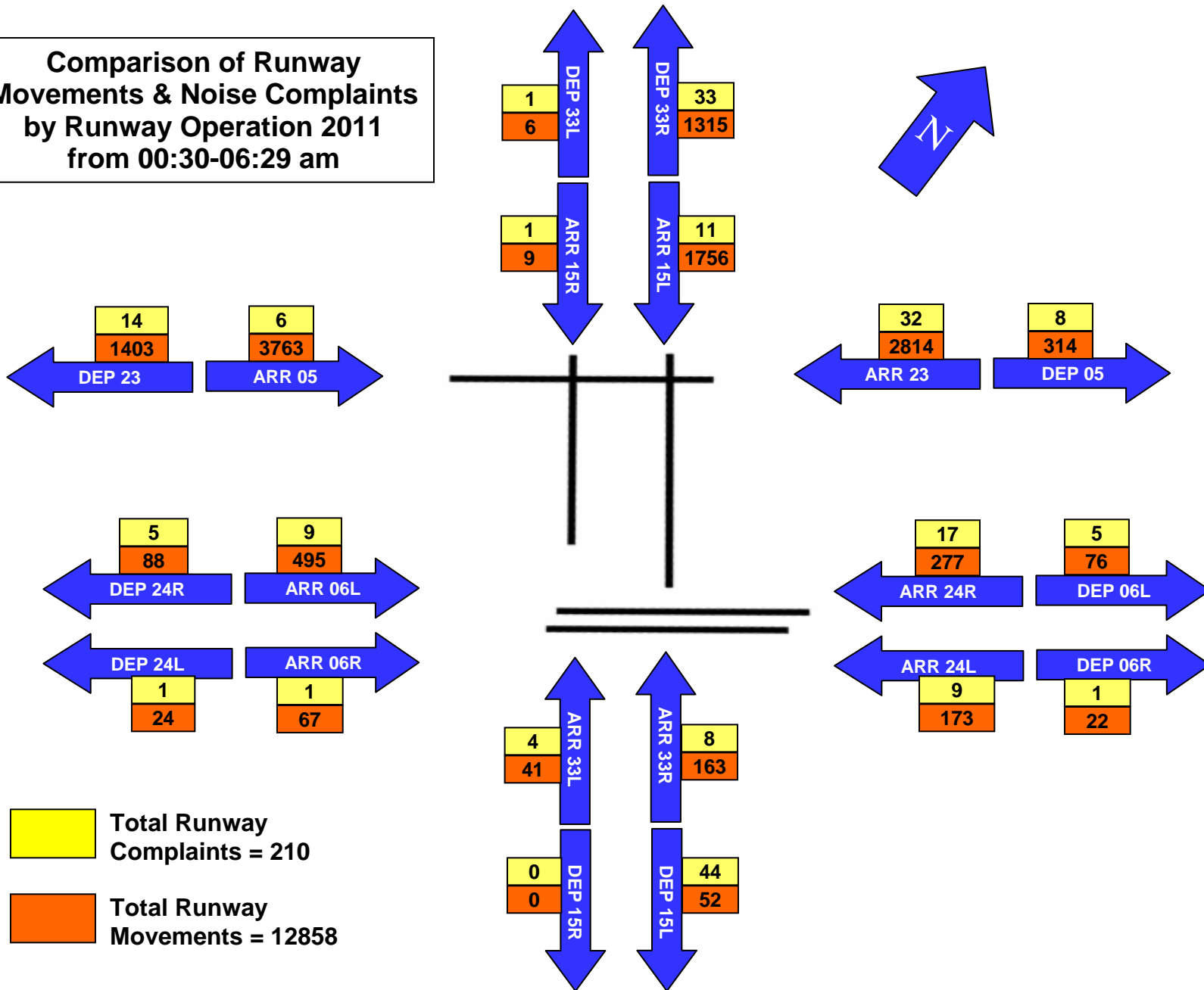


Total Runway Complaints = 789

Total Runway Movements = 423891

***Note:**
 In addition 4 non-runway complaints were received.
 (1 Overshoot, 2 Flight checks, 1 Helicopter)

Comparison of Runway Movements & Noise Complaints by Runway Operation 2011 from 00:30-06:29 am



 Total Runway Complaints = 210

 Total Runway Movements = 12858

Toronto Pearson Propeller Operations

