



Construction Communications




Toronto Pearson
International Airport | Aéroport International



Context and Lessons learned



Context

- In any given year we have dozens of airfield projects
 - As a result, temporary closures can result in changes to operations that last hours or days
 - Prolonged weather, aircraft issues or emergency situations can result in temporary changes to aircraft operational flow
 - Today, we are talking about major preplanned airside construction projects with significant impact to operations.
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Lessons learned from 05/23 closure

- **Many stakeholders need to be engaged and involved.**
- **Passenger communication needs are different than community communication needs.**
- **Communicate as early as possible:**
 - for pre-planned, high impact construction, a minimum of 30 days notice is required to properly inform neighbouring communities.**
- **Consider community impacts as part of the decision making process.**






Next steps



Next steps

- **Create a construction page on Torontopearson.com**
 - **Advance notice to public through advertising, social media and traditional media**
 - **Advance notice to elected officials and to CENAC members**
 - **Work with air carriers to ensure advance notice to passengers**
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Contingency planning



Plan A and Plan B

For each major construction project:

Define planned work and expected impact (Plan A) as well as the contingency plan and impact (Plan B).

- **Post Plan A on the construction webpage to explain the planned work and expected impact**
- **Also post Plan B, so that communities understand the possible impact if weather, staffing or other issues necessitate changes to the construction plan.**



Feedback and Thank you



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