

# CENAC December 6, 2017

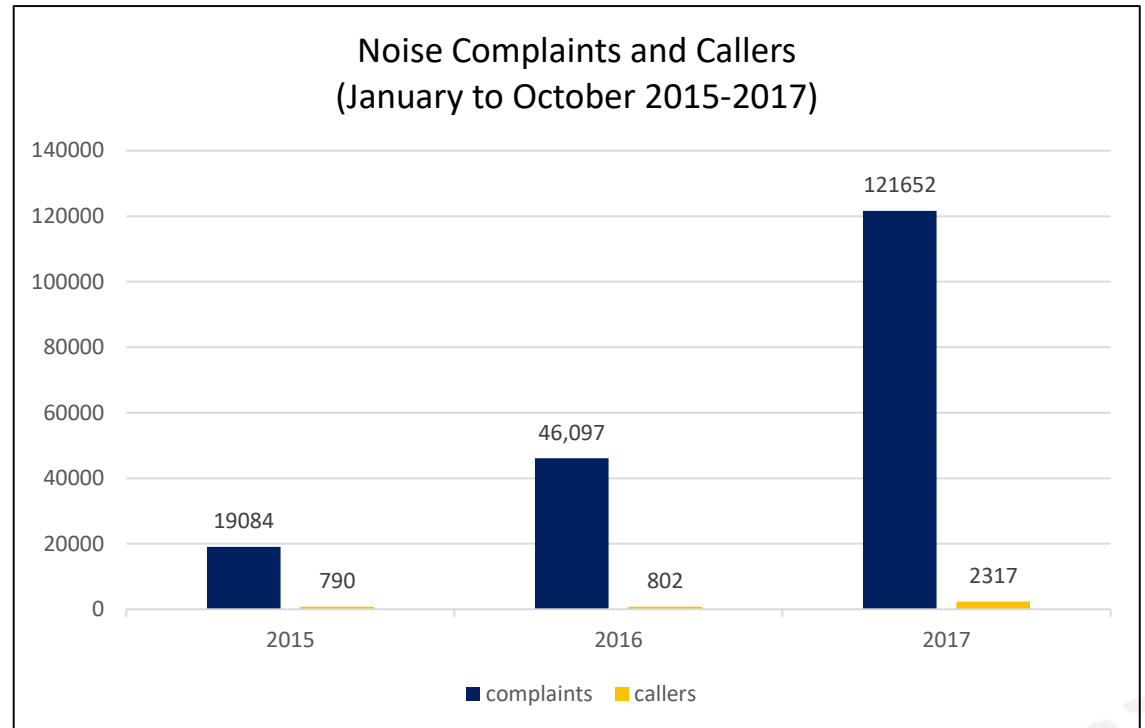


**Toronto Pearson**  
International Airport | Aéroport International

# Complaints & Callers

## 2017 Complaints and Callers (By Month)

Month	Complaints	Callers
January	6,475	105
February	3,98	112
March	3,696	213
April	9,572	1,157
May	8476	525
June	6609	326
July	11320	407
August	23569	460
September	22078	438
October	25869	370
November		
December		



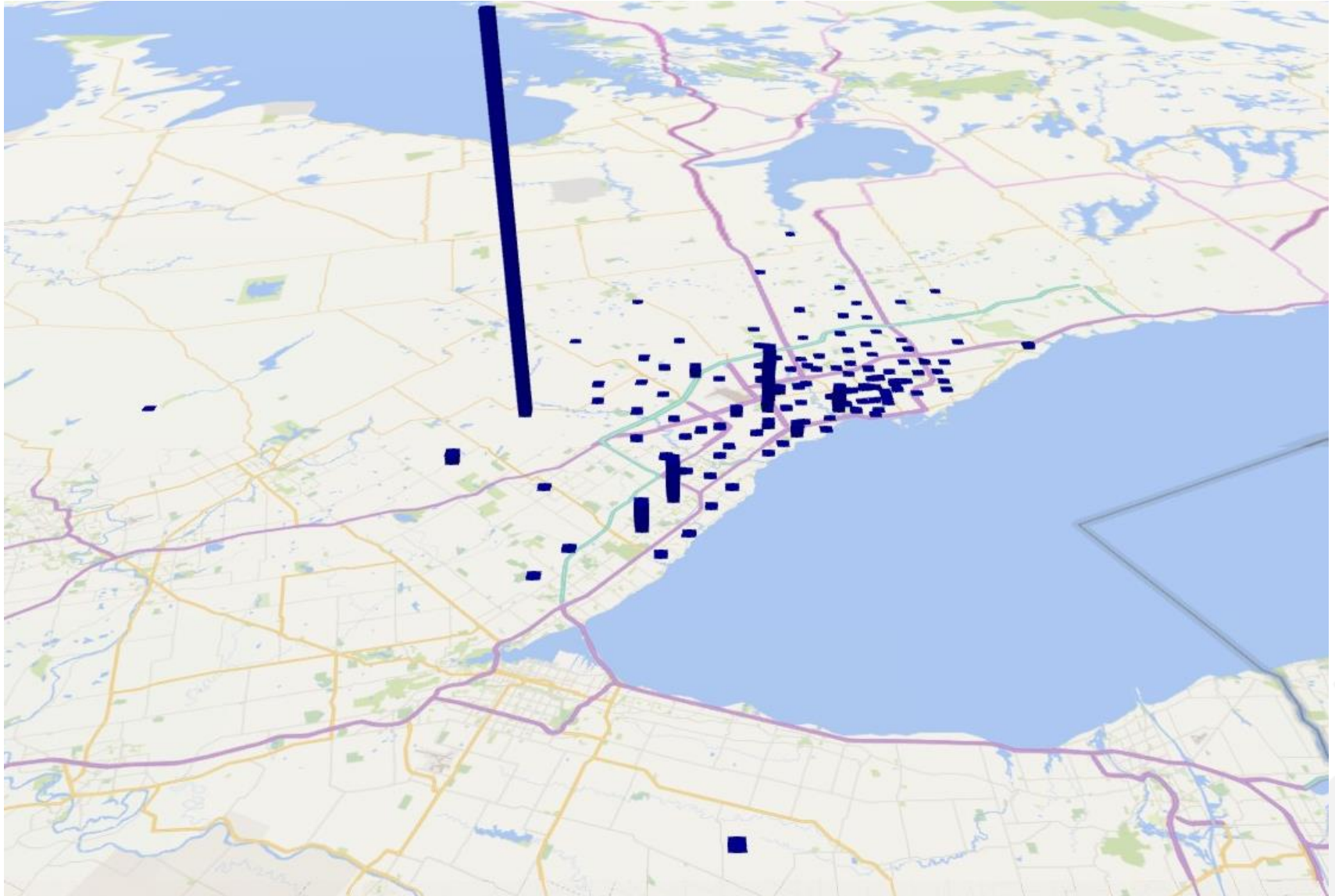
- Complaints have increased by 164% from the same time period last year
- Number of callers has increased by 189%

# Complaints & Callers By Federal Riding January to October 2017

Riding	Complaints	Callers
Aurora-Oak Ridges-Richmond Hill	15	9
Beaches-East York	58	3
Brampton Centre	2417	52
Brampton East	306	21
Brampton North	243	25
Brampton South	257	34
Brampton West	86	10
Burlington	1	1
Davenport	23	6
Don Valley East	158	16
Don Valley North	2	2
Don Valley West	658	36
Dufferin-Caledon	28	17
Eglinton-Lawrence	305	10
Etobicoke Centre	14258	636
Etobicoke North	432	41
Etobicoke-lakeshore	2762	517
Flamborough-Glanbrook	1	1
Humber River-Black Creek	106	54
King-Vaughan	330	11
Markham-Stouffville	1	1
Markham-Thornhill	4	4
Markham-Unionville	3	2
Milton	2015	15
Mississauga Centre	13	10

Riding	Complaints	Callers
Mississauga East-Cooksville	2706	270
Mississauga-Erin Mills	129	16
Mississauga-Lakeshore	110	58
Mississauga-Malton	359	48
Mississauga-Streetsville	117	53
Oakville	2848	53
Oakville North-Burlington	10627	101
Parkdale-High park	5195	35
Richmond Hill	170	17
Scarborough Centre	5	4
Scarborough-Agincourt	1	1
Scarborough-Rouge Park	781	1
Spadina-Fort York	7	1
Thornhill	33	17
Toronto-Danforth	2	1
Toronto-St.Paul's	725	20
University-Rosedale	19	7
Vaughan-Woodbridge	64	11
Wellington-Halton Hills	72948	29
Willowdale	98	17
York Centre	221	19
York South-Weston	4	3
York-Simcoe	1	1
<b>Grand Total</b>	<b>121652</b>	<b>2317</b>

# Complaints by FSA January to October 2017



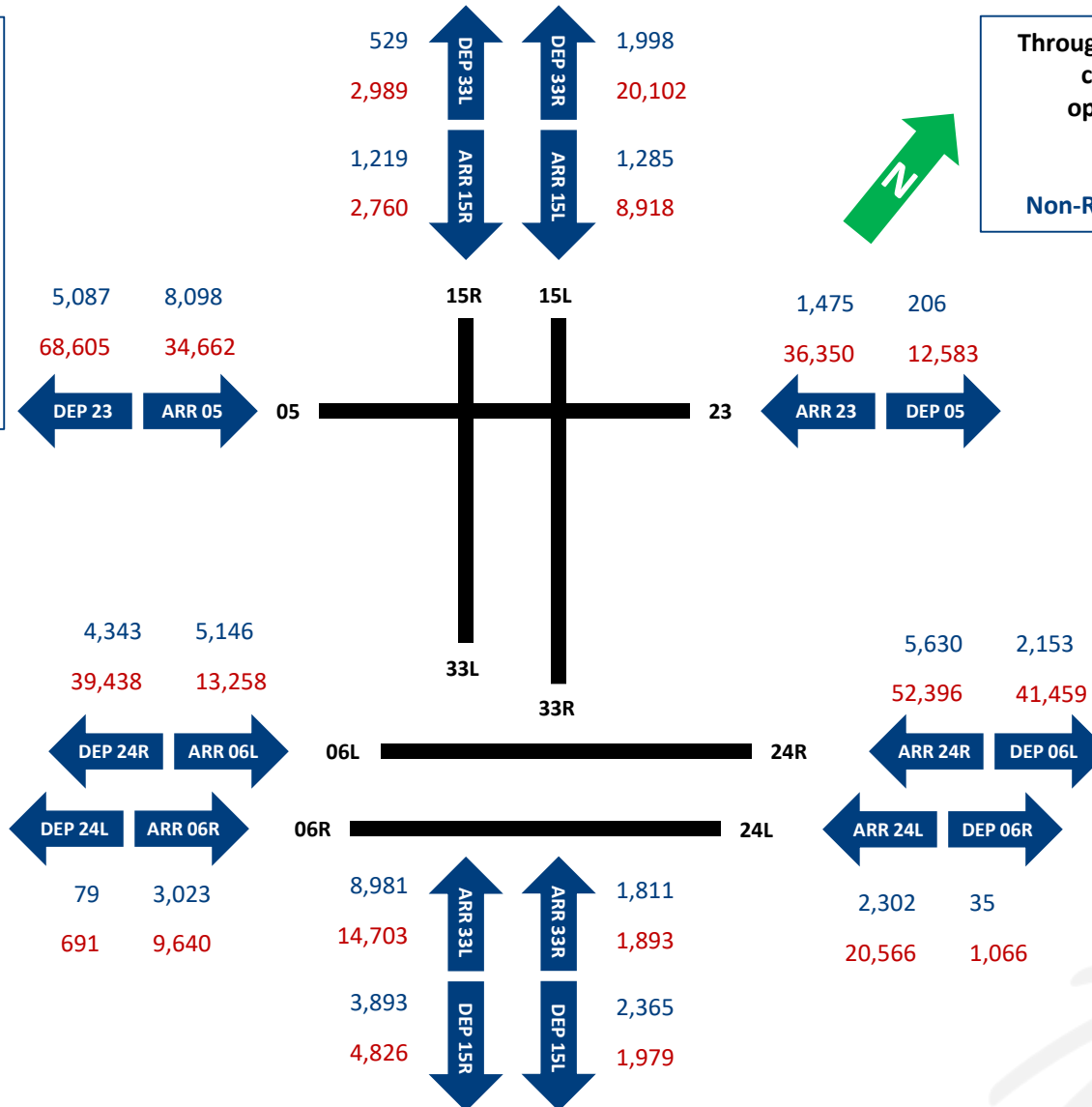
# Runway Movements & Complaints January to October 2017

**Runway Movements**  
(does not include  
Helicopter)  
Total = 388,884

**Complaints by Runway  
Movements**  
Total = 59,658

**Non-operational  
Complaints Total =  
61,692**

Throughout the year, we also receive  
complaints against non-runway  
operations, including Helicopter,  
Instrument Landing Checks  
Overshoots, and Run Ups  
**Non-Runway Complaints Total = 302**



# Runway Movements & Complaints

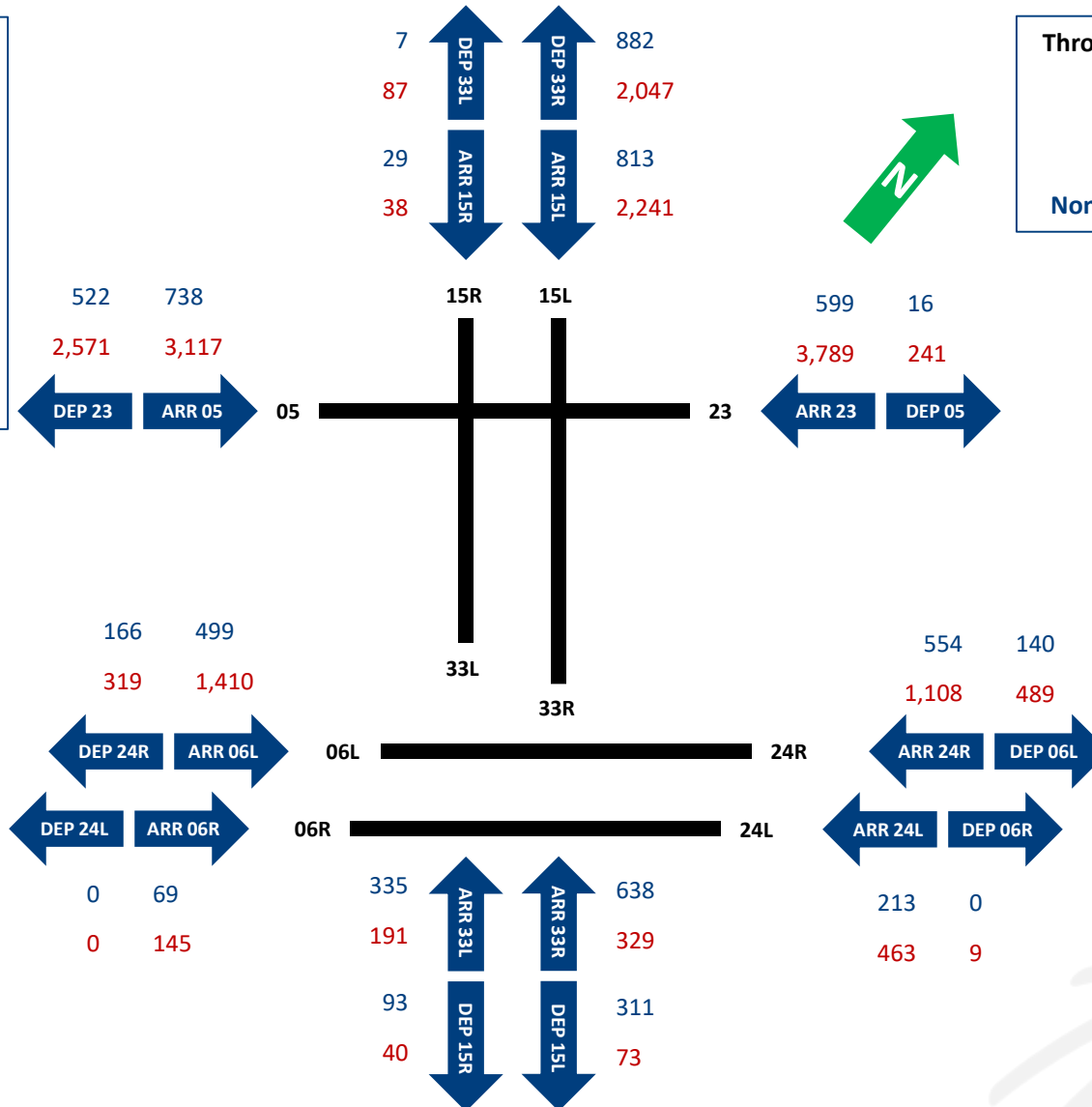
## January to October 2017 – Preferential Hours (00:00 – 06:29)

**Runway Movements**  
(does not include  
Helicopter)  
Total = 18,707

**Complaints by Runway  
Movements**  
Total = 6,624

**Non-operational  
Complaints**  
Total = 16,454

Throughout the year, we also receive  
complaints against non-runway  
operations, including Helicopter,  
Instrument Landing Checks  
Overshoots, and Run Ups  
Non-Runway Complaints Total = 100



# Runway Movements & Complaints

## January to October 2017 – Restricted Hours (00:30 – 06:29)

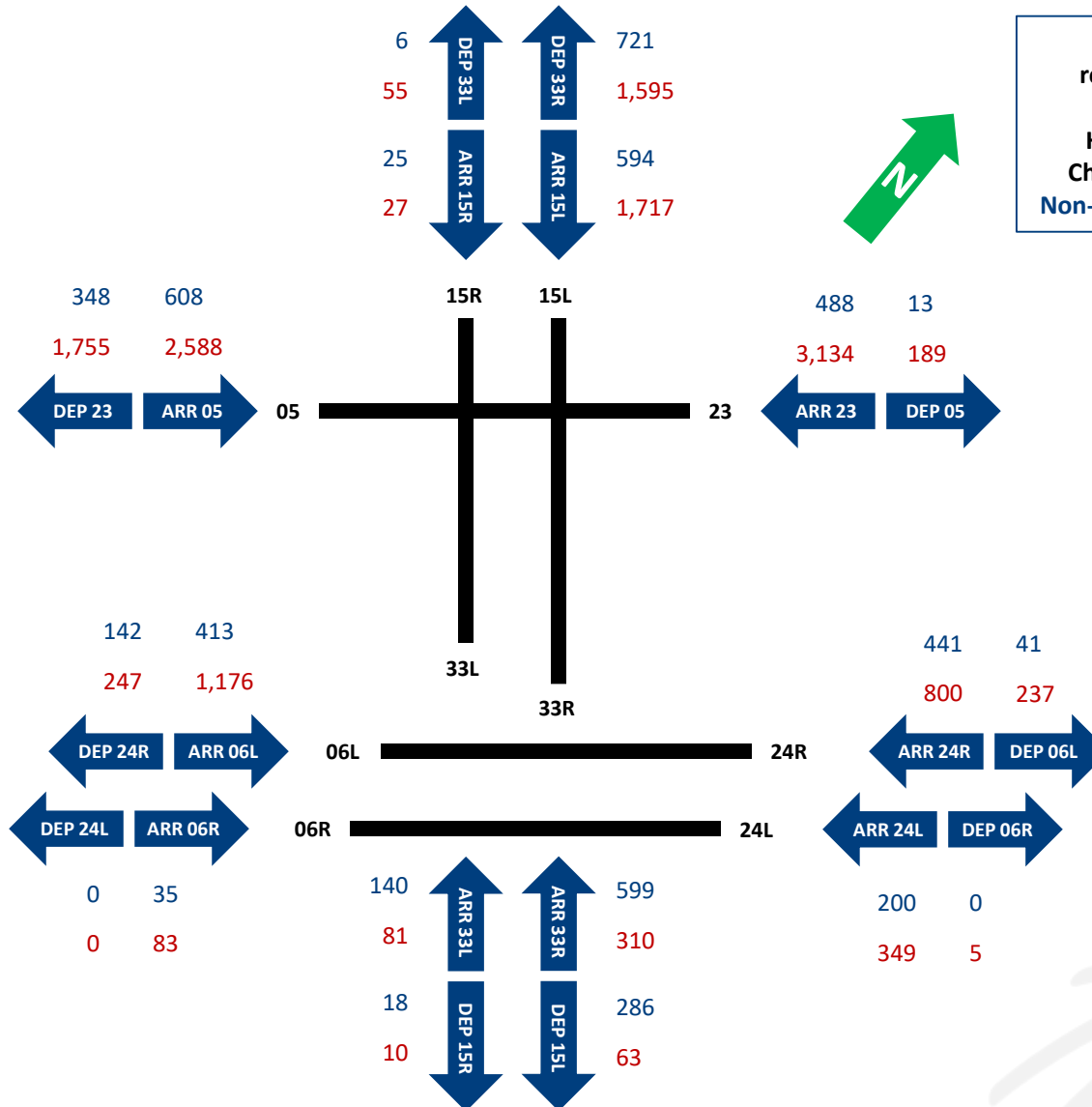
\* Report reflects runway movements – complaints for calendar year, not night flight budget year

**Runway Movements**  
(does not include Helicopter)  
Total = 14,426

**Complaints by Runway Movements**  
Total = 5,118

**Non-operational Complaints**  
Total = 15,091

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups  
Non-Runway Complaints Total = 86





# 2017 Enforcement Investigations

## Noise Abatement Procedures

- All arrival and departure operations are monitored for compliance with the Noise Abatement procedures using rules set in the Airport Noise and Operations System
- Listen to voice recordings between pilot and NAV CANADA for possible explanation i.e. weather avoidance, safety

## Night Flight Restriction Program

- All flights that operate during the Restricted Hours (12:30am-6:30am) are verified against night flight schedule and day of operations approvals

## Formal Investigation

- When there is no evidence or reasonable explanation for non-compliance to the Night Flight Restriction Program or the Noise Abatement procedures, details are forwarded to Transport Canada for their investigation and potential enforcement action.

\*Statistics below are from November 2016 to October 2017

Type	GTAA Investigations	Sent to Transport Canada
Night Flight Restriction Program	191	65
Noise Abatement Procedures	78	4
<b>Total</b>	<b>269</b>	<b>69</b>



# Operational Trials Updates

## North South Early Jet Turns

Certain small jet aircraft are permitted to turn to course shortly after takeoff on the east/west runways between 07:00 and 23:00.

- This is standard procedure since 2005.
- During the trial, early turns are also permitted on the north/south runways.

### **From March 3, 2008 to October 31, 2017**

- 2, 870 eligible jet aircraft (27%) made early turns on the North/South runways
- 74 complaints are attributed to this trial.

## Propeller Turns Extended Hours

Propeller aircraft are permitted to turn to course shortly after takeoff from any runway between the hours of 07:00 and 23:00.

- This is standard procedure since the 1970s.
- During the trial, prop turns are also permitted from 06:30 until 23:30.

### **From March 3, 2008 to October 31, 2017**

- 4,086 props (90%) turned between 06:30 and 06:59
- 10,619 props (83%) turned between 11:01 and 11:30 p.m.
- 469 complaints are attributed to this trial.