

# CENAC April 19, 2017



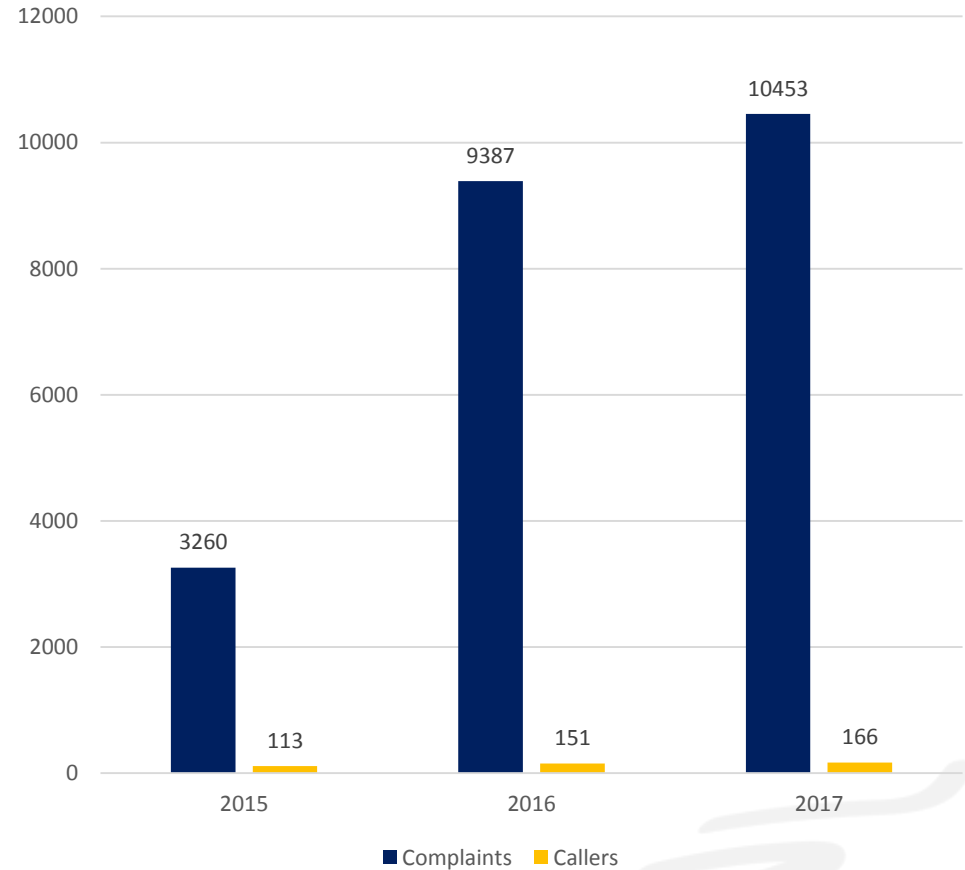
**Toronto Pearson**  
International Airport | Aéroport International

# Complaints & Callers

**2017 Complaints and Callers  
(By Month)**

Month	Complaints	Callers
January	6,437	105
February	3,980	112
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

**Noise Complaint and Callers  
(January & February, (2015-2017))**



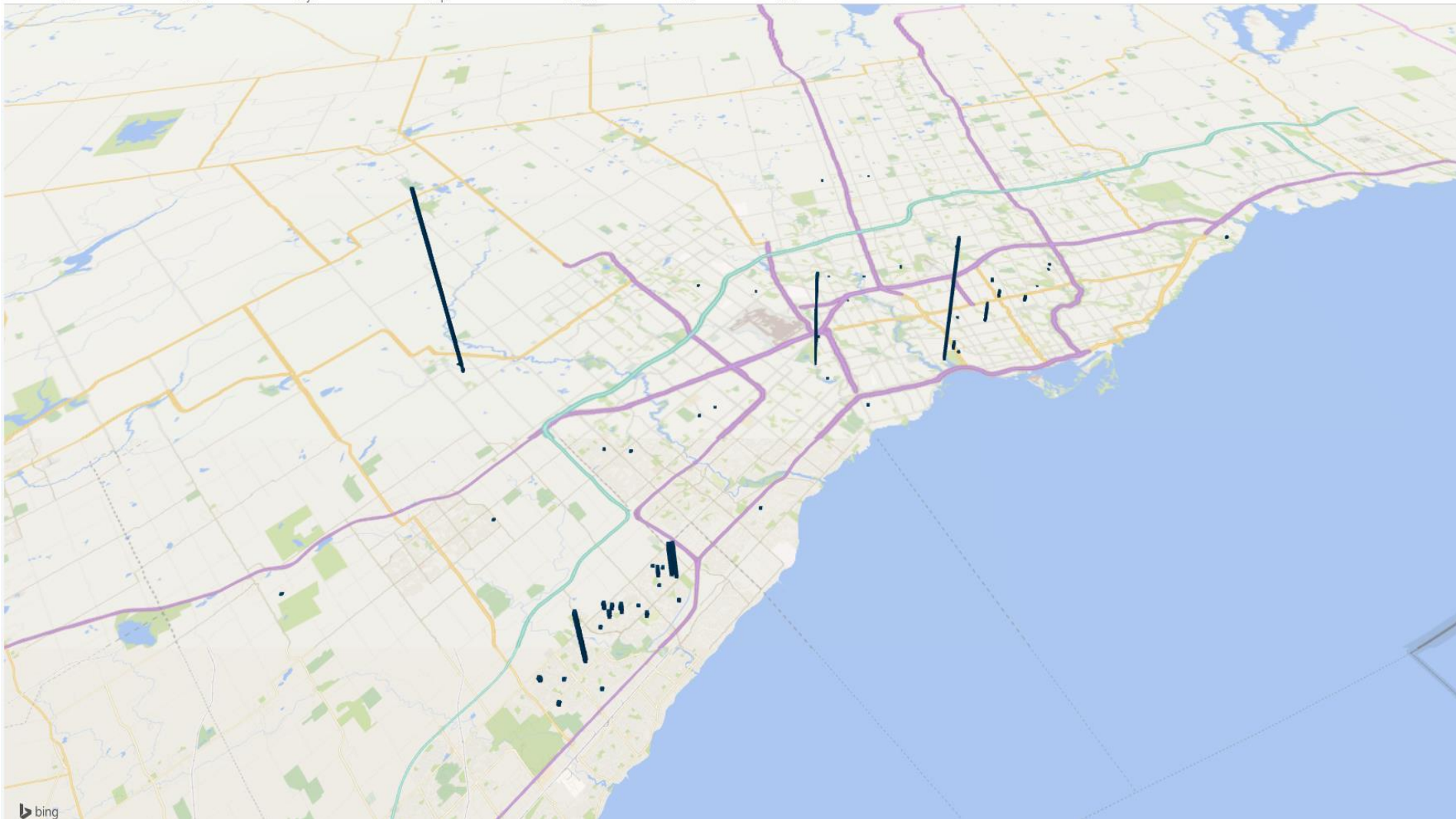
- Complaints have increased by 11% from the same time period last year
- Number of callers have increased by 10%

# Complaints & Callers

## (January & February 2017, By Federal Riding)

RIDINGS	Complaints	Callers
Aurora-Oak Ridges-Richmond Hill	1	1
Beaches-East York	10	1
Brampton Centre	77	3
Brampton East	1	1
Brampton South	3	3
Davenport	2	2
Don Valley East	47	5
Don Valley West	115	8
Eglinton-Lawrence	52	4
Etobicoke Centre	406	13
Etobicoke North	44	8
Etobicoke-lakeshore	18	3
Humber River-Black Creek	7	6
King-Vaughan	9	3
Milton	14	5
Mississauga East-Cooksville	1	1
Mississauga-Erin Mills	9	3
Mississauga-Lakeshore	1	1
Mississauga-Malton	36	10
Mississauga-Streetsville	3	3
Oakville	635	26
Oakville North-Burlington	2504	30
Parkdale-High park	3380	10
Scarborough-Rouge Park	128	1
Toronto-St.Paul's	105	3
Vaughan-Woodbridge	10	5
Wellington-Halton Hills	2811	3
Willowdale	21	2
York Centre	3	2
<b>Grand Total</b>	<b>10453</b>	<b>166</b>

# January & February 2017 Complaints by Area



# Runway Movements & Complaints

## January & February 2017

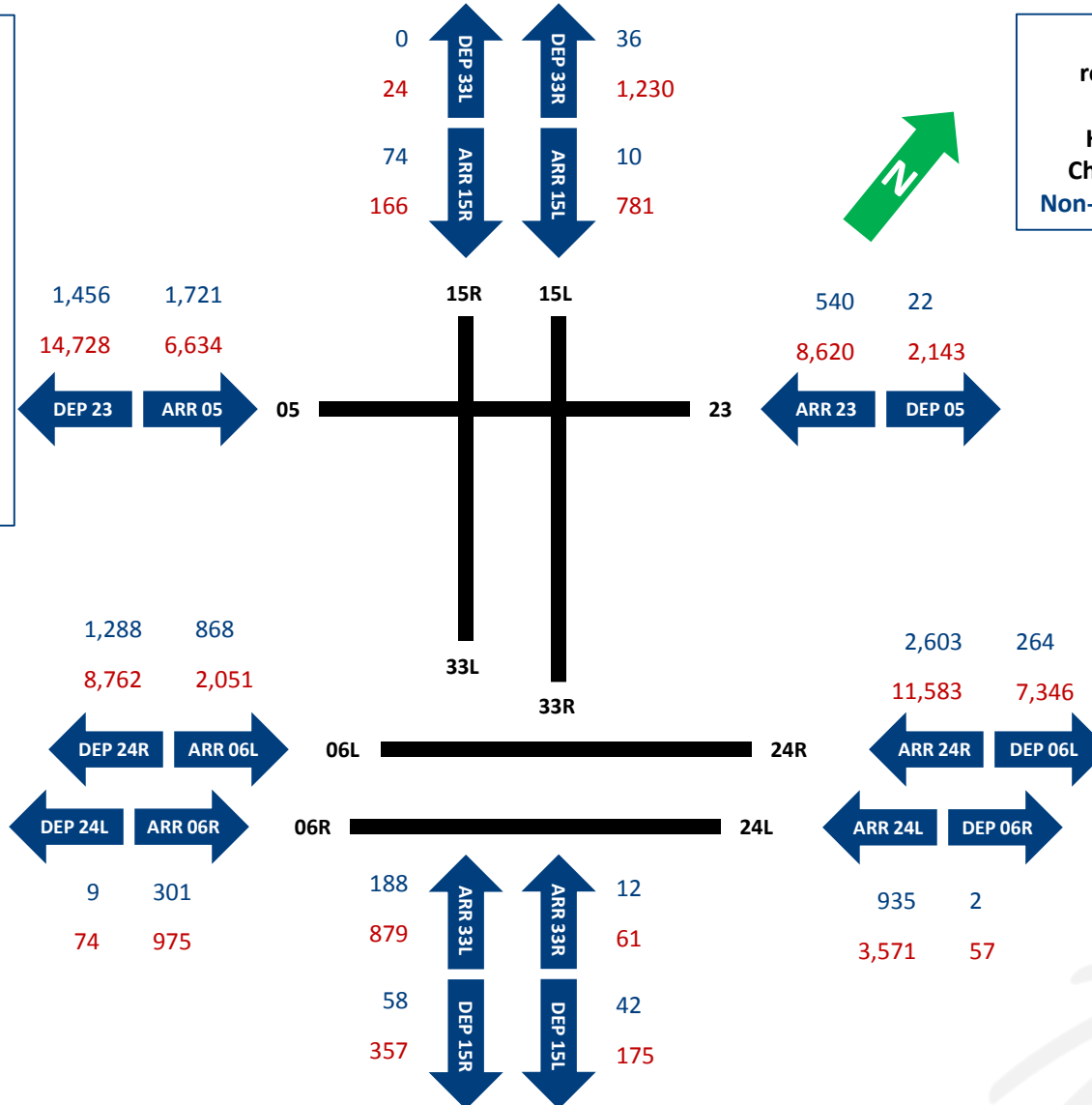
**Runway Movements**  
(does not include  
Helicopter)  
Total = 70,217

**Complaints by Runway  
Movements**  
Total = 10,429

69% of the complaints  
were for Arrivals

31% of the complaints  
were for Departures

Throughout the year, we also  
receive complaints against non-  
runway operations, including  
Helicopter, Instrument Landing  
Checks Overshoots, and Run Ups  
Non-Runway Complaints Total = 24



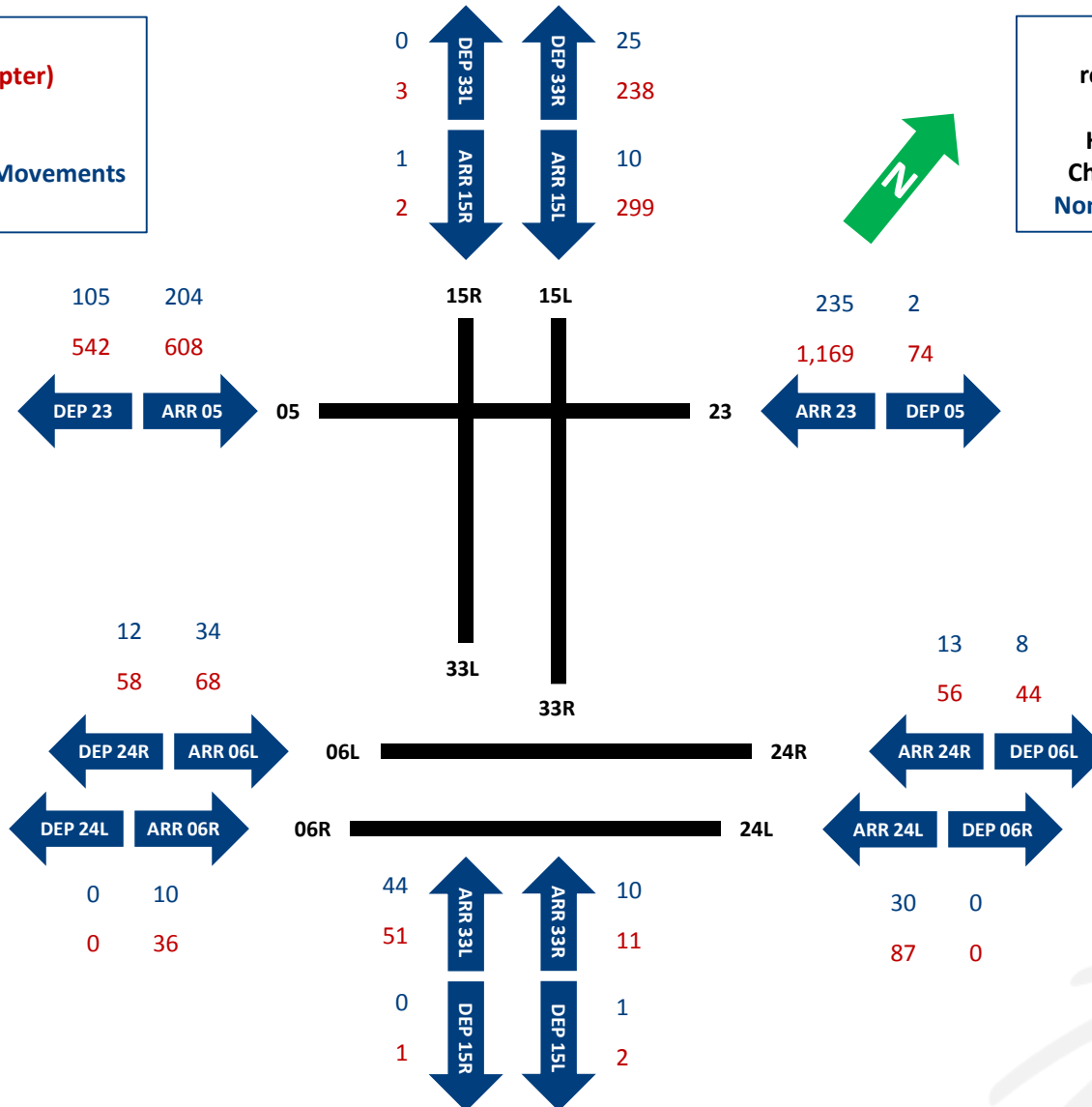
# Runway Movements & Complaints

## January & February 2017 – Preferential Hours (00:00 – 06:29)

**Runway Movements**  
(does not include Helicopter)  
Total = 3,349

**Complaints by Runway Movements**  
Total = 744

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups  
Non-Runway Complaints Total = 4



# Runway Movements & Complaints

## January & February 2017 Restricted Hours (00:30 – 06:29)

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

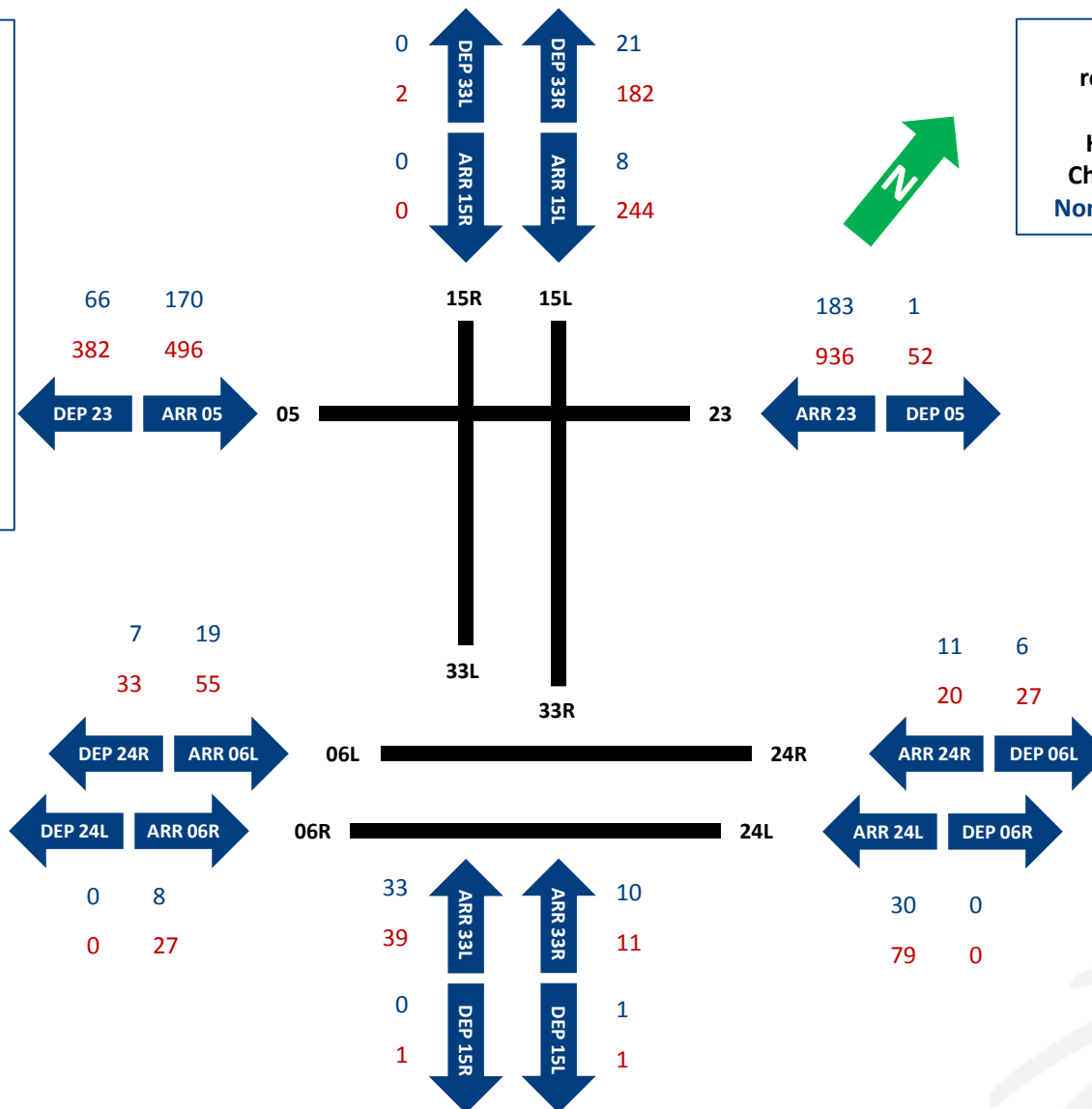
**Runway Movements**  
(does not include Helicopter)  
Total = 2,587

**Complaints by Runway Movements**  
Total = 574

74% of the complaints were for Arrivals

26% of the complaints were for Departures

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups  
Non-Runway Complaints Total = 2



# 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 ie. 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

Type	GTA A Investigations	Sent to Transport Canada
Night Flight Restriction Program	45	0
Noise Abatement Procedures	7	0
<b>Total</b>	<b>52</b>	<b>0</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 February 28, 2017**

- 2,618 eligible jet aircraft (18%) made early turns on the North/South runways
- 11 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 February 28, 2017**

- 3,949 props (91%) turned between 06:30 and 06:59
- 9,409 props (83%) turned between 11:01 and 11:30 p.m.
- 280 complaints are attributed to this trial.