



March 28, 2013

Mr. Joseph Szwalek
A/Regional Director, Civil Aviation - Ontario
Transport Canada
4900 Yonge Street
North York, ON M2N 6A5

**Greater Toronto
Airports Authority**

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GTAA.com

Dear Mr. Szwalek:

Re: Community Environment Noise Advisory Committee (CENAC)-Tanya McCallion

I am writing in regards to a concern that was raised by a Mississauga resident, Tanya McCallion, at the Greater Toronto Airport Authority's (GTAA) February 13, 2013 meeting of the Community Environment Noise Advisory Committee (CENAC). In that meeting, we made a commitment to follow up with Transport Canada in regards to the issues raised by Ms. McCallion.

Ms. McCallion argues there is a systemic conflict of interest with the fact that the GTAA monitors aircraft noise levels and produces and reports complaint statistics without a third party audit by Transport Canada. Ms. McCallion further suggests that the GTAA misrepresents complaint statistics. At the February 13 meeting, she directly appealed to the Transport Canada representative for increased monitoring and oversight on how we manage our noise program and related records. In addition, Ms. McCallion requests that noise monitoring be conducted by Transport Canada at or near her residence to allay her concerns about impartiality of the portable noise monitoring conducted by the GTAA.

As you know, Toronto Pearson is a growing airport. In 2012 approximately 35 million passengers used this airport and this number is expected to continue to increase. The GTAA works to strike a balance between operating a growing airport and regional economic engine and mitigating our impact on the airport's surrounding communities. To achieve this balance, we have a robust Noise Management program in place, which, among other components, includes a noise complaint and inquiry process. We report our statistics to CENAC, the Technical Noise Committee (TNC), and through publications such as our Annual Noise report and the Corporate Responsibility report. These reports are available to the public through our website. We are committed to transparency of our processes and the sharing of our information. We have also made some recent changes to our noise complaint reporting procedures to address feedback from residents.



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The GTAA currently takes part in audits of the Noise Management Program in two ways. Firstly, our management of the Night Flight program is audited annually by Transport Canada. Secondly, the Noise Management Program is an aspect of our Environmental Management System (EMS) which is audited by a third party on an annual basis.

It is of significant concern to the GTAA and CENAC that a resident believes that our data is flawed and that the level of oversight by Transport Canada, and others, is insufficient. For this reason, the committee resolved to follow up and invite Transport Canada to conduct an audit of the GTAA's records. It is our hope that an additional, impartial audit of our noise monitoring and reporting activities will address Ms. McCallion's concerns and put them to rest.

Please do not hesitate to contact me should you require any further clarification or wish to discuss this matter further.

Yours truly,

A handwritten signature in black ink, appearing to read "Toby Lennox". The signature is fluid and cursive.

for Toby Lennox
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