

CENAC Backgrounder

2011 Complaints re: Restricted Hours Departures on Runway 15L

Objective:

- Respond to CENAC request to explain why there is an 85% complaint rate on departures off R15L.

Background:

- Runway 15L is not a night preferential runway for departures
 - May be used on occasion for operational requirements for long haul flights
- In 2011, departures off 15L accounted for less than 0.5% of all operations during the restricted hours
 - Used 31 nights
 - of those, 13 nights had two or more departures on Runway 15L; 18 nights saw only 1 departure
- Complaints:
 - 52 departures generated 44 complaints
 - 46% of the complaints (20) were generated from 2 callers
 - Total of 20 callers against 27 flights

