



Transport Canada Transports Canada

4900 Yonge Street, 4th Floor
Toronto ON M2N 6A5

UNCLASSIFIED

Our file
5151-1-157

April 28, 2014

Mr. Toby Lennox, Chair
Community Environment and Noise Advisory Committee
Greater Toronto Airports Authority
Toronto Pearson International Airport
PO Box 6031, 3111 Convair Drive
Toronto AMF ON L5P 1B2

Dear Mr. Lennox,

As per a previous request, this letter is to advise the Greater Toronto Airports Authority (GTAA) and the associated Community Environment and Noise Advisory Committee (CENAC) of the noise complaint volumes and process for Transport Canada (TC) Ontario Region.

The noise complaints received and handled by TC are not necessarily exclusive to operations to and from Toronto Lester B. Pearson International Airport. Transport Canada's Regional Office and Enforcement branch deal with these issues throughout Ontario. The reported numbers are those directed both to our Enforcement personnel and by other means (for example, the Civil Aviation Issues Reporting System, Communication Centre Inquiries, General Inquiries, letters to the Minister or Deputy Minister's office, etc). Calls or correspondence sent directly to Inspectors of other Transport Canada employees are not tracked for statistical purposes.

For the year 2012, Transport Canada handled 63 noise complaints outside the 10 nautical mile radius of Pearson Airport. For the year 2013, Transport Canada handled 173 noise complaints in this same area.

Transport Canada Ontario Region is currently reviewing and updating its noise complaint handling process. This process will involve a review of electronic submissions for potential infractions of the Canadian Aviation Regulations. Each submission will be tracked electronically for statistical purposes. The Region has not yet established or formalized the updated process but it is hoped that it will be in place prior to the next CENAC meeting.

Regards,

Imi Waljee
Associate Director, Operations West
Civil Aviation, Ontario Region

Canada

www.tc.gc.ca

RDIMS / SGDDI # 9396949 V1