



CENAC STATS

April 30, 2014



Toronto Pearson
International Airport | Aéroport International

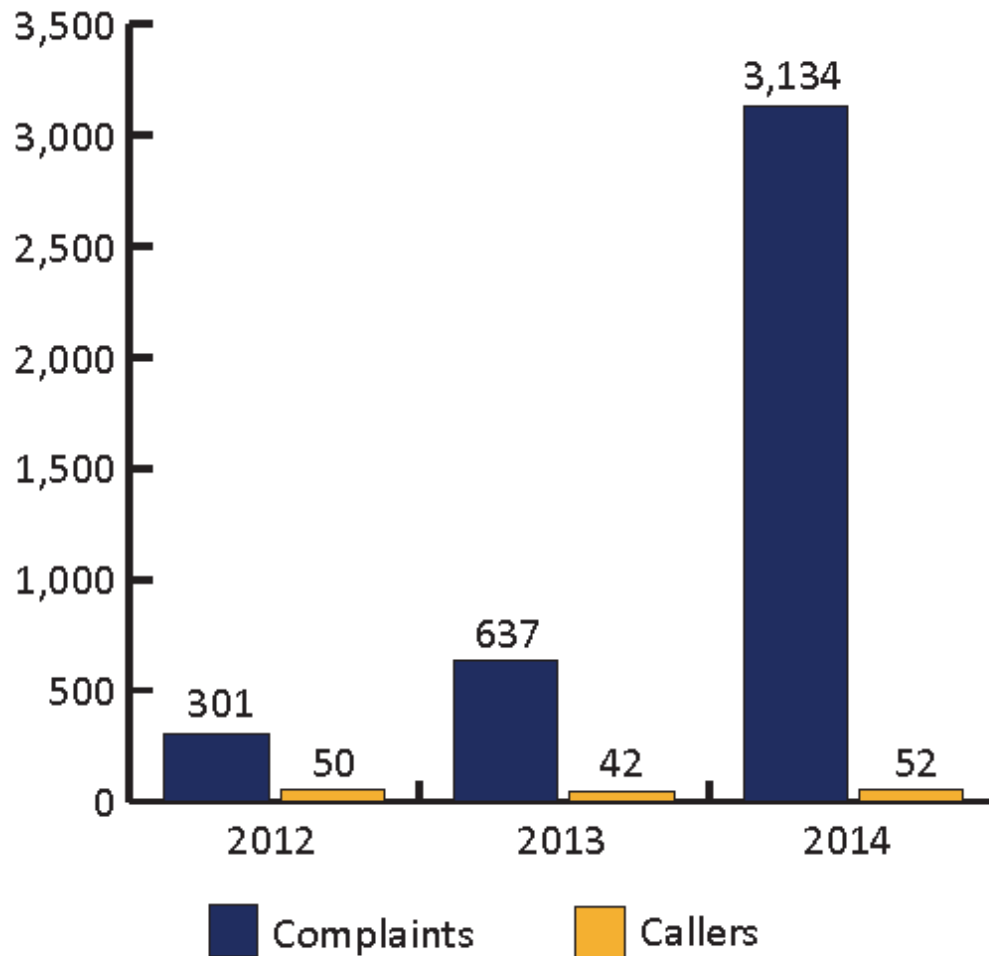
Registering a Noise Complaint

- **Complaints are registered in the ANOMS noise complaint database**
 - WebTrak, on-line complaint form and telephone
- **The ANOMS database stores a file on each complaint and caller for future tracking and reporting**
- **Noise complaints must be reported by the 15th day of the following month to be registered, tracked and reported**
- **Every complaint is analyzed and if necessary, adjusted to reflect the appropriate operation**

Noise Complaints and Callers

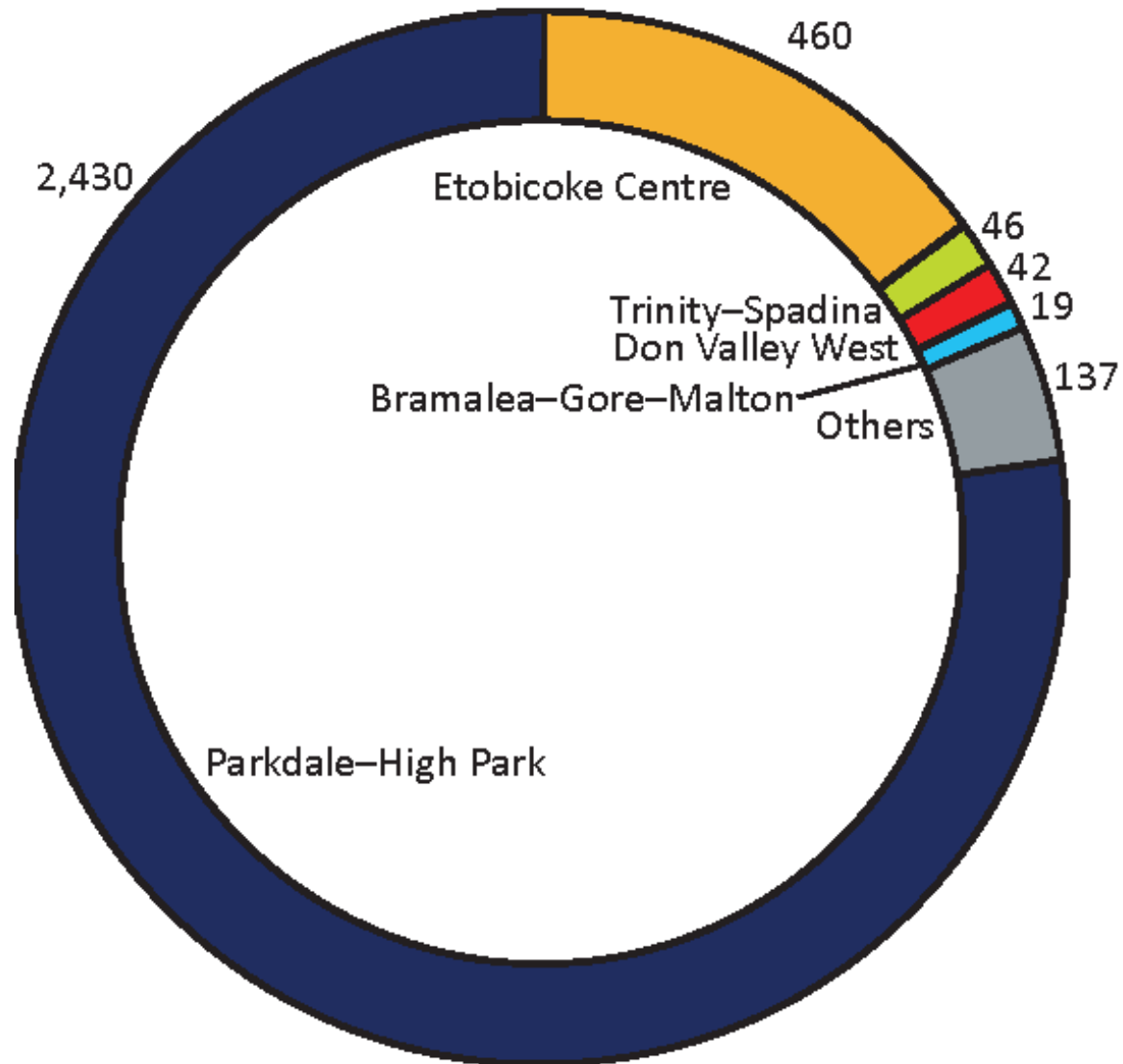
Noise Complaints and Callers

(January–February, 2012–2014)



Top Five Callers vs. All Other Callers

(January–February, 2014)



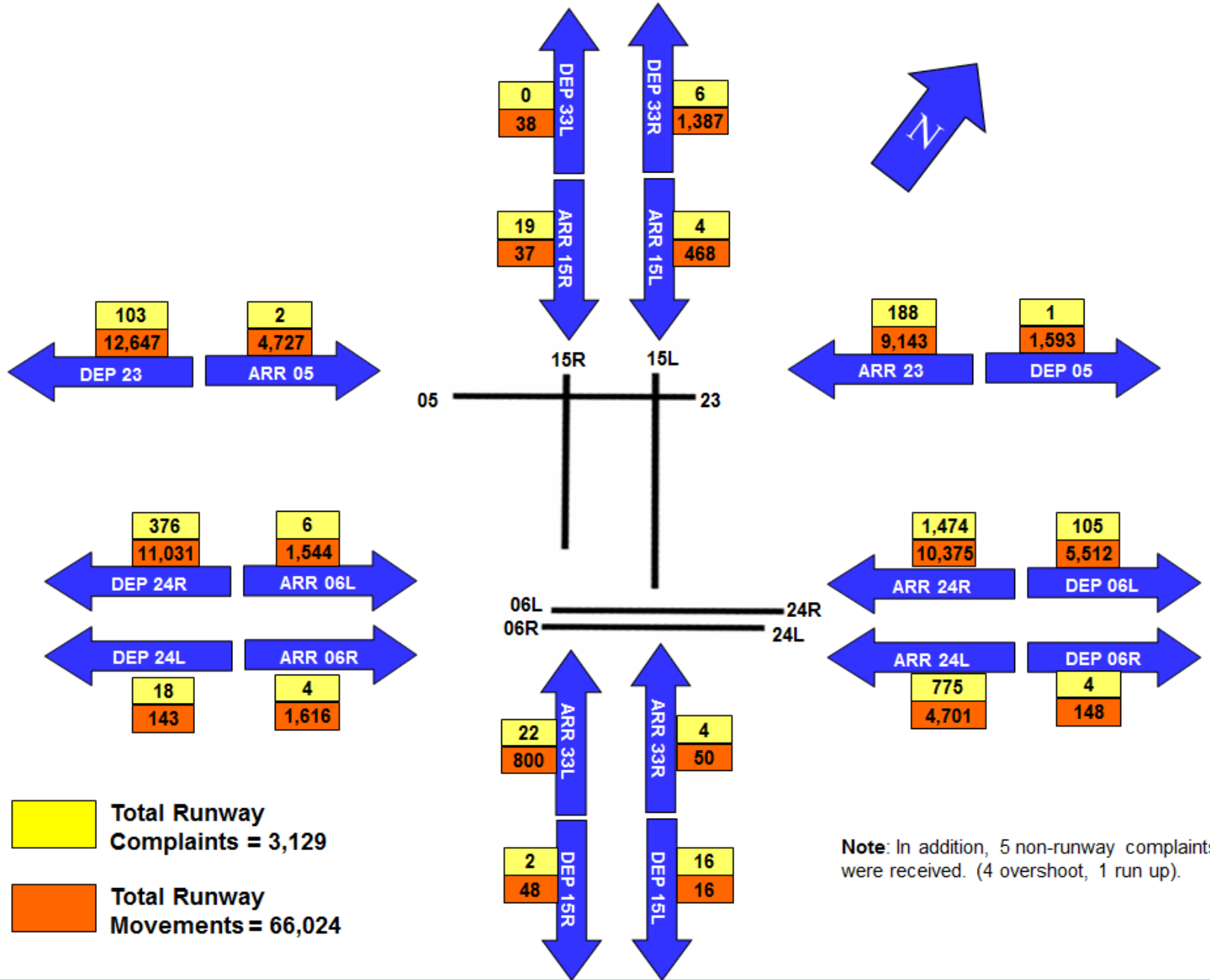
This chart shows the number of complaints made by our five most frequent callers, identified by location.

Complaints and Callers by Federal Riding

Federal Riding	Complaints	Callers
Bramalea - Gore - Malton	20	2
Brampton West	4	3
Don Valley East (Est)	1	1
Don Valley West (Ouest)	49	7
Etobicoke - Lakeshore	3	3
Etobicoke Centre	466	5
Etobicoke North (Nord)	1	1
Mississauga East Cooksville	1	1
Mississauga South (Sud)	1	1
Mississauga-Bram. South	7	1
Mississauga-Erindale	1	1
Mississauga-Streetsville	1	11
Parkdale - High Park	2431	2
St. Paul's	87	18
Trinity - Spadina	46	1
Vaughan	6	2
York Centre	8	1
York West (Ouest)	1	1
Grand Total	3134	52

Comparison of Runway Movements & Noise Complaints by Runway Operation

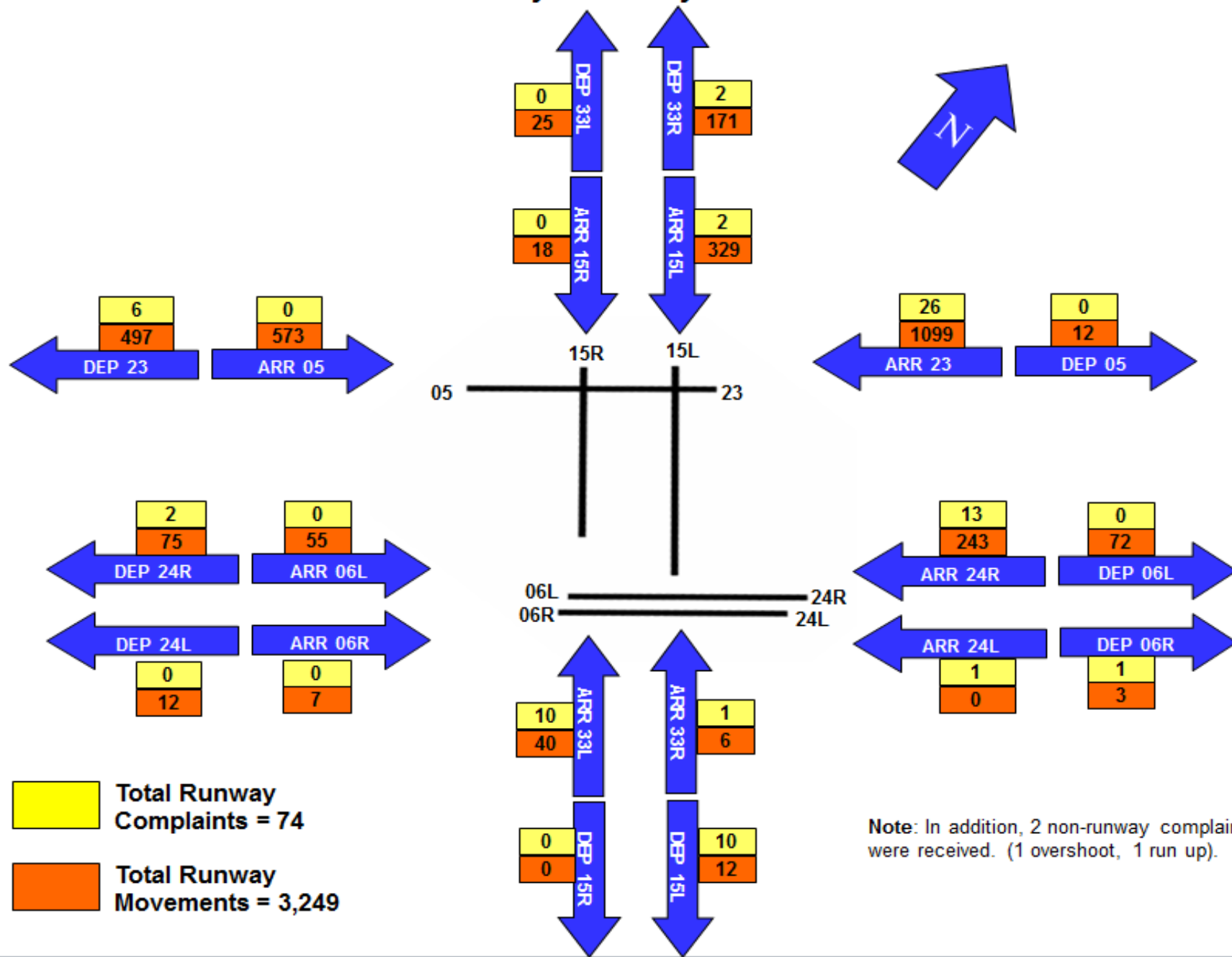
January - February 2014



Note: In addition, 5 non-runway complaints were received. (4 overshoot, 1 run up).

Runway Movements & Noise Complaints During the Preferential Hours (00:00-06:29L)

January - February 2014



 Total Runway Complaints = 74

 Total Runway Movements = 3,249

Note: In addition, 2 non-runway complaints were received. (1 overshoot, 1 run up).



Thank you



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