



# CENAC STATS

## April 30, 2014



**Toronto Pearson**  
International Airport | Aéroport International

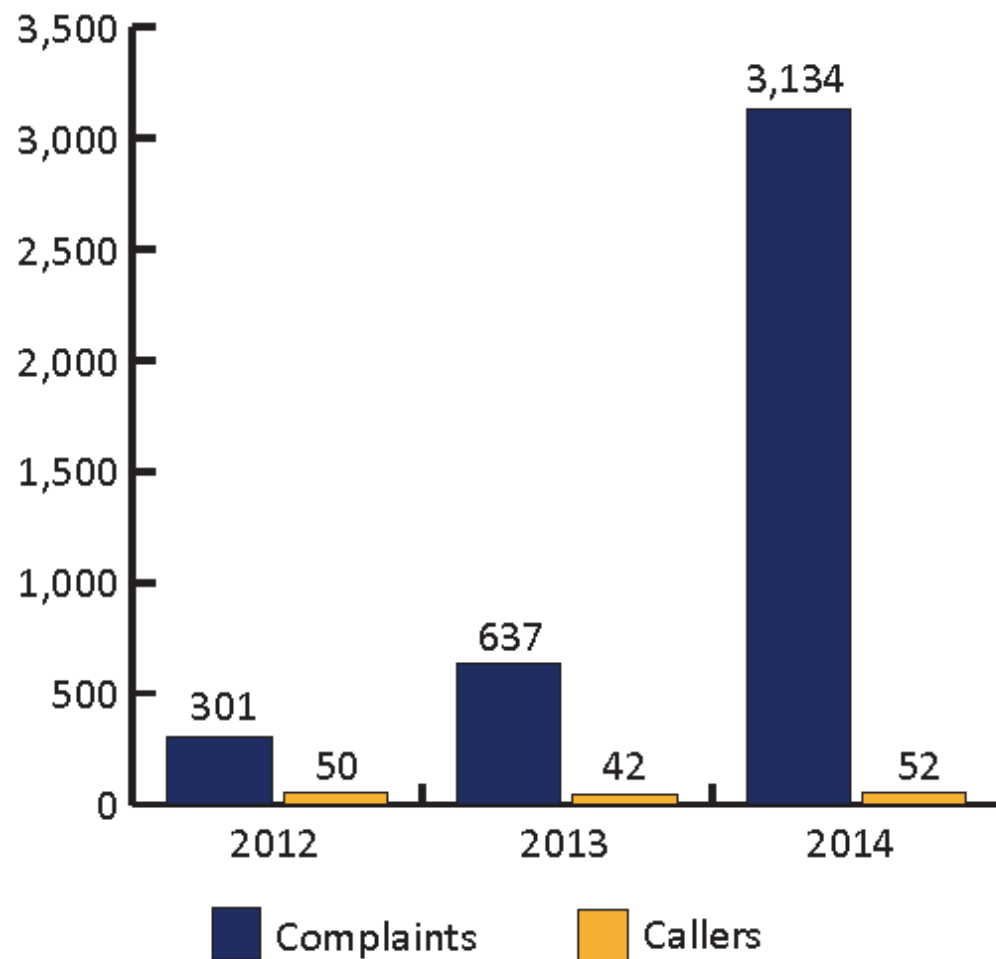
# Registering a Noise Complaint

- **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 15<sup>th</sup> 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

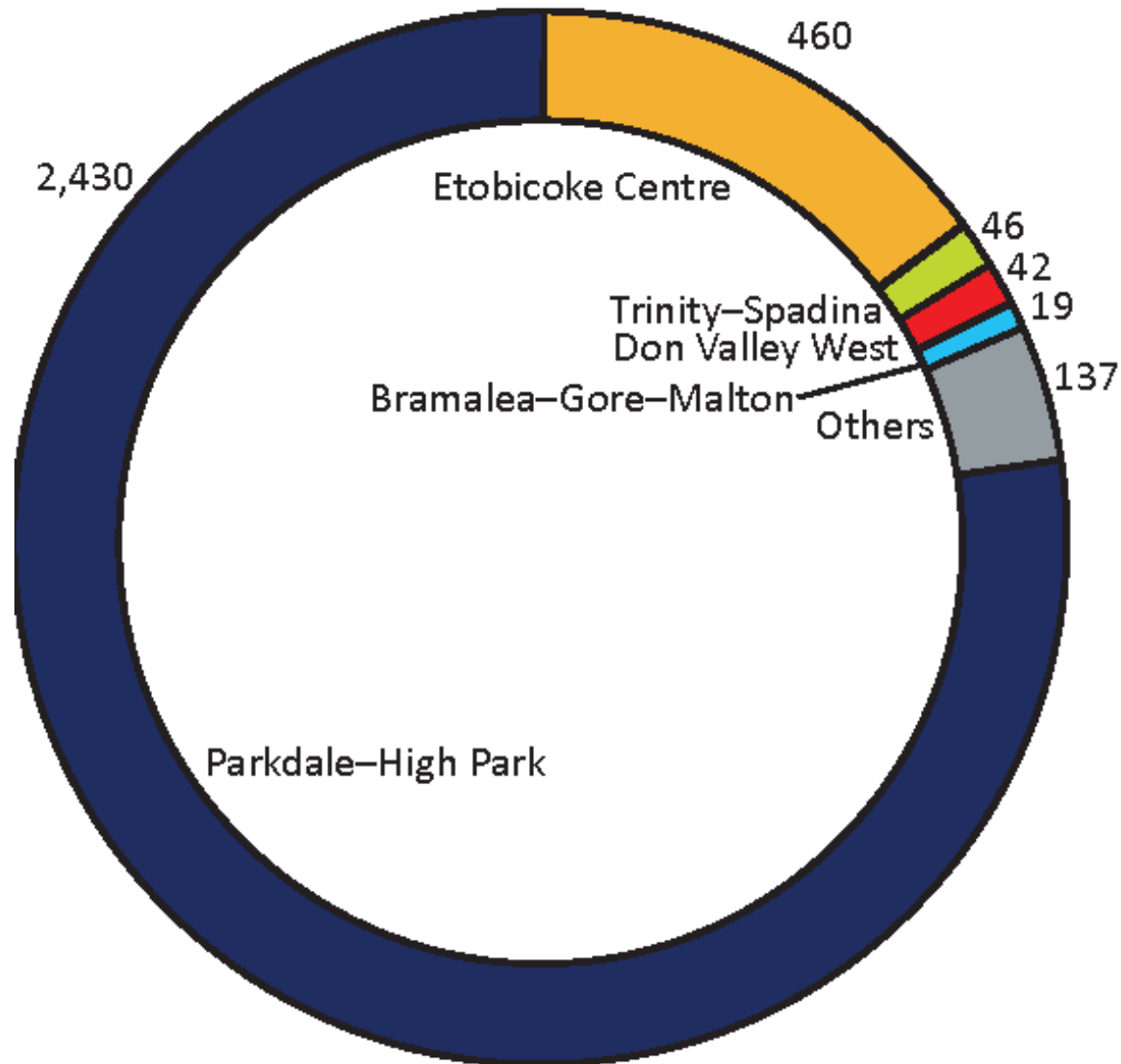
## Noise Complaints and Callers

(January–February, 2012–2014)



# Top Five Callers vs. All Other Callers

(January–February, 2014)



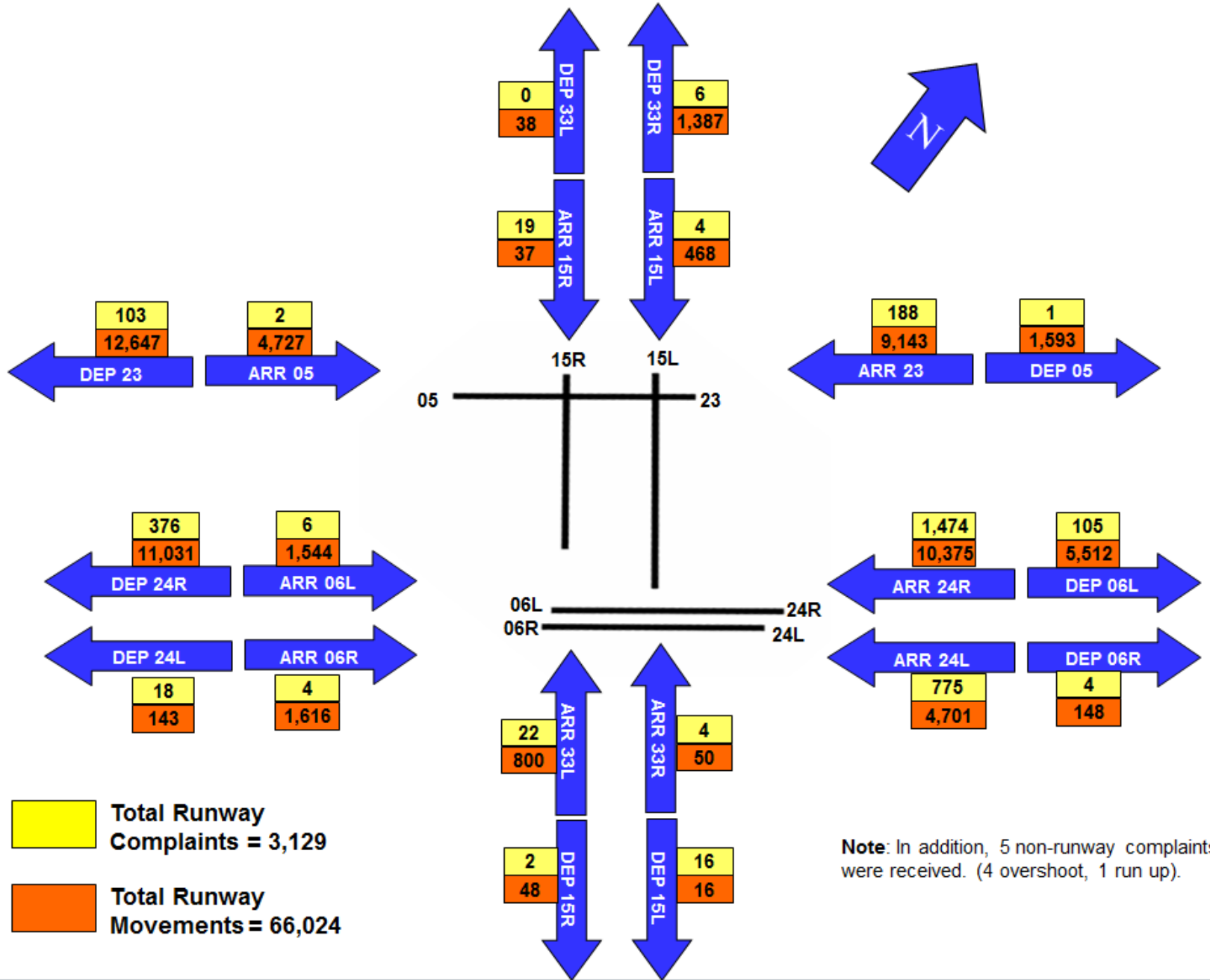
This chart shows the number of complaints made by our five most frequent callers, identified by location.

# 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

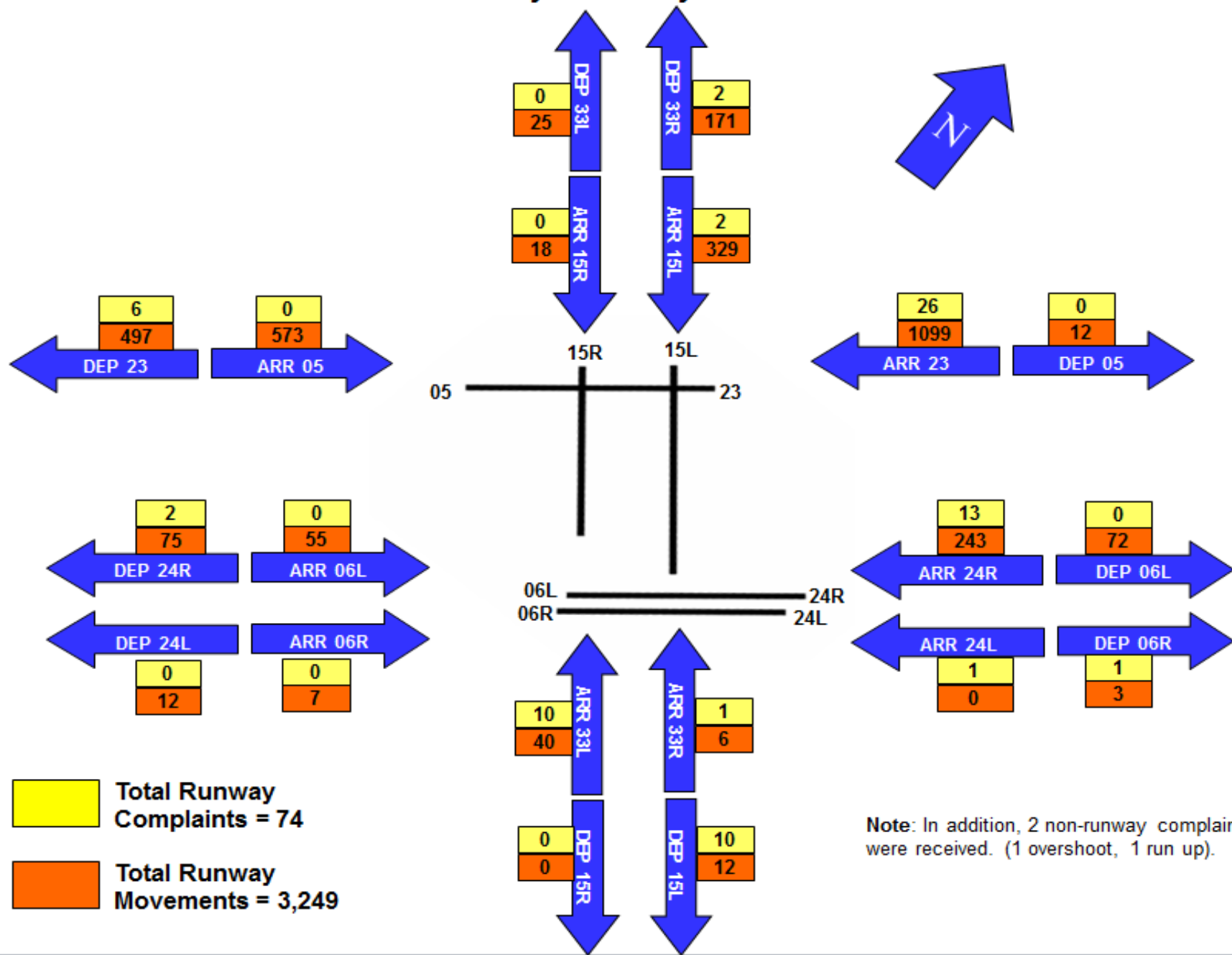
January - February 2014



**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



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



Thank you



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