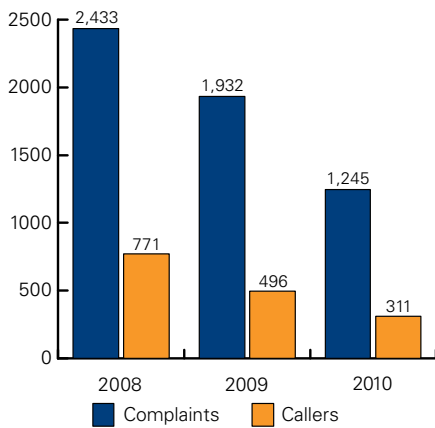


2011 COMMUNITY ENVIRONMENT AND NOISE ADVISORY COMMITTEE—UPDATE

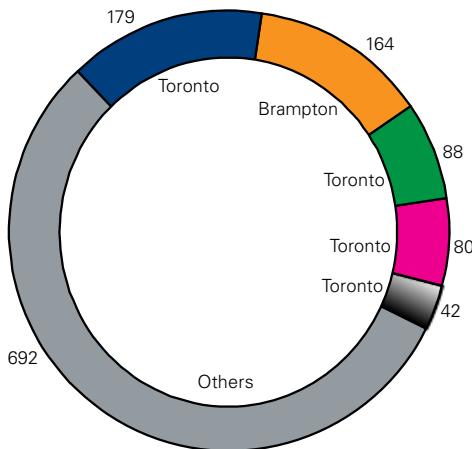
GREATER TORONTO AIRPORTS AUTHORITY

JANUARY 2011

Noise Complaints and Callers (2008–2010)

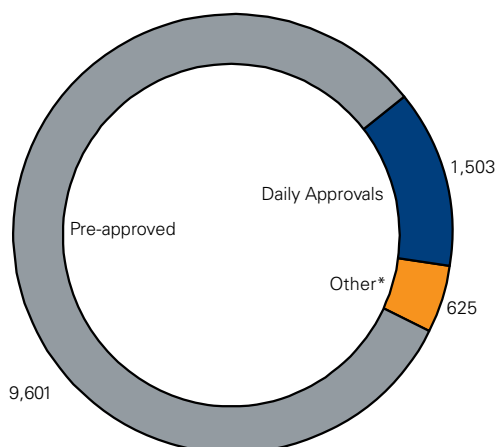


Top Five Callers vs. All Other Callers in 2010



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

Restricted Hours Flights (November 2009–October 2010)



*Other operations include potential night violations, medevac flights, weather alternate flights, military and police

Toronto Pearson wins awards in 2010

Toronto Pearson is proud of the awards we received:

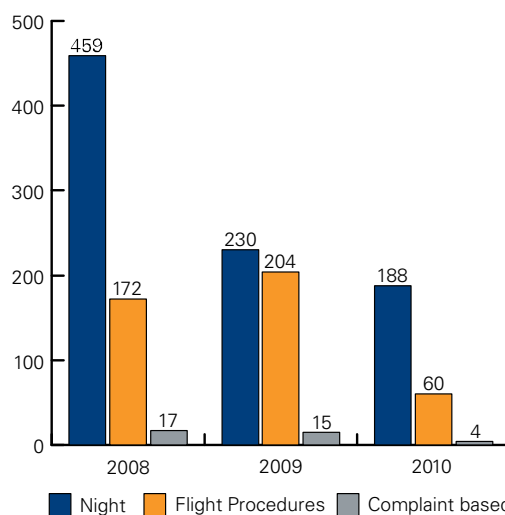
- The International Air Transport Association's Eagle Award for Most Improved Airport, recognizing the significant strides we have made in working with the air carrier industry
- Five Airport Revenue News awards, including Best Customer Service, Best Concessions Management Team, and Best Overall Concessions Program
- The Travel Press Agent's Choice Award as favourite Canadian airport, the second year in a row.

Early Turn Trial

The trial program allowing early turns on the north/south runways and extended prop turn hours continues, and related complaints are minimal.

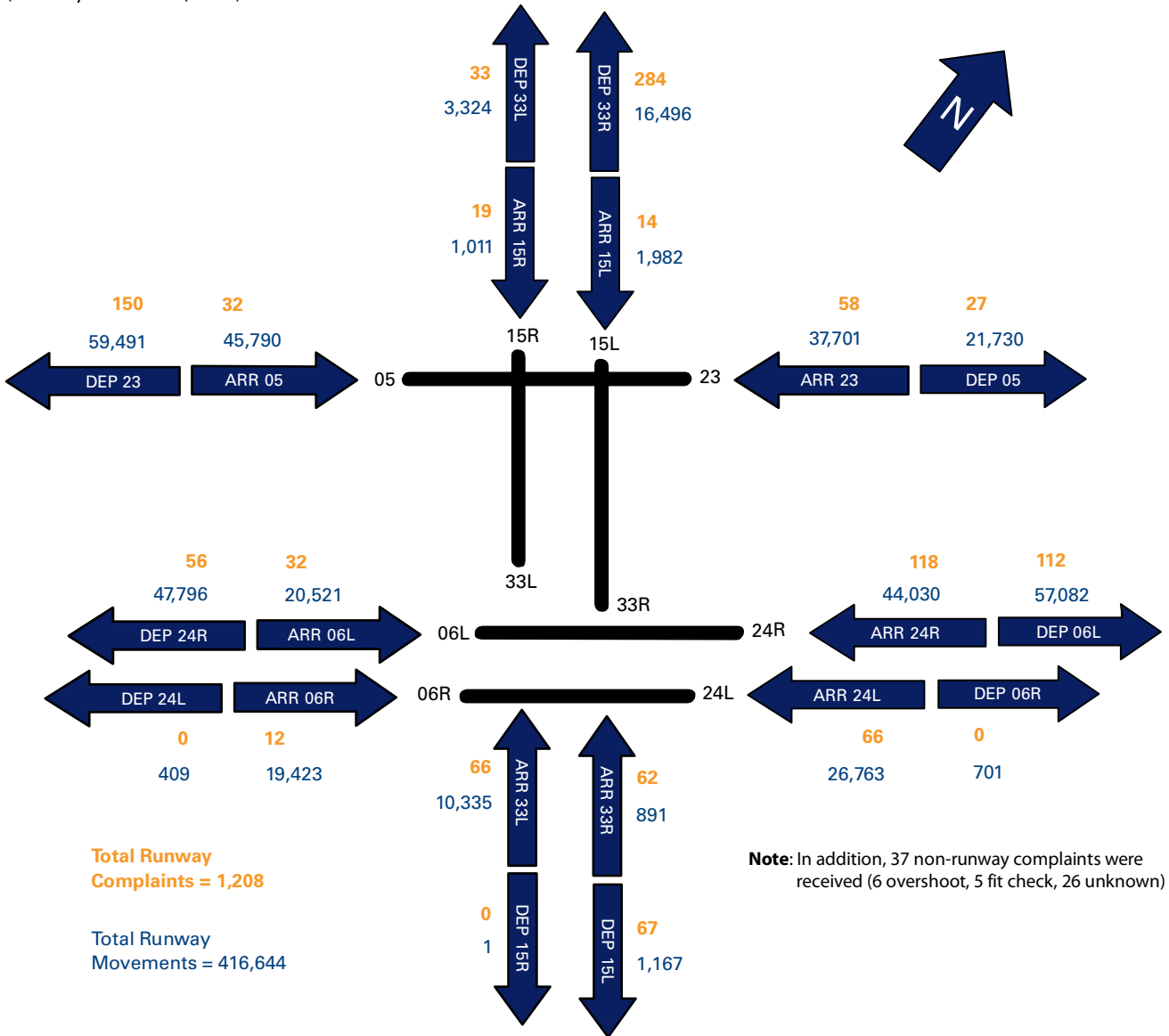
Throughout the trial from March 3, 2008, to December 31, 2010, 1,579 eligible jet aircraft (22 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 1,798 props (94 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 2,064 (85 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 25 complaints.

Enforcement Investigations (2008–2010)

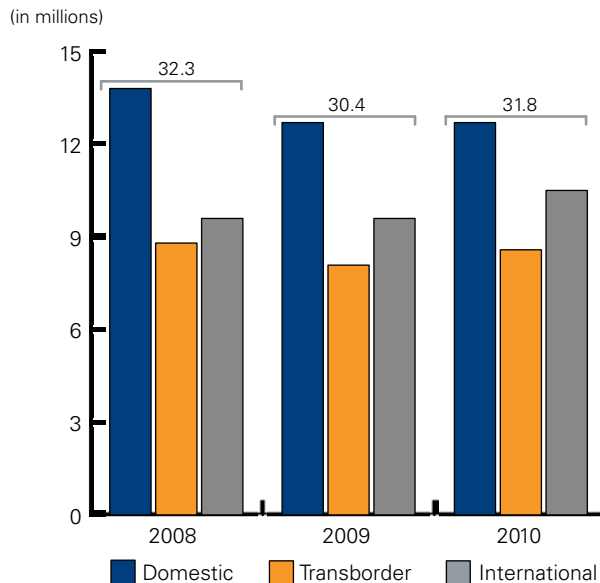


Runway Movements and Noise Complaints by Runway Operation

(January–December, 2010)

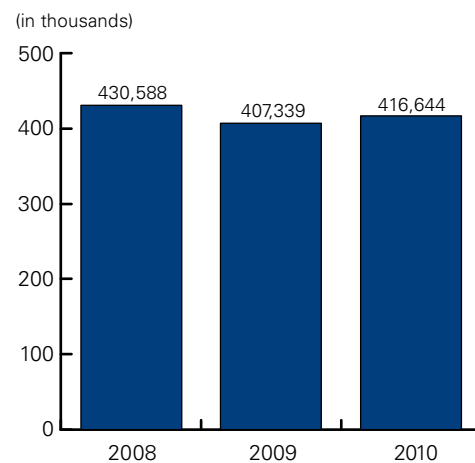


Passenger Traffic at Toronto Pearson (2008–2010)



Note: These numbers are estimates.

Runway Movements at Toronto Pearson (2008–2010)



Note: These numbers are estimates.