

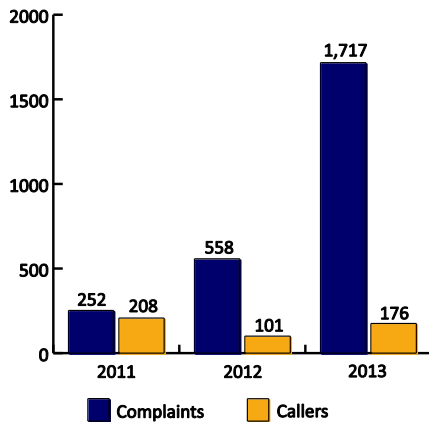
# COMMUNITY ENVIRONMENT AND NOISE ADVISORY COMMITTEE UPDATE



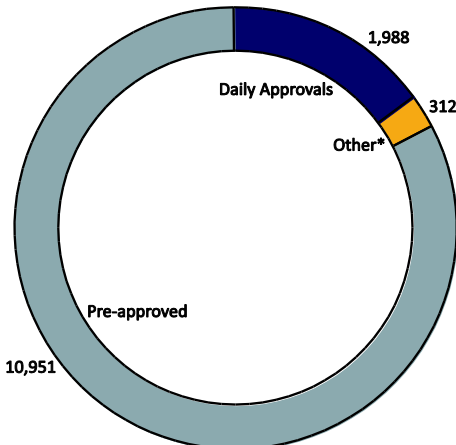
NOVEMBER 2013

Toronto Pearson

## Noise Complaints and Callers (August–October, 2011–2013)

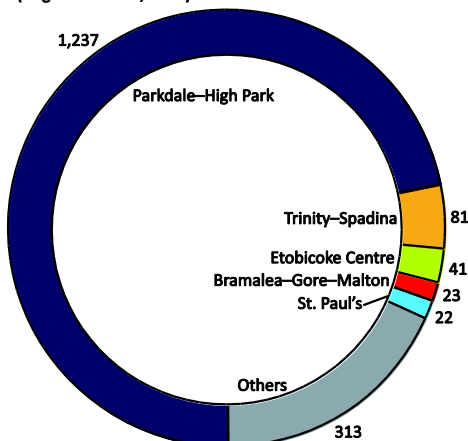


## Restricted Hours Flights (November 2012–October 2013)



\*Other operations include medevac flights, weather alternate flights, military and police.

## Top Five Callers vs. All Other Callers (August–October, 2013)



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

## New Commercial Agreement between GTAA and Air Canada

Starting January 1, a new commercial agreement between the GTAA and Air Canada takes effect to further develop Toronto Pearson as a global hub, including continued customer service improvements, greater flight frequencies to existing markets and access to more global destinations.

“This agreement with Air Canada will allow us to continue to support our local and national economy, improve service levels for all of our passengers, and help Canada to compete globally,” said Howard Eng, GTAA’s Chief Executive Officer.

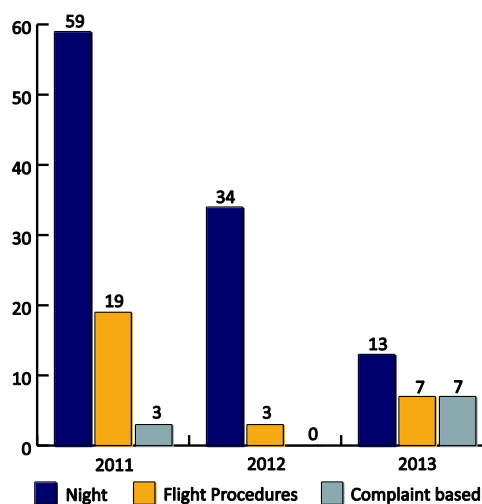
“Toronto has the potential to become a preferred global routing because it offers some of the best elapsed travel times between the U.S. and major centres in Europe and Asia,” said Ben Smith, Air Canada’s Executive Vice President and Chief Commercial Officer.

## Early Turn Trial

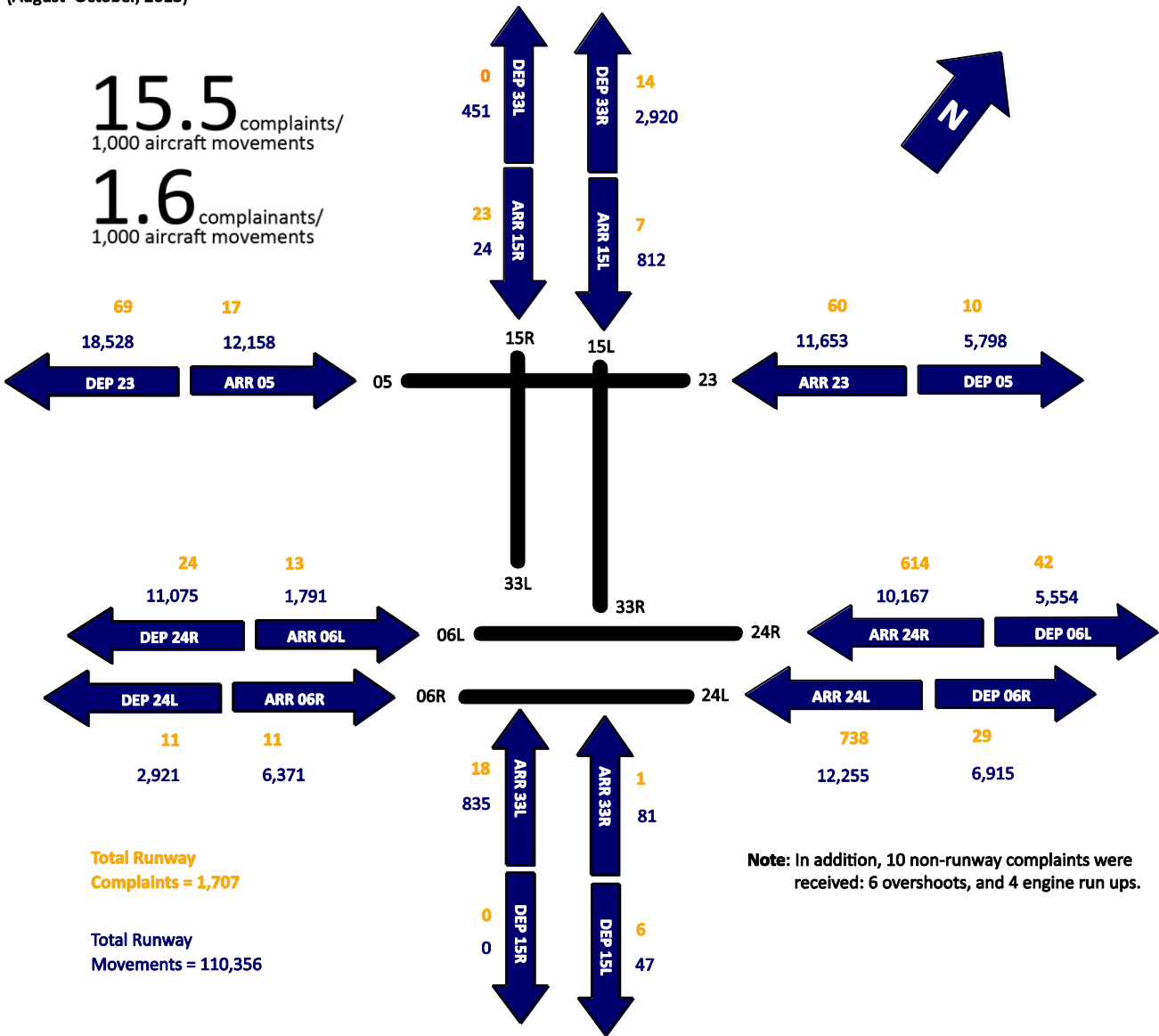
The trial program allowing early turns on the north/south runways and extended prop turn hours continues.

Throughout the trial so far, from March 3, 2008, to October 31, 2013, 2,304 eligible jet aircraft (19 per cent) conducted an early turn off the north/south runways, resulting in six complaints. During this time, 3,095 props (92 per cent) conducted early turns between the hours of 6:30 and 6:59 a.m., while 5,239 (84 per cent) initiated early turns between 11:01 and 11:30 p.m., resulting in 196 complaints.

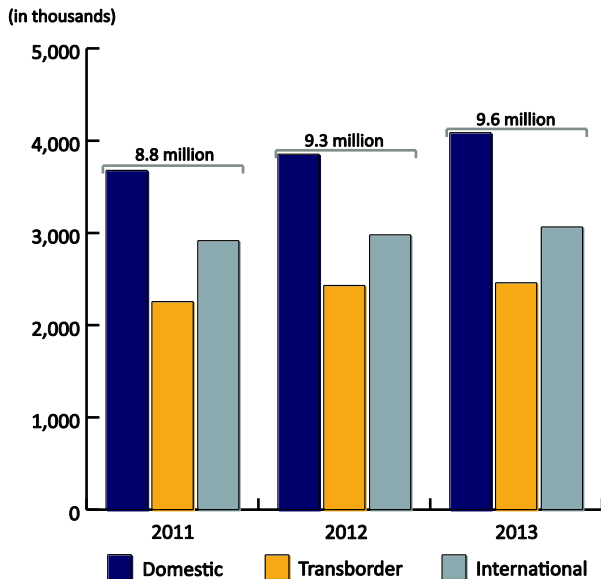
## Enforcement Investigations (August–October, 2011–2013)



**Runway Movements and Noise Complaints by Runway Operation**  
(August–October, 2013)

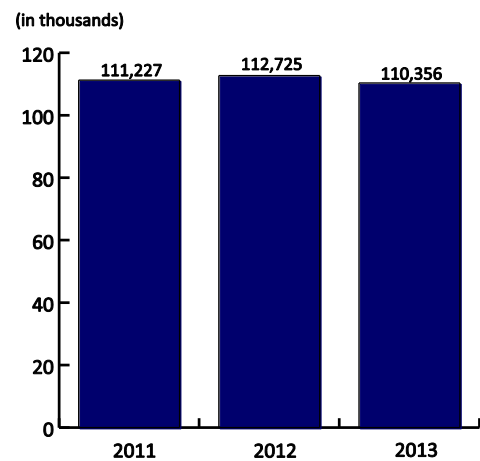


**Passenger Traffic at Toronto Pearson**  
(August–October, 2011–2013)



**Note:** These numbers are estimates.

**Runway Movements at Toronto Pearson**  
(August–October, 2011–2013)



**Note:** These numbers are estimates.