

CENAC June 21, 2017



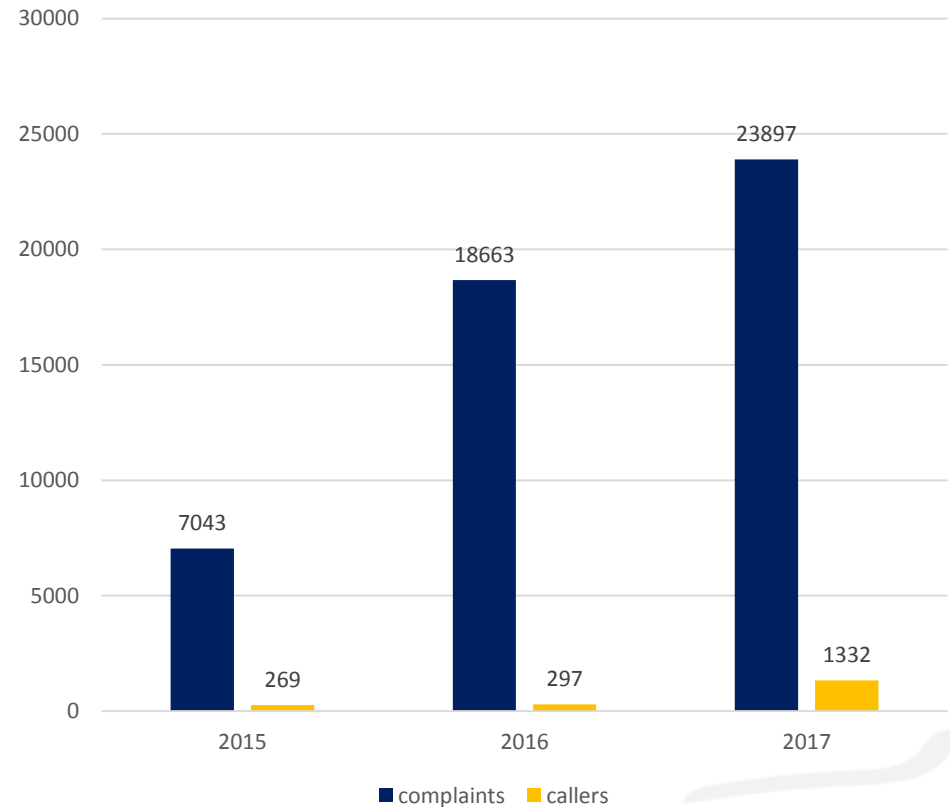
Toronto Pearson
International Airport | Aéroport International

Complaints & Callers

**2017 Complaints and Callers
(By Month)**

Month	Complaints	Callers
January	6,437	105
February	3,980	112
March	3,695	213
April	9,753	1,133
May		
June		
July		
August		
September		
October		
November		
December		

**Noise Complaint and Callers
(January to April 2015-2017)**



- Complaints have increased by 28% from the same time period last year
- Number of callers has increased by 348%

These numbers are estimates and are subject to change. Please note that we are still processing April 2017 statistics.

Complaints & Callers

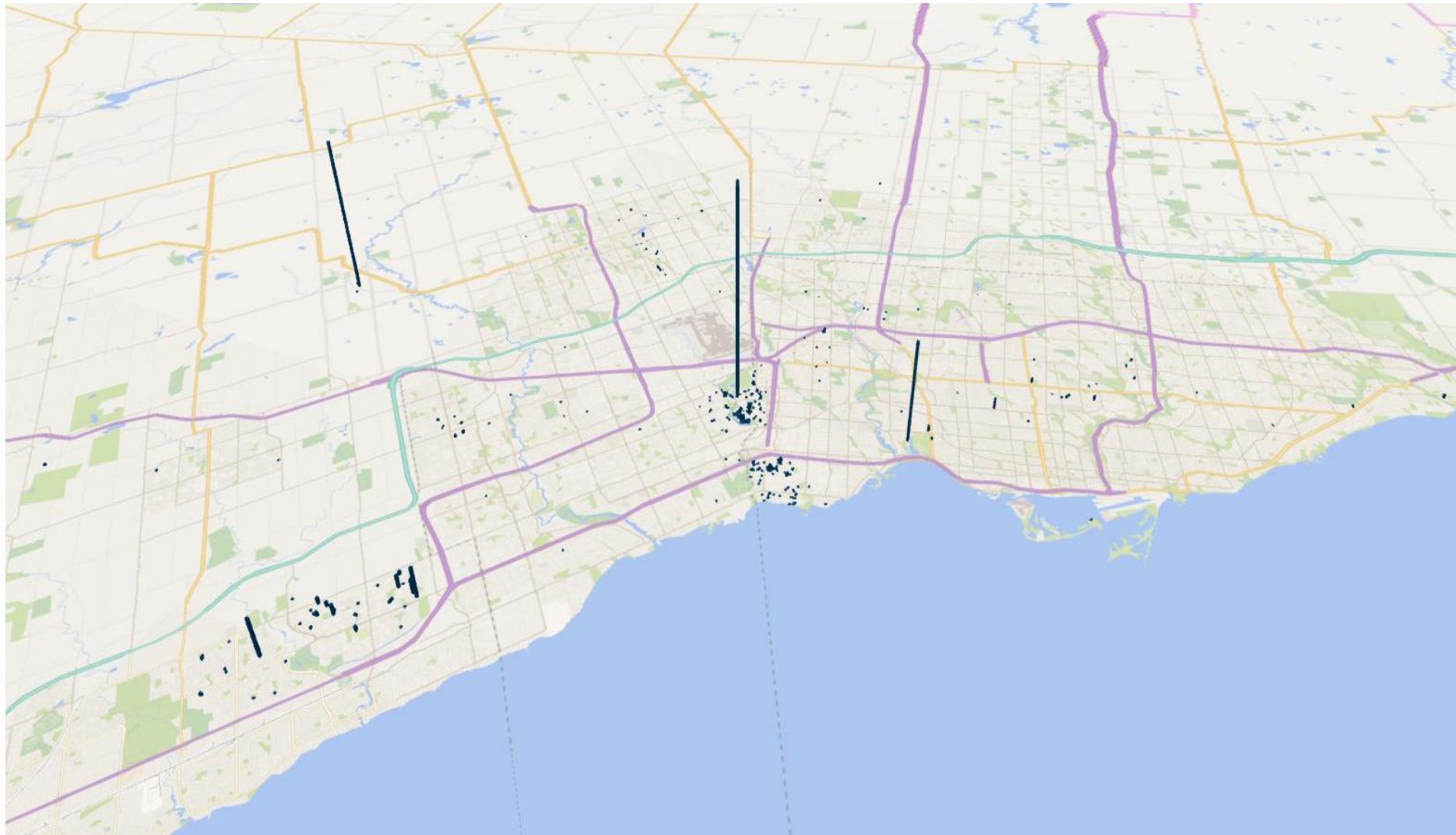
(January to April 2017, By Federal Riding)

RIDINGS	Complaints	Callers
Aurora-Oak Ridges-Richmond Hill	1	1
Beaches-East York	23	1
Brampton Centre	736	39
Brampton East	130	12
Brampton North	39	16
Brampton South	8	3
Brampton West	25	2
Davenport	12	3
Don Valley East	78	8
Don Valley West	193	11
Dufferin-Caledon	11	10
Eglinton-Lawrence	69	5
Etobicoke Centre	5741	409
Etobicoke North	93	10
Etobicoke-lakeshore	993	372
Humber River-Black Creek	19	12
King-Vaughan	12	4
Markham-Thornhill	1	1
Milton	85	7
Mississauga Centre	3	3

RIDINGS	Complaints	Callers
Mississauga East (Est)	2	2
Mississauga East-Cooksville	528	183
Mississauga-Erin Mills	24	5
Mississauga-Lakeshore	59	39
Mississauga-Malton	56	15
Mississauga-Streetsville	19	9
Oakville	871	33
Oakville North-Burlington	4239	58
Parkdale-High park	4404	26
Scarborough Centre	3	2
Scarborough-Rouge Park	245	1
Spadina-Fort York	5	1
Toronto-St.Paul's	182	6
University-Rosedale	5	3
Vaughan-Woodbridge	25	7
Wellington-Halton Hills	4922	5
Willowdale	30	4
York Centre	5	3
York South-Weston	1	1
Grand Total	23897	1332

These numbers are estimates and are subject to change. Please note that we are still processing April 2017 statistics.

January to April 2017 Complaints by Area



These numbers are estimates and are subject to change. Please note that we are still processing April 2017 statistics.

Runway Movements & Complaints

January to April 2017

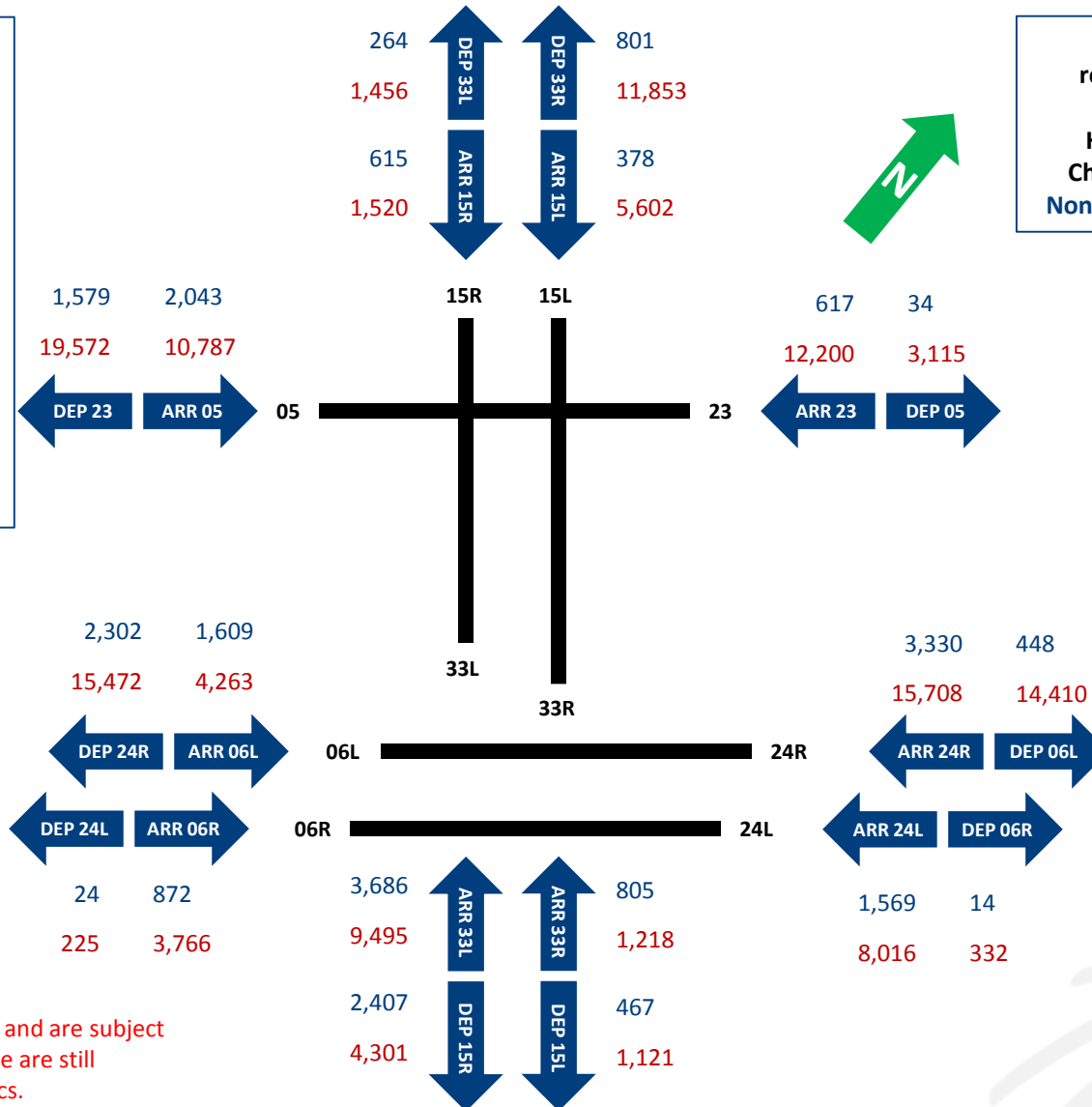
Runway Movements
(does not include Helicopter)
Total = 144,422

Complaints by Runway Movements
Total = 23,864

65% of the complaints were for Arrivals

35% of the complaints were for Departures

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups
Non-Runway Complaints Total =33



These numbers are estimates and are subject to change. Please note that we are still processing April 2017 statistics.

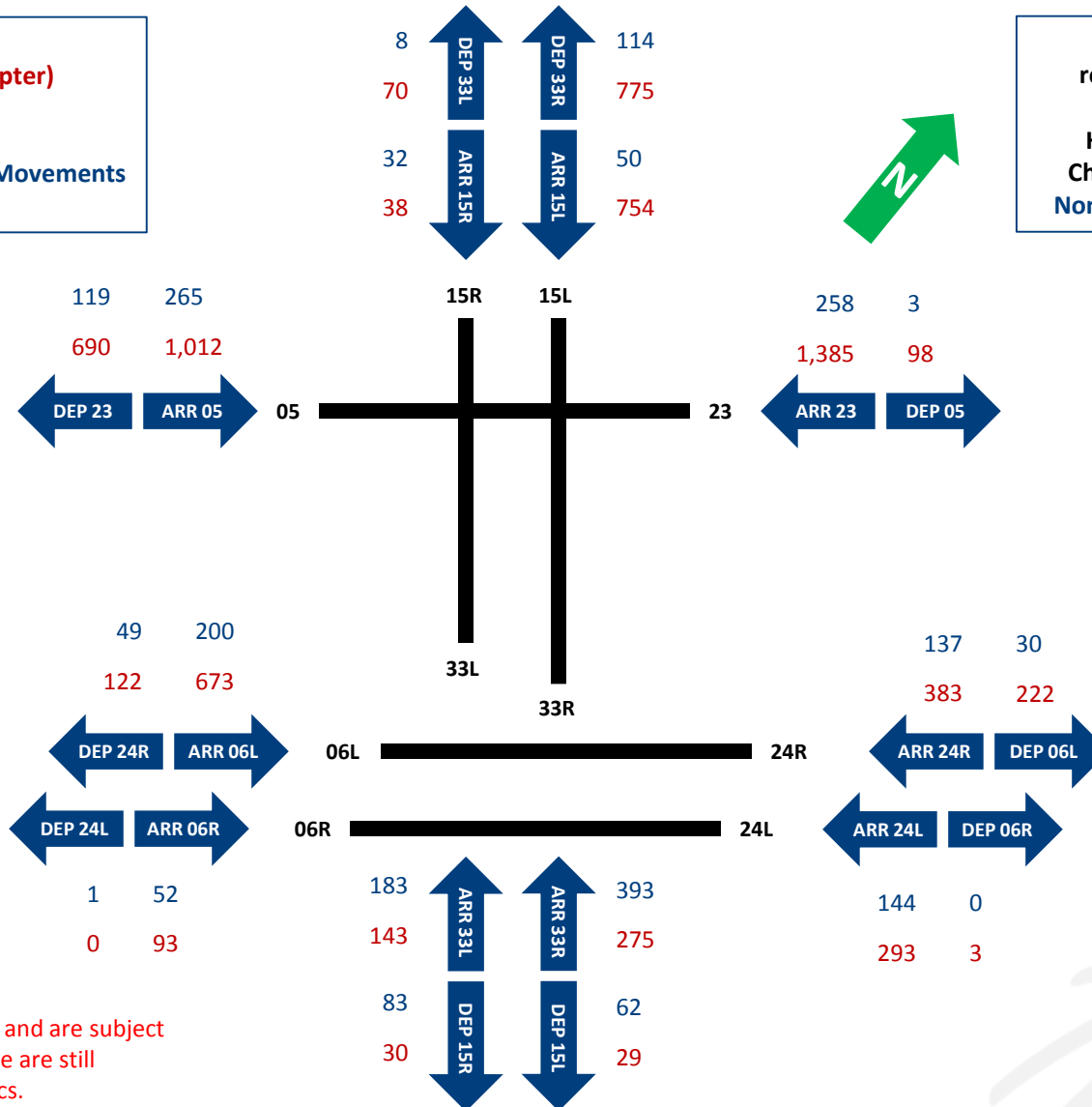
Runway Movements & Complaints

January to April 2017 – Preferential Hours (00:00 – 06:29)

Runway Movements
(does not include Helicopter)
Total = 7,088

Complaints by Runway Movements
Total = 2,183

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups
Non-Runway Complaints Total = 6



These numbers are estimates and are subject to change. Please note that we are still processing April 2017 statistics.

Runway Movements & Complaints

January to April 2017 Restricted Hours (00:30 – 06:29)

* Report reflects runway movements – complaints for calendar year, not night flight budget year

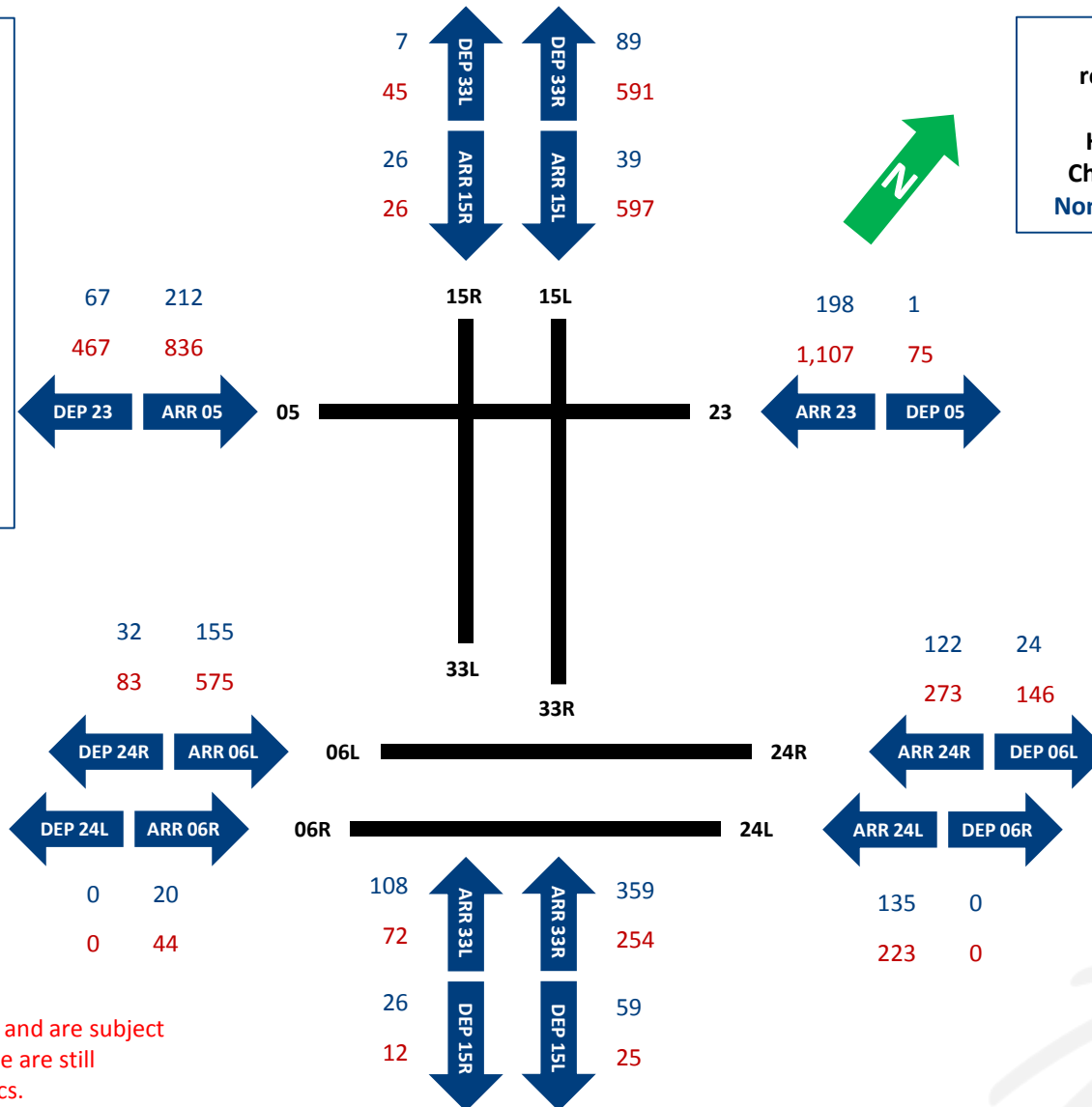
Runway Movements
(does not include Helicopter)
Total = 5,451

Complaints by Runway Movements
Total = 1,679

74% of the complaints were for Arrivals

26% of the complaints were for Departures

Throughout the year, we also receive complaints against non-runway operations, including Helicopter, Instrument Landing Checks Overshoots, and Run Ups
Non-Runway Complaints Total = 6



These numbers are estimates and are subject to change. Please note that we are still processing April 2017 statistics.

2017 Enforcement Investigations

Noise Abatement Procedures

- All arrival and departure operations are monitored for compliance with the Noise Abatement procedures using rules set in the Airport Noise and Operations System
- Listen to voice recordings between pilot and NAV CANADA for possible explanation ie. weather avoidance, safety

Night Flight Restriction Program

- All flights that operate during the Restricted Hours (12:30am-6:30am) are verified against night flight schedule and day of operations approvals

Formal Investigation

- When there is no evidence or reasonable explanation for non-compliance to the Night Flight Restriction Program or the Noise Abatement procedures, details are forwarded to Transport Canada for their investigation and potential enforcement action

Type	GTA A Investigations	Sent to Transport Canada
Night Flight Restriction Program	68	0
Noise Abatement Procedures	41	0
Total	109	0

Operational Trials Updates

North South Early Jet Turns

Certain small jet aircraft are permitted to turn to course shortly after takeoff on the east/west runways between 07:00 and 23:00.

- This is standard procedure since 2005.
- During the trial, early turns are also permitted on the north/south runways.

From March 3, 2008 to April 30, 2017

- 2, 777 eligible jet aircraft (17%) made early turns on the North/South runways
- 32 complaints are attributed to this trial.

Propeller Turns Extended Hours

Propeller aircraft are permitted to turn to course shortly after takeoff from any runway between the hours of 07:00 and 23:00.

- This is standard procedure since the 1970s.
- During the trial, prop turns are also permitted from 06:30 until 23:30.

From March 3, 2008 to April 30, 2017

- 3,968 props (91%) turned between 06:30 and 06:59
- 9,921 props (83%) turned between 11:01 and 11:30 p.m.
- 311 complaints are attributed to this trial.