Agenda

• Objective of Meeting
• Toronto Pearson – We are Growing
• Mitigating our Impacts
• Where Complaints Fit
• Toronto Pearson’s Noise Complaint Process
• What’s next
Objective of this session

- Situate complaints as one tool in our kit of mitigation measures
- Share the process, build understanding
- Get feedback - are we tracking and reporting on the trends that matter to the community?
- Improve complaint collection and usage
MITIGATING OUR IMPACT
Our Area of Responsibility
Our Industry

- Noise management is a complex issue that balances variables:
  - Safety
  - Travellers want better connections to more destinations
  - Airlines want to
    - improve overall operational efficiencies
    - reduce fuel consumption and greenhouse gas emissions
  - Understanding that we operate in an intensely urban area
  - Airport’s mandate to provide aviation services to meet the demands of Southern Ontario

These factors are considered when working to strike a balance between operating a growing airport and regional economic engine and the impact on our neighbours.
Our Toolbox

• Noise Management Program
  – Noise certification, Night Flight Restriction Program, Standard arrival and departure procedures
• Operate a Noise Management Office
• Establish and enforce noise mitigation measures
• Host Community Environment & Noise Advisory Committee (CENAC)
• Coordinate activities to build awareness and understanding around airport operations
• Complaints – collection, analysis, investigation, tracking and reporting
COMPLAINTS
Tough Questions
Why you make complaints

• Seek a change in airport operations

• Express a concern about a:
  • Specific operation
  • Specific aircraft
  • Specific procedure
  • Change or an aircraft noise not previously noticed

• Seek Information
  • Airport noise and operations, in general
Do complaints result in change?

- People often ask if filing noise complaints will change how the airport operates
  - Unfortunately, it is not that simple
- Most complaints are against a standard, permitted operation
  - Aircraft following required procedure
    - Procedure is determined by operational factors, such as wind and weather, entrenched noise abatement procedures
  - An “uncontrollable” nighttime operation, such as medevac flights, military and police operations, weather
Why don’t more complaints result in change?

Because we are:

• Governed by safety
• Highly regulated, little flexibility
• Operating a mature airport in a mature environment
• A robust noise management program with rigorous check and balances
• 95% of jet aircraft operating at Toronto Pearson are Chapter 4 compliant
• The noise footprint around Toronto Pearson has reduced significantly over the past 15 years
Why complaints matter

- Noise Management is a significant consideration in decision making by the GTAA

- The Noise Management Program and associated published procedures in place today are in part the result of noise concerns, impacts and trends over the years
Why complaints matter

Validation
- A check that procedures are being followed - no deviation from the noise abatement procedures
- Data collection – validate our operations
- Identify trends or irregularities that may need to be investigated or assessed
- Track trials
- Sense of impact of airport operations

Outreach & Education
- Educate
- Provide accurate information
- Provide insight to what noise issues are, gauge level of concern over a procedure or operation
- Tool for elected officials to understand community concerns
- Interact and engage with our neighbours
THE PROCESS
What typically generates a complaint?

- Aircraft (time of day/season)
- Normal operations (specific operation)
- Unusual operations (construction/weather)
- General Information
- Media
- Aircraft not previously noticed
- Trials
- Change in flight patterns
- Noise event (a loud noise)
- New resident
- Potential violation
Make a Noise Complaint

• **Direct**
  – Phone
    • Noise Management Office (416-247-7682)
    • Monday to Friday 8 AM to 5 PM
    • Prompted voice message system after hours/weekends
  – Internet - website
    • TorontoPearson.com (On-line form)

• **Indirect**
  – Email
  – Elected officials
Information Required to Register a Complaint

- **Date and time of incident**
- **Location and description of event (usually same as above)**
  - As much information as possible to ensure the event is investigated and responded to accurately
- **Personal information to register a complaint:**
  - Name
  - Address/City/Postal Code
  - Phone number
- **Missing information**
  - Cannot investigate; therefore
  - Cannot register
## Complaints – Method Received - 2011

<table>
<thead>
<tr>
<th></th>
<th>Email</th>
<th>Voicemail</th>
<th>Telephone</th>
<th>Other</th>
<th>Total</th>
</tr>
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<tr>
<td><strong>Total</strong></td>
<td>433</td>
<td>204</td>
<td>155</td>
<td>1</td>
<td>793</td>
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<tr>
<td>Response Requested</td>
<td>263</td>
<td>140</td>
<td>22</td>
<td>1</td>
<td>426</td>
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<tr>
<td>Response Not Requested</td>
<td>170</td>
<td>64</td>
<td>133</td>
<td>0</td>
<td>367</td>
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</table>
Types of Complaints

- **Complaints recorded in the Noise Complaint Database**
  - Aircraft specific complaint (650 complaints in 2011)
    - E.g. Flight123, A320, departure off of Runway 23
  - Operational complaint (143 complaints in 2011)
    - E.g. Arrivals on Runway 33L

- **Complaints are further categorized by source (for example):**
  - Too loud; too late; too frequent; too low; too early
  - Downwind
  - Rollback noise
  - Flight Check
  - Prop Departure
  - Early Jet Turn
  - Weather Avoidance
  - Trial
  - Overshoot
Investigating a Complaint

- All complaints are investigated by the Noise Management office

- Airport Noise Monitoring and Flight Tracking System to:
  - Query date and time of incident
  - Identify location
  - Review related flight tracks and operations
  - Correlate specific flight/operation with flight track data and noise data (if available)
  - Follow up with a callback if requested
  - Register the complaint in the Noise Complaint Database
<table>
<thead>
<tr>
<th>Distance (M)</th>
<th>Altitude (Ft)</th>
<th>At Time</th>
<th>Flight</th>
<th>Start Time</th>
<th>Operation</th>
<th>Runway</th>
<th>Type</th>
</tr>
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<tbody>
<tr>
<td>1497</td>
<td>2300</td>
<td>22:05:33</td>
<td>DLH471</td>
<td>22:05:33</td>
<td>DEP</td>
<td>33R</td>
<td>B742</td>
</tr>
<tr>
<td>5542</td>
<td>800</td>
<td>22:03:12</td>
<td>KAL281</td>
<td>22:03:12</td>
<td>DEP</td>
<td>23</td>
<td>B742</td>
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<tr>
<td>5827</td>
<td>600</td>
<td>22:00:17</td>
<td>ACA1144</td>
<td>22:00:17</td>
<td>ARR</td>
<td>23</td>
<td>B763</td>
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<tr>
<td>9517</td>
<td>700</td>
<td>21:52:03</td>
<td>ACA820</td>
<td>21:52:03</td>
<td>ARR</td>
<td>24R</td>
<td>A320</td>
</tr>
</tbody>
</table>

Filter:

ID = 'DLH471' AND START_TIME = '22:05:33' OR ID = 'DLH471' AND START_TIME = '22:03:12'
Complaint

Rec. Date: 12/27/01
Rec. Time: 07:00
Inc. Date: 12/25/01
Inc. Time: 22:07

Salutation: MR.
First Name: 
Last Name: 

Street: 
City: BRAMPTON
Province: ONTARIO
Postal Code: L6T1T5

Mun. Ward: 63
Fed. Elect.: UNKNOWN
Ext.: UNKNOWN

Home Tel: 
Bus. Phone: 
Airport: UNKNOWN

X-Position: 604739.09025
Y-Position: 484140.02814

Compl. Comments: WIND? WHAT AIRLINE FORCES ITS EMPLOYEES TO WORK ON CHRISTMAS DAY?

Callback Requested: YES
Written Response Requested: NO

Wind Dir.: 250
Vel.(Kts.): 12
Gusts: UNK.

Ceiling: UNK.
Visibility: UNK.
Cond.: UNK.

Temp: UNK.
Humidity: UNK.
Precip.: UNK.

Pressure: UNK.

Source 1: TOO LOW
Nature 1: QUALITY OF LIFE
Source 2: UNKNOWN
Nature 2: UNKNOWN
Source 3: UNKNOWN
Nature 3: UNKNOWN

Flight I.D.: DLH471
Destin.: EDDF
Max. Noise: 81 dB

Aircraft Type: 8742
Origin: CYYZ

Operation: DEPARTURI
Corridor: UNKNOWN

Runway: 33R
Airline: LUFTHANSA GERMAN AIR

Analysis Oper: JB
Notes: A24R & D33R

Action 1: MESSAGE (MACHINE)
Date/Time: 12/27/01 10:38
By: JB
Note: DIS WINDS

Action 2: NONE
Date/Time: 01/01/90 00:00
By: UNK.
Note: NONE

Action 3: NONE
Date/Time: 01/01/90 00:00
By: UNK.
Note: NONE

Action 4: NONE
Date/Time: 01/01/90 00:00
By: UNK.
Note: NONE

Action 5: NONE
Date/Time: 01/01/90 00:00
By: UNK.
Note: NONE

Action Finalized: 12/27/01 10:37
<table>
<thead>
<tr>
<th>Flight No</th>
<th>Destination</th>
<th>Aircraft Type</th>
<th>Operation</th>
<th>Runway</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>ARRIVAL</td>
<td>33L</td>
</tr>
</tbody>
</table>

**Complaints:**
- OBJECT TO NIGHT FLIGHTS.
- WHY ON THIS OPERATION?

**Source 1:**
- RUNWAY 33L ARRIVAL
- Nature 1: QUALITY OF LIFE

**Source 2:**
- UNKNOWN
- Nature 2: UNKNOWN

**Source 3:**
- UNKNOWN
- Nature 3: UNKNOWN

**Notes:**
- DIS OPERATIONS DUE TO WINDS
Other Sources for Information

- Tower log data/reports
- Computerized Operational Data Entry System (CODES)
- Daily Executive Overview Reports/emails
- Maintenance run-up approval forms
- Weather data
Responding to Complaints

• **Contact complainants requesting a response within two business days**
  – Some complaints that require more investigation may require a bit more time
  – Follow-up, typically by phone

• **Information shared:**
  – General flight information (operation; runway; aircraft type and altitude)
  – Confirmation flight followed standard noise abatement procedures
  – Noise information (if applicable/available)
  – FAQs are also a good source of information

• **Information not shared:**
  – Air Carrier/flight number
Registering a Complaint

- Complaints are registered in the noise complaint database

- The database stores a file on each complaint and complainant for future tracking and reporting
Complaint Criteria - Restrictions

• Complainants can only register a complaint for themselves
• All noise complaints must be reported by the 15th day of the following month to be registered
• Threats, offensive, abusive or profane language may result in the complaint not being accepted
• Two Hour Rule
  – Multiple complaints are registered as a single complaint when they are:
    • From one complainant
    • Received during a 2-hour period
    • Against the same operation (e.g. arrivals on Runway 33L)
    • Tracked as a multi-complaint
  – Trends are not impacted by the 2 hour rule
# Two Hour Rule - Breakdown

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Reported Complaints</th>
<th>How many were multis</th>
<th>Breakdown multis into 1:1</th>
<th>Total Complaints 1:1</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>793</td>
<td>60</td>
<td>143</td>
<td>936</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(17 complainants)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>575</td>
<td>174</td>
<td>541</td>
<td>1116</td>
</tr>
<tr>
<td>Jan-Apr</td>
<td></td>
<td>(12 complainants)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Toronto and Other Airport Practices - 2011

- **Toronto**
  - 423,891 movements; 793 complaints; 275 callers
  - Complaint registration: 1/person/2hrs (same operation)

- **Montreal**
  - 227,848 movements; 799 complaints; 271 callers
  - Complaint registration: 1/person/day

- **Vancouver**
  - 296,000 movements; 787 complaints; 321 callers
  - Complaint registration: 1/person/call
  - 1 call may note multiple incidents, registered as 1 complaint

- **Denver**
  - 634,780 movements; 2,293 complaints; 52 callers
  - Complaint registration: 1/person/call
  - 1 call may note multiple incidents, registered as 1 complaint
Enforcement

• If analysis suggests noise abatement procedures were not followed, details are forwarded to the Enforcement Office for further investigation

• Enforcement Office monitors compliance of:
  – Noise Abatement Procedures (NAPs)
    • departure procedures
    • arrival procedures
  – Noise Operating Restrictions

• Potential violations are then reported to Transport Canada for further investigation and possible enforcement
  – Transport Canada/Civil Aviation Enforcement has the sole authority to assess punitive action
Complaint Reporting

- **Reports are generated on a regular basis**
  - Annual Noise Management Reports
- **Reports (standard or requested) are provided to:**
  - CENAC
  - Board of Directors
  - Technical Noise Committee
  - Elected officials
  - Public
Comparison of Noise Complaints by Runway Operation

Total Runway Complaints = 789
Total Runway Movements = 423,891

Non Runway Complaints: 1 overshoot, 2 flight checks and 1 helicopter.
Monthly Comparison of Noise Complaints and Callers

- Number of Complaints (Total - 793)
- Number of Callers (Total - 275)
Tracking & Reporting - 2011

Complaints Distribution by Time of Incident 2011

Total complaints: 793
• **Complaint breakdown for 2011:**
  – Daytime Complaints (06:30 to 00:29 am)
    • Total Complaints = 583
    • Total Callers = 211
  – Nighttime Complaints (00:30 to 06:29 am)
    • Total Complaints = 210
    • Total Callers = 100
Noise Complaints by Operation

- Departure Complaints: 51%
- Arrival Complaints: 48%
- Non Runway Complaints*: 1%

*Non Runway Operations include flight checks, maintenance run-ups, helicopter operations, overshoots and unknown sources.
Tracking & Reporting - 2011

Top Five Callers vs. All Other Callers

- All Others: 65%
- Brampton: 8%
- Toronto (South Etobicoke): 5%
- Toronto (Yonge and Lawrence): 5%
- Toronto (Mt. Pleasant and Davisville): 5%
- All Others: 12%
Aviation Enforcement Investigations

Enforcement Investigations
2007-2011

Night Investigations
Flying Procedures
Associated with Complaints

2007 2008 2009 2010 2011

2007 2008 2009 2010 2011

331
459
230
188
348
139
172
204

60
63
86
17 15 4 13
0
50
100
150
200
250
300
350
400
450
500
Trials & Reporting

- **Early Jet Turn - North/South Runways Trial**
  - March 2008 to April 2012
  - 20% (1,982) of eligible aircraft conducted an early turn
  - Six related noise complaints in four years

- **Propeller Aircraft Turn - Extended Hours Trial**
  - March 2008 to April 2012
  - Hours of 06:30 to 06:59 am
    - 93% (2,454) of props conducted early turns
  - Hours of 11:01 to 11:30 pm
    - 85% (3,317) of props conducted early turns
  - 72 related noise complaints in four years
WHAT’S NEXT?
Airport Noise & Operations Monitoring System

• **New Airport Noise & Operations Monitoring System (ANOMS) – Late 2012**
  – Community information and awareness
    • WebTrak - online community access to flight track information and historical data
    • Animated replay of flight tracks enabling investigation of aircraft noise disturbances
  – Advanced statistical reporting capabilities
  – 17 community Noise Monitoring Terminals