

# SUSTAINABILITY REPORT 2017

**BILLY  
BISHOP**   
TORONTO CITY AIRPORT



Keeping it Blue  
by being Green



**BILLY  
BISHOP**  
TORONTO CITY AIRPORT

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60 Harbour Street, Toronto, ON M5J 1B7 Canada

The Toronto Port Authority, doing business as PortsToronto since January 2015, is a government business enterprise operating pursuant to the Canada Marine Act and Letters Patent issued by the federal Minister of Transport. The Toronto Port Authority is hereafter referred to as PortsToronto.

Canada

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Billy Bishop Airport's Sustainability Report is available online at [PortsToronto.com](http://PortsToronto.com).

Limited quantities of this report were printed on Rolland Enviro 100 per cent post-consumer paper.

# OUR PRIORITIES



## ENVIRONMENTAL STEWARDSHIP

- Energy and Climate Change
- Regulatory Compliance
- Biodiversity and Stewardship
- Sustainable Site Design
- Waste Management

## PEOPLE AND COMMUNITY

- Noise Management
- Traffic Management
- Safety and Emergency Response
- Community Engagement
- Community Investment

## ECONOMIC PERFORMANCE

- Financial Self-Sufficiency
- City Building and Investing in Public Infrastructure
- Local Job Creation
- Contributing to Toronto's Economic Growth

## CONTEXT FOR THIS REPORT



Billy Bishop Toronto City Airport, owned and operated by PortsToronto, is proud to present the 2017 Billy Bishop Airport Sustainability Report. Billy Bishop Airport is committed to engaging in an ongoing dialogue on opportunities to maximize sustainability efforts throughout our operations and our community.

Through our 2017 Sustainability Report, we continue to build upon the strong foundations and goals that we have set out for ourselves in the areas of environmental stewardship, social responsibility and collaboration with government agencies, stakeholders and the community. This Sustainability Report endeavours to consolidate all of the work underway at Billy Bishop Airport so that we can continue to measure our efforts and maximize the impact of our sustainability initiatives.

The Billy Bishop Airport Sustainability Report is structured around three priority areas that together define sustainability at the airport:

- **Environmental Stewardship**
- **Community Engagement**
- **Economic Performance**

Our Sustainability Report is guided in part by the Global Reporting Initiative (GRI). The GRI has pioneered and developed a comprehensive Sustainability Reporting Framework that is widely

used around the world. It includes guidance in four key areas: economic, environmental, social and governance performance. We use the GRI guidelines to inform our reporting and are working toward meeting the GRI's G4 Sustainability Reporting guidelines in our future reports.

## REPORTING ON WHAT MATTERS

This report reflects the sustainability goals that are most relevant to Billy Bishop Airport, our government partners, stakeholders and the community. Together with the Delphi Group, we conducted workshops with Billy Bishop Airport leadership and employees to evaluate these goals.

In September 2017, we began consultation and engagement with airport tenants, government agencies, First Nation communities, stakeholders and community groups, on our 2018 Airport Master Plan which includes sustainability opportunities and a reporting framework for the next twenty-year horizon. Our report reflects the areas of greatest importance to the airport's sustainability efforts and these comprise our key areas of focus.





MESSAGE FROM  
THE EXECUTIVE  
VICE-PRESIDENT

## WELCOME TO OUR ANNUAL SUSTAINABILITY REPORT

Welcome to the 2017 Billy Bishop Toronto City Airport Sustainability Report, an important document for our stakeholders, government partners and the community to report on our initiatives and progress with regard to conducting our operations in a sustainable manner. Within this report—and more broadly for the purpose of global reporting—sustainability is defined as being inclusive of **economic performance, community engagement, and environmental initiatives and protection**. As such, the information in the report is organized into these three areas.

Billy Bishop Airport is in the business of providing gateways and making connections that drive the economy and fuel growth. In fact, Billy Bishop Airport is the ninth busiest airport in Canada, generates more than \$470 million in Gross Domestic Product (GDP), and supports 4,740 jobs, including 2,080 directly associated with airport operations.

But with this important economic imperative comes an equally important community and environmental obligation—to contribute to the country's economy in a manner that balances economic activities with the needs of the community and the protection of the environment. It is this mandate to balance commercial pursuits with community and environmental interests that is at the heart of how Billy Bishop Airport conducts its operations along Toronto's mixed-use waterfront.

From opening our award-winning Ground Run-Up Enclosure (GRE) to reduce the impacts of noise from our operations on the community to reducing our environmental footprint through the use of hybrid-electric vehicles, we have made great strides in our airport's sustainability efforts in 2017 which are detailed within this report.

Hand in hand with our environmental stewardship comes careful consideration of our local community. Billy Bishop Airport is committed to continued investment in initiatives and infrastructure that activate the waterfront and support the long-term sustainability of the surrounding neighbourhood.



Our ongoing efforts to reach residents and businesses in the area around Billy Bishop Airport include the Community Liaison Committee (CLC), which provides a regular forum for our neighbours and stakeholders to discuss issues and concerns related to airport operations. Our commitment to addressing concerns of residents and businesses raised in these meetings has resulted in many innovative approaches and process changes, such as a barging operation to transport construction materials and vehicles associated with our airfield rehabilitation that was successful in eliminating truck traffic and associated noise. Collaboration is essential for a strong community and we will continue to work with interested stakeholders and neighbours to create the best possible outcomes.

In 2018, we will undertake an update of our Master Plan for Billy Bishop Airport which will include a study of current environmental practices and opportunities to implement additional processes and measures to reduce our carbon footprint. The Master Plan will include comprehensive public consultation to ensure that the plan contemplates a range of perspectives and sources in order to address the airport's role in the economy, transportation network and waterfront area.

A positive future for our airport, our neighbourhood, and our environment are behind all of our sustainability efforts. By looking at our operations with respect to economic performance, community engagement and environmental protection and reporting on areas such as noise management, greenhouse gas (GHG) emissions, waste management, power usage and safety, we can ensure that we are investing in the long-term future of the airport and conducting our business with respect for the environment and the community.

We hope you enjoy reading more about Billy Bishop Airport and how we are striving to reduce our environmental footprint and strike an effective balance on Toronto's waterfront.

A handwritten signature in blue ink, appearing to read 'Gene Cabral'.

**Gene Cabral**  
Executive Vice President  
Billy Bishop Toronto City Airport





## BILLY BISHOP TORONTO CITY AIRPORT

Welcoming 2.8 million business and leisure travellers annually, Billy Bishop Airport is Canada's ninth busiest airport. The airport offers service to more than 20 cities in Canada and the U.S. with connection opportunities to more than 80 international destinations via our airlines' networks. As Canada's sixth-busiest airport with passenger service to the United States, Billy Bishop Airport is an important international gateway and a key driver of Toronto's economy. Each year, the airport generates more than \$2.1 billion in economic output and supports 4,740 jobs, including 2,800 directly associated with airport operations.

Host to award-winning commercial air carriers Porter Airlines and Air Canada, Billy Bishop Airport is known throughout the travelling community for its word-class customer service and amenities. The airport's proximity to downtown in conjunction with the pedestrian tunnel, enhanced shuttle service, shorter lines and full-service lounges have made Billy Bishop Airport the travel hub of choice for business and leisure travellers alike.

The airport has been recognized with a series of passenger-driven awards, including being named Best Airport in North America (over two million passenger category), Best Airport in North America (2-5 million passenger category) and tied for second place for Best Airport in the World (2-5 million passenger category) in Airport Council International's Airport Service Quality Awards. Billy Bishop Airport was also named the sixth best international airport by Condé Nast Traveler and was named one of North America's best airports at the Skytrax World Airport Awards, the premier international airport awards voted on by 13.8 million passengers worldwide.

As well as commercial carriers, Billy Bishop Airport also serves as a base for an air ambulance service, two Fixed Base Operators and is home to a personal/general aviation community that includes approximately 50 private planes and one flight school.



**WEBTRAK**

Webtrak, an Internet-based software service that enables anyone with a computer, smartphone or tablet to gather information on an aircraft they hear flying overhead, was launched in 2014.

**FERRY**

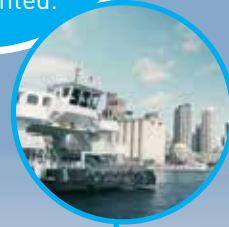
New equipment was installed on the ferry to dampen engine noise in 2015. In addition, an early-morning start-up procedure for the ferry to redirect noise away from the mainland was implemented.

**BARGING**

In order to reduce construction-related traffic noise through the Bathurst Quay Neighbourhood, the majority of equipment and material for the airfield project was transported to the site by barge from wharves located across the harbour in the port lands to a temporary dock on the east side of the airport. This accounted for 4,125 fewer truck movements via the airport neighbourhood's roadways during phase II of the airfield rehabilitation project.

**GRE**

Ground Run-Up Enclosure (GRE), which went into operation in April 2017, has decreased complaints related to scheduled engine-run ups by 97 per cent since opening.



**NMT**  
Noise Monitoring Terminal



**CURFEW**

All aircraft at Billy Bishop must operate within a curfew that prohibits any aircraft, other than emergency flights or Medevac aircraft, from taking off or landing between the hours of 11:00 p.m. and 6:45 a.m.

**NMT**  
Two Noise Monitoring Terminals

**NOISE BARRIER**

Built in 2012, the noise barrier is constructed to mitigate noise from aircraft operations. The 93-metre-long barrier is located at the airport's northwest side at the Western Gap. The barrier aids in mitigating aircraft noise experienced by residents.

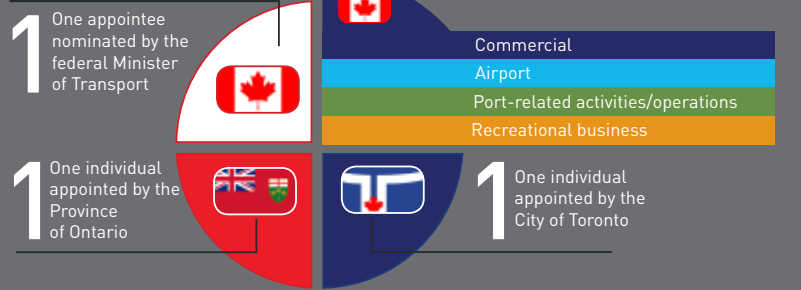
**WINNER—2017 ENVIRONMENTAL ACHIEVEMENT AWARD FOR NOISE MITIGATION**



**Billy Bishop Airport won the Airports Council International 2017 Environmental Achievement Award for its Noise Management Program.**

# CORPORATE GOVERNANCE

## The board of directors are appointed as follows:



*All individuals nominated by the Minister of Transport are appointed by the Governor in Council.*

The following four standing committees oversee various facets of our operations and assess recommendations from management:

- **Audit and Finance**
- **Governance and Human Resources**
- **Communications and Outreach**
- **Pension**

Billy Bishop Toronto City Airport is owned and operated by PortsToronto which is the successor agency of The Toronto Harbour Commissioners (THC), which managed the Toronto Harbour from 1911 to 1999. As part of a broad strategy developed by the federal government to modernize the administration of ports, the Toronto Port Authority, now PortsToronto, was established in 1999 to operate the airport, port, marina, and land holdings.

Established under the Canada Marine Act in 1999, PortsToronto is a government business enterprise that is mandated to be financially self-sufficient and receives no federal, provincial or municipal funding. PortsToronto operates in accordance with the Canada Marine Act and Letters Patent issued by the federal Minister of Transport in addition to a series of specific policies and procedures. The Letters Patent include requirements related to PortsToronto's board of directors and outlines the activities that can be undertaken by the organization.

PortsToronto is accountable to the federal government through Transport Canada, and is guided by a nine-member board of directors composed of individuals appointed by all levels of government — federal, provincial and municipal. Six members of the board are appointed by the Minister of Transport in consultation with committees representing four identified user groups—commercial, recreation, airport and port operations. The City of Toronto and the Province of Ontario have a direct governance relationship with PortsToronto via their appointees to the PortsToronto board of directors. The PortsToronto board met 15 times in 2017.

In 2016, PortsToronto designed a new user group director nomination process that harmonized the nomination framework established in our Letters Patent with the federal government's open, transparent and merit-based process for public appointments. This User Group Director Nomination process was endorsed by Transport Canada and has been suggested as a best practice for other Canadian Port Authorities to emulate for their user group Director Nomination processes.

In 2016, PortsToronto also revised its Corporate Governance Manual, consisting of our Board Mandate and Committee Charters, to reflect best practices from other industry leaders. A copy of our Governance Manual can be referenced at [www.portstoronto.com](http://www.portstoronto.com).

## PORTS TORONTO BOARD OF DIRECTORS

### BOARD OF DIRECTORS

- Robert D. Poirier, Chair of the Board
- G. Mark Curry
- Jeremy Adams (retired January 2018)
- Jan Innes
- Sean L. Morley (retired September 2017)
- Amanda Walton
- Darin Deschamps (appointed April 2017)



G. MARK CURRY

JEREMY ADAMS

DARIN  
DESCHAMPS

ROBERT D. POIRIER  
Chair of the Board

JAN INNES

SEAN L. MORLEY

AMANDA WALTON

## PORTS TORONTO SENIOR MANAGEMENT

### SENIOR MANAGEMENT

- Geoffrey A. Wilson, Chief Executive Officer
- Gene Cabral, Executive Vice President
- Alan J. Paul, Senior Vice President and Chief Financial Officer
- Craig Manuel, Vice President and General Counsel
- Deborah Wilson, Vice President of Communications and Public Affairs
- Chris Sawicki, Vice President of Infrastructure, Planning and Environment



DEBORAH WILSON  
Vice President of  
Communications  
and Public Affairs

CRAIG MANUEL  
Vice President and  
General Counsel

GENE CABRAL  
Executive Vice President

GEOFFREY A. WILSON  
Chief Executive Officer

ALAN J. PAUL  
Senior Vice President  
and Chief Financial  
Officer

CHRIS SAWICKI  
Vice President of  
Infrastructure,  
Planning and  
Environment



# ENVIRONMENTAL STEWARDSHIP



**Operational vehicles will be replaced with hybrid models by 2020, where commercially feasible.**

**The airport ferry is powered by biodiesel fuel and work has begun on identifying an approach to electrifying the ferry by 2019.**





# ENVIRONMENTAL STEWARDSHIP



Located just a few short minutes from downtown Toronto —Canada’s largest city—Billy Bishop Airport has become an important and convenient gateway for travellers seeking connections to key business and leisure destinations. However, operating an airport that is part of a thriving, mixed-use urban waterfront requires the right balance to ensure that our operations remain in balance with the surrounding community and that a sustainability plan inclusive of environmental protection and green business operations is in place.

In our efforts to be sustainable and power our operations using renewable hydro sources, we are striving to ensure that we reduce the environmental impact of our operations through processes and choices that make a difference.

The environmental stewardship section of the report is based on an extensive internal review, expert analysis from The Delphi Group and feedback from our stakeholders.

Billy Bishop Airport’s targeted priority areas related to environmental stewardship are as follows:

- I Energy Efficiency and Climate Change 
- II Respecting Environmental Law and Regulation 
- III Pursuing Environmental and Safety Excellence in Management Systems 
- IV Sustainable Site Design and Construction 
- V Waste Management 



Environmental Strategies. Business Solutions.

The environmental priority areas detailed in this report were assessed by The Delphi Group. As a pioneer in sustainability and environmental risk management, The Delphi Group has more than 25 years of experience helping some of Canada’s best-known companies improve the sustainability of their organizations — as well as the local and global communities in which they operate. For more information visit [www.delphi.ca](http://www.delphi.ca).



## The only bullfrogpowered airport in Canada

Around the world and right here in Toronto, we are seeing the real impacts of climate change in the form of more frequent extreme weather events. At the same time, we're continuing to see exciting new developments and milestones hit in renewable energy and other advancements related to the shift to a low-carbon economy.

PortsToronto, owner and operator of Billy Bishop Toronto City Airport, has been addressing a significant portion of its carbon footprint since it first partnered with Bullfrog Power in 2010, choosing green electricity for its entire operations, including Billy Bishop Airport. The transportation sector remains a major contributor to carbon emissions globally, and the impact of an airport choosing green electricity for its operations sets a great example of leadership in this sector.

The impacts are impressive: Billy Bishop Airport currently reduces its carbon footprint by 620 tonnes annually through Bullfrog Power. This amount is equivalent to taking more than 133 cars off the road for a year; it is also the same amount of carbon absorbed by 16,068 tree seedlings growing for a decade.

How were we able to achieve these results? Bullfrog Power's generators put 100 per cent green electricity onto the grid to match the amount of conventional power used by Billy Bishop Airport, and the rest of PortsToronto's operations. Across Canada, Bullfrog Power's green electricity comes from a blend of wind and low-impact hydro power sourced from new Canadian renewable energy facilities.

By choosing Bullfrog Power's green electricity, Billy Bishop Airport is reducing its environmental impact and supporting the development of new community-based green energy projects. Bullfrog Power uses our customers' support to help develop new projects all across Canada. We're helping to fund renewable energy projects in communities from Kluane First Nation in the Yukon Territory to Haida Gwaii in British Columbia to Toronto's Beach neighbourhood to St. John's, Newfoundland. Together, bullfrogpowered customers have helped fund more than 140 of these projects across our country.

Congratulations to Billy Bishop Airport on another year of important sustainability milestones.

Ron Seftel  
CEO—Bullfrog Power



## ENERGY EFFICIENCY AND CLIMATE CHANGE

Minimizing greenhouse gas (GHG) emissions is a global necessity. Emissions generated by any operation need to be carefully monitored and reduced where feasible. Under this strategic priority, Billy Bishop Airport works to manage emissions and energy use from operations.

The first step to managing emissions is to establish a baseline. Billy Bishop Airport has calculated our GHG emissions for each year since 2012,\* and in 2017 we established 2015 as the base year for our GHG inventory.

Most of our GHG emissions arise from the energy used in our buildings and vehicles and the fuel used to operate the ferry at Billy Bishop Airport. We also track GHG emissions from the buildings and vehicles operated by our tenants, where we have data.

### OUR FOOTPRINT

The emissions from our own operations (Scope 1 and Scope 2) have been relatively stable over the past three-year period. In 2017, there was an increase in Scope 3 emissions due in part to flood-mitigation efforts associated with the high water levels on Toronto Island in spring 2017 and tenant fuel usage, including the addition of FlyGTA's regional service which commenced in fall 2017.

Billy Bishop Airport's overall GHG emissions are modest, however, we continue to make efforts to improve our energy management practices and reduce our energy consumption and associated GHG emissions consumption. Our efforts to reduce GHG emissions focus on our buildings and vehicles and our purchases of renewable electricity.

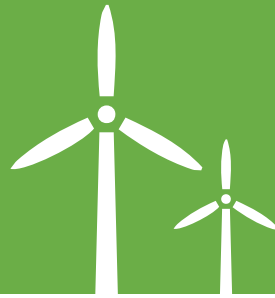
*"The impacts are impressive: Billy Bishop Airport currently reduces its carbon footprint by 620 tonnes annually through Bullfrog Power. This amount is equivalent to taking more than 133 cars off the road for a year; it is also the same amount of carbon absorbed by 16,068 tree seedlings growing for a decade."*

—Ron Seftel  
CEO, Bullfrog Power

\*Our GHG emissions are calculated using the globally recognized GHG Protocol developed by the World Resources Institute and World Business Council on Sustainable Development.



# ENVIRONMENTAL STEWARDSHIP



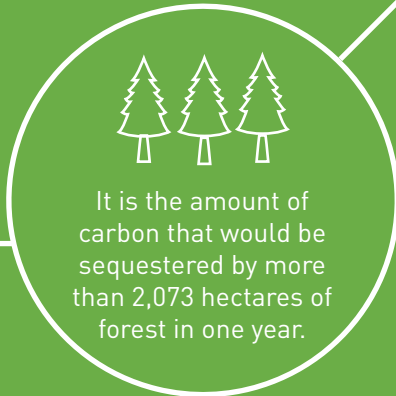
Since joining the bullfrogpowered community, Billy Bishop Airport has displaced more than 4,349 tonnes of CO<sub>2</sub>.



This is the equivalent of taking 931 cars off the road for one year.



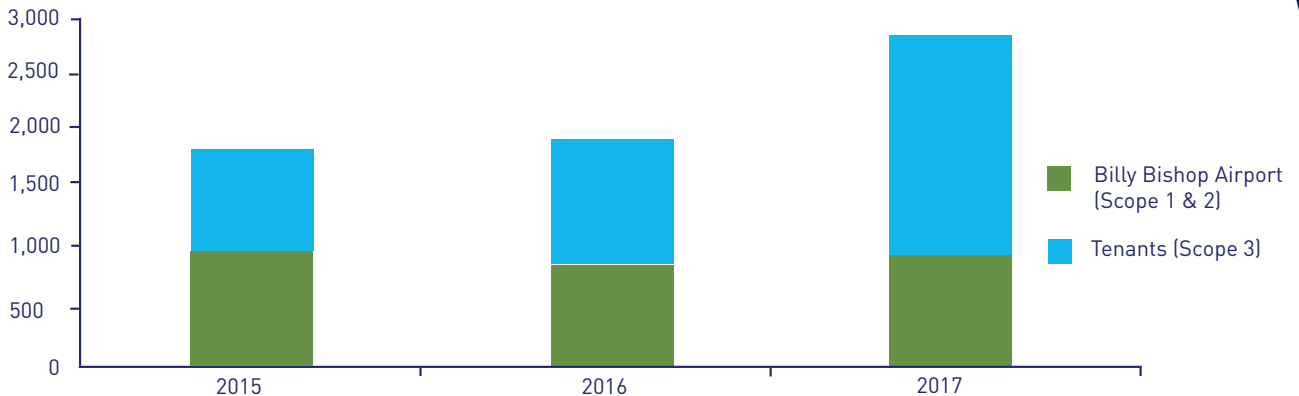
It is equal to diverting more than 1,515 tonnes of waste from the landfill.



It is the amount of carbon that would be sequestered by more than 2,073 hectares of forest in one year.

## Annual GHG Emissions by Scope for Billy Bishop Airport and Tenants

GHG Emissions were up slightly in 2017 due in part to flood-mitigation efforts associated with high-water levels on Toronto Island in spring 2017 and tenant fuel usage, including the addition of FlyGTA's regional service which commenced in fall 2017.



Total GHG Emissions (t CO2 eq.) for Billy Bishop Airport and Tenants

Each year that Billy Bishop Airport measures its GHG footprint, we update the emission factors reported and provided by Environment and Climate Change Canada (ECCC). The emission factors provided each year by ECCC, in its National Inventory Report (NIR), have a two-year delay. For example, the current NIR only provides emission factors from 1990-2015. When emission factors become available for 2017, they will be updated to ensure that our GHG footprint is as accurate as possible. Updates in data quality can also impact the historical emission factors disclosed by ECCC, which Billy Bishop Airport accounts for in its footprint calculation.



## BULLFROG POWER: BILLY BISHOP AIRPORT'S MOST SIGNIFICANT GHG NEUTRALIZATION EFFORT

Since 2010, Billy Bishop Airport has reduced its environmental footprint by choosing 100 per cent clean, renewable electricity from Bullfrog Power for its operations. Through our agreement, Bullfrog Power's generators inject renewable electricity into the grid on our behalf to match the amount of conventional electricity used by Billy Bishop Airport's operations.

In 2017, Billy Bishop Airport reduced emissions by approximately 10 per cent by choosing Bullfrog Power's clean energy, which comes exclusively from a blend of EcoLogo<sup>M</sup>-certified wind and low-impact hydro power. These percentages are even greater when tenant emissions are included (13 per cent in 2017) as Billy Bishop Airport also purchases Bullfrog Power on behalf of tenants.

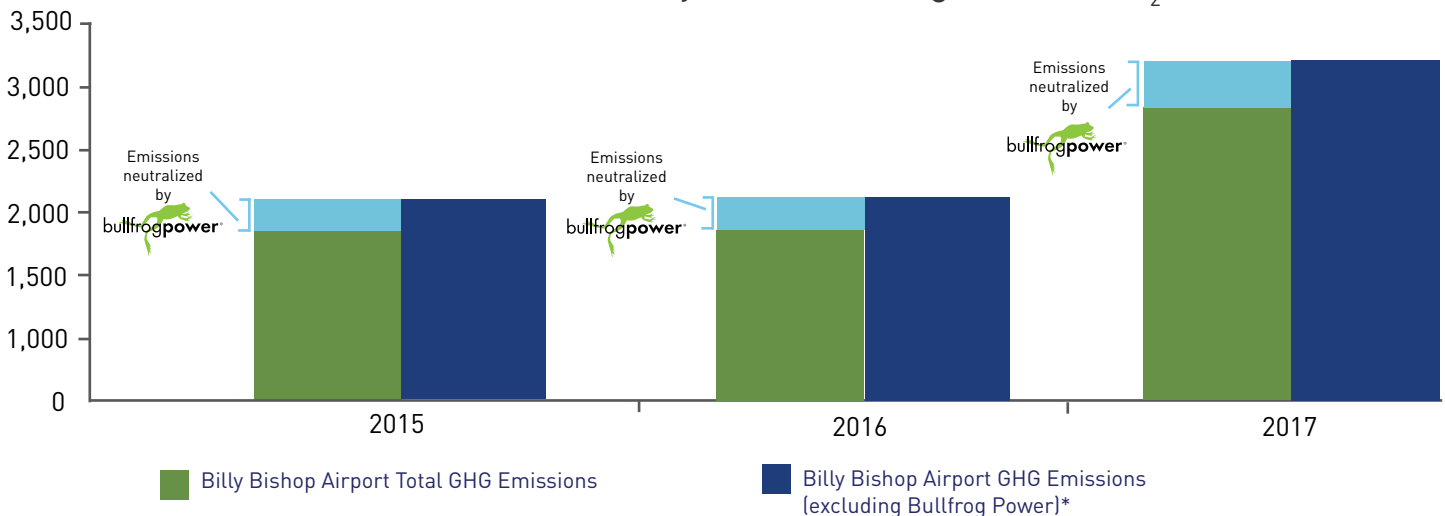
We are proud to be the only airport in Canada to use 100% renewable electricity through Bullfrog Power across facilities, including the airport's 853-foot pedestrian tunnel and connecting buildings.

## ENVIRONMENTAL STEWARDSHIP



Since joining the bullfrogpowered community in 2010, Billy Bishop Airport has displaced more than 4,349 tonnes of CO<sub>2</sub>e —the same amount of CO<sub>2</sub> emissions produced by the consumption of 1,852,452 litres of gasoline.

GHG Emissions Neutralized by use of Bullfrog Power (t CO<sub>2</sub>e)



\*Total Billy Bishop Airport GHG emissions (excluding Bullfrog Power) is equivalent to Billy Bishop Airport's location-based emissions, as per the GHG Protocol Scope 2 Guidance.

Electricity grid emission factors, which are used to calculate GHG emissions, are published annually by Environment Canada. Emission factors are always published in a two-year time lag. For example, emission factors accurate for 2014 are published in 2016. Each year, Billy Bishop Airport's historical GHG emissions are updated using the most accurate information available.

## ENVIRONMENTAL STEWARDSHIP



### Conversion to bio-diesel fuel for the airport ferry



### IMPROVING FLEET EFFICIENCY

Effective carbon mitigation must, as much as possible, target the source of carbon emissions. To this end, Billy Bishop Airport has implemented several initiatives aimed at reducing the emissions from the vehicle fleet used to support our business operations, including:

- An anti-idling policy and awareness campaign for vehicles on Billy Bishop Airport property;
- Ongoing replacement of operational vehicles with hybrid models, where commercially feasible;
- Conversion to bio-diesel fuel for the airport ferry with a plan to identify options to convert to electric power in 2019.

### ENERGY AUDIT

In 2017, PortsToronto, owner and operator of Billy Bishop Airport, engaged Mooney Solutions —a Toronto-based energy consulting firm—to undertake the organization's first Level II energy audit. Managed facilities from Billy Bishop Airport completed the energy assessment over the course of several months. Mooney Solutions collected data at each facility and provided metering support in order to determine peak demand and identify where energy savings could be made. Energy output was measured in areas including lighting, controls systems and Heating, Ventilation and Air Conditioning (HVAC) systems. Over the next year, we will begin to strategically implement solutions and recommendations in order to continue progressing toward our carbon reduction goals.

The resulting report from the energy audit identified both behavioural and equipment replacement measures that could be strategically implemented to reduce organizational greenhouse gas emissions

## SUSTAINABLE PROCUREMENT POLICY

In 2017, Billy Bishop Airport began developing a sustainable procurement policy that would apply to new and existing suppliers.

The procurement policy seeks out businesses that share this sustainability commitment. To influence our impacts both upstream (e.g. purchasing) and downstream (e.g. product waste), the policy adopts the following guiding principles to consider when procuring goods and services:

1. Limit demand on raw natural resources
2. Avoid non-natural substances to limit material produced by society
3. Source material that limits degradation of the natural environment
4. Ensure health and safety of society to meet human needs

The sustainable procurement policy is being finalized with plans for implementation in 2018.

## CARBON TARGETS AND CLIMATE ACTION PLAN

Last year, Billy Bishop Airport identified the opportunity to connect its sustainability goals to policy initiatives prioritized by all three levels of government as a means to continue to achieve meaningful results.

The federal and provincial governments and the City of Toronto have climate change emission reduction goals in place until 2050. These targets will help guide Billy Bishop Airport in reducing our carbon footprint. For example, the federal government released a Pan Canadian Framework for Climate Change Action in December 2016 and the provincial government released a Climate Change Action Plan for Ontario. These documents will further identify the policy framework and direction for achieving a low-carbon future and meeting the governments' established GHG reduction goals.

In 2017, Billy Bishop Airport undertook a target setting process with support from The Delphi Group. After reviewing energy and GHG reduction opportunities across operations and assessing different carbon reduction scenarios, Billy Bishop Airport set forth the target of a 35 per cent carbon reduction below 2015 levels by 2035. This target supports those set by the municipal, provincial and federal governments.

## ENVIRONMENTAL STEWARDSHIP



In 2017, Billy Bishop Airport set a 2035 emission reduction goal of 35 per cent below 2015 levels.

## GOVERNMENT EMISSIONS REDUCTION TARGETS

JURISDICTION	2020 EMISSION GOAL	2030 EMISSION GOAL	2050 EMISSION GOAL
Federal	17 percent below 2005 levels	30 percent below 2005 levels	80 percent below 2005 levels
Provincial	15 percent below 1990 levels	37 percent below 1990 levels	80 percent below 1990 levels
Municipal	30 percent below 1990 levels	Not Identified	80 percent below 1990 levels

## ENVIRONMENTAL STEWARDSHIP



## RESPECTING ENVIRONMENTAL LAW AND REGULATION

**Porter Airlines and Air Canada Jazz have implemented a procedure that requires planes taxiing to the gates to operate on one engine to reduce both carbon impacts and noise.**

Billy Bishop Airport strives to manage operations in a sustainable manner with minimal environmental impact and, like all airports, is subject to Environment Canada's environmental regulations and laws. Billy Bishop Airport conducts internal reviews of environmental compliance, as well as associated record-keeping and data-management practices.

There were no incidents of significant environmental non-compliance and no fines levied against Billy Bishop Airport by Environment Canada in 2017. Furthermore, there have been no incidents of significant environmental non-compliance and no fines levied against Billy Bishop Airport by Environment Canada over the past seven years. This is a result of Billy Bishop Airport's efforts to follow best practices from around the world to achieve our sustainability goals and prevent pollution from our operations.

Billy Bishop Airport also undertakes regular detailed environmental compliance audits.







## PURSuing ENVIRONMENTAL EXCELLENCE IN MANAGEMENT SYSTEMS

### ENVIRONMENTAL MANAGEMENT

The products necessary for the safe operation and maintenance of airport equipment and facilities are managed and contained in a rigorous manner to ensure safety and the protection of the environment. Strict protocols are in place for daily operations, such as aircraft fueling, to reduce the risk of spills. In the unlikely event of a spill, the airport’s maintenance and fire departments are thoroughly trained in mitigation and clean-up methods to prevent contaminants from entering the natural environment.

Billy Bishop Airport carefully manages the use, collection and disposal of de-icing and anti-icing chemicals as governed by a Sanitary Discharge Agreement with the City of Toronto, dated December 20, 2013. Application of de-icing and anti-icing chemicals to aircraft is performed only in approved areas of the airport, designed so that overland drainage flows into designated catch basins and underground sewers. Snow clearing from the designated aircraft de-icing area, which may contain de-icing fluid, is directed to an adjacent airfield location that is drained and directed to the sanitary sewer utilizing metered pumps in accordance with the Sanitary Discharge Agreement. This process is further monitored and audited by the City of Toronto. The glycol recovery system is reviewed on a regular basis in order to ensure that all fluids continue to be properly managed and contained, preventing environmental contamination.

Regulations require the airport to follow the Standard System for the Identification of the Hazards of Materials for Emergency Response, which sets out the process used by emergency personnel to quickly and easily identify the risks posed by hazardous materials. This helps determine what, if any, special equipment should be used, procedures followed or precautions taken during the initial stages of an emergency response. It also helps to ensure hazardous materials are disposed of in accordance with environmental law and regulations.

## ENVIRONMENTAL STEWARDSHIP

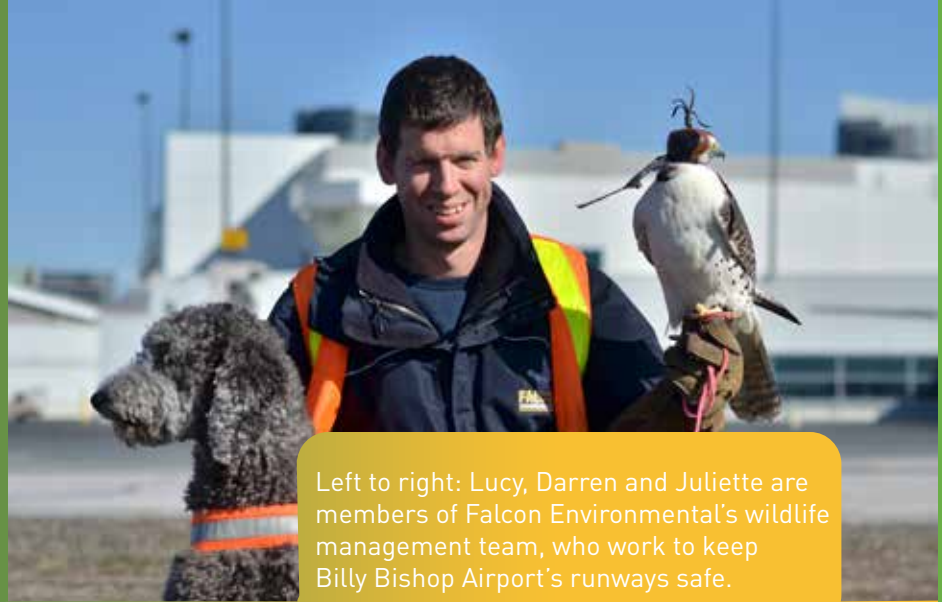


### DE-ICING AT BILLY BISHOP AIRPORT

Billy Bishop Airport manages aircraft de-icing and anti-icing fluids with a dedicated glycol containment system that traps surface runoff and thoroughly contains glycol from de-icing and anti-icing operations.



## ENVIRONMENTAL STEWARDSHIP



Left to right: Lucy, Darren and Juliette are members of Falcon Environmental's wildlife management team, who work to keep Billy Bishop Airport's runways safe.

### WILDLIFE MANAGEMENT

Billy Bishop Airport works with Falcon Environmental Services—a recognized leader in the field of wildlife management.

To ensure the safety of our passengers—and in accordance with Transport Canada requirements and Canadian Aviation Regulations—Billy Bishop Airport, like all major airports across North America, runs a comprehensive Wildlife Management Program. We use Falcon Environmental Services, a recognized industry leader in the field of wildlife management at airports in North America, to provide training, review our plans and provide additional expertise.





## SUSTAINABLE SITE DESIGN AND CONSTRUCTION

Best practices related to sustainability and environmental protection are followed by Billy Bishop Airport and its contractors during all planning, development and operational phases of any construction activity. The following initiatives have been implemented by the airport to raise the bar on sustainable construction.

### **BILLY BISHOP** TORONTO CITY AIRPORT AIRFIELD REHABILITATION PROJECT

Year two of a significant three-year rehabilitation project to replace aging pavement and lighting on the airport's runways, taxiways and apron areas was completed ahead of schedule in July 2017. The rehabilitation project, which includes resurfacing the runways to increase friction levels that allow aircraft to slow down more rapidly, will aid in reducing carbon emissions.

With construction activities often occurring during nighttime hours when the airport is closed to air traffic, a number of measures have been implemented to minimize the impact of construction activities on local residents. In order to reduce construction-related traffic through the Bathurst Quay Neighbourhood, the majority of equipment and material to the site was transported by barge from wharves located at PortsToronto's Marine Terminal property in the Port Lands to a temporary dock on the east side of the airport. Specifically, the floating barge can carry 900 tonnes of aggregate material from the Port Lands to the airport in one trip, eliminating the need for 64 dump trucks (32 each way) on the roads in the neighbourhood. This accounted for 4,125 fewer truck movements via the airport neighbourhood's roadways during phase II of the airfield rehabilitation project.

## ENVIRONMENTAL STEWARDSHIP





## ENVIRONMENTAL STEWARDSHIP



The following initiatives have been implemented throughout the project to date and will continue to be applied throughout the phases of the Billy Bishop Airfield Rehabilitation Program, which will be completed in fall 2018:

- The overall project plan incorporated multiple individual project elements that would otherwise be completed over a longer construction duration and by multiple contractors, thus reducing the overall impacts of construction on the local community;
- The construction schedule was compressed to improve efficiency and reduce construction noise and emissions;
- Existing airfield lighting fixtures were converted to LED, resulting in energy savings;
- Reduction in the overall quantity of earthworks required through specific pavement design strategies;
- Reused materials in the construction of new facilities such as airside perimeter roads;
- Reused asphalt millings to offset total volume of new granular material required;
- Barging of material and equipment, resulting in removing a significant number of trucks from the city roads;
- Construction of a Ground Run-up Enclosure (GRE) facility intended to reduce noise during aircraft engine maintenance run-ups.

### **TERMINAL UPGRADES: IMPLEMENTING SUSTAINABLE PRACTICES WITH OUR PARTNERS**

In October 2016, Nieuport Aviation Infrastructure Partners —owner and operator of the airport’s passenger terminal —began an upgrade to Billy Bishop Airport’s passenger lounges to improve the experience for travellers.

The upgrade will enlarge the passenger lounges; provide additional amenities including food and retail services; and introduce an 11th gate in order to further enhance the airport’s world-class, award-winning passenger experience. The upgrade will also provide opportunities to incorporate environmentally responsible and sustainable infrastructure into the terminal’s design such as LED lighting.

The project is expected to be completed in late 2018.





## WASTE MANAGEMENT

Responsible and efficient management of waste by minimizing its production and maximizing its reuse is important to Billy Bishop Airport's sustainability efforts.

While the waste management contract is handled centrally at PortsToronto's head office, Billy Bishop Airport maintains its own receptacles and strives to:

- Ensure proper disposal of all hazardous waste;
- Capture all valuable waste streams (such as scrap metal and tires);
- Promote general recycling.

Some of the specific ways in which Billy Bishop Airport manages waste include:

- The collection and recycling of all used electronics (computer monitors, printers, smartphones, etc.), batteries, toners and cartridges;
- The placement of blue bins at all worksites and work stations to encourage recycling;
- The digitization of communications, making all reports/publications available online to reduce the need for print copies;
- Providing all employees with a reusable water bottle and banning single-use plastic water bottles from all offices.

Safety-Kleen, the largest re-refiner of used oil and provider of parts-cleaning services in North America, collects, recycles, reuses and/or properly disposes of the antifreeze, oil, oil filters, vehicle batteries and other equipment used to service Billy Bishop Airport.

## CONTINUED IMPROVEMENT

Billy Bishop Airport is committed to the continual improvement of responsible waste management. We recognize that while our waste management practices are strong in some areas, there is room for improvement in others. As we move forward with more accurate waste diversion data, we will continue to work to enhance general recycling and composting at Billy Bishop Airport in 2018.

## ENVIRONMENTAL STEWARDSHIP



## ENCOURAGING REUSABLE WATER BOTTLES AT BILLY BISHOP AIRPORT

In 2017, Billy Bishop Airport continued to work with Nieuport Aviation Infrastructure Partners, terminal owners, to encourage passengers to travel with reusable water containers, reducing the need for plastic water bottles in the airport lounge. When going through security, passengers are required to empty their water bottles as liquids over 100ml are not permitted by the Canadian Air Transport Security Authority (CATSA). The installation of water stations on the other side of security enables passengers to refill their water bottles or use the lounge's reusable drinking glasses, eliminating the need to purchase or use plastic water bottles.



# COMMUNITY ENGAGEMENT



Billy Bishop Airport is a proud sponsor of The Bentway, which provides recreational space in an otherwise unused area beneath Toronto's Gardiner Expressway.

Billy Bishop Airport continued to sponsor the Waterfront Neighbourhood Centre's Community Connect Garden, which engaged more than 400 people and produced 125 kg of organic fruits and vegetables for marginalized families on the waterfront.





## COMMUNITY ENGAGEMENT



Operating an airport that is part of a thriving mixed-use urban waterfront requires vigilance to ensure that operations stay in balance with the neighbourhood, that an effective equilibrium is struck between commercial and community interests, and that measures are in place to mitigate the airport's impacts. Some of these measures include:

- Operating within a strictly enforced curfew that prohibits any aircraft, other than emergency and Medevac aircraft, from taking off and landing between the hours of 11:00 p.m. and 6:45 a.m.;
- Investing in noise mitigation infrastructure such as the Ground Run-up Enclosure (GRE) and noise barrier;
- Holding Community Liaison Committee (CLC) meetings to ensure regular dialog with the community;
- Supporting charities and community organizations.

Billy Bishop Airport's targeted priority areas related to community engagement are:

- I Noise Management
- II Traffic Management
- III Stakeholder and Community Engagement
- IV Community Investment





**Billy Bishop Airport  
won the Airports Council  
International (ACI-NA)  
Environmental Achievement  
Award for its Noise Mitigation  
Program.**



## NOISE MANAGEMENT

Billy Bishop Airport is one of the most noise-restricted airports in North America and must adhere to a strict curfew that closes the airport to commercial flight activity at 11:00pm and ensures that noise from airport operations remains within a limited and monitored Noise Exposure Forecast. In addition, Billy Bishop Airport is continuously looking at processes and investments that will mitigate the impact of operations and ensure the airport is remaining in balance with the surrounding community. Many of these advancements are pursued within the context of our Noise Management Program that encompasses all areas of operations and any special projects being undertaken.

Over the years, we have continued to improve the Noise Mitigation Program at Billy Bishop Airport. In 2017, Billy Bishop Airport won the Airports Council International (ACI-NA) Environmental Achievement Award for its Noise Mitigation Program. The ACI-NA Environmental Achievement Awards recognize airports that strive to protect and preserve the environment through their programs, initiatives and projects. The winning airports must demonstrate the environmental benefit of their project and its innovative approach, effective implementation, applicability and cost-effectiveness.

The Environmental Achievement Award recognizes years of hard work and dedication to our community relations and environmental strategy, from working together with the community to identify solutions that assist with our noise reduction efforts to successfully implementing new noise mitigation infrastructure, such as upgrading the airport's Noise Monitoring Terminals (NMTs) and constructing a Ground Run-up Enclosure (GRE) to dampen the acoustic impact of engine run-ups.

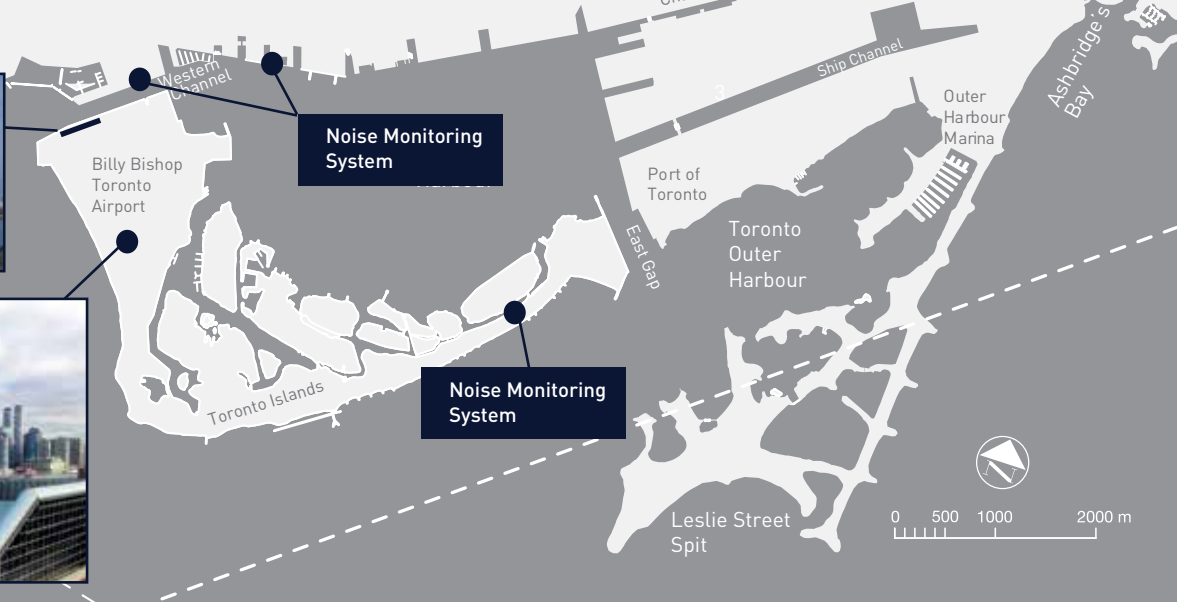




Noise Barrier Wall



Ground Run-up Enclosure



## Reporting back to the Community

### ANNUAL NOISE MANAGEMENT REPORT

In February 2018, Billy Bishop Airport released its Annual Noise Management Report, which is a compilation of all noise data and complaints submitted to the airport's Noise Management Office over the course of 2017.

In 2017 overall noise complaints increased from 236 complaints to 271 complaints. This increase can be attributed in part to the increased number of flights over Algonquin Island as a result of new regional routes at the airport. Additionally, we saw an increase in complaints associated with Mainland and Ferry Operations and Construction which were related to terminal upgrade activities being completed by Nieuport Aviation.

Billy Bishop Airport experienced a 78 per cent decrease year over year in complaints related to scheduled engine-run ups which is attributable to the new Ground Run-Up Enclosure (GRE) that went into operation in April 2017. In fact, since the GRE opened, noise complaints related to engine run-ups decreased by 97 per cent over the same time period in 2016.

Billy Bishop Airport continued to work in concert with the public and the airport's air carriers to develop enhanced programs, procedures and infrastructure aimed at mitigating the airport's noise impact on the surrounding community. With more than 90 per cent of airport passengers choosing to use Billy Bishop Airport's pedestrian tunnel, surges in passenger activity that led to increased traffic and vehicle congestion at the airport's mainland terminal and along Eireann Quay have also been reduced significantly.

The enhanced free airport shuttle service that drops off/picks up passengers outside the mainland pavilion and

provides travellers with convenient, reliable transport to the airport has also reduced car traffic and related noise. In addition, redesigned taxi and parking areas and additional bike racks on both the island and the mainland side of the airport have been installed to encourage non-vehicular access to the airport to further mitigate the airport's noise impact.

### NOISE MANAGEMENT OFFICE

Billy Bishop Airport's Noise Management Office, which was significantly enhanced in 2010 with the implementation of a state-of-the-art Aircraft Flight Tracking and Noise Monitoring System, has dedicated staff in place to collect, analyze and respond to noise complaints and monitor daily operations. More than 99.7 per cent of complaints were responded to within a five-day period in 2017. In addition to reporting on an annual basis, the Noise Management Office also produces a monthly noise report that is posted to the PortsToronto website.

### VORTEX

For the past two years, Billy Bishop Airport's Noise Management Office has used Vortex—a customizable tracking and logging software platform designed specifically for the needs of an airport environment—to track, document and respond to noise complaints. Last year, more than 99.7 per cent of the complaints received by the noise office were handled within the five-day window that the airport adheres to as part of our commitment to the community.

### WEBTRAK

Billy Bishop Airport continues to offer free community access to WebTrak—an Internet-based software service that enables anyone with a computer, smartphone or tablet to gather information on an aircraft they hear flying overhead.



## COMMUNITY ENGAGEMENT



*“Aircraft noise is a complicated issue faced by airports and communities, one that must be managed while ensuring that aviation safety remains paramount. As our cities grow and airports become a part of our neighbourhoods, it’s important that we work together to ensure a balance between the important economic role that airports play, with the well-being of our communities. This project at Billy Bishop Airport is a great example of the federal government working closely with the municipal government and the airport authority to achieve this balance while making a positive difference to the neighborhood.”*

— The Honourable Marc Garneau,  
Minister of Transport.



**97% reduction in complaints related to engine run-ups year-over-year since the GRE opened.**

### GROUND RUN-UP ENCLOSURE

Engine run-ups are required and regulated by Transport Canada as part of standard aircraft maintenance. However, these engine run-ups can be a disturbance to the community as testing is often done at high power. In order to mitigate the effects of engine testing on the community, a Ground Run-up Enclosure (GRE) was opened at Billy Bishop Airport in April 2017.

The three-sided, open-top facility accommodates commercial aircraft at the airport and is designed to dampen the noise associated with high-power aircraft engine ground run-up operations. Standing 14m in height, the 63m by 66m enclosure is located on the south-west side of the airfield and is only the second of its kind in Canada.

The GRE was constructed at a cost of \$9 million—paid for by PortsToronto, owner and operator of Billy Bishop Airport and not taxpayers—and has significantly reduced the acoustic impact of engine run-ups on the surrounding community. In 2016, Billy Bishop Airport received 36 complaints related to engine run-ups. Since the facility opened in April 2017, noise complaints related to engine run-ups have decreased by 97 per cent.

The enclosure effectively absorbs noise with specialized acoustic panels that line the interior of the three walls, which feature vents for optimal aerodynamic performance. The construction of a GRE to dampen aircraft engine run-up noise is part of key infrastructure and capital improvements at Billy Bishop Airport.



The Ground Run-up Enclosure significantly reduces the acoustic impact of engine run-ups on the surrounding community.

## NOISE MONITOR TERMINALS

Noise Monitoring Terminals (NMTs) are the foundation of the airport's noise monitoring system and provide ongoing noise-level data to the airport's Noise Management Office. This data is then used in long-term noise mitigation planning and in responding to noise complaints from the surrounding community.

Two NMTs—located on the Toronto Police Marine Unit building and the airport's island-side fire hall—were recently upgraded, with a third NMT installed on the mainland ferry terminal.

This latest NMT enables enhanced tracking of noise generated by aircraft run-ups and the airport's ferry operation—two key areas of focus under Billy Bishop Airport's overall noise management program.

The noise data transmitted by the NMTs is also available through the WebTrak website.



*“The proximity and convenience that makes Billy Bishop Airport such an asset also comes with a responsibility to be a good neighbour. I congratulate Billy Bishop Airport on its noise management program and applaud PortsToronto for making this significant financial investment—at no cost to the taxpayer—in order to reduce noise and minimize disruption in what has become a thriving neighbourhood.”*

— Deputy Mayor Denzil Minnan-Wong  
City of Toronto





## COMMUNITY ENGAGEMENT



**Vehicle traffic has decreased by as much as 75% since the pedestrian tunnel opened.**

**40% of passengers take the shuttle, TTC, walk or bike from Billy Bishop Airport.**



## TRAFFIC MANAGEMENT

Billy Bishop Airport's proximity to such popular attractions as the Scotiabank Arena and Rogers Centre, coupled with rapid neighbourhood development and more airport traffic, have resulted in an increase in the number of cars in the area.

Recognizing the lack of significant infrastructure, roads and transit improvement, and the arising issues of congestion and poor traffic flow, the City of Toronto began work in 2015 on a Bathurst Quay Neighbourhood Plan. The plan, which studies improvements that can be made for the mixed-use community, has now moved into the implementation phase.

In an effort to contribute to these efforts, Billy Bishop Airport continues to encourage travellers to bike, walk, shuttle or take transit to the airport.

The pedestrian tunnel is an example of initiatives geared toward addressing the flow of traffic in the area. Prior to the tunnel's opening in 2015, passengers would arrive and depart in large groups according to the ferry schedule, which caused vehicle congestion at the mainland terminal and along Eireann Quay. Now with more than 90 per cent of passengers using the tunnel, passengers come and go on their own schedule, which smooths out the flow and eliminates surges corresponding to the ferry arriving and departing to/from the mainland. In fact, a study by Dillon Consulting\* estimated that vehicle traffic in the area has gone down by as much as 75 per cent.

The tunnel continues to have a positive impact on traffic flow around the airport. On average, 40 per cent of travellers observed during a 2015 study walked, biked or took transit from the airport, representing the highest percentage of any airport in North America\*.

\*The study conducted by Dillon Consulting was undertaken during airport peak hours and focused on conditions related to traffic volumes, modal splits and taxi occupancy levels for travel to and from the airport. The data gathered will continue to provide background information to measure future conditions related to traffic volumes. An updated study is planned for 2018.





**Four new 32-foot shuttle buses were added to the Billy Bishop Airport fleet in 2016.**

The study also indicated that, on average, 10-16 per cent of all traffic in the surrounding area can be attributed to Billy Bishop Airport. Specifically:

- On Lake Shore Boulevard, only 2-4 percent of traffic can be attributed to the airport.
- On Bathurst Street north of Queens Quay, 50-60 per cent of the traffic is airport related.
- In the area to the west, including Stadium Road, 5-8 per cent of traffic can be attributed to the airport.
- On other routes such as Dan Leckie Way and Queens Quay to the east, airport traffic constitutes approximately 15-35 per cent of total traffic.

## BIKE RACKS

As part of continued efforts to reduce vehicle traffic associated with the airport, Billy Bishop Airport has installed bike racks that are conveniently located on both the island and mainland. The four covered racks on the island enable cyclists to leave their bikes for the duration of their trip, knowing they are secure and safe from the elements. In 2017, the airport also worked with the City of Toronto to install new bike racks near the mainland ferry terminal. Primarily used by employees at the airport, these bike racks encourage staff to choose more sustainable forms of transportation for their commute.

The popularity of biking to the airport has made the Bike Share station located at the Bathurst Street and Eireann Quay intersection one of 10 busiest in the city's network. During peak cycling season in 2017, approximately 91 rides per day were generated from this location, with an even split between rides starting at the station and ending at the station. Ridership continued in the winter months with 25 rides generated per day from this location. Plans are currently being considered to expand the docking station due to its popularity.

## SHUTTLE BUSES

Commitment to reducing single-use vehicle traffic in the area is furthered through regular shuttle service between the airport and downtown Toronto. Available on weekdays, weekends and holidays, with enhanced non-stop shuttle service during peak hours, the trip to and from Billy Bishop Airport takes approximately 15 minutes depending on traffic.

Due to the popularity of the shuttles, four new 32-foot shuttle buses were added in April 2016 equipped with free on-board Wi-Fi and GPS tracking so riders can track the shuttle. The pedestrian tunnel has also enabled a more even distribution of shuttle ridership, virtually eliminating overcrowded or empty departing shuttle-runs.

## COMMUNITY ENGAGEMENT



## EMPLOYEE HEALTH AND SAFETY

Over and above this training, employees who work airside servicing Billy Bishop Airport's runways and airfield are provided with specialized equipment and vehicle operation training, which they are required to update each year. Each member of the airport's ferry crew also holds Transport Canada licenses for the functions they perform. These licenses are renewed on a regular basis to ensure the crew's training and knowledge remains efficient and current.

In addition, the airport's fire department does regular internal and external emergency services training throughout the year, including a full-scale safety simulation every two years with a full-scale security exercise in intervening years.

Table-top safety and security exercises are also held on an annual basis. These exercises test the airport's protocols, procedures, communications and planning for emergency and security-related incidents, and ensure that the airport is ready to respond to any situation. They are critical to ensuring that the airport maintains a high level of emergency response preparedness and involve multiple agencies including Toronto Fire, Toronto Police Service (and related Marine Units), Toronto Paramedic Services, Nav Canada, as well as staff and officials from the various agencies, airport stakeholders and airlines that operate out of Billy Bishop Airport.







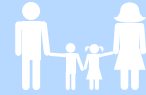
## COMMUNITY INVESTMENT

As part of our dedication to being a sustainable organization, we are deeply committed to our local community. With a long tradition of working with community members and organizations to foster strong and sustainable communities along Toronto's waterfront, Billy Bishop Airport provides donations, sponsorships and in-kind contributions to local initiatives and events each year. These initiatives and events share a common goal of promoting healthier, greener and empowered communities.

In 2017, Billy Bishop Airport funded community initiatives and organizations, including:

- Evergreen Brickworks School Greening Program
- Redpath Waterfront Festival
- The Bentway Conservancy – Bentway Park
- Toronto Taste (benefiting Second Harvest)
- Beaches International Jazz Festival
- Ireland Park Foundation
- Billy Bishop House Museum
- Hope Air
- Emily's House and Philip Aziz Centre for Hospice Care (supporting adults and children living with life-limiting illnesses)
- Waterfront Neighbourhood Centre—Community Connect Garden
- Windward Co-operative Homes
- Sugar Shack

## COMMUNITY ENGAGEMENT



## COMMUNITY ENGAGEMENT



11,500 people attended and  
43 boats moored off shore  
to watch movies.



### SAIL-IN CINEMA™

The Sail-In Cinema movie festival is proudly sponsored by Billy Bishop Toronto City Airport. The annual event is the world's first two-sided floating movie experience of its kind and was originally conceived of in 2010 as a means to encourage the community to come and enjoy the waterfront. Every year, movies are chosen by public vote and shown under the open skies on a large, digital, two-sided screen set atop a barge in Toronto Harbour, enabling moviegoers to enjoy the films by land or by boat. In 2017, more than 11,500 people attended as Billy Bishop Airport continues to give back to the local community through this free annual event.







## COMMUNITY ENGAGEMENT



### DOORS OPEN 2017

In May 2017, Billy Bishop Airport opened its doors to more than 7,000 people as part of Toronto's annual Doors Open event. Visitors explored the airport's rich history of providing travellers with a convenient international gateway to the world.

Doors Open included activities for the entire family as part of a self-guided tour behind the scenes at the airport. Activities included the opportunity for kids of all ages to explore the airport's state-of-the-art safety vehicles; a staging area from which to view the airport's runway operations and aircraft up close; the Ornge hangar, which featured life-saving helicopters, EMS vehicles and life-saving demonstrations; and the opportunity to meet the animal teams that play a role in the airport's wildlife management program.

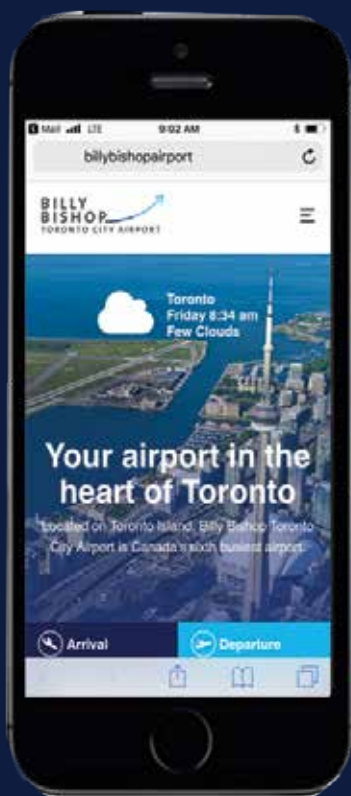
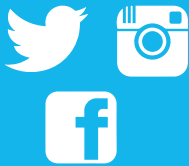


## COMMUNITY ENGAGEMENT



## IV STAKEHOLDER AND COMMUNITY ENGAGEMENT

50% growth  
since 2016



### CONNECTING ONLINE

With an estimated 67% of Ontario residents using social media, Billy Bishop Airport continues to engage with the public via a variety of social media platforms. Social media is used to promote various community and Billy Bishop Airport related events, as well as to respond to concerns and questions from airport passengers and the local community.

Updates are also provided on the Billy Bishop Airport website regarding news and information that is relevant to our stakeholders and the community. In 2017, work began on a website for Billy Bishop Airport to enable travellers to access airport-specific information more quickly and efficiently.

Billy Bishop Airport prides itself on its connectivity with the community. Our website also includes a feedback portal that allows passengers, residents and stakeholders to quickly and easily contact us with their feedback, concerns and questions. This system also provides an opportunity to track common concerns and trending topics that help us best address the needs of our local community.

Billy Bishop Airport prioritizes fostering and maintaining positive relationships and strong connections with our neighbours and stakeholders. This critical part of our commitment to sustainability is maintained through open dialogue, transparency and public participation.







## PUBLIC OUTREACH AND MEETINGS

In 2010, a Community Liaison Committee (CLC) was established to further expand engagement with the residents and businesses surrounding Billy Bishop Airport.

The CLC gives our neighbours a forum to discuss issues and concerns related to airport development, activities and operations. The committee also enables airport management to communicate operational activities and information with stakeholders and the broader community.

Key representatives from neighbourhood community groups, local businesses and stakeholders, as well as local city councillors, make up the membership of the CLC. The committee follows best practices of community engagement, meeting four times a year and addresses matters such as airport noise management and transportation access. The CLC's quarterly meetings are open to the public and minutes taken by third-party consultant Lura Consulting are posted to the PortsToronto website.

## PUBLIC CONSULTATION FOR MASTERPLAN 2018

Billy Bishop Airport began to update its Master Plan in January 2018 in order to provide a long-range vision for the airport, which in turn assists airport management and other stakeholders in making informed decisions regarding future development. Master Plans are customary for most airports and are usually updated every five years. The 2018 Master Plan for Billy Bishop Airport will be an update of the 2012 Master Plan, which is available on the airport's website.

The primary purpose of an Airport Master Plan is to establish an orderly development concept for the airport that establishes priorities and options for the airport's operation and development over an extended period of time, while at the same time allowing the airport to avail itself of new opportunities to serve the needs of the community

and operators. An Airport Master Plan is not a regulatory document but rather a planning tool intended to deliver a long-term strategy for the airport that provides a framework for future planning and development. The typical planning horizon for an Airport Master Plan is 20 years.

The planning process for the Billy Bishop Airport Master Plan kicked off in January 2018 and includes a robust public consultation process that includes airport stakeholders, operators, government agencies, neighbourhood community groups, First Nations and the general public. Engagement with each of these groups will continue at key milestones throughout the planning process. Billy Bishop Airport provides regular project updates throughout the planning process on social media and on a dedicated project website that can be accessed at [www.BillyBishopAirportMasterPlan2018.com](http://www.BillyBishopAirportMasterPlan2018.com). With work underway throughout 2018, the Master Plan will be released in early 2019.





# ECONOMIC PERFORMANCE



**Billy Bishop Airport  
contributes \$280 million  
in wages.**

**Billy Bishop Airport generates  
more than \$470 million in gross  
domestic product (GDP).**



## ECONOMIC PERFORMANCE



For Billy Bishop Airport, sustainability not only encompasses environmental and social accountability but also financial self-sufficiency. This ensures that our business remains viable, enabling us to invest back into the communities in which we operate by building infrastructure and delivering value locally and nationally.

**2017 Employment Impacts for Billy Bishop Airport include 4,740 jobs.**

Billy Bishop Airport's targeted priority areas related to our economic sustainability include:

- I Financial Self-Sufficiency
- II City Building and Investing in Public Infrastructure
- III Supporting Local Job Creation
- IV Contributing to Toronto's Economic Growth



## ECONOMIC PERFORMANCE



## FINANCIAL SELF-SUFFICIENCY

**Billy Bishop Airport generated revenue of \$48.4 million, which included \$21.0 million in revenue from Airport Improvement Fees.**

Billy Bishop Airport continued to see ongoing success in 2017, serving 2.8 million passengers, which is consistent with the airport's managed growth strategy to ensure balance on the waterfront. Billy Bishop Airport generated revenue of \$48.4 million, which included \$21.0 million in revenue from Airport Improvement Fees.

*“As the region’s most accessible employment and institutional centre, downtown businesses and institutions benefit from unparalleled access to skilled labour. These employers are also highly connected to one another as a result of their geographic proximity, providing important economies of agglomeration. Union Station will continue to be the transit hub for the city and region, while Billy Bishop Toronto City Airport and the UPX-linked Toronto Pearson Airport provide national and international connectivity.”*

— TOcore Planning Downtown,  
City of Toronto, November 2016





## II CITY BUILDING AND INVESTING IN PUBLIC INFRASTRUCTURE

When it comes to infrastructure development, municipalities are responsible for more than 60 per cent of public infrastructure assets. With 80 per cent of the Canadian population residing in urban centres, the need for infrastructure investment in cities such as Toronto is crucial. Quality, relevant and innovative infrastructure is essential to cities and pays dividends in terms of attracting capital and talent that drive future growth.

### **THE BILLY BISHOP AIRPORT AIRFIELD REHABILITATION AND GROUND RUN-UP ENCLOSURE**

In 2017, PortsToronto invested heavily in new infrastructure, the most significant investment being that of the Billy Bishop Airfield Rehabilitation Project, which included the full reconstruction of Runway 06-24 and Runway 08-26 and the replacement of old runway lighting to energy-efficient LED, as well as the decommissioning of Runway 15-33 and its conversion to a taxiway.

The project also involved the completion of a Ground Run-up Enclosure facility in April 2017 to significantly reduce the acoustic impact of mandated engine run-ups on the surrounding community. These improvements will modernize the airport and ensure it continues to serve as an economic engine for the city and provide efficient service to the millions of passengers who travel through the airport each year.

## ECONOMIC PERFORMANCE





## ECONOMIC PERFORMANCE



## SUPPORTING LOCAL JOB CREATION

### JOB CREATION AT BILLY BISHOP AIRPORT

As a key international transportation hub, Billy Bishop Airport serves as an economic engine, contributing to local market profitability and supporting job creation in the community we serve.

Billy Bishop Airport is an important international gateway and a key driver of Toronto's economy, generating more than \$470 million in Gross Domestic Product (GDP) and supporting 4,740 jobs, including 2,080 directly associated with airport operations.

In 2017, Billy Bishop Airport entered its second year of its Airfield Rehabilitation Program—a significant three-year construction project to replace the aging civil and electrical infrastructure (pavement and lighting) for the airport's runways, taxiways and apron. In addition, PortsToronto approved plans submitted by Nieuport Aviation Infrastructure Partners, owner and operator of the airport's passenger terminal, to undertake upgrades and enhancements to the terminal at the airport. Both of these significant construction projects will continue to foster job creation in Toronto for the next several years.

*“Billy Bishop Airport plays an important role in Toronto as a key economic driver, an important piece of transportation infrastructure and a provider of jobs.”*

— Mayor John Tory,  
City of Toronto

## IV

# CONTRIBUTING TO TORONTO'S ECONOMIC GROWTH

### BILLY BISHOP AIRPORT FUELS TOURISM AND TRADE

Since its opening in 1939, Billy Bishop Airport has become an important international gateway and significant economic engine for the GTA.

Through direct and indirect economic benefits, the airport continues to support Toronto's key sectors including financial services, life sciences, the food and beverage sector, travel and tourism, and the film and television industry. The airport also boosts the local economy, with visitors coming through Billy Bishop Airport spending approximately \$150 million a year on accommodation, transportation, retail and food and beverage.

In 2017 Toronto had its best year to date for tourism with the region hosting more than 43.7 million visitors.

## ECONOMIC PERFORMANCE



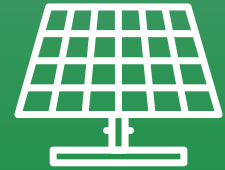
*"Billy Bishop Airport is an important gateway for Toronto and a key piece of travel infrastructure that is needed to support Toronto's growth and place as a world-class city."*

—Michael Thompson  
Toronto City Councillor and Chair of  
Toronto's Economic Development and  
Culture Committee





# GOING FORWARD



**GRI is considered a best practice in public disclosure. More than 7,000 organizations from 60 countries use the GRI guidance approach as a baseline to produce their sustainability reports.**



In this report, we highlighted areas where we are succeeding while also reflecting on how we can continue to improve in order to maximize the impact of our sustainability efforts. In 2018 and beyond, we will continue to engage with our government and community stakeholders and provide ongoing transparent reporting on our operations in the areas of environmental stewardship, community engagement and economic performance. We encourage you to follow our progress throughout the year on our website, at public meetings and in reports such as this, and provide feedback along the way.

**Gene Cabral**  
Executive Vice President  
Billy Bishop Toronto City Airport

## Next Steps

# Look Forward: 2018

Host Doors Open 2018 at Billy Bishop Airport.



Continue to choose 100% green electricity from Bullfrog Power by renewing our contract.



Complete the third and final year of the Billy Bishop Airfield Rehabilitation Project.



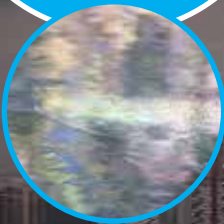
Open upgraded airport lounges to provide more space and improved amenities for travellers.



Begin Calm Wind Runway trial to determine whether the procedure could be incorporated into the Noise Management Program at Billy Bishop Airport.



Continue to explore opportunities to achieve "Salmon Safe" designation at Billy Bishop Airport.



Conclude research and consultation on an updated Airport Master Plan which will be made public in early 2019.

Solicit interest from potential suppliers of electrical drive system components suitable to convert the airport ferry to electric drive.



Begin repairs and enhancements to the south dock wall along the Western Gap for the enjoyment of travellers and the community.

