BILLY BISHOP TORONTO CITY AIRPORT

ANNUAL NOISE MANAGEMENT REPORT 2014

OWNED AND OPERATED BY:
PROPRIÉTAIRE ET EXPLOITANT:

PORTS
TORONTO

MESSAGE ON OPERATIONS AND NOISE MANAGEMENT AT BILLY BISHOP TORONTO CITY AIRPORT

One of the attributes of Billy Bishop Toronto City Airport that our travellers love most is the airport's convenient downtown location. Just a few short minutes from the financial and cultural centres of the city, Billy Bishop Airport has become an important 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 does require balance to ensure that our operations don't overwhelm the neighbourhood and that measures are in place to mitigate the impacts associated with running a successful airport. One such impact is that of noise generated by aircraft and operations.

Billy Bishop Airport is the most noise restricted airport in North America as the airport must operate within a Noise Exposure Forecast (NEF) of 25. Because the maximum allowable level of noise generated by our airport is so restricted, there are specific noise parameters placed on the type of aircraft that can fly to/from the airport. PortsToronto also observes operational best practices that reduce and limit the noise so as to be respectful of the community and adhere to the annual allowable noise threshold, as specified in the Tripartite Agreement. For example, Billy Bishop Airport operates within a curfew that prohibits any aircraft, other than emergency Medevac aircraft, from taking off and landing between the hours of 11:00 p.m. and 6:45 a.m. We have worked in partnership with our air carriers this past year to ensure absolute adherence to this curfew, resulting in zero violations in 2014. The curfew is strictly enforced, with significant penalties for any violations.

Technological advancements are also changing the way we are able to monitor and track noise generated from our operations. In 2014, PortsToronto introduced Webtrak to our suite of noise management tools at Billy Bishop Airport. Webtrak is an Internet-based software service that enables anyone with a computer, smartphone or tablet to gather information on an aircraft they hear flying overhead—including the aircraft type, altitude, destination and point of departure. With this new technology individuals are able to access the same aircraft data and monitor the same noise terminals that we have at the airport and can differentiate between flights that originate from Billy Bishop Airport and those destined for other airports such as Pearson. PortsToronto is pleased to make this service available to the community for free via our website at: www.portstoronto.com/Airport/Noise-Management.aspx.

PortsToronto recognizes that programs and regulations are only part of the solution to mitigating the effects of noise from our airport's operations. That is why, over the past few years, we have created infrastructure to help mitigate the sound of our operations, including a noise barrier constructed in 2013, with a second noise barrier and engine maintenance and run-up noise housing area scheduled to be completed by 2016.

With regard to other operations, and in response to concerns we heard from members of our community, we will also be implementing noise mitigation measures on our ferries this summer to reduce engine noise. We also recently re-designed public areas of the airport to improve traffic flow and reduce congestion. The Billy Bishop Airport pedestrian tunnel project is scheduled to be completed this year, which will also play an important role in smoothing passenger flow, and we continue to encourage passengers to use the airport shuttle, transit or other forms of transportation to get to the airport—again, reducing the level of noise resulting from vehicle traffic at the airport.

That said, noise will always be a part of operating an airport. That is why, in addition to doing all we can to manage and mitigate noise, we are also committed to regularly and openly reporting on the noise our airport generates so that we remain accountable to the community in which we operate.

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 who collect, analyze and respond to noise complaints and monitor daily operations. More than 99 per cent of complaints were responded to within a five-day period in 2014, as part of our commitment to being a responsive and engaged member of the waterfront community. In addition to producing monthly noise reports, the office reports data on an annual basis. All of these reports are posted on PortToronto's website.

The information contained in this report is a compilation of noise data and complaints from 2014. In 2014, the noise management office received 410 complaints. This represents a nearly 20 per cent reduction from the 503 complaints received in 2013—a decrease that can be largely attributed to a reduction in complaints specific to maintenance engine run-up noise, which decreased from 161 complaints in 2013 to 89 in 2014. The community told us engine run-ups were an issue and we listened. We worked together with our commercial air carriers to ensure that engine run-ups were, as much as possible, done only in approved run-up locations and during daytime hours of operation. This reduction in complaints pertaining to engine run-ups is one example of how PortsToronto's efforts to engage with the community and adapt the practices of those who operate out of our airport can result in solutions that ensure that the airport continues to fit within the context of Toronto's mixed-use waterfront.

This year, we will continue to work with the community to implement changes and improvements at our airport that further mitigate and reduce the effects of noise from operations. Our goal, through meetings such as the Community Liaison Committee, is to listen to concerns, be responsive, and to identify and implement solutions that are consistent with our good neighbour policy. The numerous public engagement meetings PortsToronto has held for the Environmental Assessment associated with Porter Airline's proposal has also proved valuable in helping the PortsToronto team better understand some of the more specific concerns and comments and start to work towards solutions wherever possible.

Gene Cabral
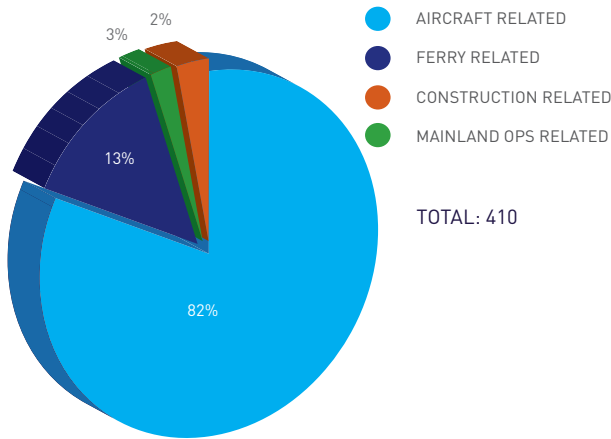*Executive Vice President,*
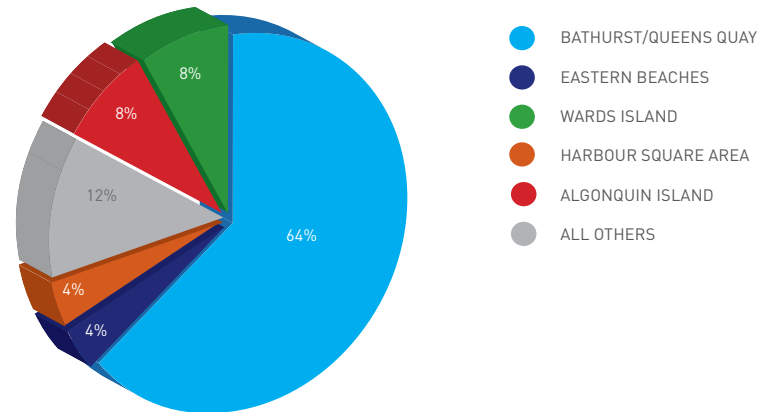*PortsToronto and Billy Bishop Toronto City Airport*

2014 NOISE MANAGEMENT REPORT HIGHLIGHTS

- 20% reduction in overall noise complaints—410 in 2014 vs 503 in 2013

- 45% reduction in maintenance engine run-up complaints due in part to changes made to policy and location to address complaints

- Zero curfew violations
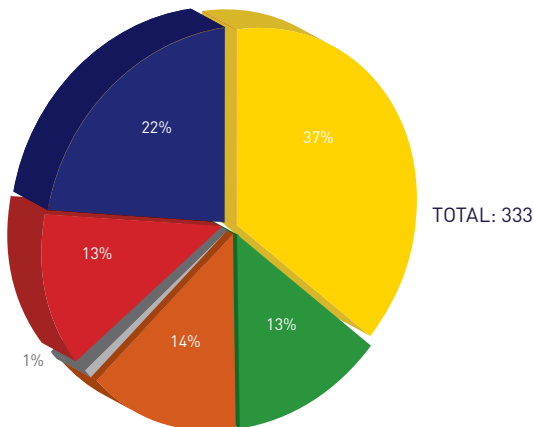
COMPLAINTS BY ACTIVITY
2014

- AIRCRAFT RELATED
- FERRY RELATED
- CONSTRUCTION RELATED
- MAINLAND OPS RELATED

82%
13%
3%
2%

TOTAL: 410

TOP FIVE NEIGHBOURHOODS FILING COMPLAINTS
2014

- BATHURST/QUEENS QUAY
- EASTERN BEACHES
- WARDS ISLAND
- HARBOUR SQUARE AREA
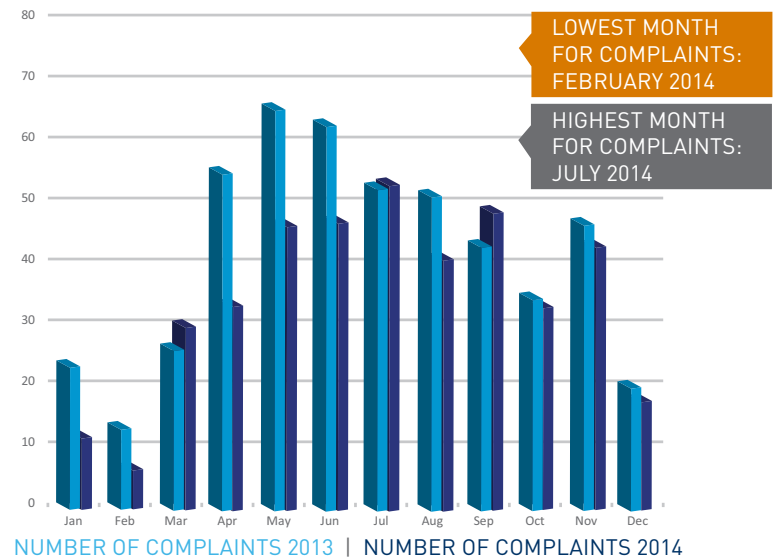- ALGONQUIN ISLAND
- ALL OTHERS

64%
12%
8%
8%
4%
4%

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE
2014

The key areas generating complaints were as follows:

- SCHEDULED- COMMERCIAL SERVICE
- GENERAL
- GENERAL AVIATION
- MEDEVAC
- UNCORRELATED
- OTHERS

37%
22%
13%
14%
13%
1%

TOTAL: 333

MONTHLY COMPARISON OF NOISE COMPLAINTS
2013 AND 2014

LOWEST MONTH FOR COMPLAINTS: FEBRUARY 2014

HIGHEST MONTH FOR COMPLAINTS: JULY 2014

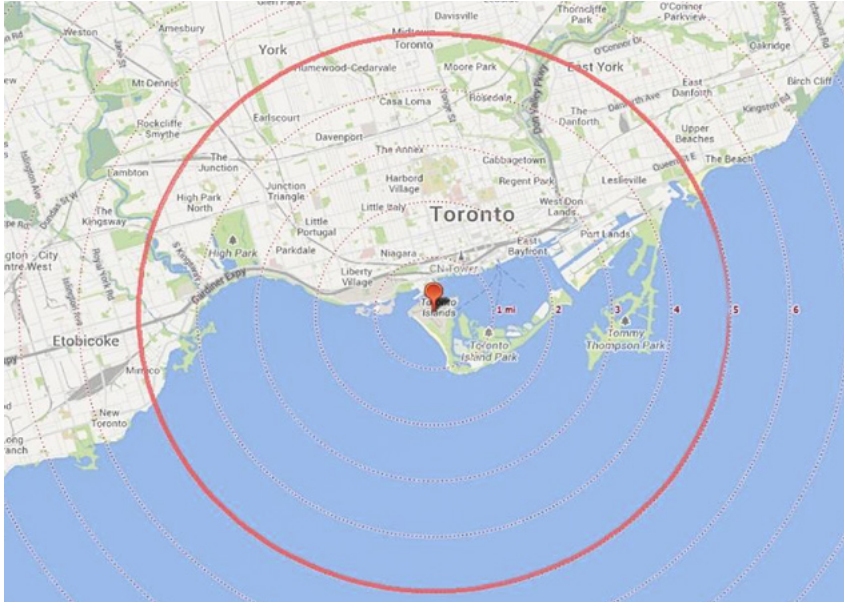NUMBER OF COMPLAINTS 2013 | NUMBER OF COMPLAINTS 2014

BILLY BISHOP TORONTO CITY AIRPORT

BBTCA AREA OF RESPONSIBILITY
5 Nautical Miles for Aircraft Arriving/Departing at BBTCA

PortsToronto Noise Management Policy states that:
- *PortsToronto is responsible for reviewing and responding to the noise complaints within a distance of five nautical miles.*
- *Complaints which are not associated with the operation of Billy Bishop Airport, within five nautical miles, are referred to Transport Canada or the related airport.*
- *Response time policy has been in place since 2011 and mandated a response time of five business days. In 2014, 99.5 per cent of all complaints were responded to within five business days.*

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FOR FURTHER INFORMATION:

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