



# ANNUAL NOISE MANAGEMENT REPORT 2016

**BILLY  
BISHOP**   
TORONTO CITY AIRPORT

OWNED AND OPERATED BY:  
PROPRIÉTAIRE ET EXPLOITANT:  
**PORTS**   
TORONTO

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

Located just a few short minutes from downtown Toronto, Billy Bishop Toronto City Airport, which is owned and operated by PortsToronto, 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 operations keep pace with the surrounding community 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 ground operations. As you will read in this report, from the creation of new infrastructure to working together with the community and our airport partners on the implementation of policies, the noise mitigation program at Billy Bishop Airport is woven into everything the airport does.

I am pleased to report that overall noise complaints decreased by 38 per cent in 2016, going from 386 complaints in 2015 to 236 complaints in 2016. Further, complaints related to the ferry and mainland operations declined by a significant 89 per cent, from 26 complaints in 2015 down to 3 complaints in 2016, largely due to improved vehicle flow associated with the opening of the pedestrian tunnel and the installation of engine mufflers aboard the airport's ferry. This decline in complaints is particularly significant given that a large-scale, overnight airfield rehabilitation project was carried out for six months of the year.



## AIRFIELD REHABILITATION

In 2016, a significant three-year rehabilitation initiative necessary to replace the existing aging civil and electrical infrastructure (pavements and lighting) for the airport's runways, taxiways and apron areas commenced at Billy Bishop Airport. The project, which started in June, also includes the construction of a Ground Run-up Enclosure (GRE) to dampen the acoustic impact from engine run-ups which are required and regulated as part of standard aircraft maintenance.

A key component of the airfield rehabilitation project was adopting an approach that minimizes the impact of noise from construction and traffic on the surrounding airport community, especially given that a significant portion of construction activities occurred during overnight hours when the airport is closed to commercial aircraft traffic. Since the beginning of the project, a number of measures to minimize the impact of construction activities on local residents, including limitations on construction-related vehicle access, construction noise and lighting, have been implemented and are fully operational. For example, in order to reduce the traffic and associated noise through the Bathurst Quay neighbourhood during the project, the majority of the equipment and materials were transported by barge from PortsToronto's Marine Terminal yard in the Port lands to a temporary dock on the south east side of the airport. The temporary floating barge, which is operational during the summer months, can carry 600 tonnes of aggregate material per trip. This procedure eliminated the need for 50 dump trucks (25 each way) to deliver materials via the airport neighbourhood's busy roadways. In addition, PortsToronto required the contractor to implement operational procedures onsite that removed the need for reversing construction equipment, thus reducing noise from back-up alarms.

## PEDESTRIAN TUNNEL

Another significant infrastructure project is having a big impact on noise at the airport. In July 2015 the pedestrian tunnel to Billy Bishop Airport was opened. Since it opened, the tunnel, which enables passengers to walk between the mainland and the airport 100-feet beneath the surface of Lake Ontario, has delivered on its promise to effectively improve mainland ground traffic and passenger flow and has entirely eliminated pressure points for travellers and surges in traffic demand at the mainland terminal and along Eireann Quay, the entrance road to the airport. In fact, a modality study conducted by Dillon Consulting in October 2015 on behalf of PortsToronto found that more than 90 per cent of travellers opt to take the free, convenient, six-minute walk through the tunnel.

To further reduce the level of noise resulting from vehicle traffic at the airport, PortsToronto increased efforts to encourage passengers to use the complimentary airport shuttle to and from the airport with a new App that allows passengers to view the shuttle location in real time on any device—desktop, tablet or smartphone—and to use transit or other forms of transportation to reduce individual-vehicle traffic. The Dillon Consulting study noted that on average, 40 per cent of travellers walk, bike, shuttle or take transit to and from the airport. In fact, the airport bike station at the Bathurst Street/Eireann Quay intersection is one of the top ten busiest stations in the city's network. Since July 2016, it has generated approximately 90 rides per day.

These results are particularly significant given the airport's continued rise in popularity. In 2016, we welcomed 2.7 million passengers through our doors—representing a nine percent increase in passenger numbers over 2015 under PortsToronto's managed growth strategy to ensure balance along the waterfront.

## TECHNOLOGY

Technology is also improving the way in which PortsToronto tracks and reports on noise as we continue to remain accountable to the community in which we operate. We continue to offer free community access to WebTrak, an Internet-based

software service that enables individuals to locate and track aircraft on their computer or tablet, providing information on the aircraft, including the aircraft type, the destination and point of departure. In 2016, the airport's two Noise Monitoring Terminals (NMTs), located on the Toronto Police Marine Unit building and the Toronto Fire Services island fire hall, were upgraded to the latest technology to further enhance our ability to monitor noise generated by the airport's operations. These terminals 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. In addition to upgrading the two existing NMTs, a third NMT was installed on the mainland ferry terminal building. This NMT enables enhanced tracking of noise generated by aircraft run-ups and the airport's ferry operation. WebTrak is available via our website at: [www.portstoronto.com/Airport/Noise-Management.aspx](http://www.portstoronto.com/Airport/Noise-Management.aspx).

## NOISE MANAGEMENT OFFICE

In 2015, Billy Bishop Airport's Noise Management Office—which has dedicated staff in place who collect, analyze and respond to noise complaints and monitor daily operations—also purchased and implemented new technology to significantly enhance how noise complaints are tracked and documented. Vortex—a customizable tracking and logging software platform designed specifically for an airport environment—has enabled the airport's noise office to track complaints received online, by phone or email, along with steps taken by staff to address the complaint quickly and efficiently. The airport's noise office can then generate reports showing the statistics for noise incidents grouped by problem with multi-year comparisons to identify recurring issues and opportunities for improvement. In 2016, 99 per cent of the complaints received by the noise office were handled within the five-day window that we adhere to as part of our commitment to being a responsive member of the waterfront community. Noise complaint summaries are posted to the PortsToronto website monthly, as are annual noise reports like this one, which compile the results for a given year.

## POLICIES

An airport's noise mitigation program can only go so far without the ongoing cooperation of its commercial airline operators. Billy Bishop Airport hosts two award-winning commercial air carriers, Porter Airlines and Air Canada, which fly to more than 20 destinations in Canada and North America. PortsToronto works directly with these carriers to implement effective noise mitigation policies and practices at Billy Bishop Airport. In response to community concerns regarding engine run-up noise prior to the GRE's inception, PortsToronto and the airport's commercial air carriers worked together to ensure that engine run-ups were, as much as possible and in accordance with our posted Aircraft Maintenance Run Procedures, undertaken only in approved run-up locations and during daytime hours of operation. In 2016, there were 36 complaints related to engine run-ups, which marks a 37 per cent reduction from 2015. Porter Airlines has also put into effect a procedure that requires planes taxiing to the gates to operate on one engine to reduce noise, as well as carbon impacts.

As detailed in this report, the noise mitigation program at Billy Bishop Airport is at the heart of everything the airport does and in 2017 and beyond, our goal will be to continue to work with the community to identify and implement solutions that continue to raise the bar on our noise mitigation efforts.



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

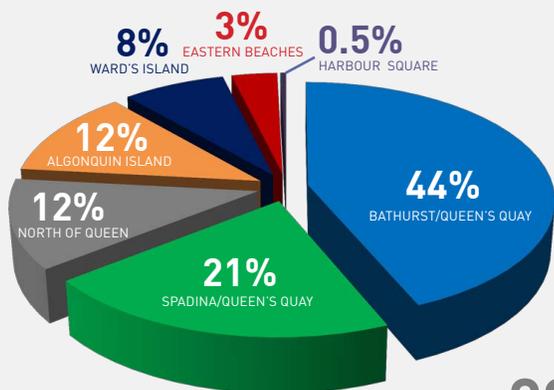


## DID YOU KNOW?

The management and operation of Billy Bishop Airport is tightly regulated by a Tripartite Agreement among the federal government as represented by the Minister of Transport, the City of Toronto and PortsToronto. The Tripartite Agreement ensures, among other things, that Billy Bishop Airport adheres to noise restrictions, limits total daily flight activity and follows a strict curfew on hours of flight. In fact, under the Tripartite Agreement, Billy Bishop Airport is one of the most noise restricted airports in North America, as the airport must operate within a Noise Exposure Forecast (NEF) 25. As the maximum allowable level of noise generated by our airport is so restricted, there are also specific noise-parameters placed on the type of aircraft that can fly to and from the airport.

As such, PortsToronto 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. Billy Bishop Airport operates within a curfew that prohibits any aircraft, other than emergency flights or Medevac aircraft, from taking off and landing between the hours of 11:00 p.m. and 6:45 a.m. We also further restrict operations with management policies between 6:45 a.m. to 7:00 a.m. and 10:00 p.m. to 11:00 p.m. The curfew is strictly enforced, with significant penalties for any violations. To further reduce noise disturbances experienced by residents on land, 90 per cent of commercial flights associated with Billy Bishop Airport follow flight paths over water.

TOTAL NEIGHBOURHOODS FILING COMPLAINTS 2016

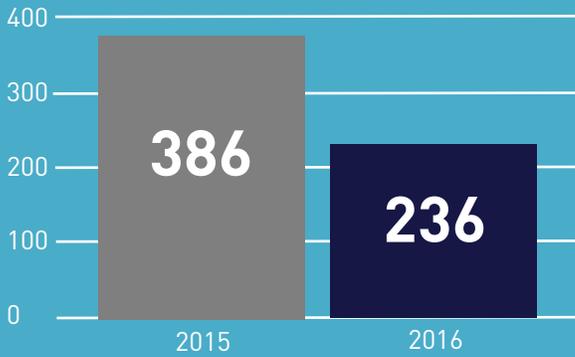


**38%**  
REDUCTION IN OVERALL NOISE COMPLAINTS IN 2016

**89%**  
REDUCTION IN COMPLAINTS RELATED TO FERRY AND MAINLAND OPERATIONS  
3 IN 2016 vs 26 IN 2015



## ANNUAL COMPARISON OF NOISE COMPLAINTS 2015 vs 2016



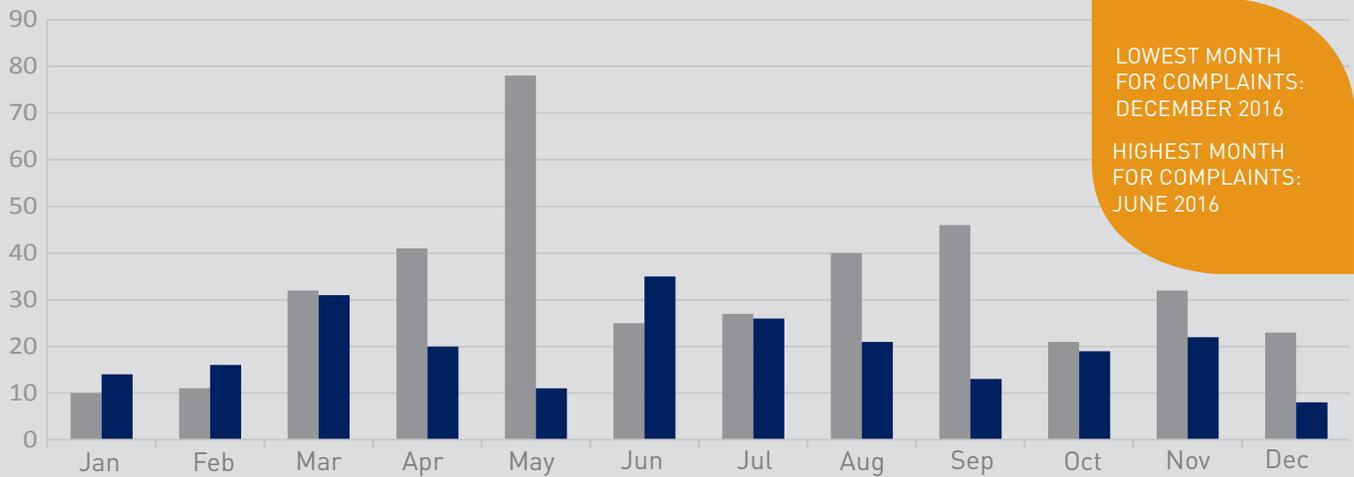
# 99%



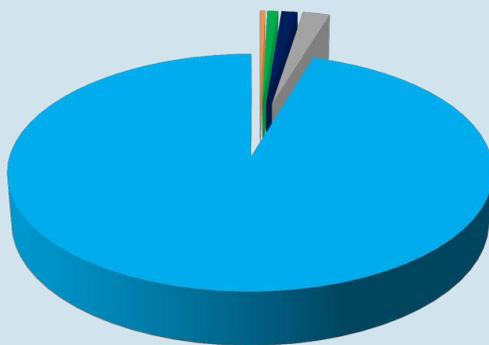
**OF COMPLAINTS RECEIVED BY THE  
NOISE MANAGEMENT OFFICE WERE  
HANDLED WITHIN FIVE DAYS**

## MONTHLY COMPARISON OF NOISE COMPLAINTS 2015 AND 2016

■ NOISE COMPLAINT TOTAL 2015  
■ NOISE COMPLAINT TOTAL 2016



## COMPLAINTS BY ACTIVITY 2016

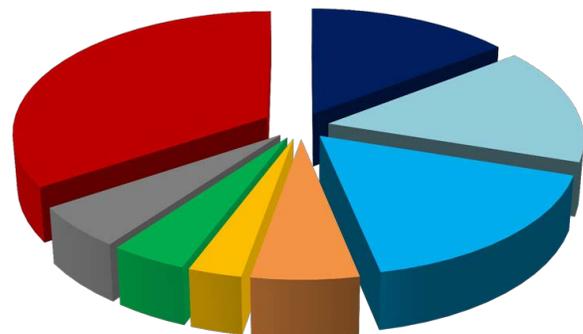


- AIRCRAFT RELATED (95%)
- FERRY RELATED (1%)
- CONSTRUCTION RELATED (1%)
- MAINLAND OPS RELATED (1%)
- OTHER (2%)

## COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE 2016

The key areas generating complaints were as follows:

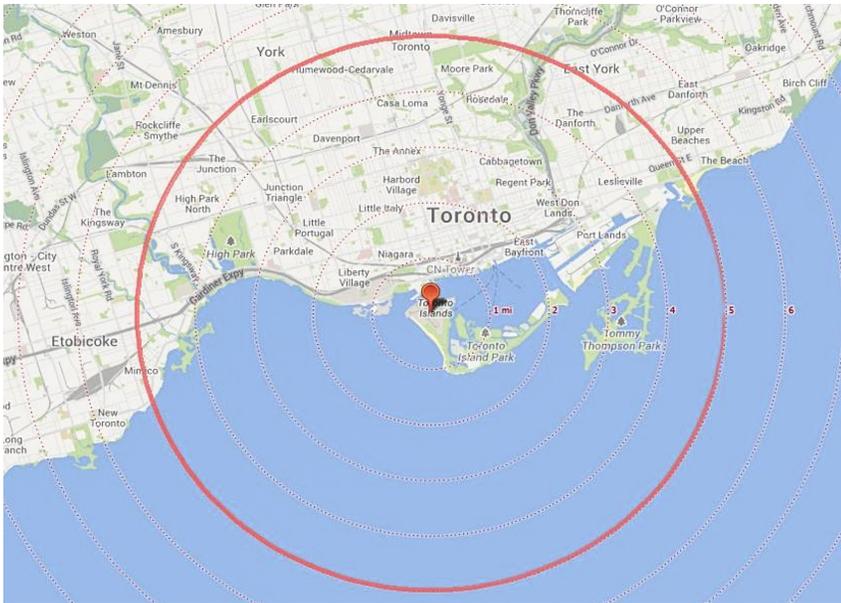
- SCHEDULED-COMMERCIAL SERVICE (15%)
- MEDEVAC (6%)
- GENERAL (34%)
- UNCORRELATED (3%)
- GENERAL AVIATION (17%)
- HELICOPTERS (4%)
- ENGINE RUN-UP (15%)
- MILITARY (6%)



# BILLY BISHOP TORONTO CITY AIRPORT

## BILLY BISHOP TORONTO CITY AIRPORT AREA OF RESPONSIBILITY

5 Nautical Miles for Aircraft Arriving/Departing at Billy Bishop Toronto City Airport



*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 2016, 99% per cent of all complaints were responded to within five business days.*

## BILLY BISHOP

TORONTO CITY AIRPORT

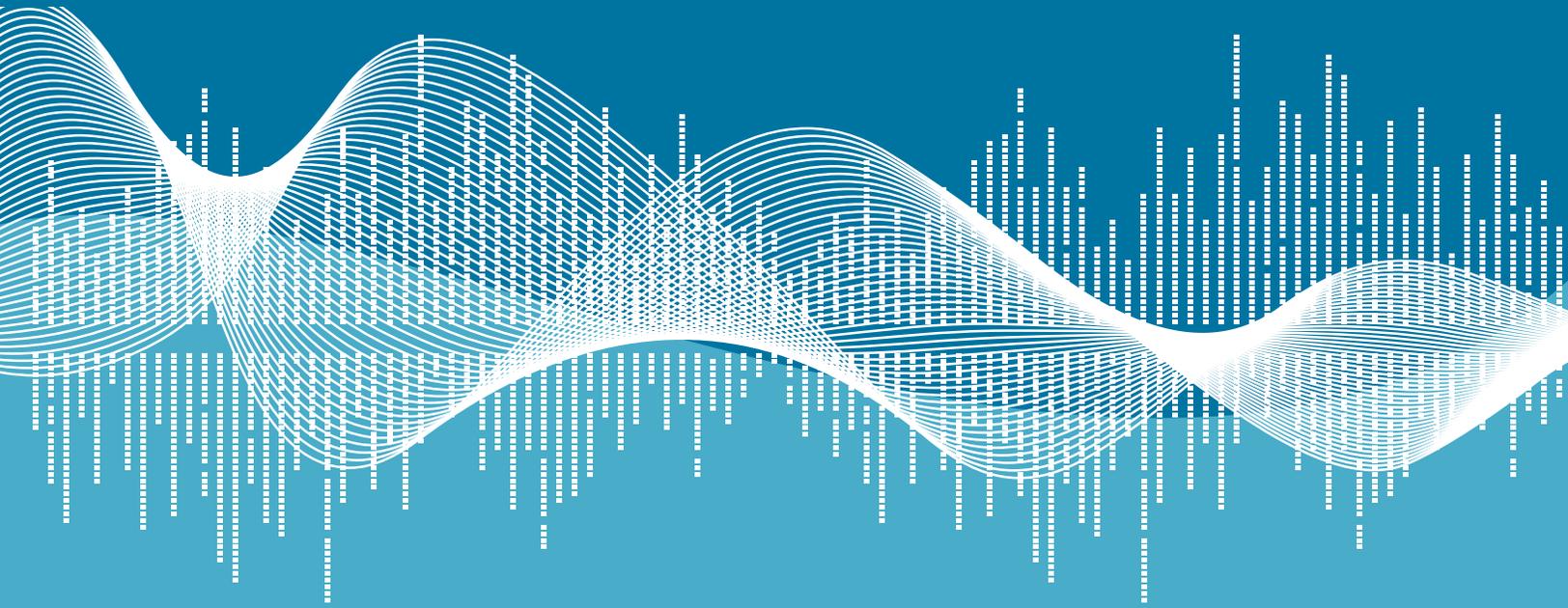
FOR FURTHER INFORMATION:

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Billy Bishop Toronto City Airport  
1 Island Airport  
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Canada

Noise Management Office: 416 203 8490  
Website: [www.portstoronto.com](http://www.portstoronto.com)

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