# TORONTO PORT AUTHORITY

**AND**

## BILLY BISHOP AIRPORT

## COMMUNITY LIAISON COMMITTEE
## MEETING #2

## MEETING MINUTES

Wednesday, May 25, 2011
Harbourfront Community Centre
Toronto, Ontario

Minutes prepared by:

LURA
LISTEN · UNDERSTAND · RELATE · ADVANCE

*These meeting minutes were prepared by Lura Consulting. Lura is providing neutral third-party consultation services for the Toronto Port Authority Community Liaison Committee (CLC). These minutes are not intended to provide verbatim accounts of committee discussions. Rather, they summarize and document the key points made during the discussions, as well as the outcomes and actions arising from the committee meetings. If you have any questions or comments regarding the Meeting Minutes, please contact either:*


**Suzanna Birchwood**
Director, Public Affairs
**Toronto Port Authority (TPA)**
Phone: 416-863-2036
sbirchwood@torontoport.com

OR

**Jim Faught**
Facilitator
**Lura Consulting**
Phone: 416-536-2215
jfaught@lura.ca

**Summary of Action Items from Meeting #2**

| Action Item # | Action Item Task | Individual/Organization Responsible for Action Item |
|---|---|---|
| M#2-A1. | Amend the CLC's terms of reference: Include provisions for committee members to send a delegate in their absence if needed. | TPA |
| M#2-A2. | Amend the CLC's terms of reference: Members of the public will be required to submit a formal request to make a deputation at committee meetings one week (7 days) in advance of a meeting. | TPA |
| M#2-A3. | Amend the CLC's terms of reference: In order to reach a consensus for a recommendation to the TPA, minimum of eight members must be in attendance. | TPA |
| M#2-A4. | Include wayfinding and tunnel updates on the agenda for the September CLC meeting. | TPA |
| M#2-A5. | Establish a noise subcommittee to discuss noise issues in detail and provide updates to the CLC. | TPA |

**Appendices**
Appendix A1-1: TPA Update Presentation

**List of Attendees**

| Name | Organization (if any) |
|---|---|
| COMMITTEE MEMBERS | |
| Jen Chan (Con. Vaughan's office) | City of Toronto |
| Adam Vaughan | City of Toronto |
| Glenn Gustafson (Con. McConnell's office) | City of Toronto |
| Brad Cicero | Porter Airlines |
| Hal Beck | York Quay Neighbourhood Association (YQNA) |
| Carol Jolly | Business Improvement Area (BIA) |
| Michelle Noble | Waterfront Toronto |
| GUEST SPEAKERS AND SUBJECT EXPERTS | |
| Greg Cross | Transport Canada |
| Ken Lundy | TPA, Director of Infrastructure, Planning & Environment |
| Michael MacWilliam | TPA, Noise Management Office |
| TORONTO PORT AUTHORITY (TPA) REPRESENTATIVES | |
| Geoff Wilson | TPA, President and Chief Executive Officer |
| Suzanna Birchwood | TPA, Director, Public Affairs |
| Bill Sahid | TPA, Project Manager |
| Stephen Silverhart | TPA, Manager Ground Services Billy Bishop Toronto City |
| Pat Fagnano | TPA, Manager, Airside Operations |
| FACILITATION AND SECRETARIAT | |
| Jim Faught | Lura Consulting |
| Mark van der Woerd | Lura Consulting |
| MEMBERS OF THE PUBLIC | |
| Victor Pappalardo | Trans Capital Air |

| | |
|---|---|
| Al Read | Air Canada Express |
| Lynn Haderlein | Waterfront Business Improvement Area |
| REGRETS | |
| Tony Makepeace | Bathurst Quay Neighbourhood Association (BQNA) |
| Barry Lipton | Toronto Island Community Association (TICA) & Community AIR |

**Summary of Recommendations to TPA from Meeting #2**

| Feedback / Advice Item # | Committee<br>Feedback / Advice to TPA |
|---|---|
| M#2-FA1. | Committee members advise that TPA plans to create a taxi staging area should be presented to the public for review so that they can share their comments/concerns/input. |

## 1. WELCOME AND INTRODUCTIONS

Geoff Wilson, President and CEO, Toronto Port Authority (TPA), welcomed members of the Billy Bishop Airport CLC to the second committee meeting and thanked them for attending. He also expressed thanks for a productive meeting on February 16th.

After a brief review of the meeting agenda, Mr. Wilson asked if there were any pressing concerns or comments stemming from the previous meeting. Mr. Hal Beck, member of the York Quay Neighbourhood Association, stated that he had a number of comments pertaining to the previous meeting minutes. Upon discussion, he decided that it would be most efficient for him to present his comments during detailed discussions of agenda items. Mr. Wilson then turned the floor over to Mr. Jim Faught to review the minutes from the previous meeting.

## 2. REVIEW OF PREVIOUS MEETING MATERIALS

Mr. Faught asked the committee members if anyone had any comments or amendments to the meeting minutes prepared from February 16th. It was noted that YQNA forwarded comments on Minutes No.1 on April 18, 2011. These were deferred for an off-line discussion in light of the clerical nature of the comments and planned meeting presentations.

Below is a quick summary of comments received and suggested amendments to the committee Terms of Reference (TOR):

***Committee Terms of Reference (TOR)***

| Item No. | | Action By |
|---|---|---|
| 1 | Designating an Alternate: Committee members suggested that an amendment be made to the committee's Terms of Reference to include provisions for designating an alternate to attend committee meetings should the need arise. Members suggested that alternates attending CLC must be an employee/association member with similar knowledge and expertise pertaining to their organization's interested in the committee. | TPA to revise Terms of Reference accordingly |

| | | |
|---|---|---|
| 2 | Communications Protocol - Deputations to the Committee: Mr. Faught summarized previous discussions about the role of the public in the ongoing functions of the committee. Of particular interest to CLC members was the requirement for members of the public to submit requests for oral deputations two weeks in advance of a committee meeting. Members pointed out that such a requirement would limit the ability of the public to make deputations on emerging issues or concerns of the day. After a brief discussion on the matter, the TPA and members of the committee agreed that the deadline for written requests to make an oral deputation should be changed to one week (7 days) prior to the committee meeting. | TPA to revise Terms of Reference accordingly |
| 3 | Media Protocol - Participation and Role of the Media: Concerns were also expressed about the role of the media at CLC meetings. Committee members questioned whether or not media should be excluded from future committee meetings. Upon discussion, members agreed that meetings would be open to any member of the public, including the media, and individuals wanting to obverse committee meetings would be welcome to do so in the public gallery. YQNA noted that inclusion of media in meetings may influence the effectiveness of the dialogue with the TPA, noting that few examples exist where media inclusion has benefited mutual understanding. | TPA to revise Terms of Reference accordingly |
| 4 | Operating Procedures - Reaching Consensus: Committee members discussed the method for reaching a consensus to put forward recommendations from the committee to the TPA. Members agreed that a total of eight members (50% + 1) must be in attendance in order to reach consensus on advice or recommendations to the TPA. | TPA to revise Terms of Reference accordingly |
| 5 | Maximum Term: YQNA requested elimination of the maximum term requirement for committee members. It is too challenging to find volunteers for several other community activities. TPA to confirm on annual basis that the representative is still in good standing in the community. | TPA to revise Terms of Reference accordingly |

## 3. TRANSPORT CANADA

Next, Mr. Greg Cross, Civil Aviation Safety Inspector at Transport Canada, provided a brief presentation on the role of Transport Canada in ongoing operations of the Billy Bishop Airport. Key points from the presentation included:

- The role of Transport Canada is to provide technical advice and expertise on matters pertaining to airport safety and regulatory compliance.
- Noise abatement protocols and procedures for the TPA are outlined in Transport Canada's Canadian Aviation Regulations (CARs). Mr. Cross noted that determining noise abatement procedures is a formal process that includes public consultation to ensure community concerns are integrated.
- There are noise sensitive areas around the Billy Bishop Airport. These zones are areas that flight crews are instructed to avoid flying over. In some circumstances, it is necessary for flight crews to fly over these zones for safety or operational reasons.

- Flight Exclusion Zones are restricted airspace and flight crews are not permitted to fly. No Flight Exclusion Zones exist in the area surrounding the Billy Bishop Airport.

- If flight crews fly through noise sensitive areas without permission there is no formal procedure under CARs for disciplining a flight crew as they are simply instructed to 'avoid' sensitive areas. Disciplinary actions in those circumstances are at the discretion by the airport operator.

- Transport Canada does not monitor airplane technologies for the purposes comparing one plane/engine technology to another. Decisions pertaining to the types of aircraft permitted to land at the Billy Bishop Airport are made by the airport operator (TPA). Currently, the only ban on aircraft able to land at the Billy Bishop Airport is jets.

## 4. TPA UPDATE

Following the Transport Canada presentation, the TPA provided an update on a number of activities currently underway at the airport including, noise barriers, the noise management office, slots, and wayfinding plans.

***Noise Barriers***

Mr. Ken Lundy, Director of Infrastructure, Planning & Environment, Civil Aviation Safety Inspector at Transport Canada provided a presentation on proposed noise barriers for the airport:

- The Jacobs Noise Management Study recommended that noise barriers be considered at the airport to reduce noise impacts on the surrounding community.

- An environmental assessment process is underway related to the design and construction of noise barriers at the Billy Bishop Airport.

- The TPA has looked at a diverse suite of noise barriers and mitigation measures including noise walls and a ground run-up enclosure. (GRE).

- A public meeting was held on May 12th, 2011 that provided the public with detailed information about the design, associated benefits and impacts, and timeline for the creation of the noise barriers at the Billy Bishop Airport.

- The two most promising options are a 70 metre long, 8 metre high, staggered noise wall and a GRE that is most easily described as a horseshoe earth mound.

- The noise barrier project is going through the Federal Environmental Assessment process and will look in detail at the impacts of the proposed barriers on the surrounding communities.

- The environmental assessment process was led by a consulting team hired by the TPA. The screening report found minor localized impacts during the construction process and no adverse impacts from the two projects in the long-term.

- A number of mitigation measures were identified for construction including but not limited to dust and noise control options, storm water management, and monitoring construction equipment ongoing basis to ensure leaks are not occurring. The TPA emphasized that mitigation measures identified in the final environmental assessment report would be integrated into future construction contracts/tenders for the noise barriers.

- The Consultant Team also examined the relative impact on the noise barriers to understand the amount of noise they would block. Their models showed that noise was substantially reduced in many places along the waterfront, sometimes even contributing to a 10 decibel reduction in noise (half the amount of noise than previous/existing conditions).

- Mr. Lundy mentioned that noise barriers will look similar to the ones seen along major highways. Noise walls come in a variety of patterns and colours and are composed of recycled materials.

- To ensure the barriers are ascetically pleasing, the TPA has hired a landscape architect to help assess the impacts of the walls on the landscape and come up with a solution that is attractive and visually appealing to residents and users along the waterfront.

***Post Presentation Discussion***

- After the presentation, discussion focussed on the design and function of the noise barriers. Committee members were encouraged by the TPA to review the environmental assessment documents and submit their comments to the TPA by May 27th, 2011. A request was made to extend the deadline for submitting comments. The TPA conceded by extending the deadline for comments by committee members until 9:00 a.m. on May 30th, 2011.

- In addition, there were several questions related to the methodology for assessing the positive impacts of noise barriers on the community. Committee members were made aware that the purpose of the initiative is to mitigate noise production as much as possible. They were also reminded that current noise levels radiating from the Billy Bishop Airport are within the parameters outlined in the Tripartite Operating Agreement.

- YQNA inquired if the significant volume of community concerns expressed at the Noise Barrier public meeting May 12, 2011 will be documented and appended to a revision to the Draft Noise Barrier Study. TPA said that public comments would be both appended and available on the website.

- YQNA noted that community is already experiencing "very significant effects" according the materials presented at the meeting i.e. current noise change effects from airport operations exceed 15dBA throughout the day.

- TPA noted that Noise Barrier study is compliant with the Draft Jacobs Study. YQNA noted that a significant volume of concerns were expressed at the sole public meeting on the report in February 2010, and have not yet been documented and resolved by the TPA.

- YQNA noted that the meeting agenda did not include discussion of the Jacobs Study as was requested by YQNA; however, there was an issue of overlap between the Noise Barrier Study and Jacobs Study worth bringing up in this context.

- YQNA noted that in the public meeting the TPA had directed a member of the public to review the noise readings contained in the Jacobs Study as being representative of conditions in Bathurst Quay. YQNA noted that the readings in question have been contested, including that they were taken during a North Wind, in sunny high pressure conditions, during times not representative of typical airport activity, did not include any engine run up noise effects, and did not capture any 'community wake-up' noise events.

- TPA noted that the Noise Barrier study was compliant with the Tripartite Agreement. YQNA responded that noise contour attached to Tripartite were modeled for typical airport dry land conditions using long outdated software, and the contour do not reflect the distorting and carrying effects of flat water surface in humid marine environment. The contour has never been calibrated to local conditions.

- YQNA noted that noised barriers are typically poor at blocking low frequency noise.

***Noise Management Office***

Mr. Michal MacWilliam, Airport Duty Manager at Billy Bishop Airport, provided an updated presentation on ongoing work of the noise management office. Below is a summary of the points raised during his presentation:

- The TPA is currently conducting a thorough review of global best practices for noise management at airports. In addition, the TPA has recently hired new staff with expertise in noise management and has purchased the latest software packages to support the functions of the noise management office.

- Mr. MacWilliam mentioned that although the TPA cannot mitigate all of the noise impacts experienced by residents along the waterfront, the TPA is committed to doing whatever they can to mitigate the amount of noise coming from the airport.

- The purpose of the noise management office is to monitor and proactively mitigate noise generated by the Billy Bishop Airport. It is also responsible for receiving and appropriately responding to community concerns pertaining to noise.

- The TPA has recently reviewed their complaints management protocol in place and have committed to providing a response to each noise complaint within five working days. Residents can get in touch with the TPA via the website complaint form, phone calls, or email.

- Recently, the TPA has purchased the most up-to-date Airport Noise and Operations Monitoring System (ANOMS) so that they can track flight patterns real-time, 24 hours a day. The software will give the TPA necessary tools to track noise complaints, and obtain evidence if flight crews operating at the Billy Bishop Airport are violating noise management protocols. In addition, the TPA will be able to track flight patterns of crews not associated with the airport that is coming into the area for recreational/tourism purposes.

- After explaining the ANOMS system, Mr. MacWilliam provided a demonstration of the system and answered a series of questions about how it will be used by the TPA. Questions predominately related to tracking repeat offenders, impacts of Pearson operations on residents along the Waterfront, and flight school operations.

- Committee members also posed questions about how residents can track whether or not disciplinary action was taken as a result of a noise complaint. Although committee members were impressed with the TPA's ability to track problems, they wanted assurance and accountability for reporting on the procedures for following up on violations. The TPA mentioned that fines imposed on operators are registered on the Transport Canada website.

- Con. Adam Vaughan noted that goal of complaint tracking is also to correlate complaint volume with flight path compliance. Reporting over time to flag areas where flight paths are a persistent concern for special review.

- TPA staff also emphasized that to date there have been no repeat offenders at the airport and all operators take airport regulations seriously. However, should repeat violations take place in the future the TPA mentioned that they could modify disciplinary actions taken in order to ensure that flight crews adhere to the operating parameters of the airport. Progressive penalties assessed to given airlines were mentioned.

- TPA noted that the noise office was staffed with managers who can respond to complaints immediately between hours of 6:00 am to 11:00 pm. YQNA noted that these hours exclude sleeping hours when immediate responses by TPA staff are urgently needed.

- YQNA asked whether TPA was being fair and reasonable in not responding to logged community complaints for 27 months and counting. TPA explained that all complaints were being responded to.

- YQNA noted that the community has observed disconnects between some TPA complaint responses versus the actual complaint filed. TPA noted that it is unaware of any disconnects and directed the community to forward any concerns with past responses from the TPA Noise Management Office to the TPA Noise Management Office.

- Waterfront BIA noted that no businesses within current BIA limits have complained about airport noise.

- TPA noted that noise in the vicinity of the airport can sometimes be generated from sources beyond TPA control. Approximately 19,000 itinerant flights were not related to the island airport last year, down from past highs of 22,000 iterant flights. This could be attributed to temporary economic conditions.

- YQNA noted that the TPA must factor in both the itinerant and safety effects into its operations to ensure that quiet enjoyment of the surrounding real estate is restored permanently. For example, a noise effect due to iterant activity increases the cumulative noise effects of the airport on the residents.

- YQNA noted that cumulative noise effects on waterfront residents is the combined result of noise increments originating from all sources including the airport, in the pre-existing, existing, and future horizon year scenarios projected for the Island Airport.

- At the end of the discussion, special attention was given to the seriousness of safety protocols and safe operating procedures at the airport. TPA noted that safety issues cannot be compromised under any circumstances at the airport, which can at times result in unanticipated noise effects. TPA staff stressed that the airport is focussed on safe operating procedures and no liberties are taken to change operating parameters in a way that could potentially compromise public safety.

- Immediately following the presentation, TPA confirmed that helicopters flight paths can also be tracked using the new system.

Following discussions about the noise management office, Mr. Geoffrey Wilson provided committee members with an update on the airport slots, taxis, and wayfinding plans. A summary of the discussion points can be found below.

***Airport Slots***

- Under Tripartite Operating Agreement there are 202 available slots at the Billy Bishop Airport of which 186 are being used. TPA noted that the airport will expand to utilize all 202 slots. YQNA noted that this proposed slot count has not yet been reviewed with waterfront landowners and residents.

- The slot allocation had increased as of May 1, 2011 with Air Canada launch.

- The 16 remaining slots will not be used by Continental Airlines and a decision will be made in August about the reallocations of these slots.

- YQNA noted there is a difference between the number of slots allocated versus the number of slots operating. Ken Lundy noted in recent public meeting that 100 slots were operating in December 2010.

- YQNA noted that the number of slots actually operating results in cumulative increases in various environmental effects when compared to existing e.g. worsening traffic and local air quality.

- YQNA also noted that the percent loading of the slots once operating is important with respect to the environmental effects assessment. YQNA referenced recent media comments in noting that new flight runs can take approximately 9 months to find their legs, during which time the number of passengers wishing to access the airport and the associated vehicle counts to and from the airport are lowest.

***Taxis***

- With increased use of the Billy Bishop Airport, the Toronto Port Authority recognizes that there has been an increase in the level of traffic in the area.

- The TPA advocates that residents have access to public transportation that can quickly take them to and from the airport.

- The TPA has paid for additional police and training of security guards to ensure taxi staging and call downs are done properly and impacts to the community are reduced.

- The TPA has recently been working with local councillors to explore a short-term option for taxi staging on a City owned property along the waterfront. Discussions are currently underway to explore the option of the TPA leasing the land near the airport for taxi and construction staging. This staging area would ensure that vehicles are kept farther away from the airport and potentially help reduce congestion around the airport terminal.

- YQNA noted that demand for vehicle access to and from Eireann Quay will increase 4-8 times from the currently observed existing taxi demand once the 202 slot operation reaches mature loading levels. The anticipated traffic effects on the waterfront of the fully loaded 202 slots have never been studied.

- Waterfront Toronto requested traffic study information from the TPA to confirm no conflicts with the proposed Queens Quay Revitalization project to be constructed shortly.

- Committee members advise that TPA plans to create a taxi staging area should be presented to the public for review so that they can share their comments/concerns/input.

**CLC Feedback /Advice to TPA**:

- M#2-FA1. Committee members advise that TPA plans to create a taxi staging area should be presented to the public for review so that they can share their comments/concerns/input.

***Wayfinding***

- The TPA has released a wayfinding report that outlines its plan for proper signage in the City for residents and visitors to locate the airport.

- The report is available for review and further discussion on the matter will take place at the September meeting. In the meantime, committee members were encouraged to review the presentation slide in the meeting package or call Suzanne Birchwood, Director, Public Affairs at the TPA, should they have any questions about the report.

Note, due to time constraints, the committee agreed that discussions related to the tunnel project, general aviation, and other business be deferred until the next committee meeting in September.

**PLANNING FOR NEXT SESSION**

Jim Faught, Lura Consulting, asked committee members what topics they would like to discuss at next meeting scheduled for September 22, 2011 from 7:00 – 9:00 p.m. at the Harbourfront Community Centre. Mr. Faught noted that the committee did not have adequate time to get through all of the agenda items at this meeting and suggested limiting the amount of topics per meeting to ensure there is amble time for discussion. Committee members reflected on the fact that a significant amount of the evening's discussion focused on technical concerns and discrepancies related to airport noise management. For the sake of efficiency, committee members advised that a noise sub-committee should be formed consistent with the TOR, and that a discussion about the noise sub-committee should be held at the next CLC meeting when representatives from all neighbourhood associations are present.

Agenda items put forward by the committee for future meetings include:

| | |
|---|---|
| Noise Sub-committee | Traffic and safety |
| Capital improvements update | Air quality |
| Wayfinding plans | Website updates |
| Taxi staging plans | Noise management office updates |

**WRAP UP**

Suzanna Birchwood, TPA, thanked all committee members for attending, and indicated that members should contact her with any questions, comments, or concerns.

**OTHER BUSINESS**

Immediately following the meeting, YQNA noted that a request for a stakeholder list for the committee remains outstanding since February 2011.

**ADJOURN**

# Appendix A1-1

# TPA Update Presentation

# Noise Barriers

## at Billy Bishop

Toronto Port Authority

Community Liaison Committee meeting
May 25, 2011



# Why Are We Proposing This Project?

- Part of the TPA's commitment to meet noise management concerns
- To fulfill the recommendations that came out of the 2010 Jacobs Consultancy *Noise Management Study*.
- EA a standard element for construction project

3

# Project Components

- Noise Barrier and GRE Locations and Constraints
  - Height restrictions
  - Navigations
  - Safety

4

# Location






# Environmental Assessment

Screening, Assessment, Results



## What We Looked At

- Existing natural (biophysical) environment
- Existing socio-economic environment

7

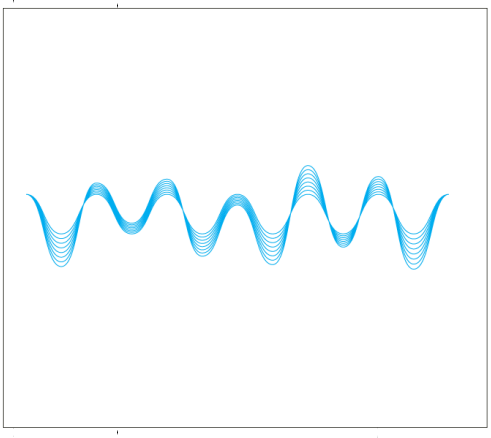
## What We Found (screening results)

- Minor, localized, short-term construction related nuisance effects
- Once constructed, there would be no effects from the project
- **Conclusion**
  No adverse significant effects are anticipated from the project.

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## Mitigation Plans

- Noise & dust control
- Stormwater management
- Monitoring of construction equipment and materials over island



# Acoustical Assessment

Analysing the sound



## Acoustical Assessment

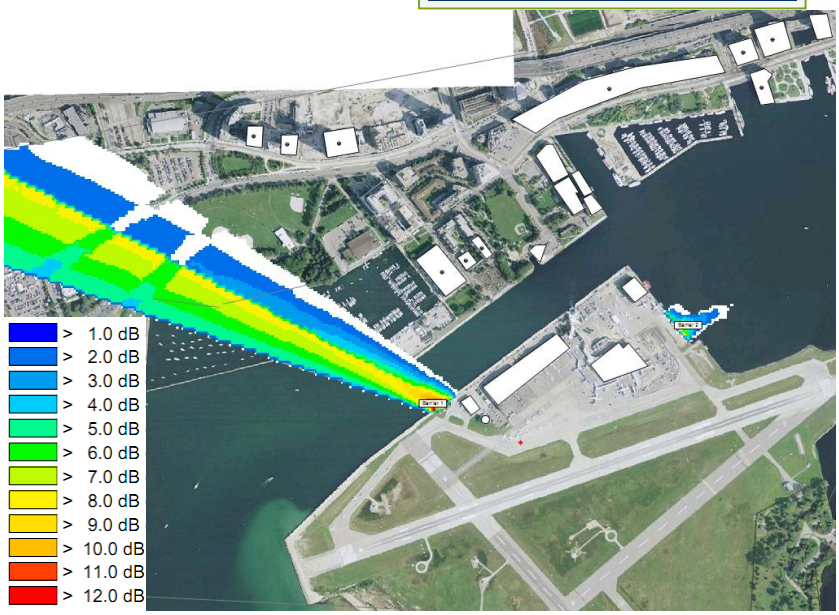
- Mandate:
  - To determine effectiveness of barriers
- Results:
  - Will reduce the sound at lower levels

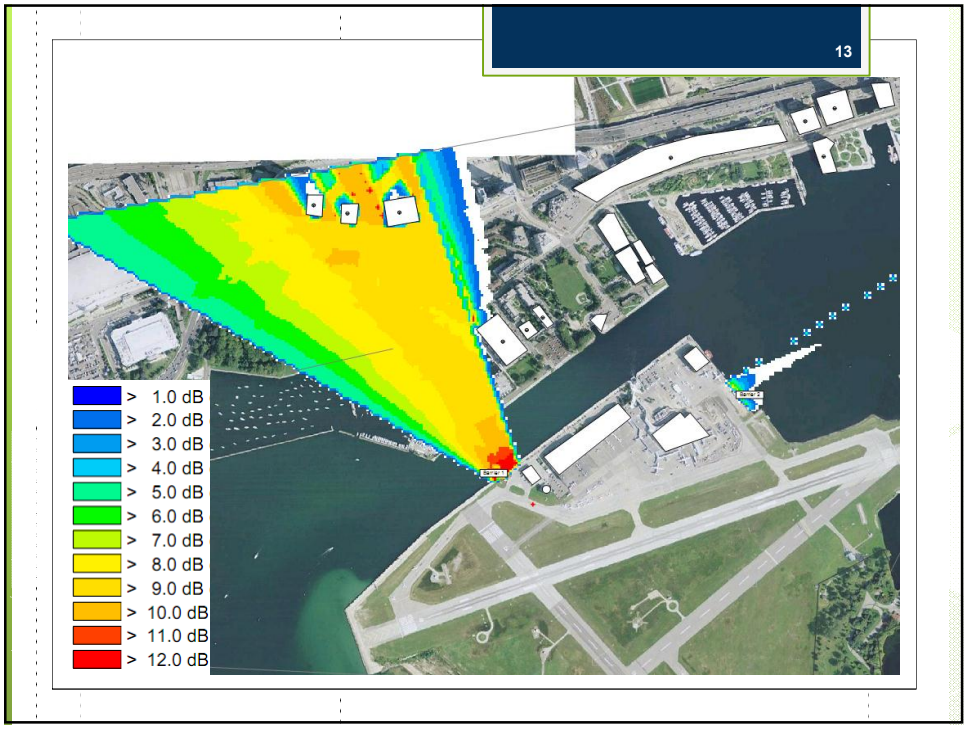
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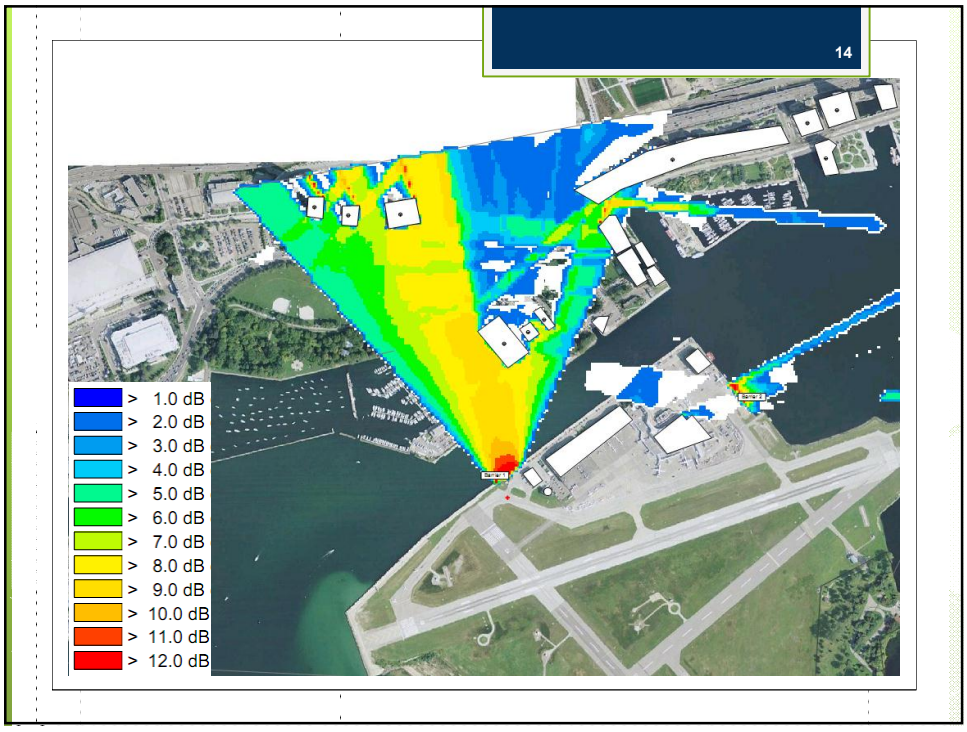
# Acoustical Assessment

| Sound Level Change dB(A) | Perception Rating |
|---|---|
| 1 – 3 | Insignificant |
| 3 – 5 | Noticeable |
| 5 – 10 | Significant |
| >10 | Very Significant |

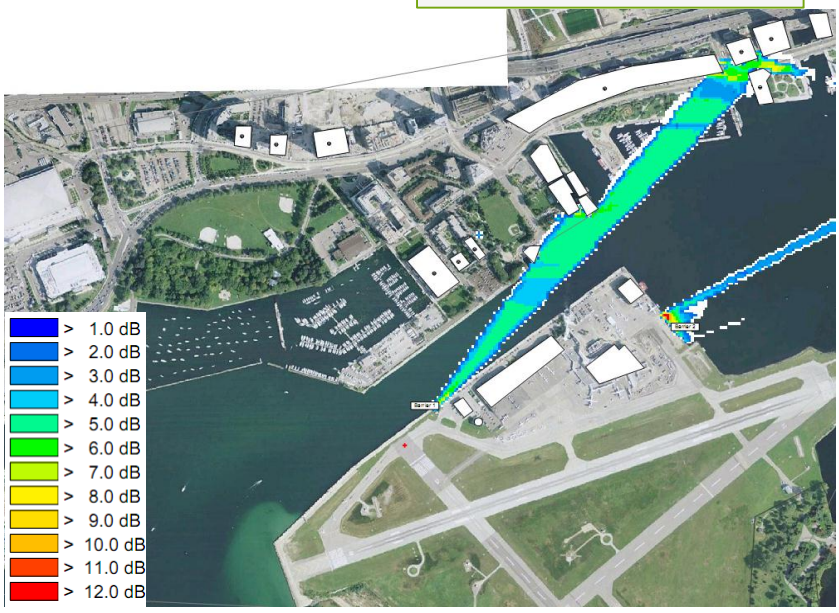
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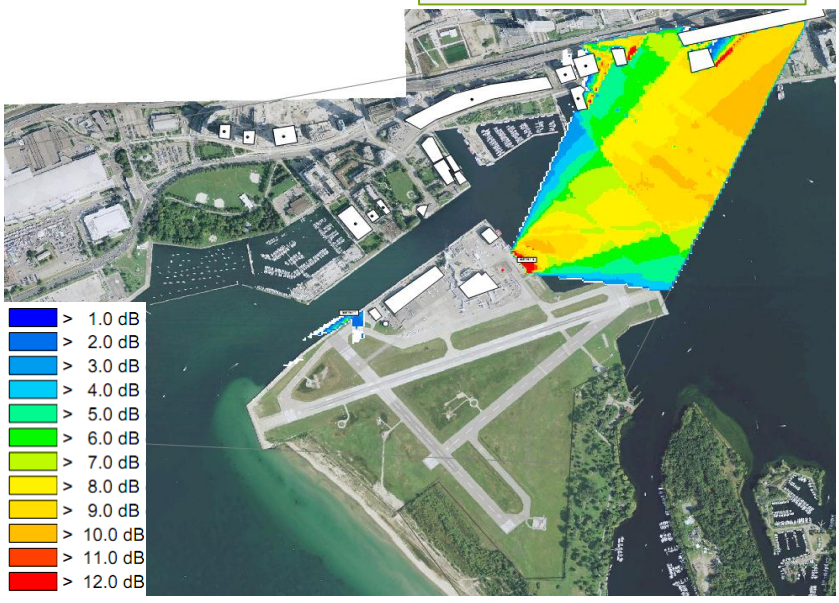

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## The Plans

What does all this mean?



## What the Barriers Might Look Like

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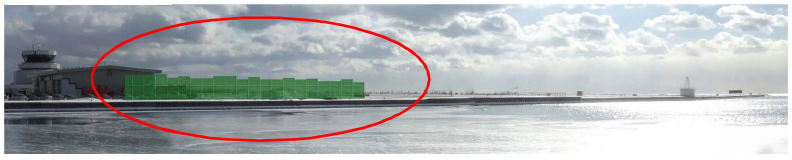
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VIEWPOINT 3

Viewing distances - Barrier 1: 119m - 133m



Before



After

Figure 3: Terminus of Stadium Road at National Yacht Club Entrance

VIEWPOINT 4

Viewing distances - Barrier 2: 262m - 314m
Start Location: Easting 629566, Northing 4832322
End Location: Easting 629617, Northing 4832252



Before



After

Figure 4: Waterfront Terrace at Harbourfront Centre's Marina Quay West

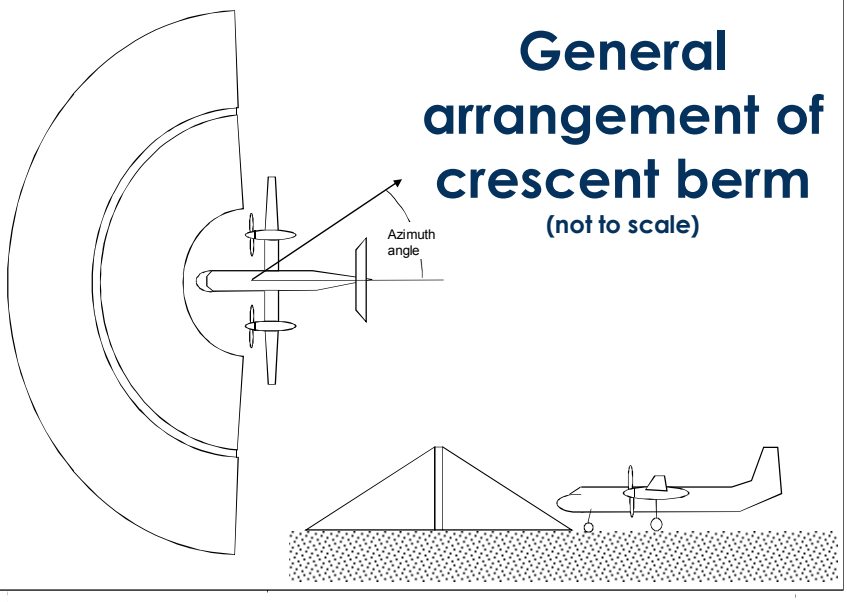


# Run-up Barrier

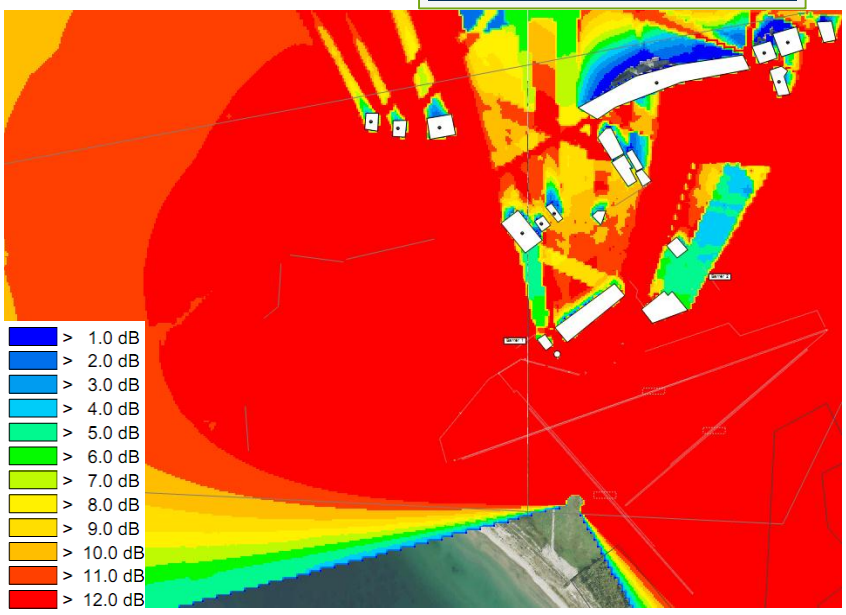
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# General arrangement of crescent berm

(not to scale)




24



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# Tell us your thoughts…



To submit written comments please fill in a comment sheet OR e-mail:

**ea-comments@torontoport.com**

**Comment DEADLINE: May 27, 2011**

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## Next Steps

## Billy Bishop Airport

## Timetable for Noise Barriers Environmental Assessment*




*timetable subject to change; check www.torontoport.com for latest information

# Noise Management Office

Toronto Port Authority
Community Liaison Committee

Date: May 25, 2011



## Noise Management Office

- The Purpose
- Keys to Success
- The Tools
  - ANOMS
  - Staff
  - Email\Phone\Website
- The Process
- The Future at BBA

3

# Purpose

- The TPA is committed to mitigating noise from airport operations into the surrounding communities
- As part of this initiative, the TPA commissioned the Jacobs study. The study concluded among other items:
  - A new Noise Management System was required
  - A complaint turnaround time metric should be established. The TPA has set a 5 working day deadline for responses to noise complaints

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# Purpose

- The mandate of the noise management office is to proactively monitor and manage operations for compliance to the existing noise policies and procedures
- Receive and respond to complaints from the community within a 5 mile radius of BBA
- TPA has expanded the scope of the noise office to include all operations at BBA (not just aircraft operations)

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## Keys to Success

- Frequent, open and honest dialogue with stakeholders
- Continual research and investment into new and revolutionary noise management tools and processes
- Proactive monitoring and enforcement of noise management program

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## Tools - ANOMS

- In order to effectively manage and monitor a noise management regime at BBA, the TPA has acquired a new and improved Airport Noise and Operations System (ANOMS) from B&K
- B&K are recognized leaders in ANOMS Software solutions and installed at several airports such as Pearson and Schiphol
- This ANOMS replaces the previous ANOMS system purchased in 1995

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# Tools - ANOMS

- Why is an ANOMS necessary
  - Allows noise office to investigate noise concerns using reliable and accurate flight track and noise monitor data
  - If aircraft violations are noted ANOMS data can be used as source material for enforcement with aircraft operators
  - Also allows for a proactive approach to noise management (complaints don't necessarily generate review process)

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# Tools – Staff

- Pat Fagnano - Mgr, Airside Operations
  - Over 20 years of operational experience at BBA. Very familiar with the issues and uniqueness of this facility
- Michael MacWilliam - Duty Manager
  - Former Manager of GTAA Noise Office. Over 15 years of Airside Operational experience at Pearson
- Duty Managers
  - Monitor Daily operations for compliance to TPA noise regime

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# Tools – Email\Phone\Website

- Many methods of contacting TPA regarding operational concerns
- Website Complaint Form - http://torontoport.com/Airport_Cform.asp
- Phone (416) 203-8490
- Call or email Duty Manager Directly at (416) 203-6942 ext 17 dutymanagers@torontoport.com

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# The Process

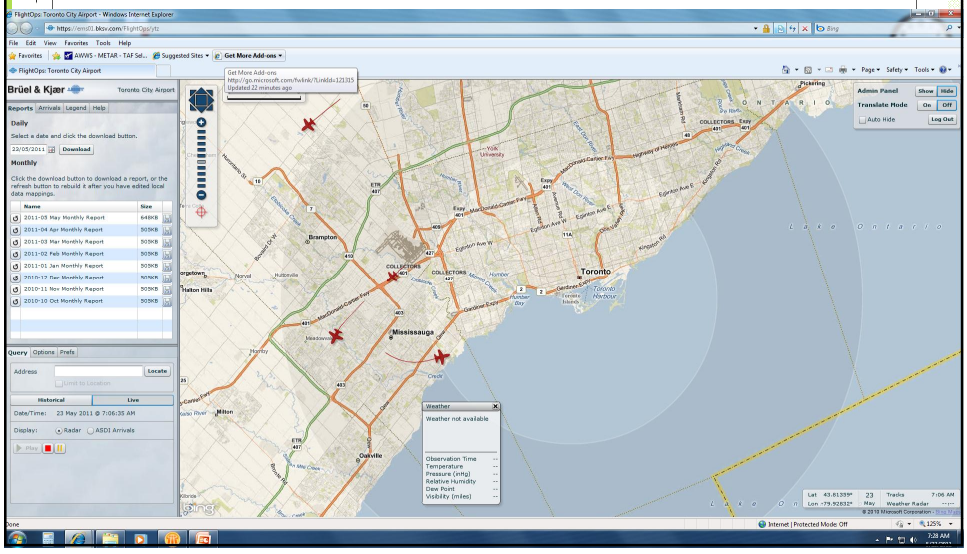
- Receive/Record Complaint
  - Email / phone / website
- Acknowledge
  - TPA will electronically acknowledge receipt
- Analyse
  - Utilizing leading edge software
- Reply
  - TPA will respond within 5 working days
- Report
  - TPA will publish monthly statistics on the Website by the 13th working day of the month

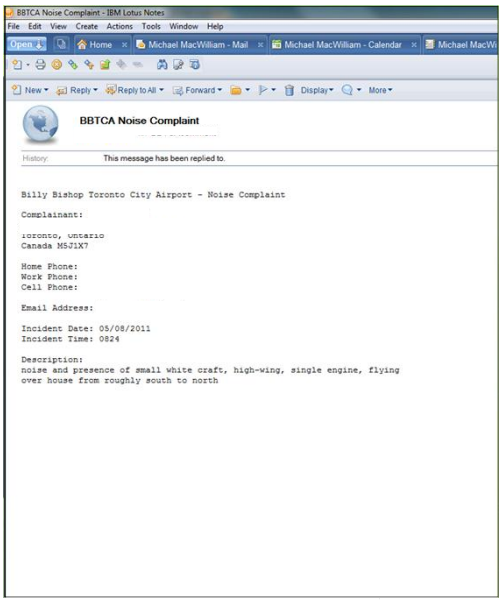
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## Sample Investigation

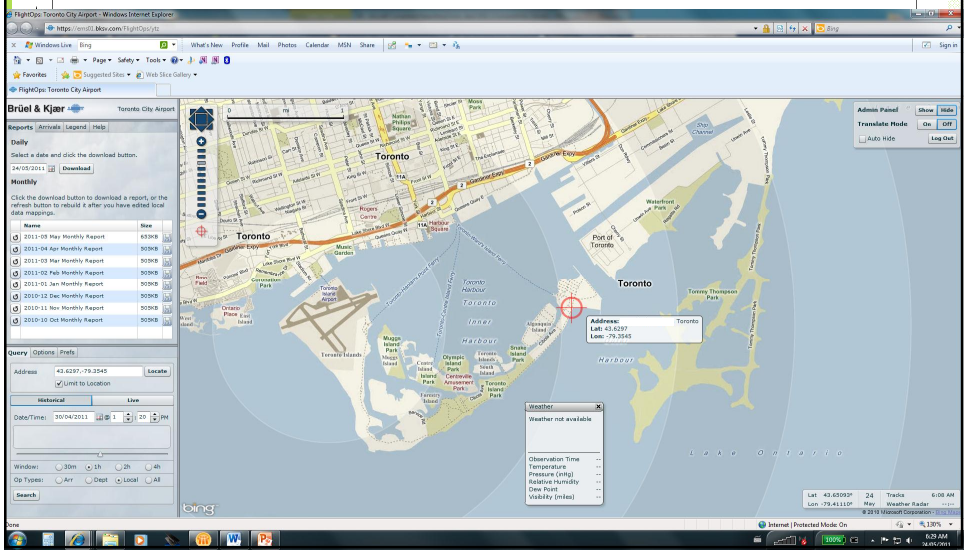
## Live Radar Feed



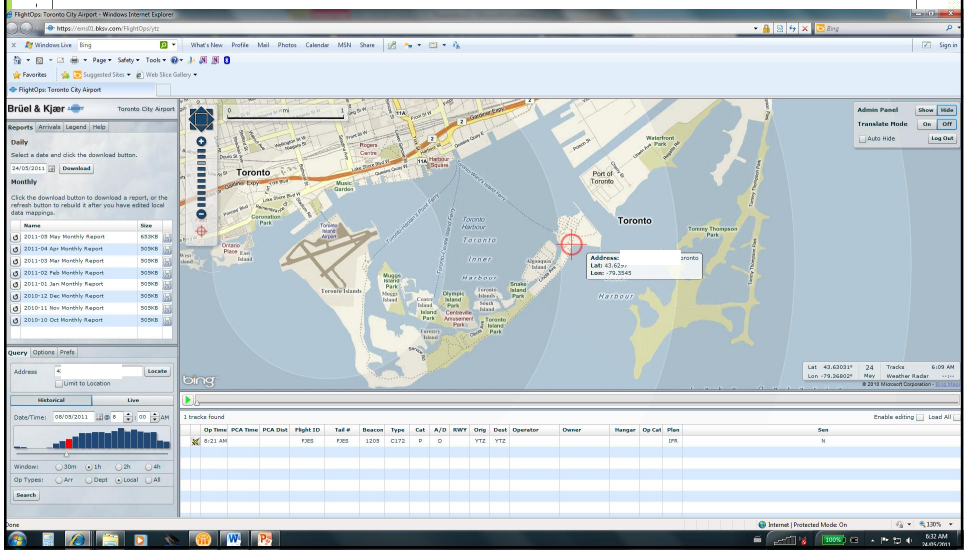



## Complaint

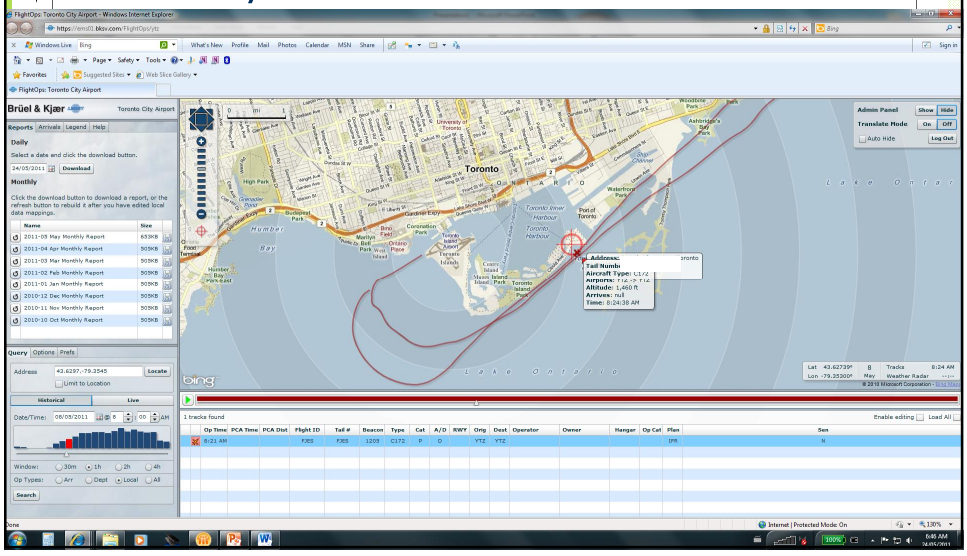
## Plot Location



# Review Records




# Analyse Track



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# The Future

- Additional Noise Monitoring Microphones and locations
- Portable Noise Monitor on order
- Refinements to the system
- Continually review best practices from global industry leaders

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# Questions?