TORONTO PORT AUTHORITY

AND

BILLY BISHOP AIRPORT

COMMUNITY LIAISON COMMITTEE
MEETING #3

MEETING MINUTES

Thursday September 22, 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:

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Summary of Action Items from Meeting #3

Action Item #	Action Item Task	Individual/Organization Responsible for Action Item
M#3-A1.	Liaise with Hal Beck to ensure that comments on the minutes from the February 16, 2011 and May 25, 2011 meetings are incorporated.	TPA and Lura
M#3-A2.	Canvass committee members to determine interest in participating on the Noise Sub-committee and convene the initial meeting.	TPA
M#3-A3.	Provide a list of committee member organizations and related stakeholders.	TPA
M#3-A4.	Post information about the TPA Community Liaison Committee, including meeting schedules and meeting minutes on the TPA website.	TPA

Appendices
Appendix A1-1: TPA Update Presentation

List of Attendees

Name	Organization (if any)
COMMITTEE MEMBERS	
Tony Makepeace	Bathurst Quay Neighbourhood Association (BQNA)
Jen Chan (Con. Vaughan's office)	City of Toronto
Warren Lampitt	Air Canada
Hal Beck	York Quay Neighbourhood Association (YQNA)
Brad Cicero	Porter Airlines
Carol Jolly	Business Improvement Area (BIA)
GUEST SPEAKERS AND SUBJECT EXPERTS	
Ken Lundy	TPA, Director of Infrastructure, Planning & Environment
Michael MacWilliam	TPA, Noise Management Office
Ron Hamilton	City of Toronto, Transportation Services
Chris Dunn	City of Toronto
Joanna Swietlik	City of Toronto
Paul Montague	Beck Taxi
TORONTO PORT AUTHORITY (TPA) REPRESENTATIVES	
Suzanna Birchwood	TPA, Director, Public Affairs
Stephen Silverhart	TPA, Manager Ground Services Billy Bishop Toronto City
Pat Fagnano	TPA, Manager, Airside Operations
Irene Quarcoo	TPA, Communications Officer
FACILITATION AND SECRETARIAT	
David Dilks	Lura Consulting
Patricia Halajski	Lura Consulting
MEMBERS OF THE PUBLIC	
Victor Pappalardo	Trans Capital Air
Max Moore	Harbourfront Community Association
Maureen Callaghan	
Oriel Boothe	Harbourfront Community Centre

1. WELCOME AND INTRODUCTIONS

Suzanna Birchwood, Director, Public Affairs, Toronto Port Authority (TPA), welcomed members of the Billy Bishop Airport Community Liaison Committee (CLC) to the third committee meeting. Ms. Birchwood asked committee members, staff representatives and observers to introduce themselves. She noted that the standard process for making deputations to the committee is for members of the public or interested stakeholders to contact their representative on the committee a week ahead of time and the representative will then notify the TPA. Ms. Birchwood explained that she would allow brief deputations at the end of the meeting from those individuals who attended the TPA's Annual General Meeting (AGM).

2. REVIEW OF PREVIOUS MEETING MINUTES

Ms. Birchwood asked the committee members if anyone had any comments or amendments to the meeting minutes from May 25, 2011. Below is a summary of comments received and suggested amendments:

Item No.		Action By
1	A committee member was concerned that key technical points he made during the last meeting were not included in the May meeting minutes, and similar omissions had occurred in the February minutes. He requested that both sets of meeting minutes be revised to include his comments. Mr. David Dilks, the meeting facilitator, noted that the committee member's comments would be collected by email and incorporated into the previous meeting minutes.	TPA and Lura Consulting

Approval of the Meeting #1 Minutes (February 16, 2011) and Meeting #2 Minutes (May 25, 2011) were deferred until the CLC next meeting.

AGENDA REVIEW

Ms. Birchwood reviewed the meeting agenda noting that a representative from the provincial government was scheduled to discuss air pollution but due to the upcoming provincial election was unable to attend. The air pollution update was therefore deferred to the next meeting. Ms. Birchwood asked committee members if they wished to add any items to the agenda. Below is a summary of comments received:

- A committee member noted that the creation of the Noise Sub-committee should be addressed as part of the agenda, and the committee should discuss who is interested in participating in the sub-committee. Mr. Dilks noted that the committee Terms of Reference explains that the membership of any sub-committee will be drawn from the existing committee and will reflect the same stakeholders. Mr. Dilks suggested that the TPA canvass the committee members to

determine interest in participating on the Noise Sub-committee. Ms. Birchwood noted that the TPA would make acoustic experts and noise experts available to the sub-committee.

- A committee member reiterated his request for a stakeholder list for the committee. The list should include the names of organizations such as the yacht club, neighbourhood associations, etc. The list should be set up in a table, with each committee member in the left column, and all the stakeholder groups/organizations they represent in the right column.

3. TPA UPDATE

Ms. Birchwood provided an update on a number of TPA activities including, financials, the new website, and airport operations. Michael MacWilliam, Toronto Port Authority, also spoke about the work of the TPA's noise management office. Key points from the presentation included the following:

- TPA posted significant profitability for the third year in a row. The detailed numbers can be found in the 2010 Annual Report.
- A new more user-friendly TPA website has been launched, including social media linkages through Twitter and Facebook.
- The website "Contact Us" page includes options to register a noise complaint, send feedback, ask a question; and report an issue with the website. Noise complaints submitted through the website have a response turnaround time of 24 hours.
- The airport served nearly 40 per cent more passengers in 2010 than 2009, with 35,186 commercial flights in 2010.
- The vast majority of noise complaints pertain to private planes, with less than 10% of noise complaints pertaining to commercial flights.
- Noise reports are posted to the TPA website within 15 days of month's end.
- Only 1 curfew violation has occurred in the last 12 months.

Below is a summary of the comments and questions raised by committee members regarding the presentation:

- A committee member requested that information about the committee, including meeting schedules and previous meeting minutes be posted to the TPA website. Ms. Birchwood noted that committee materials will be posted shortly.
- A committee member noted that a number of people have seen planes leaving the airport after midnight. The committee member suggested an automatic fining system to address such past curfew flights. Ms. Birchwood explained that people should take photos or make detailed observations of such flights, and send them into the noise management office, along with the date and time of the event. Mr. MacWilliam noted that sometimes Medivac operations occur outside curfew hours, and because of the emergency nature of their work are not subject to the curfew.

- A committee member suggested that the website should include a clock so that the noise complaints will include the correct time and date. Ms. Birchwood noted that the website clock can be synchronized with the noise management system.
- YQNA noted that several verbal complaints were received at a recent YQNA neighbourhood association meeting however the complaints were not logged. YQNA representative had conveyed to the complainers that unless you file a complaint, no one will know about it and no action can be taken; and, noted that the recent TPA website has improved by adding a function to log a complaint.
- YQNA requested that telephone complaint response system be improved using overnight staff.

4. TAXI MANAGEMENT

Ken Lundy, Toronto Port Authority, provided a presentation about taxi management. Key points from the presentation included the following:

- BBCTA will see approximately 1.5 million passengers in 2011.
- Transportation infrastructure includes shuttle busses, taxis, private vehicles, and ferry service.
- Taxi staging is currently on Eireann Quay.
- The issues with the taxi staging area are congestion and noise.
- The short-term approach for taxi management includes: working with the City of Toronto on traffic and taxis approaches; and doubling traffic management staff on Eireann Quay.
- The TPA is recommending posting no-stopping signage on the east side of Eireann Quay. This option is currently being discussed with the City of Toronto.
- The medium-term approach for taxi management includes: moving taxis to an area in the Canada Malting Silo lands; and traffic management and planning.
- Traffic management and planning includes: moving taxis off the street; not allowing any on-street parking; enforcing a clear delineation of traffic movement; implementing a new east sidewalk alignment on Eireann Quay; and construction traffic management.
- The long-term approach for taxi-management includes: working with Build Toronto to ensure any development of the Canada Malting Silo lands includes the needs of the airport community; and working with the Toronto Transit Commission (TTC) to develop new mass transit connections to the airport.

Below is a summary of the comments and questions raised by committee members and resource staff regarding the presentation:

Drop-off and Pick-up Areas

- A committee member asked for more clarity regarding the proposed school drop-off and pick-up area. Mr. Lundy explained that the area under consideration was discussed with the Toronto District School Board (TDSB). The TDSB requested that the area remain as green and natural as

possible, given that there is a stand of mature trees on the site. He noted that the current drop-off area is located across the street, and parents are forced to make u-turns. This new area will be adjacent to the school on the east side of Eireann Quay.

- The committee member noted that the director of the local day care was very concerned about the safety of the drop-off area.
- TPA noted it will keep education facility and day care in loop when consdiering evolving traffic plans.

Community Parking and Taxi Management

- A committee member suggested that the proposed no-stopping signs on the east side of Eireann Quay should be discussed with local community members since there are so few public parking spots in the area. Mr. Lundy noted that there are currently approximately 15 spots available on the east side of the street, and TPA will explore options to provide adequate parking for community members.
- BQNA noted that TPA should explore options to provide replacement parking for the community, not just "adequate" parking.
- YQNA noted that an existing hydrant relocation can be reviewed to free up one or two more on street parking spaces.
- The committee member questioned whether the proposed car park would be for airport users only, or would members of the public be permitted to use it for a predetermined cost. Mr. Lundy noted that the TPA is exploring those options at present.
- YQNA inquired what the peak hour total traffic loading will look like in the horizon year on the finger lot, road and proposed improvements combined. KL noted that this was not yet known and still being reviewed.
- A committee member suggested setting up an information sharing portal to discuss the no-parking signage proposed for the east side of Eireann Quay.
- Another committee member noted that he would try to set up a community meeting with his stakeholders to discuss the taxi management and parking options, and collect feedback.
- A committee member requested an update on the offsite taxi queuing area. Chris Dunn, City of Toronto, explained that in response to the TPA's request, the City examined two sites including vacant land under the Gardiner Expressway. The City did modelling for both the sites and passed the analysis on to the TPA for their consideration. Mr. Lundy noted the off-site queuing sites will require re-zoning, making these options complex and time consuming to implement.
- A committee member asked how many taxis circulate through the area. Mr. Lundy explained that the number varies depending on time of day, but the approximate number is 450 taxis per day.
- TPA noted that the proposed taxi staging area is a short term measure to be decommissioned in 2014.

Air Quality

- YQNA inquired when a local air quality study will be completed to review the future anticipated effects of 80-100 vehicles idling simultaneously on Eireann Quay on the immediately adjacent elementary school playground, Little Norway Park, and immediately surrounding residential towers. Mr. Lundy noted that the TPA will be conducting modelling for air quality, and noted that the taxi staging area should be a sufficient buffer distance away from the school playground. Mr. Dilks also noted that the City of Toronto has an idling by-law in place.
- A committee member noted that the taxis generally turn their engines off and do not idle on a regular basis. YQNA noted that this does not align with observed behavior in recent past during summer and winter seasons. YQNA further noted that it is not unreasonable for taxi drivers to want to keep warm in the freezing temperatures as they wait up to 45 minutes for their fare.

Pedestrian Crossing

- Ron Hamilton, City of Toronto, explained that the most common suggestion for improving pedestrian crossings in the City is zebra striping; however the stripes can only be applied when an intersection is reconstructed and will last about 6 to 10 years on asphalt. The stripes do not adhere well to concrete or a well-used intersection, such as this one. Eireann Quay was approved for speed humps, but there a legal issue arose and is currently in front of Council. Mr. Hamilton observed that the proposed new TPA taxi intersections on Eireann Quay were complex and need to be carefully reviewed with respect to traffic loading. He explained that a traffic control person is not the right solution. *The committee members, however, were particularly concerned about the entrance to the malting sites*.

Enforcement

- A representative from the City of Toronto noted that the City reinforces complaints about specific taxis, through direct contact with taxi associations and companies. City staff also patrol the area regularly and inspect taxi and limo drivers, as well as enforce parking on the east side of Eireann Quay.
- TPA noted that only City staff can enforce roadway. City Parking Enforcement noted that it cannot easily enforce parked or standing taxis with driver sitting inside, and that response times to complaints can vary considerably.
- Stephen Silverhart, Toronto Port Authority, explained that the TPA takes complaints seriously. He explained that the TPA has managed to improve the circulation in the area. The TPA also issues regular bulletins to taxi companies and taxi drivers. The TPA priority is to improved traffic conditions on the east side of Eireann Quay, but the only people who can enforce the rules are City staff; therefore the TPA is working to implement no-stopping signs on the east side of the street.
- A committee member asked whether TPA staff can log complaints about taxis and take them to the City. Mr. Silverhart explained that this can be done and is done, but the TPA has limited resources and TPA staff can only control taxis in the finger lot.

- Mr. Hamilton noted that when taxis are queuing on the east side of Eireann Quay they are still subject to parking regulations. He noted it is a police enforcement area, and there is a $90 fine for any taxi that stands on a public street when not waiting for a passenger.
- A committee member asked whether the TPA has attempted to reach an enforcement agreement with the City of Toronto. Mr. Silverhart indicated that the TPA is in talks with the City, but the key to successful enforcement is the implementation of no-stopping and no-parking signage.
- A committee member noted that TPA traffic enforcement staff have been observed directing pedestrian traffic and delivery vehicles on private lands. Mr. Silverhart indicated that staff are not permitted to do so, and the TPA will ensure the traffic guards do not direct anyone to park on Harbourfront Community Centre private lands.
- *It was noted by the committee that the existing circumstances on Eireann Quay prevent parking enforcement officers from being able to penalize motorists, and TPA staff cannot enforce parking violations due to legal limitations*.

Suggestions for Improvement

- A committee member suggested that a representative from the TTC be invited to future meetings so they can be included in the discussions and solution planning.
- A committee member suggested an archway for the area, as it would clearly indicate an entrance for the airport and related pedestrian and taxi traffic.

5. PUBLIC QUESTIONS / DEPUTATIONS

Ms. Birchwood opened the floor for public questions and comments. The following is the summary of public comments.

- A local resident shared her concerns about the behaviour of taxi drivers in the area, and the negative effect it has on local residents. She noted that taxi drivers are rude and honk loudly and continuously, and TPA security staff do not address the honking. The TPA should be able to control the honking and other rude behaviour coming from taxi drivers in the area. Mr. Silverhart explained that the TPA hands out flyers to taxi drivers, and continually communicates with them when they are on TPA property, but TPA staff cannot control taxi drivers when they are not on TPA property. Only the police can address speeding, and rude and unsafe driving behaviour. Mr. Silverhart explained that when a complaint is received, the TPA contacts the taxi company in question and indicates the problem driver. Mr. Silverhart noted that when taxi drivers are in the turning circle horns are rarely used and they are well behaved.
- Paul Montague, Beck Taxi, explained that Beck has stopped dispatching taxis from that stand on Eireann Quay about a year ago, but we will send supervisors to the area to see if Beck Taxi drivers who use the area are behaving rudely. Mr. Montague also noted that Beck Taxi receives about one call every 5 seconds for service every during rush hour in the area.

- A committee member noted that in order to prevent further traffic in the area, the BIA has started a free bus shuttle service from Union Station to the airport and vice versa. The shuttle carries about 40,000 people. The shuttle was a success given high passenger loading numbers. The committee member suggested that the TPA should implement a similar shuttle to Union Station and work with the TTC to get more public transit into the area. Mr. Silverhart noted that the TPA does provide an hourly shuttle, but that does not work with all passengers' schedules.
- A local resident and audio engineer shared his noise concerns with the committee. He requested to be involved with the Noise Sub-committee. He explained that the loudest noise results from airplane engine run ups, and suggested a ban for engine run ups between 8 pm to 8 am.

6. PLANNING FOR NEXT SESSION

Ms. Birchwood asked committee members what topics they would like to discuss at the next meeting.

Discussion items put forward by the committee for future meetings included:

- Review and update of pervious committee meeting minutes.
- An update on noise barriers.
- Discussion of construction impacts.
- Emergency protocols and planning for unexpected events and for proposed construction on the island.
- Update on taxi queuing.
- Air pollution update (*initially scheduled for the September 22, 2011 meeting*).

WRAP UP

Suzanna Birchwood thanked all committee members for attending.

ADJOURN

Appendix A1-1

TPA Update Presentation

Community Liaison Committee Meeting

Toronto Port Authority

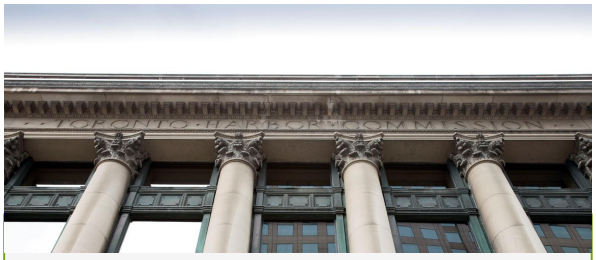
September 22, 2011

Toronto Port Authority

Agenda

- Minutes from May 26, 2011 meeting
- TPA Update
- Taxi Management
- Air Pollution Update
- Planning for Next Session

Toronto Port Authority

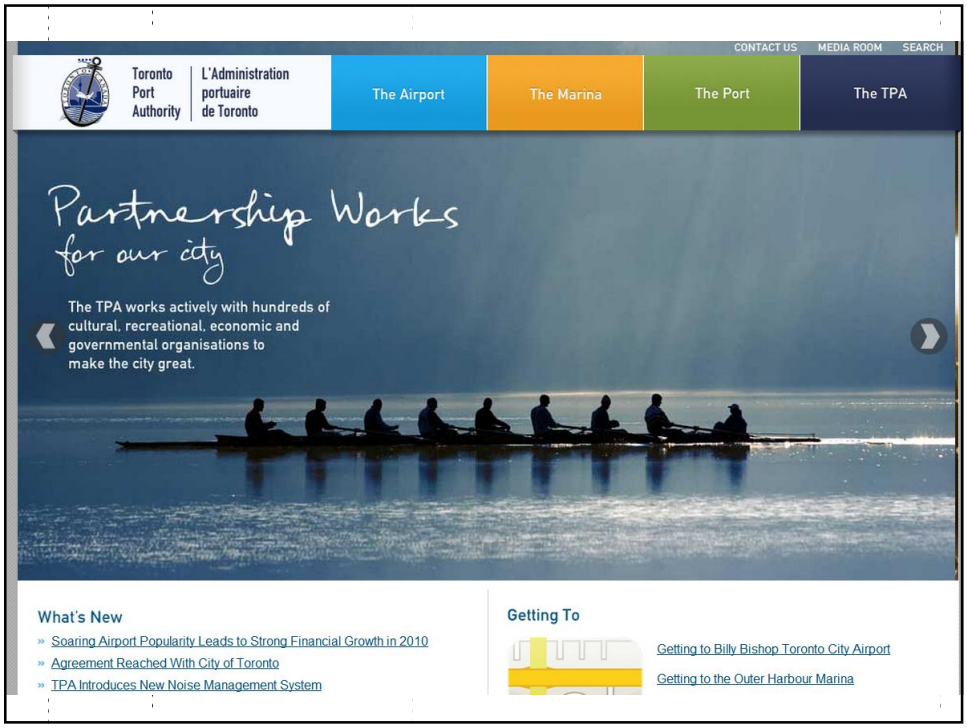


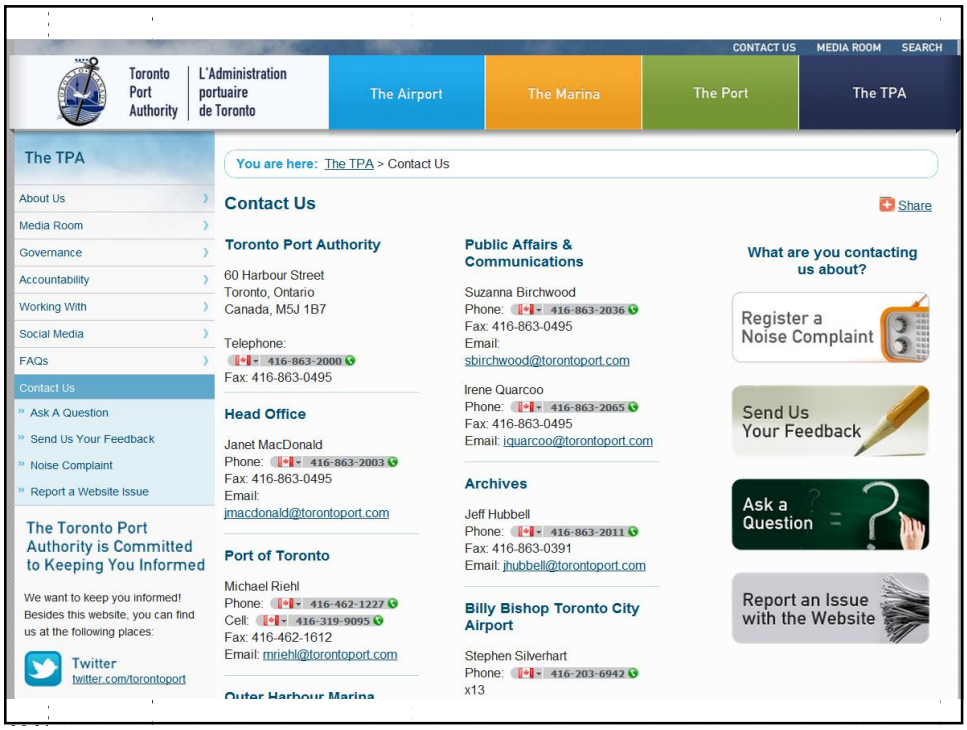
TPA Update

Toronto Port Authority

Looking at 2010

- TPA posted significant profitability third year in a row
- Significant capital investments made:
  - Emergency response vehicles
  - Safety equipment
  - Better ferry
  - Improved docks at the Outer Harbour Marina


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Partnership Works for our city
The TPA works actively with hundreds of cultural, recreational, economic and governmental organisations to make the city great.
What's New
» Soaring Airport Popularity Leads to Strong Financial Growth in 2010
» Agreement Reached With City of Toronto
» TPA Introduces New Noise Management System
Getting To
Getting to Billy Bishop Toronto City Airport
Getting to the Outer Harbour Marina


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Stephen Silverhart
Phone: 416-203-6942
x13
What are you contacting us about?
Register a Noise Complaint
Send Us Your Feedback
Ask a Question
Report an Issue with the Website

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The Airport

- About Us
- Getting To
- For Travellers
- For Pilots
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We want to keep you informed! Besides this website, you can find us at the following places:

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You are here: The Airport / Our Environment / Noise Management

Noise Management

Share

Managing airport noise is a key part of the TPA's commitment to the environment. The TPA has commissioned several studies, and developed a program to make sure that noise relating to the airport is mitigated.

Billy Bishop's new Noise Management Programme is designed to improve both the quality and timeliness of the TPA's response back to the interested community about noise complaints.

In this section, you will find everything you need to know about noise management at Billy Bishop Airport.

Want to make a complaint? Click here to have your voice heard.

Have a suggestion? We want to hear your feedback

Noise Management Policies

- » Noise Abatement Procedure
- » Good Neighbour Policy
- » Noise Management Programme

2011 Reports

Click the month below to download the summary report in pdf format. You will need an Adobe reader to view the form. A free reader is available by clicking on the link at the bottom of this page.

July 2011 Noise Report Summary

June 2011 Noise Report Summary

May 2011 Noise Report Summary

Register a Noise Complaint

Monthly Noise Report: August 2011

16 TOTAL COMPLAINTS

Total aircraft-related	16
Total ferry-related	0
Total construction-related	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



- Total aircraft-related
- Total ferry-related
- Total construction-related



Toronto Port Authority

The Airport

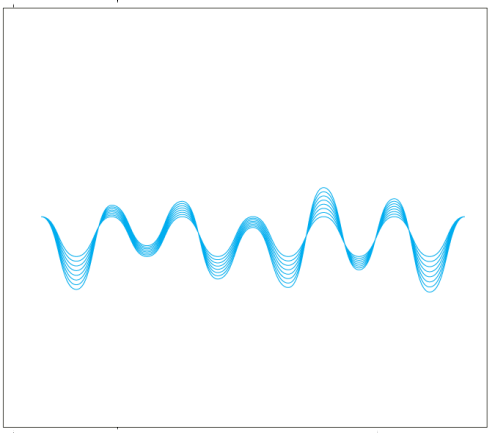
Toronto Port Authority

The Numbers

- Nearly 40 per cent more passengers in 2010 than 2009
- In 2010 – More passengers in one week than whole of 2006
- **35,186** commercial flights **in 2010**
  24,065 commercial flights **in 2009**



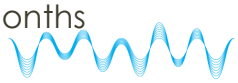
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Noise Management

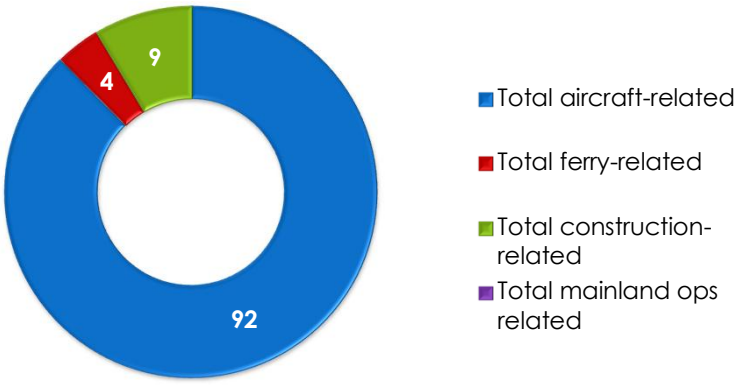
Toronto Port Authority

- Vast majority of complaints about private planes
- Less than **10 per cent** of noise complaints about commercial flights
- **20,000** flights go over the city that do not fly out of or into the airport
- Noise reports posted to TPA website within 15 days of month end
- **1 curfew violation** in the last 12 months



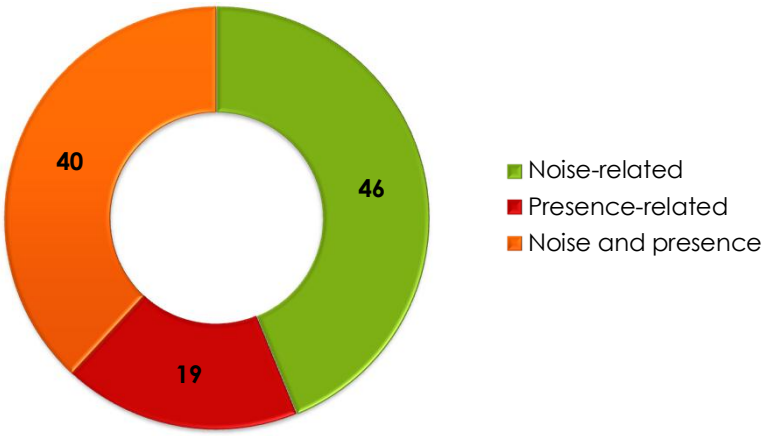
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Total complaints



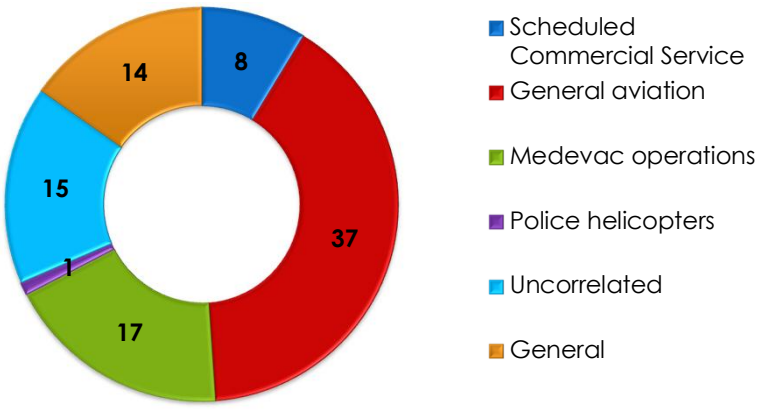
Toronto Port Authority

Complaints sorted by type



Toronto Port Authority

Aircraft-related complaints sorted by type





Toronto Port Authority

Traffic & Taxi Management

Toronto Port Authority

Ground Services

- BBCTA will see approximately 1.5 million passengers in 2011
- Transportation Infrastructure include shuttle busses, taxis, private vehicles, ferry
- Taxi staging currently on Eireann Quay

Toronto Port Authority

Mainland Turning Circle



Toronto Port Authority

Eireann Quay



Toronto Port Authority

Issues

- Can be congested at times
- Can be noisy at times

Toronto Port Authority

Short-term

- TPA working with the City on traffic and taxis
- Immediate short-term measures implemented
- In 2010 traffic management staff on Eireann Quay doubled to better manage taxis

Toronto Port Authority

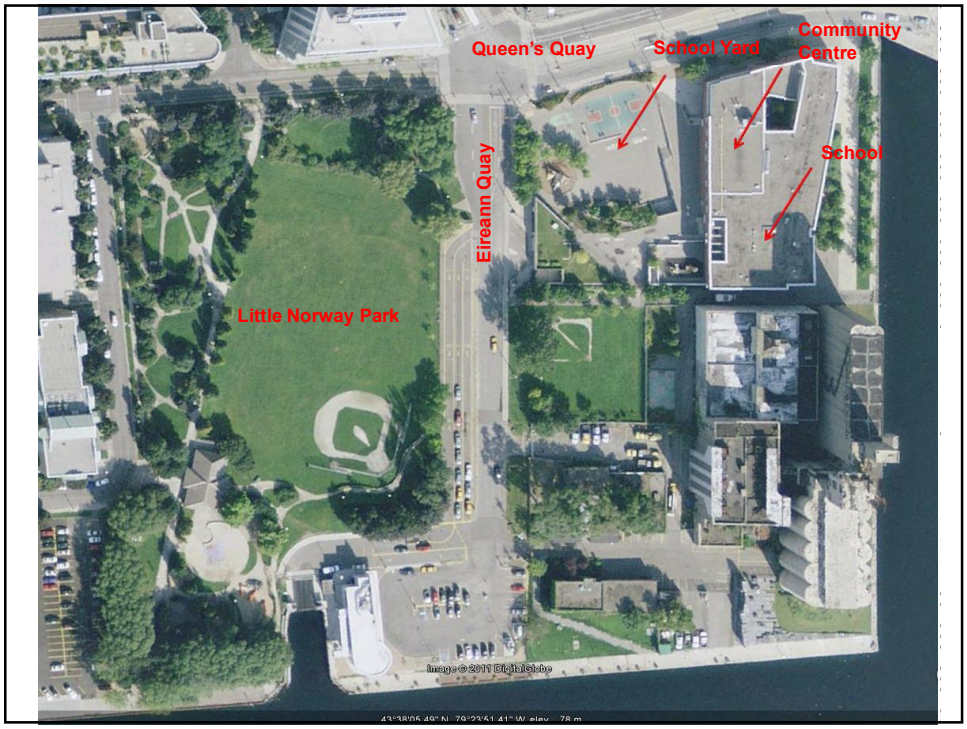
Medium and Long Term

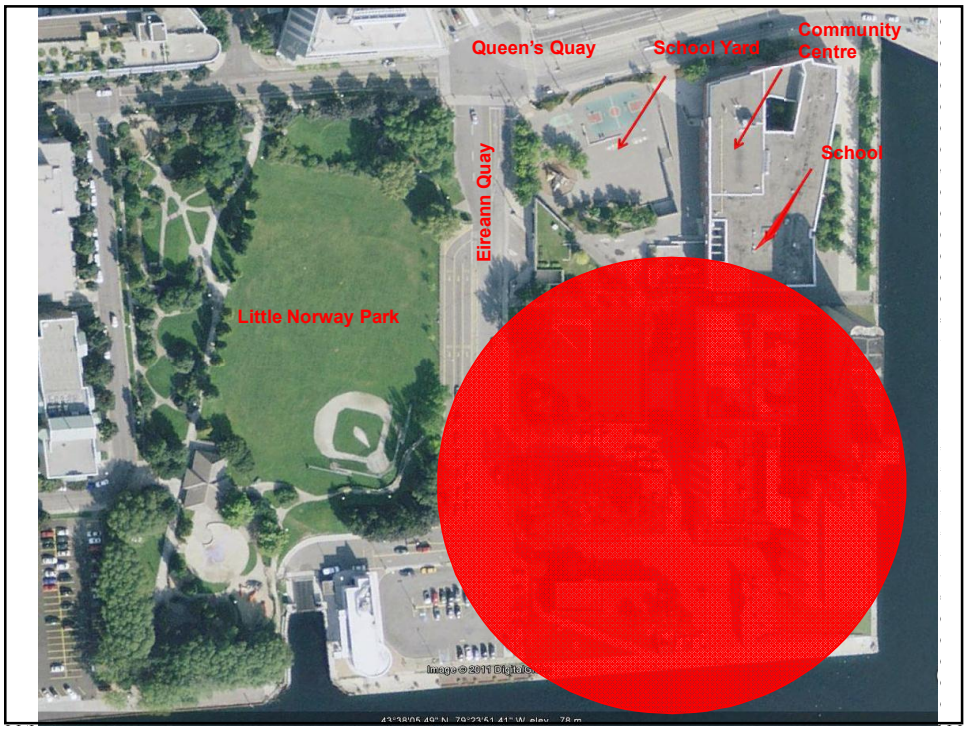
- Medium term – move taxis to an area in the Canada Malting Silo lands
- Traffic Management and Planning
- Long term:
  - Working with Build Toronto so that any development of the Canada Malting Silo lands includes needs of airport community
  - Prepared to work with TTC to develop new mass transit connections

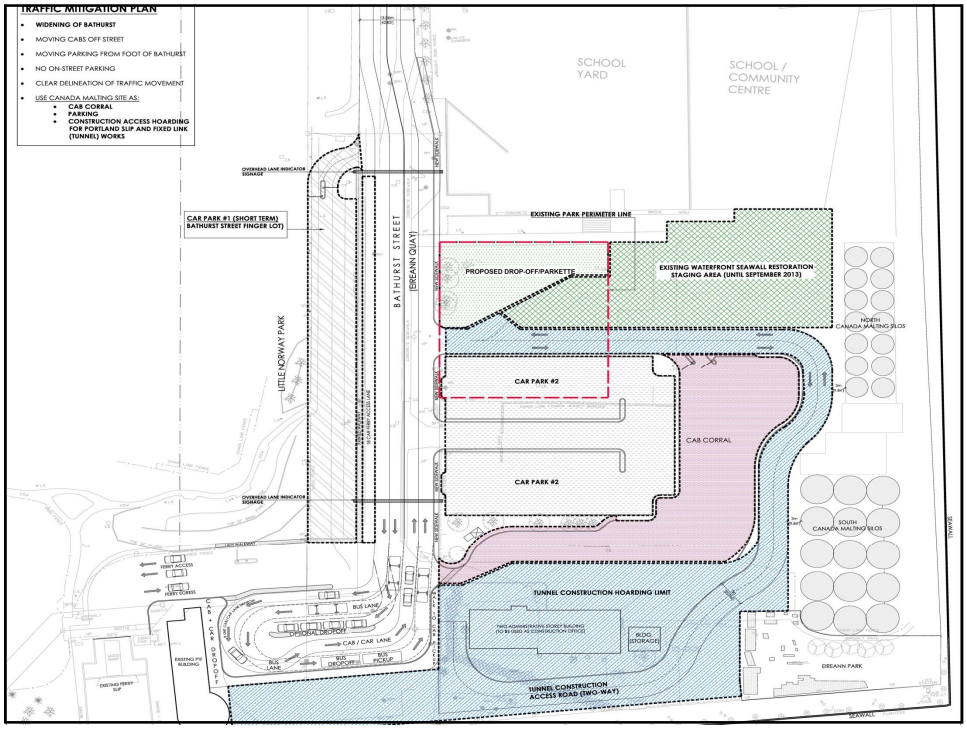
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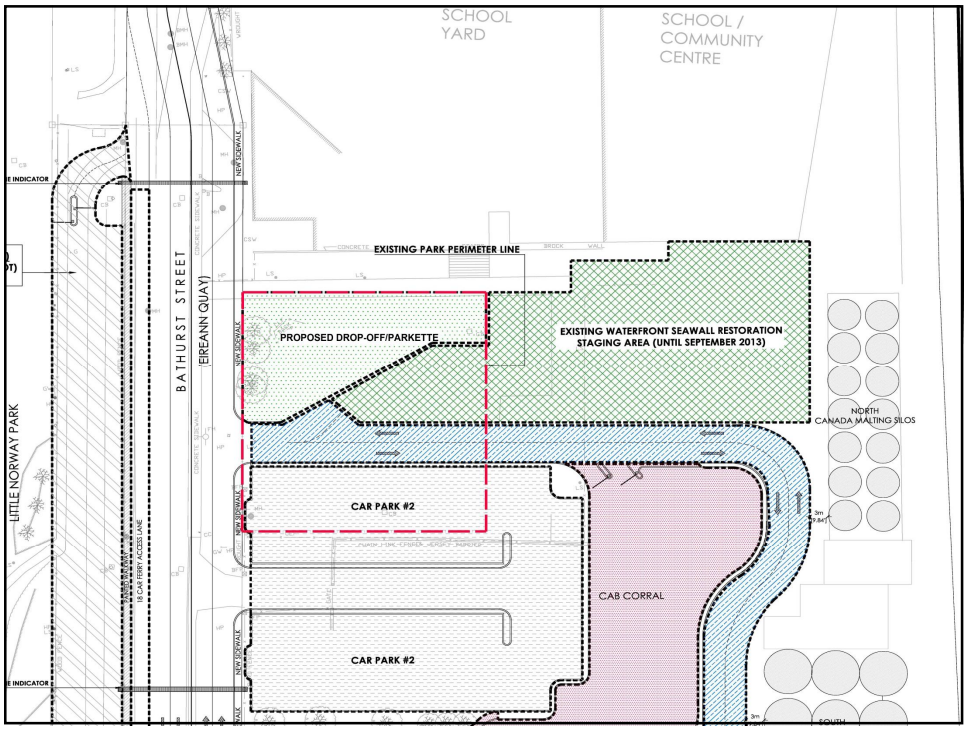
Traffic Management and Planning

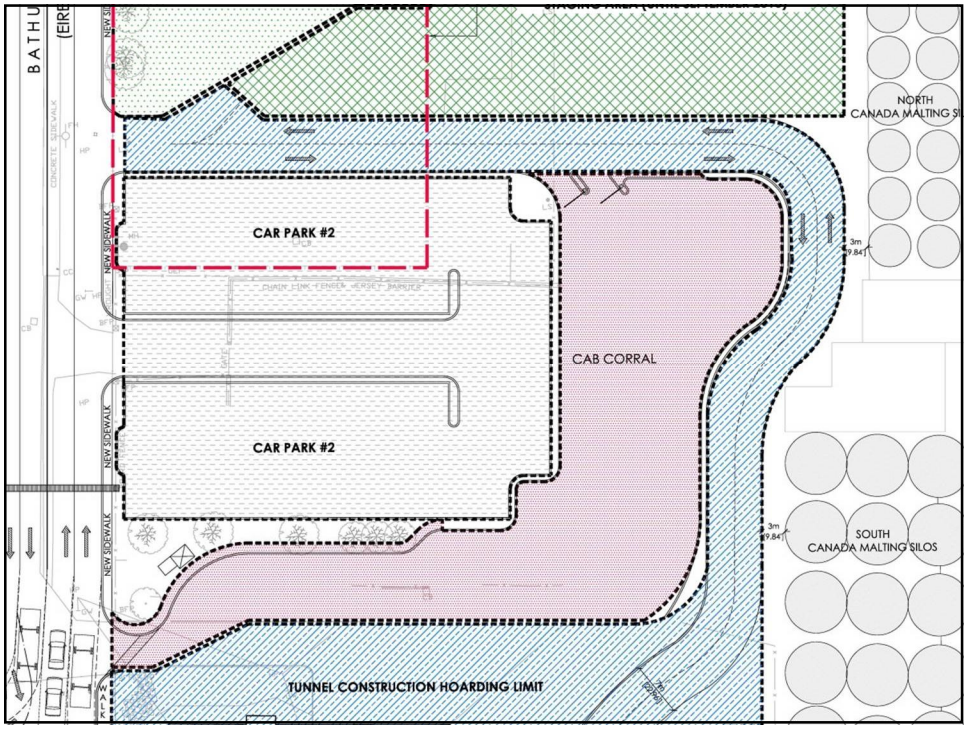
- Moving Cabs off street
- No on-street parking
- Clear delineation of traffic movement
- New east sidewalk alignment
- Construction traffic management

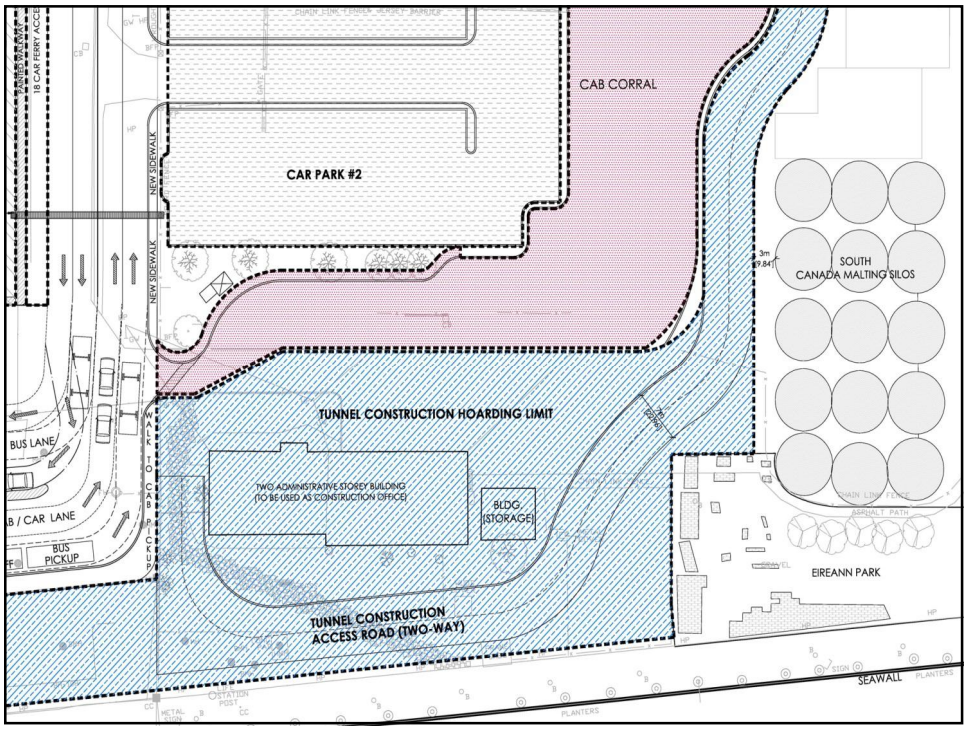

Queen's Quay
School Yard
Community Centre
School
Eireann Quay
Little Norway Park


Queen's Quay
School Yard
Community Centre
School
Eireann Quay
Little Norway Park


TRAFFIC MITIGATION PLAN
WIDENING OF BATHURST
MOVING CABS OFF STREET
MOVING PARKING FROM FOOT OF BATHURST
NO ON-STREET PARKING
CLEAR DELINEATION OF TRAFFIC MOVEMENT
USE CANADA MALTING SITE AS:
CAB CORRAL
PARKING
CONSTRUCTION ACCESS HOARDING FOR PORTLAND SLIP AND FIXED LINK (TUNNEL) WORKS
SCHOOL YARD
SCHOOL / COMMUNITY CENTRE
CAR PARK #1 (SHORT TERM) BATHURST STREET FINGER LOT)
BATHURST STREET
(EREANN QUAY)
LITTLE NORWAY PARK
EXISTING PARK PERIMETER LINE
PROPOSED DROP-OFF/PARKETTE
EXISTING WATERFRONT SEAWALL RESTORATION STAGING AREA (UNTIL SEPTEMBER 2013)
NORTH CANADA MALTING SILOS
CAR PARK #2
CAB CORRAL
SOUTH CANADA MALTING SILOS
TUNNEL CONSTRUCTION HOARDING LIMIT
TUNNEL CONSTRUCTION ACCESS ROAD (TWO-WAY)
EREANN PARK
SEAWALL


SCHOOL YARD
SCHOOL / COMMUNITY CENTRE
BATHURST STREET
(EREANN QUAY)
LITTLE NORWAY PARK
EXISTING PARK PERIMETER LINE
PROPOSED DROP-OFF/PARKETTE
EXISTING WATERFRONT SEAWALL RESTORATION STAGING AREA (UNTIL SEPTEMBER 2013)
NORTH CANADA MALTING SILOS
CAR PARK #2
CAB CORRAL
CAR PARK #2
SOUTH


CAR PARK #2
CAB CORRAL
CAR PARK #2
NORTH
CANADA MALTING SI
SOUTH
CANADA MALTING SILOS
TUNNEL CONSTRUCTION HOARDING LIMIT
NEW SIDEWALK
3m
9.84'


CAB CORRAL
CAR PARK #2
SOUTH
CANADA MALTING SILOS
TUNNEL CONSTRUCTION HOARDING LIMIT
TWO ADMINISTRATIVE STOREY BUILDING
(TO BE USED AS CONSTRUCTION OFFICE)
BLDG.
(STORAGE)
BUS LANE
BUS
PICKUP
EIREANN PARK
TUNNEL CONSTRUCTION
ACCESS ROAD (TWO-WAY)
SEAWALL
NEW SIDEWALK
3m
9.84'

Toronto Port Authority

East side of Eireann Quay

Looking South



Toronto Port Authority

SW Corner of Queen's Quay and Eireann Quay

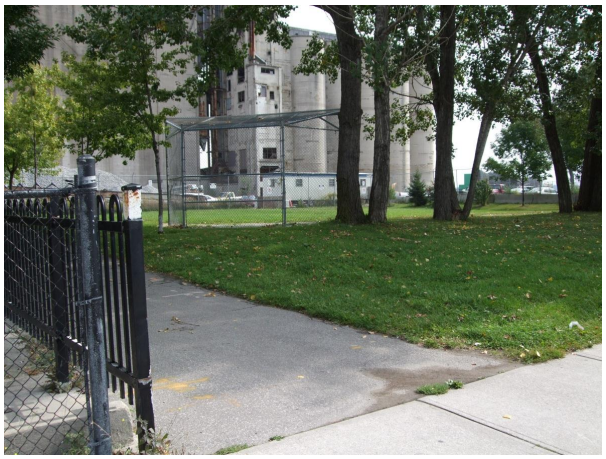
Looking East



Toronto Port Authority

East Sidewalk of Eireann Quay

Looking Southeast Towards Baseball Diamond



Toronto Port Authority

East Sidewalk of Eireann Quay

Looking North



Toronto Port Authority

East Sidewalk of Eireann Quay

Canada Malting Site





Toronto Port Authority

Planning for next session