



2023

ANNUAL NOISE SUMMARY REPORT





Table of Contents

Message on Operations and Noise Management at Billy Bishop Toronto City Airport	3	Ground Run-Up Enclosure (GRE)	9
Noise Management Office	5	Traffic Management	10
Community Liaison Committee	6	Reconfigured Passenger and Vehicle Traffic Operations	10
CLC Noise Management Sub-Committee	6	Electrifying Billy Bishop Toronto City Airport's Shuttle Fleet	11
Noise Monitoring Terminals	7	Regulations and Policies	11
WebTrak	7	Glossary of Terms	13
Ground Noise Study	7		
Cleaner, Greener, Quieter: Marilyn Bell Ferry	8		

Message on Operations and Noise Management at Billy Bishop Toronto City Airport

Billy Bishop Toronto City Airport has operated on Toronto's waterfront for 85 years, and in this time has established itself as a valuable asset for the city of Toronto by providing a transportation gateway for residents and visitors alike, enabling trade and tourism, driving economic activity, facilitating healthcare and creating jobs.

As we are located within Toronto's vibrant mixed-use waterfront, we have a responsibility to innovate, improve and invest in order to mitigate the impacts associated with airport operations, such as noise, on the surrounding community. The 2023 Billy Bishop Toronto City Airport Noise Summary Report details our efforts to manage noise and introduce improvements to mitigate operational impacts.

I joined PortsToronto's leadership team in May as Vice President, Airport, and as such this is the first report issued under my leadership. I have been connected to airports for most of my career, and I am honoured to now be a part of Billy Bishop Toronto City Airport's commitment to the community, and by its comprehensive, multi-faceted Noise Management Program. I am joining an airport that has demonstrated responsible ownership and operation of this City's transportation gem, and look forward to identifying new noise mitigation opportunities.

The year 2023 was one of significant growth and recovery for the aviation industry, as airports and airlines around the world saw passenger volumes return and, in many areas, increase over pre-pandemic levels. 2022 was the first full calendar year of a return to commercial airline operations after a temporary 18-month suspension, and we saw passenger volumes reach 63 per cent of pre-pandemic levels by the end of the year. In 2023, the airport continued to regain momentum and passenger volumes and aircraft movements both reached 74 per cent of 2019 levels. Overall, the 2023 passenger numbers saw a 17.6 per cent increase over 2022, a positive trend in the airport's post-pandemic recovery, and demonstrates the need for our downtown airport.

Non-commercial operations also continued to increase in 2023 with General Aviation (GA) clients, flight schools, as well as smaller carriers such as Cameron Air and FlyGTA returning to the skies. Billy Bishop Toronto City Airport also plays an essential role in connecting Canadians to life-saving healthcare. Our partners at Ornge continued to carry out critical medevac services, operating 2,764 flights in 2023 and playing a critical role in providing Ontarians with essential medevac services and access to the care they need.

From a noise management and reporting perspective, this is the first time post-pandemic when we have two full calendar years of commercial service that will enable us to draw direct comparisons between year-over-year data.

Despite commercial activity at Billy Bishop Toronto City Airport increasing in 2023, overall noise complaints actually decreased by 18 per cent compared to 2022. While this is a positive result, we remain committed to improving even more.

The Noise Management Office received 308 complaints in 2023, which is down from 376 complaints in 2022. Of these 308 complaints received, 18 were related to area noise associated with activities such as road construction and not related to airport operations. As such, the total number of complaints is actually 290. Of these complaints 73 per cent originated from four individual sources. Broadly speaking, complaints related to aircraft activity accounted for the majority of noise complaints received in 2023.



2,764

MEDEVAC SERVICES



4

COMMUNITY LIAISON COMMITTEE
(CLC) MEETINGS IN 2023



2

NOISE SUB-COMMITTEE
MEETINGS



**ZERO-EMISSION
FERRY**

MARILYN BELL I IS CLEANER,
GREENER AND QUIETER

Message on Operations and Noise Management at Billy Bishop Toronto City Airport



5

NOISE MONITORING TERMINALS

With respect to the origin of the complaints, our Noise Management Office saw a decrease in complaints from Algonquin Island, which logged 12 complaints in 2023, down from 46 complaints in 2022. Wards Island registered 10 complaints in 2023, down from 28 complaints in 2022.

There was also a decrease in complaints from the Bathurst Quay neighbourhood, which logged 121 complaints in 2023, down from 133 in 2022. The York Quay neighbourhood was the only area in 2023 that saw a slight increase in complaints going from 145 in 2022 to 147 in 2023.

We are pleased to continue to see a decrease in complaints for Wards Island and Algonquin Island, as we have been working with our individual general aviation pilots and businesses to adhere to our good neighbour policies specific to the Toronto Islands and other community areas. The vast majority of general aviation pilots follow our published policy and are complying with this framework. We continue to work with all involved to ensure awareness of the expectations for the community on overflights and compliance for our operators.



2024

ELECTRIC SHUTTLE BUSES

The community plays a significant role in formulating the policies and procedures that guide our operations at Billy Bishop Toronto City Airport, and we are pleased with the work and collaboration that has been undertaken this year with our community groups. The Community Liaison Committee (CLC) met four times in 2023, and the Noise Sub-Committee met twice.

An indication of our commitment to acting on the ideas generated within these meetings, in 2023 we continued progressing our Noise Monitoring Study to identify sources of ground noise at the airport and, through analytical noise modelling techniques, assess opportunities to reduce the impact of ground-sourced noise on the surrounding community.

Further, in response to feedback from the community and with full support from PortsToronto, our partners Nieuport Aviation announced plans to make a significant and meaningful investment in introducing electric shuttle buses in early 2024. Progress was made on this conversion in 2023, as the installation of the infrastructure to charge the new electric shuttle buses was completed. We look forward to the buses being delivered in 2024 as this conversion will further reduce air and noise emissions for the benefit of the surrounding community.

Looking forward to 2024, we will continue to work towards our vision to be a leader in how a modern airport operates in an urban environment, and explore initiatives to further reduce ground noise and work collaboratively towards our goal to be among the cleanest, greenest and quietest airports in the world. Most importantly, we will continue to work with the community by listening, being responsive and working together to identify solutions to enhance the airport's Noise Management Program.

Warren Askew
Vice President, Airport
PortsToronto



Noise Management Office

Part of our commitment to our Noise Management Program includes dedicated staff in our Noise Management Office who collect, analyze and respond to noise complaints and monitor daily operations. Staff at the office use Vortex, a customizable tracking and logging software platform, designed specifically for the needs of an airport environment, to track, document and respond to noise complaints.

A response time policy has been in place at the Noise Management Office since 2011, and mandates a response time of five business days. In 2023, 93 per cent of all noise complaints were responded to within five business days. Looking forward, a priority for 2024 will be to ensure that 100 per cent of all noise complaints are responded to within our policy’s prescribed response time.



Community Liaison Committee

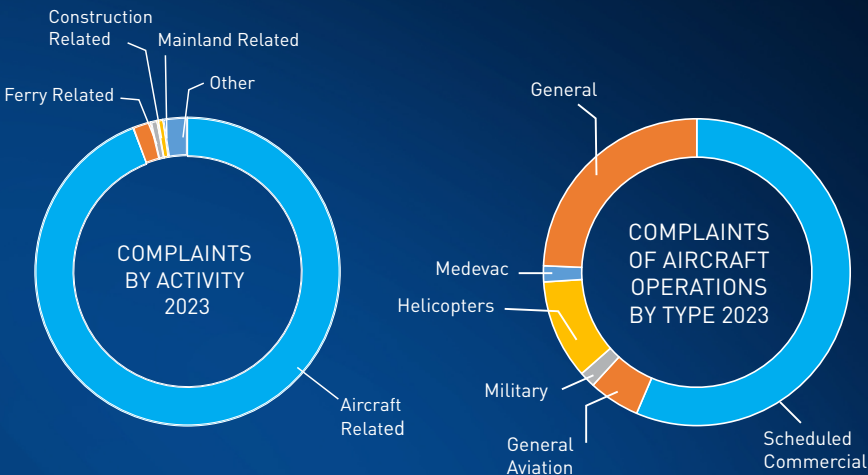
PortsToronto established a Community Liaison Committee (CLC) in 2010 to further expand engagement with the residents and businesses surrounding Billy Bishop Toronto City Airport. The CLC gives neighbours including residents and businesses a forum to discuss issues and concerns related to airport development, activities and operations. The committee also enables airport management to communicate operational activities and information with stakeholders and the broader community.

Key representatives from neighbourhood community groups, local businesses and stakeholders, as well as local city councillors and members of provincial and federal parliaments, make up the membership of the CLC. The committee follows best practices of community engagement, meeting regularly and addressing matters such as airport noise management, air quality and transportation access. The CLC’s quarterly meetings are open to the public and minutes taken by third-party consultant Lura Consulting are posted to the PortsToronto website. In 2023, four meetings of the CLC were held, in a hybrid, in-person and online meeting format.

CLC Noise Management Sub-Committee

A Noise Management Sub-Committee of the CLC was formed in late 2017 to further research, understand and address noise impacts from airport operations. The Noise Sub-Committee consists of three community members, two staff members from PortsToronto, one staff member from the City of Toronto and a facilitator from Lura Consulting. The committee has two co-chairs, one from the community and one from PortsToronto. The committee met twice in 2023.

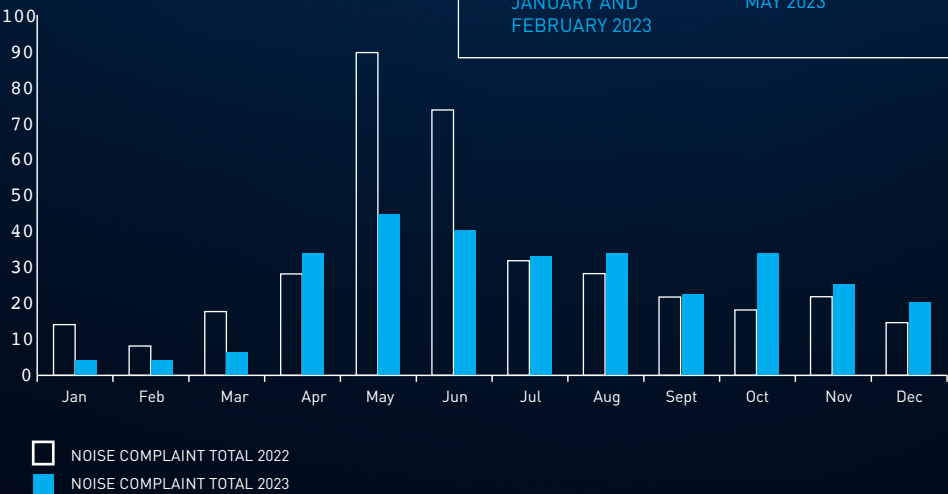
By the numbers



TEN YEAR ANNUAL COMPARISON OF NOISE COMPLAINTS



MONTHLY COMPARISON OF NOISE COMPLAINTS 2022 AND 2023





Noise Monitoring Terminals

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

As part of our continuing efforts to ensure improvements between operations at Billy Bishop Toronto City Airport and the surrounding community, PortsToronto currently operates five NMTs. They are located as follows:

- Toronto Police Marine Unit building;
- Toronto Fire Station 335 on the Toronto Islands;
- Mainland ferry terminal;
- 480 Queens Quay in the Kings Landing condominium building; and,
- Ontario Place



WebTrak

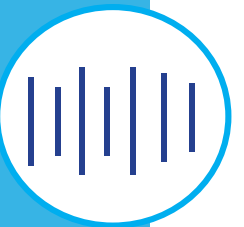
We continue to offer free access to WebTrak, which enables anyone with a computer, smartphone or tablet to gather information on any aircraft activity they may hear overhead. This service combined with our five Noise Monitoring Terminals (NMTs) provide ongoing noise-level data to the airport's Noise Management Office. This data is used in long-term noise mitigation planning and to aid in responding to noise complaints from the surrounding community. The noise data transmitted by the NMTs is also viewable through the [WebTrak website](#).



Ground Noise Study

The 2018 Airport Master Plan included the recommendation to conduct a Ground Noise Study, which is currently being undertaken by Billy Bishop Toronto City Airport management in consultation with the Noise Management Sub-Committee. This study seeks to identify sources of ground noise at the airport, and through analytical noise modelling techniques, assess opportunities to reduce the impact of ground-sourced noise on the community.

As part of this study, temporary noise terminals will be installed in the community, including residents' balconies for a short period in order to gather data on sources of non-airport background noise in the community. This information will inform airport management with regard to the implementation of future mitigation measures aimed at reducing the impacts of airport ground operations on the surrounding residential community.



PortsToronto is researching initiatives to further reduce ground-sourced noise, including the increased use of electric powered ground transportation vehicles such as the airport shuttle buses, and the implementation of additional operational procedures such as managing aircraft operations during noise-sensitive periods.

Cleaner, Greener, Quieter: *Marilyn Bell Ferry*

In 2023, the Marilyn Bell celebrated its second anniversary as the first 100 per cent electric ferry service in Canada powered by a zero-emission power and propulsion system containing no diesel components. Since its return to service in December 2021, the electric Marilyn Bell ferry has completed over 32,000 round trips, saving over 230,000 litres of diesel and reducing the airport's CO₂ emissions by 638 tonnes.

This project builds on Billy Bishop Toronto City Airport's Noise Management Program, as ferry noise from diesel engines was among the primary sources of airport operations-related noise complaints. In addition to operating more efficiently and eliminating related air emissions, the retrofitted Marilyn Bell now operates far more quietly, dramatically reducing related noise to the benefit of our local community. In 2023, there were only six logged noise complaints related to the ferry's operations.

CLEANER
GREENER
QUIETER



AIRPORTS GOING GREEN AWARDS

In 2023, at the annual Airports Going Green Conference in Phoenix, Arizona, Billy Bishop Toronto City Airport was awarded a 2023 Airports Going Green Honorable Mention in recognition of its commitment to make access to Billy Bishop Toronto City Airport electric (which includes the electric ferry and upcoming fleet of electric buses), representing outstanding achievement in pursuit of sustainability within the aviation industry.





The Ground Run-up Enclosure

Engine run-ups are required and regulated by Transport Canada as part of standard aircraft maintenance. However, engine run-ups have been cited by the community as a primary source of noise given testing is often done at high power. In 2013, 161 noise complaints related to engine run-ups were received, which made up 32 per cent of all noise complaints for that year. In order to mitigate the noise associated with engine run-ups on the community, a GRE was constructed at Billy Bishop Toronto City Airport in April 2017.

The facility was built at a cost of \$9 million which was fully funded by PortsToronto through the Airport Improvement Fee.

Standing 14 metres in height, the 63-by-66 metre enclosure is located on the southwest side of the airfield and is only the second of-its-kind in Canada. The enclosure effectively absorbs noise with specialized acoustic panels that line the interior of the three walls, which feature vents for optimal aerodynamic performance.

The positive impact of the GRE has been significant. In 2023, Billy Bishop Toronto City Airport received only one complaint connected to an engine run-up which occurred outside the GRE facility.





PEDESTRIAN TUNNEL

The pedestrian tunnel continues to be a strong contributor to the airport's noise mitigation program. Prior to the tunnel's opening in 2015, passengers would arrive and depart in large groups according to the ferry's schedule, which caused vehicle congestion and increased traffic noise at the mainland terminal and along Eireann Quay. With more than 90 per cent of travellers using the tunnel, passengers come and go on their own schedule, which smooths out the flow of traffic and eliminates surges corresponding to the ferry arriving and departing to/from the mainland.

RECONFIGURED TRAFFIC OPERATIONS

Further, as part of its Billy Bishop City Side Modernization Project, PortsToronto implemented a reconfigured approach to airport traffic operations to better streamline passenger flow and improve pick up and drop off at the airport. In line with the City of Toronto's anti-idling bylaw, the design aims to decrease the amount of time each vehicle spends on site, reduce idling and noise and minimizing the number of vehicles entering onto community streets.

As part of the City of Toronto-led Bathurst Quay Neighbourhood Plan (BQNP), this project included re-building portions of Eireann Quay to complement the new approach to traffic operations by further reducing congestion and idling, and better streamlining passenger and traffic flow. The BQNP also included the reconfiguration and optimization of our uses on the Canada Malting site, including the airport taxi corral and increased curb space for pick up and drop off.

The reduction in vehicle traffic to the airport has afforded Billy Bishop Toronto City Airport the opportunity to reduce the footprint of vehicle access areas, including the adjacent Bathurst Quay/Canada Malting Silos site, which is being transformed into a vibrant community space and park located right at the airport's doorstep.

TOP
10 BUSIEST
BIKE SHARE STATION



FOUR
COVERED BIKE RACKS

BICYCLE ACCESS

As part of continued efforts to reduce vehicle traffic associated with the airport, PortsToronto has incorporated bike racks that are conveniently located on both the island and mainland. The four covered racks on the island enable cyclists to leave their bikes for the duration of their trip, knowing they are secure and safe from the elements. PortsToronto collaborated with the City of Toronto to install new bike racks near the mainland ferry terminal. Primarily used by employees at the airport, these bike racks encourage staff to choose more sustainable forms of transportation for their commute. A bicycle maintenance station is also in place for cyclist convenience, and features a full complement of commonly required tools and two bike hangers able to accommodate any style of bicycle.

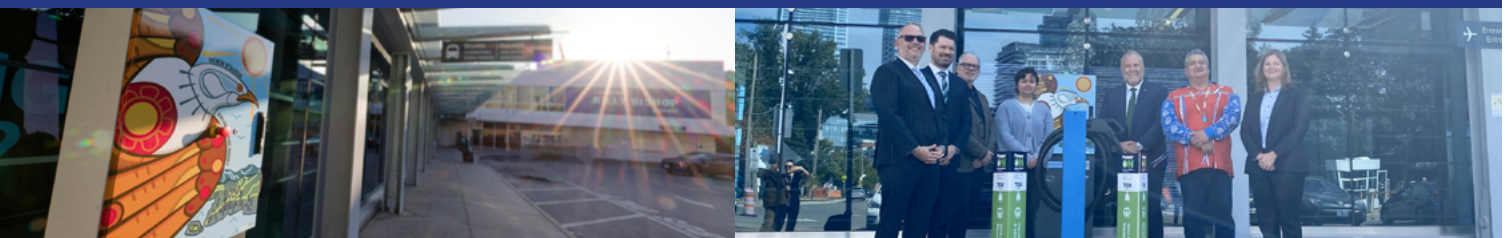
Electrifying Billy Bishop Toronto City Airport's Shuttle Fleet

In order to encourage alternative means of access to the airport to further reduce traffic related noise, Billy Bishop Toronto City Airport offers anyone wishing to access the airport with complimentary regular shuttle service between the airport and downtown Toronto. According to a 2022 Environics study, more than a quarter of passengers departing the airport take the shuttle to Union Station, which highlights the important role the airport plays in not only connecting people to the heart of downtown Toronto, but also in providing convenient access to the region's broader transportation network.

In 2022, Nieuport Aviation, owner and operator of the passenger terminal, announced plans to purchase six electric buses to replace the current, diesel-powered shuttle bus fleet that provides complimentary service to passengers and staff between Union Station and Billy Bishop Toronto City Airport. The fleet of electric buses is expected to be in operation in early 2024.

- Annually, more than 500,000 people used the shuttle bus service between Union Station and Billy Bishop Toronto City Airport.
- The new electric shuttle buses are estimated to reduce carbon emissions by 2,100 tonnes per year.
- Every electric bus in operation takes approximately 65 cars off the road.
- All six electric buses will be charged on-site at Billy Bishop Toronto City Airport – meaning they will be powered by 100 per cent renewable electricity through our partnership with Bullfrog Power.

In 2023, Ontario Power Generation (OPG) subsidiary, PowerON Energy solutions, completed the installation of the infrastructure to charge the new electric shuttle buses. These buses are not just cleaner, but will whisk passengers and employees into and out of the airport quietly.



Regulations and Policies

Billy Bishop Toronto City Airport's management and regulations are subject to oversight by a Tripartite Agreement among the federal government, as represented by the Minister of Transport, the City of Toronto and PortsToronto. As part of the Tripartite Agreement Billy Bishop Toronto City Airport adheres to noise restrictions, a limit on total daily flight activity and follows a strict curfew on hours of flight. Due to the regulations in place as a result of the Tripartite Agreement, Billy Bishop Toronto City Airport is one of the most noise restricted airports in North America, operating within a Noise Exposure Forecast (NEF) of 25. Specific noise-parameters are also placed on the type of aircraft that can fly to and from the airport.

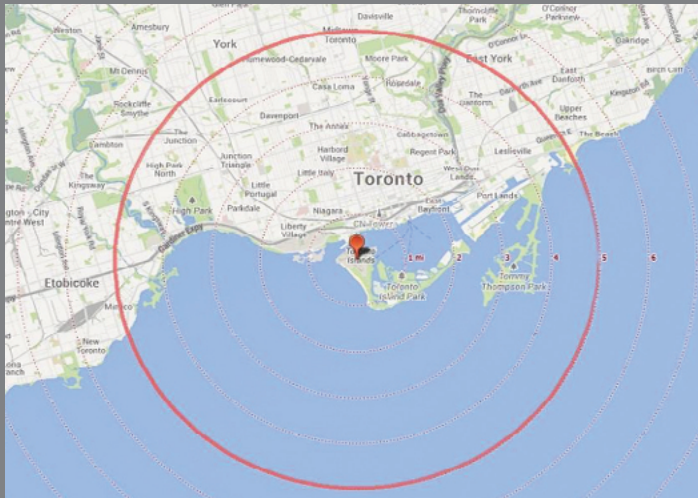
Billy Bishop Toronto City Airport also operates within a curfew that prohibits any aircraft, other than emergency flights or Medevac aircraft, from taking off and landing between the hours of 11:00 p.m. and 6:45 a.m. We also further restrict operations with management policies between 6:45 a.m. to 7:00 a.m. and 10:00 p.m. to 11:00 p.m. This curfew is strictly enforced, with significant penalties for any violations. In 2019, PortsToronto instituted an Airport Curfew Fine Policy that will redirect funds from curfew violation fines toward community organizations.

In 2023, the airport experienced one curfew violation involving a commercial aircraft and one curfew violation due to an itinerant General Aviation aircraft. Both were contacted and issued a curfew violation letter. Following an investigation, it was determined that neither of these occurrences merited a fine.



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 received at Billy Bishop Toronto City Airport.*
- *Complaints which are not associated with the operation of Billy Bishop Toronto City Airport, are referred to Transport Canada or the related airport.*
- *Response time policy has been in place since 2011 and mandates a response time of five business days. In 2023, 93 per cent of all complaints were responded to within five business days.*



**BILLY
BISHOP**
TORONTO CITY AIRPORT

FOR FURTHER INFORMATION:

PortsToronto
Billy Bishop Toronto City Airport
1 Island Airport
Toronto, ON
M5V 1A1
Canada

Noise Management Office: 416 203 8490
Website: www.BillyBishopAirport.com

**PORTS
TORONTO**

Glossary of Terms

DEFINITIONS

General – A report with no identified/specified aircraft in relation to the complaint. (eg. “airport was very noisy this afternoon”)

No Aircraft – A report which refers to an aircraft that cannot be associated with the specific complaint.

Uncorrelated – A report with the source of noise unable to be confirmed as being associated with the airport or aircraft specific operations.

General Aviation – All civil aviation aircraft operations excluding any commercial air operations. Refers to light aircraft such as Cessna, Pipers, Twin Engine or aircraft for personal use.

Scheduled Commercial – Any commercial air operations, operated by an air carrier. (eg. Porter, Air Canada) excluding Charters.