



Sent by Email

December 5, 2017

Hello,

At the September 27, 2017 Community Environment and Noise Advisory Committee (CENAC) meeting, the Community Alliance for Airport Safety (CAAS) shared a Formal Ask with the Committee that covered a range of matters ranging from the composition of the CENAC committee and to airport oversight, to safety at Toronto Pearson.

I would like to start by emphasizing that the safety of our passengers, our employees, and our community is at the core of every decision we make at Toronto Pearson. In fact, we have developed the Toronto Pearson Safety Program to ensure the highest level of safety and security at our airport, and our airside programs are regularly audited by Transport Canada. Additionally, Transport Canada, which has oversight of the safe operation of Toronto Pearson, would not permit any airport in Canada to operate if it did not consider that airport to be safe.

In regards to the CAAS Formal Ask as outlined on your website, please find our responses below:

1. CAAS: CENAC must become an objective voice of the community (or please just shut it down)

CENAC was established in accordance with the requirements of the Pearson Ground Lease with Transport Canada. CENAC acts as an advisory body to the GTAA and provides a forum for discussion about the operation of airport in a sustainable and environmentally responsible manner.

On September 27, the GTAA released its [Noise Management Program Best Practices Study](#). This study, supported by CENAC, looked at 11 areas of noise management at 26 comparator airports around the world to identify 30 potential new programs that could be adopted by the GTAA.

Chapter 11 of the Study specifically focuses on community forums such as CENAC. The GTAA is currently evaluating this and other recommendations from this study, to help inform the 2018-2022 Noise Management Action Plan.

2. CAAS: It's time that an impartial Ombudsman is put in place with the power to drive change (Like Australia)

A small number of countries researched in the Noise Management Program Best Practices Study do have a noise ombudsman who acts as an independent body or person responsible for oversight and intervention in noise activities. The GTAA is currently evaluating this recommendation.

3. CAAS would like a copy of the 10-year agreement with Air Canada

The GTAA acknowledges the CAAS request; however, as this is a commercial agreement between two private entities, for confidentiality reasons, the GTAA is unable to provide a copy of its 10-year agreement with Air Canada.

It is important to note, the long-term commercial agreements the GTAA has entered into with Air Canada and West Jet do not preclude the GTAA from pursuing the recommendations suggested in the Noise Management Best Practices Study or the GTAA 2018 – 2022 Noise Management Action Plan.

4. CAAS would like direct communication with the auditors at the National Safety board and see all reports and violations by the airport in the last 25 years in the form of a detailed report.

The Transportation Safety Board of Canada (TSB) is an independent agency that advances transportation safety by investigating occurrences in the marine, pipeline, rail and air modes of transportation. TSB reports their investigations and other statistics on its site: <http://tsb.gc.ca/eng/enquetes-investigations/aviation/index.asp>.

All Incident data is tracked through the [Transport Canada Civil Aviation Daily Occurrence Reporting system](#) (CADORs).

As the TSB is an independent agency, separate from the GTAA, we cannot facilitate this request.

More information on the TSB can be found here: <http://www.tsb.gc.ca/eng/aviation/index.asp>

5. CAAS would like a complete record of all violations and fines to airlines and any operators that have violated an operational requirement in the last 25 years in the form of a detailed report.

Transport Canada is responsible for the enforcement of the Canadian Aviation Regulations and their associated standards and enforcements.

Reports can be found in the following sites:

- Transport Canada Corporate offenders list: <https://www.tc.gc.ca/eng/civilaviation/standards/standards-enforcement-publications-corporate-menu-680.htm>
- Civil Aviation Daily Occurrence Reporting System (CADORS): <http://wwwapps.tc.gc.ca/Saf-Sec-Sur/2/cadors-screaq/q.aspx>

We'd like to point out that in 1998, our CENAC played a leadership role in ensuring Transport Canada published all offences.

Further questions about Transport Canada's oversight should be directed to services@tc.gc.ca.

- 6. CAAS would like to see the GTAA and NAV Canada produce a forward looking 10-year operational plan. This report should include a detailed RISK mitigation plan of actions and consequences for failure to comply. This report should also address any issues that come out of the 25-year operations review requested above (4&5) This report should also address any potential new risk factors that are identified by the GTAA, NAV Canada, Helios, Transport Canada or any other resource.**

Again, let us be unequivocal: safety is the number one priority both at Toronto Pearson and NAV CANADA. A safety risk assessment is the core of any operation or initiative under consideration – if safety requirements are not met, the initiative is not pursued.

The GTAA has released its Draft 2017 – 2037 Master Plan which looks at airfield, passenger terminals, groundside access, cargo, business aviation, support and ancillary facilities, and the facility improvements needed to meet demand and operate efficiently. Chapter 6, which looks at the Airside System, might be of particular interest. You can find the Draft 2017-2037 Master Plan Summary at www.torontopearson.com/masterplan.

The GTAA will continue to follow the [Airspace Change and Communications Protocol](#) as the guiding document on how to engage with the community on any future airspace change or capacity enhancement.

- 7. CAAS would also like to know that Transport Canada has done their own due diligence on these reports and that they take ownership and accountability for Air Safety in Canada as they are mandated to do so.**

Information on Transport Canada's policies, requirements, and programs, including its safety standards, regulations and reporting can be found here: <https://www.tc.gc.ca/eng/safety-our-role.htm>

Further questions about Transport Canada's oversight should be directed to services@tc.gc.ca.

8. CAAS would like to ensure that they are an active participant in the GTAA Community Review Process

- **CAAS will actively review and comment on all proposed changes that alter the operations at Pearson**
- **CAAS must have the ability to drive change as a voice of the community**
- **CAAS will not accept being a funnel of ideas that will never be addressed**

The GTAA continues to place an emphasis on finding ways to enhance collaborative relationships with its many stakeholders, and we will ensure that resident associations, such as the CAAS, are notified of upcoming consultations, such the Toronto Noise Mitigation Initiatives.

I'd like to close by reconfirming our commitment to working better with our neighbours and to establishing clear, open channels of communication. While airport noise cannot be eliminated entirely, we do believe that continuous improvements should be studied, discussed and implemented with guidance and input from the community.

Kind regards,

A handwritten signature in blue ink that reads "H. Marshall".

Hillary Marshall
Vice President, Stakeholder Relations and Communications
Greater Toronto Airports Authority