



Toronto Pearson's
Initiatives to address Community Annoyance

Aviation Noise &
Emissions Symposium
2020

March 2, 2020

50_M

Passengers in 2019

2_{ND}

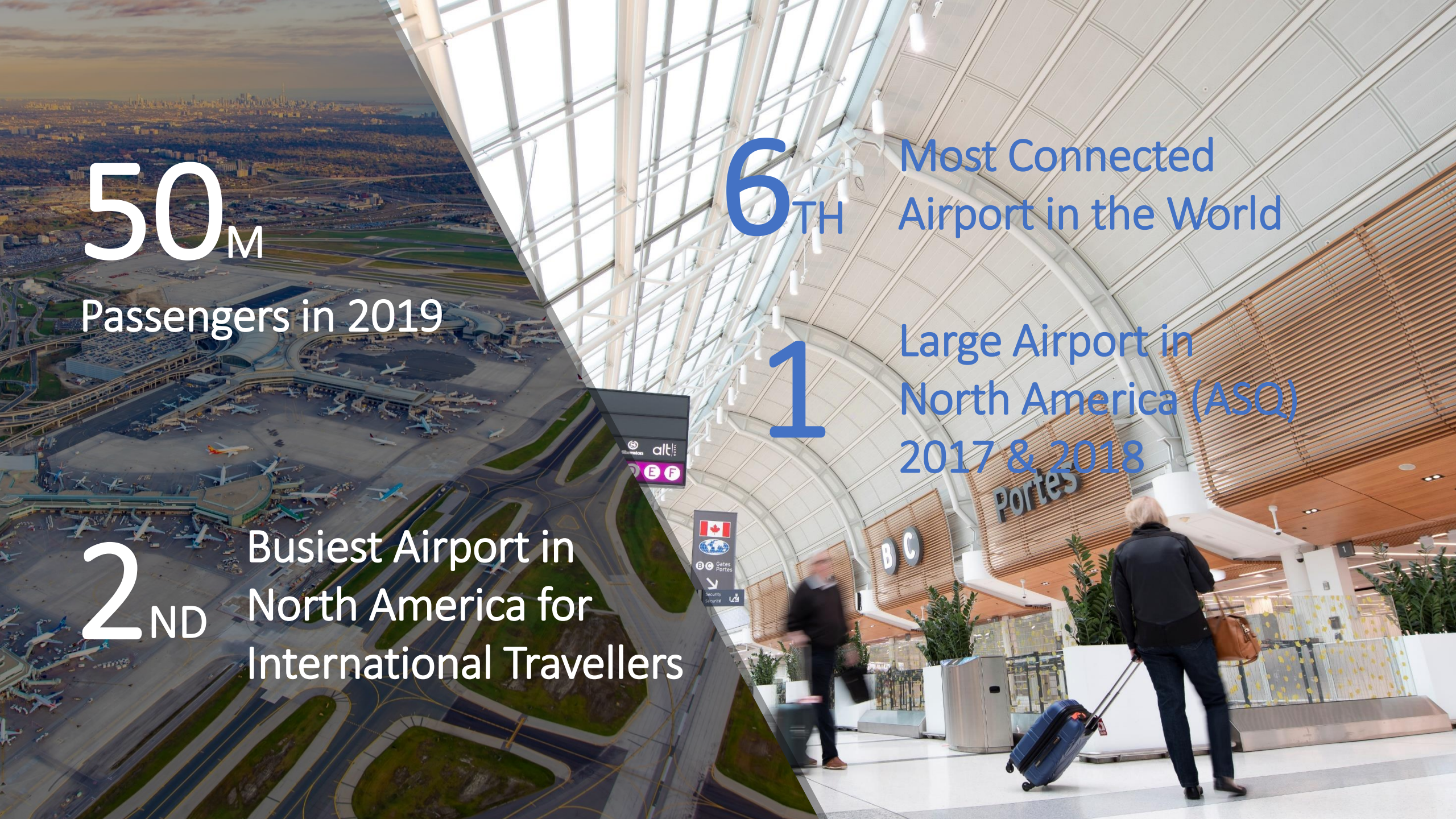
Busiest Airport in
North America for
International Travellers

6TH

Most Connected
Airport in the World

1

Large Airport in
North America (ASQ)
2017 & 2018



Challenge

We must continue to seek out and employ opportunities to manage noise, but our main focus needs to be on better communication and community engagement as a means to move the dial on community annoyance.

Sources: Ruud Ummels of To70 Aviation Consultants, Mike Rikard-Bell EMS Bruel & Kjaer, Dr. Colin Novak, University of Windsor, NORAH and ANIMA studies.

Noise Management Programs

Acoustic



Night Flight Restrictions



Quieter Fleet Incentive Program



Noise Abatement Procedures



Land Use Planning



Runway Usage

Non-Acoustic



Communications, Outreach, and Noise Committees



Noise Complaints



Noise Reporting and Metrics



Fly Quiet Reporting Program

Better Community Engagement



Noise Forums: More seats at more tables for engaged residents, industry stakeholders, elected officials and general public



Customized Experiences: Visits to the noise office, and providing tailored and localized information through interactive stations at meetings/open houses, noise reports and InsightFull Web-portal



Meetings Formats: Open houses that provided broader information on the airport, customized presentations and independent moderators

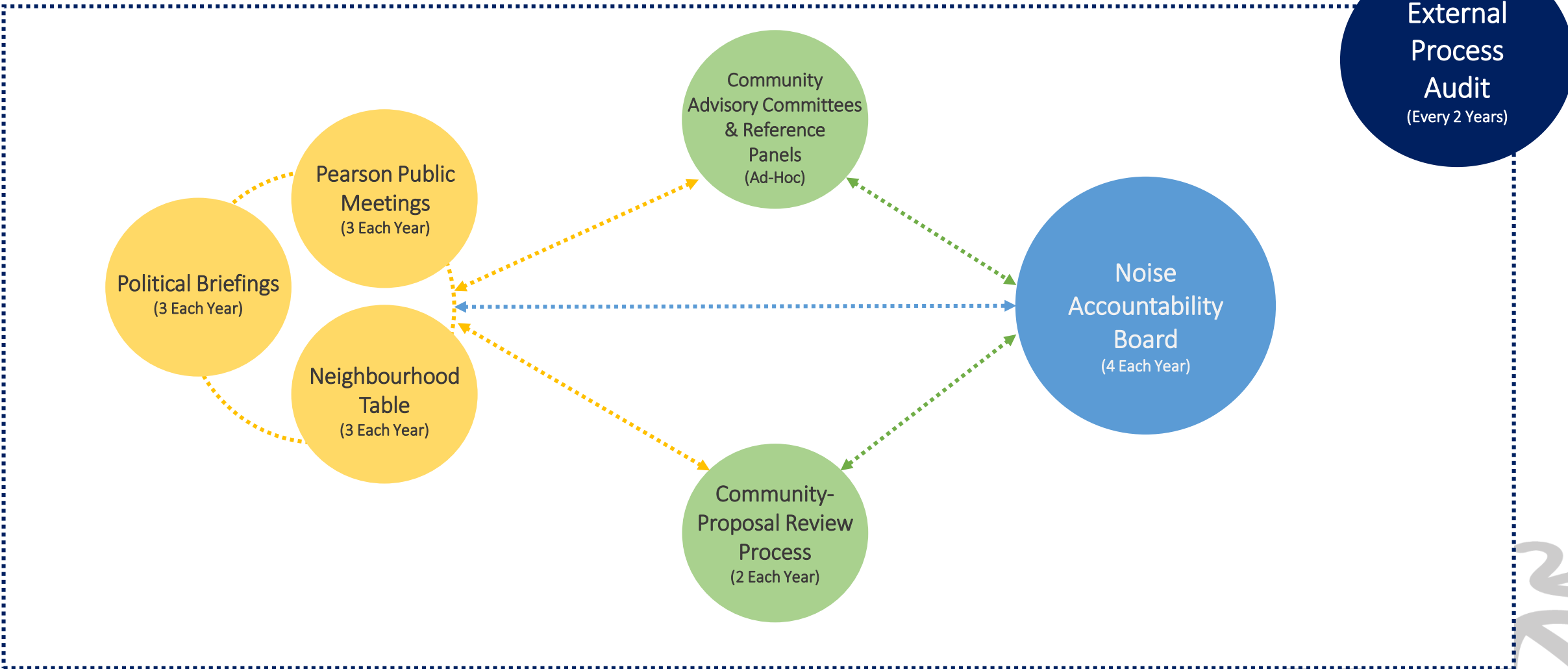


Broader Communications: Use of ads, robocalls and social media to reach out to more people, including those not previously engaged



Research: Supporting University of Windsor research on social acoustic metrics associated with community noise annoyance

Toronto Pearson Noise Management Forums



Toronto Pearson Residents' Reference Panel on Airport Growth and Noise Fairness



“Many of us are residents who are affected by noise. Most of us are also airport users. We are people who are concerned with the general welfare of the community... We are people who want to speak out and help shape how the airport and the region grow.”



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Back to Toronto Pearson | Watch the Skies with WebTrak

ENGLISH | FRANÇAIS Select Suburb Toronto

Toronto Pearson

- Why do planes fly where they do
- What flies over my area
- Has something changed
- What are you doing to manage the noise
- Is the airport open at night
- Resources

What flies over me and why?
What operations are you impacted by?
[Learn More](#)

Why can't they fly somewhere else?
An air traffic controller explains why planes fly where they do
[Learn More](#)

How many planes fly over me?
See how many planes fly over your area
[Learn More](#)

How busy is it in my area?
See how many days are busy in your area
[Learn More](#)

Communication/Information Sharing
Providing new avenues for personalized information sharing

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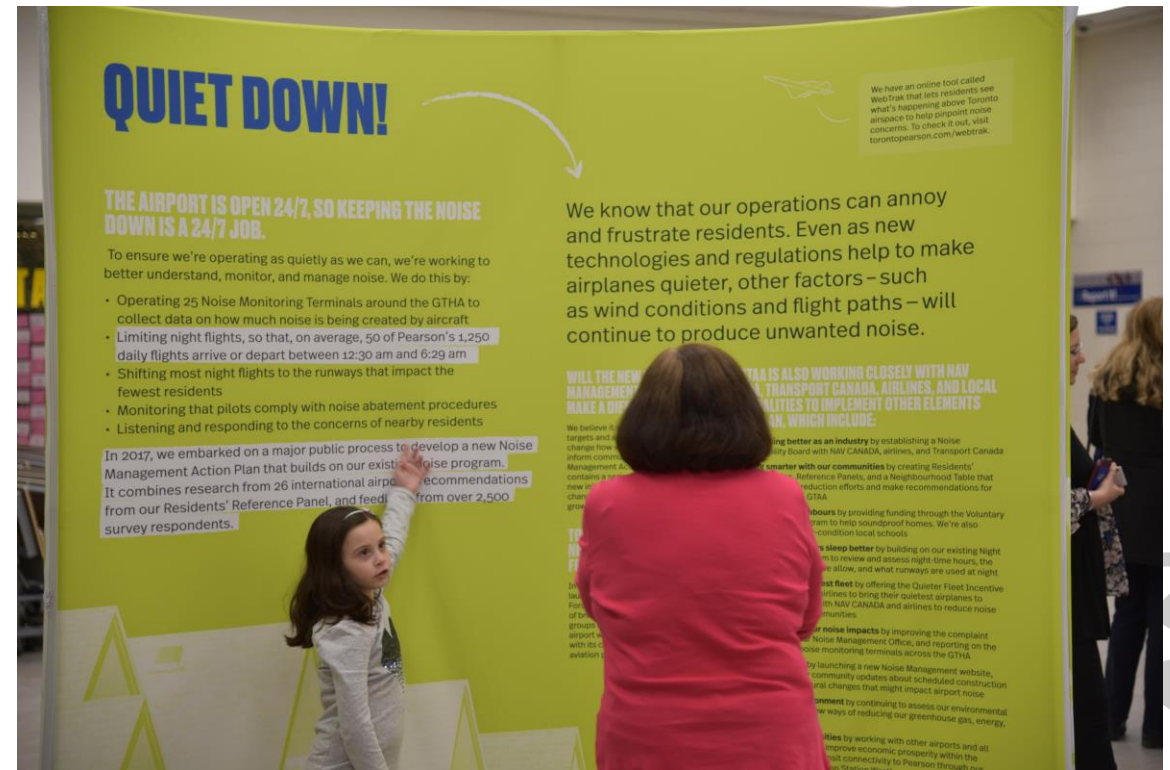


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Pearson Connects



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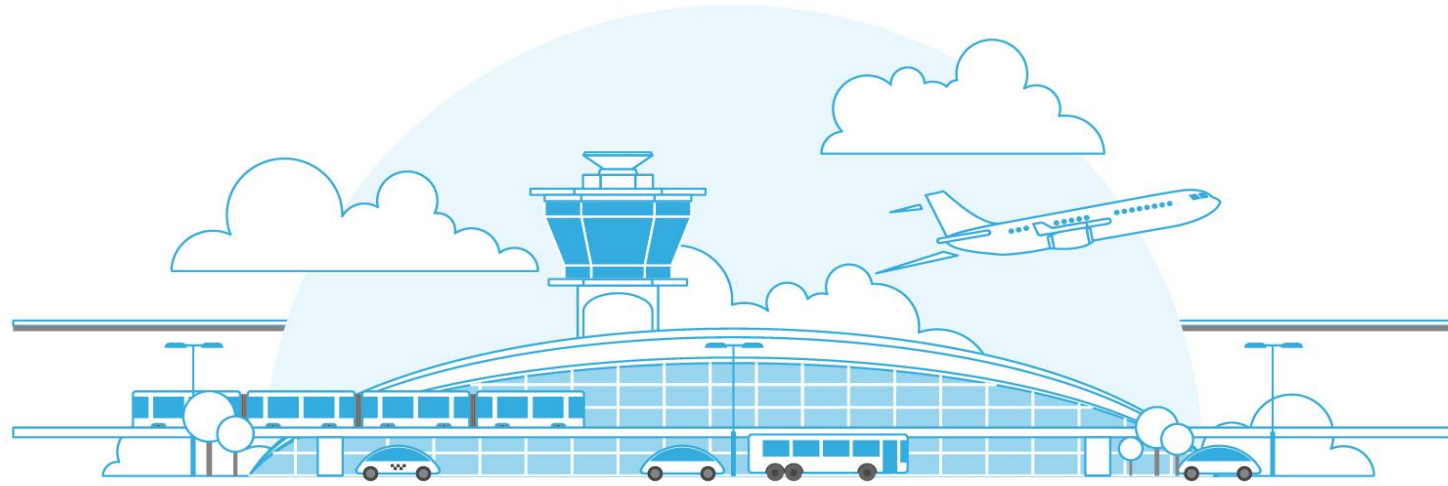
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Community Annoyance Research

- Three-year research project titled:
 - *Development of Social Acoustic Metrics for Aircraft Noise Annoyance to Facilitate the Management of Community Expectations*
- Partnership between the University of Windsor NVH-SQ Research Group and the Greater Toronto Airports Authority (GTAA)
- Equally funded by the GTAA and the Canadian Government program Mathematics of Information Technology and Complex Systems (MITACS) program

Mitacs





Thank You & Questions

