50M Passengers in 2019

6TH Most Connected Airport in the World

1 Large Airport in North America (ASQ) 2017 & 2018

2ND Busiest Airport in North America for International Travellers
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

- **External Process Audit (Every 2 Years)**
- **Neighbourhood Table (3 Each Year)**
- **Pearson Public Meetings (3 Each Year)**
- **Political Briefings (3 Each Year)**
- **Community-Proposal Review Process (2 Each Year)**
- **Community Advisory Committees & Reference Panels (Ad-Hoc)**
- **Noise Accountability Board (4 Each Year)**

Community Advisory Committees & Reference Panels (Ad-Hoc) connects to:
- Neighbourhood Table (3 Each Year)
- Pearson Public Meetings (3 Each Year)
- Political Briefings (3 Each Year)

Noise Accountability Board (4 Each Year) connects to:
- Community-Proposal Review Process (2 Each Year)
- Community Advisory Committees & Reference Panels (Ad-Hoc)
“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.”
**Better Community Engagement**

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Communication/Information Sharing
Providing new avenues for personalized information sharing
Better Community Engagement

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Pearson Connects
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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
Thank You & Questions