



**BILLY BISHOP  
TORONTO CITY  
AIRPORT**

**ANNUAL NOISE  
MANAGEMENT REPORT  
2015**

OWNED AND OPERATED BY:  
PROPRIÉTAIRE ET EXPLOITANT:

**PORTS**  
  
**TORONTO**

# MESSAGE ON OPERATIONS AND NOISE MANAGEMENT AT BILLY BISHOP TORONTO CITY AIRPORT

Operating Billy Bishop Toronto City Airport (Billy Bishop Airport) – Canada’s ninth-busiest airport – as part of Toronto’s thriving, mixed-use urban waterfront requires balance to ensure that our operations don’t overwhelm the neighbourhood and that measures are in place to mitigate the impacts associated with the airport. One such impact is that of noise generated by aircraft and airport operations, and PortsToronto works diligently to mitigate and minimize the airport’s noise in a number of important ways.

The management and operation of Billy Bishop Airport is regulated by a Tripartite Agreement that ensures, among other things, that the airport adheres to strict noise restrictions, limits total daily flight activity and follows a strict curfew on hours of flight. In fact, under the Tripartite Agreement, Billy Bishop Airport is one of the most noise restricted airports in North America, as the airport must operate within a Noise Exposure Forecast (NEF) of 25. As the maximum allowable level of noise generated by our airport is so restricted, there are specific noise parameters placed on the type of aircraft that can fly to and from the airport.

PortsToronto also observes operational best practices that reduce and limit noise so as to be respectful of the community and adhere to our annual allowable noise threshold. For example, Billy Bishop Airport operates within a strictly enforced curfew that prohibits any aircraft, other than Medevac services and emergency flights, from taking off and landing between the hours of 11:00 p.m. and 6:45 a.m. Last year, PortsToronto once again worked in partnership with the airport’s air carriers to ensure absolute adherence to this curfew, resulting – for the second year in a row – in zero violations. Further, 90 per cent of commercial flights associated with Billy Bishop Airport follow flight paths over water to reduce the noise experienced by residents on land.

However, policies and programs are only part of how Billy Bishop Airport delivers on its commitment to mitigate noise. Infrastructure, most recently and significantly the July 2015 opening of

the airport’s new pedestrian tunnel, also plays a critical role in how we mitigate noise. With more than 90 per cent of the airport’s passengers now choosing to take the convenient, six-minute walk through the tunnel, surges in traffic demand previously caused by the airport’s ferry at the mainland terminal and along Eireann Quay have been significantly reduced. In fact, we have seen as much as a 75 per cent<sup>1</sup> drop in vehicles queued to leave the airport, further reducing congestion from car traffic. We have also recently installed new equipment on the airport’s main ferry to dampen engine noise, redesigned taxi and parking areas, and added new bike racks on both the island and mainland side of the airport – all in an effort to reduce our airport’s noise impact on the community.

Technology is also improving the way in which PortsToronto tracks and reports on noise, and remains accountable to the community in which we operate. We continue to offer free community access to WebTrak, an Internet-based software service that enables individuals to locate and track aircraft on their computer or tablet screen and research information on the aircraft, including the aircraft type, the destination and point of departure. To increase transparency, two PortsToronto noise receptors were incorporated into the WebTrak system, enabling WebTrak users to view noise levels near the airport transmitted on an ongoing basis. WebTrak is available via our website at: [www.portstoronto.com/Airport/Noise-Management.aspx](http://www.portstoronto.com/Airport/Noise-Management.aspx).

In 2015, Billy Bishop Airport’s Noise Management Office – which has dedicated staff in place who collect, analyze and respond to noise complaints and monitor daily operations – also purchased and implemented new technology to significantly enhance how noise complaints are tracked and documented. Vortex – a hosted, customizable tracking and logging software platform designed specifically for the needs of an airport environment – has enabled the airport’s noise office to track complaints received online, by phone or email, along with steps taken by staff to address the complaint quickly and efficiently. The airport’s noise office can then generate reports showing the statistics for noise incidents grouped by problem with multi-year comparisons or reports to identify issues and opportunities for improvement. In 2015, more than 99 per cent of the complaints received by the noise office were

<sup>1</sup> Dillon Modality Study, Fall 2015

responded to within the five-day window that we adhere to as part of our commitment to being a responsive member of the waterfront community. Noise complaint summaries are posted to the PortsToronto website monthly, as are annual noise reports like this one which compile the results for a given year.

In 2015, I am pleased to report that overall noise complaints decreased by six per cent, going from 410 complaints in 2014 to 386 complaints – this on the heels of a 20 per cent reduction in complaints the year prior. These results are largely attributable to PortsToronto's work with both the community and airport's air carriers to develop infrastructure, policies and partnerships aimed at reducing and mitigating the airport's noise impact on the surrounding community. Of particular note, last year we saw a 60 per cent reduction in complaints related to the ferry and mainland operations, which went from 67 complaints in 2014 down to 26 complaints, largely due to the installation of engine mufflers aboard our airport's ferry and improvements on vehicle movements with the opening of the Pedestrian Tunnel.

In 2016, the effort to reduce our airport's noise impact will continue as we work with the City of Toronto to construct a new Ground Run-up Enclosure that will significantly dampen noise associated with the required and regulated practice of engine testing at the airport. Construction on the acoustically and aerodynamically designed enclosure – which is only the second of its kind in Canada – is anticipated to begin in late 2016, with the enclosure being completed in early 2017.

Later this summer, PortsToronto will also be upgrading the technology used by our two Noise Monitor Terminals (NMTs) located at the Toronto Fire Services island fire hall and at the Marine Unit on Queens Quay. At the same time, we will be adding a third NMT on our Mainland Passenger Transfer Facility to better understand the impact of both our ferry and aircraft operations. These new and additional terminals will also enhance WebTrak data information.

To reduce the noise generated by car traffic, we will also continue to work to grow the already 40 per cent of passengers who use the airport shuttle, transit, walk, bike or other forms of transportation to travel to/from the airport. Already, in April 2016, we launched a new enhanced free shuttle service and will be making the shuttle even more convenient through the use of GPS tracking, enabling passengers to confirm when a shuttle bus will arrive and track its progress en route.

Billy Bishop Airport's noise mitigation program goes beyond noise dampening infrastructure, equipment and policies, and is woven into everything Billy Bishop Airport does. PortsToronto is committed to continually building upon the positive relationships we have formed with our airport partners and within the community, through initiatives like the Community Liaison Committee, to help reduce the impact of noise generated by our airport. In 2016 and beyond, our goal will be to continue to listen to concerns, be responsive and work with the community to identify and implement solutions that continue to raise the bar on our noise mitigation efforts.



**Gene Cabral**  
*Executive Vice President,  
PortsToronto and Billy Bishop Toronto City Airport*



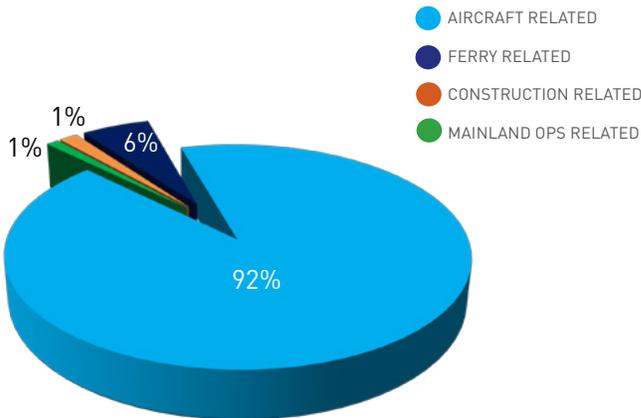


# BILLY BISHOP TORONTO CITY AIRPORT

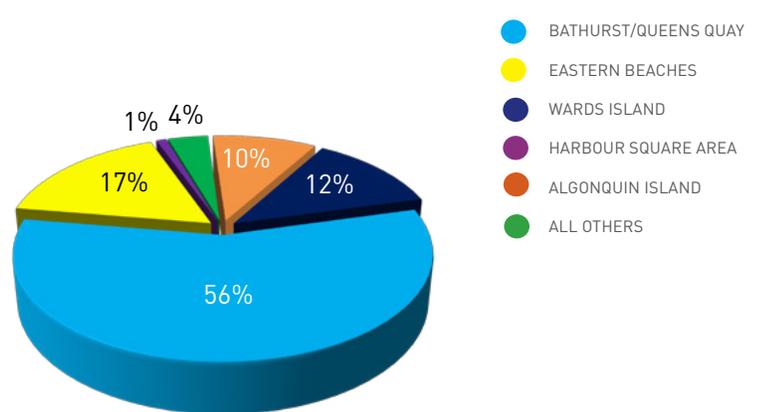
## 2015 NOISE MANAGEMENT REPORT HIGHLIGHTS

- 6% reduction in overall noise complaints—386 in 2015 vs 410 in 2014
- 60% reduction in complaints related to ferry and mainland operations due largely to the installation of engine mufflers aboard our airport's ferry and improvements on vehicle movements with the opening of the Pedestrian Tunnel
- Zero curfew violations

### COMPLAINTS BY ACTIVITY 2015



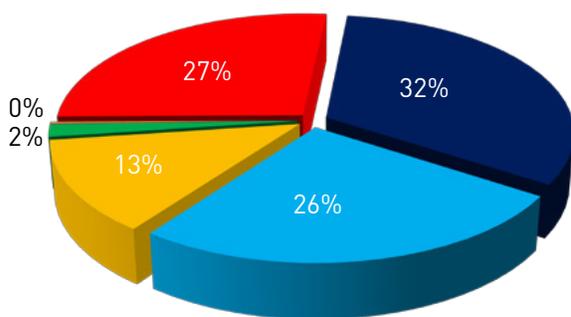
### TOP FIVE NEIGHBOURHOODS FILING COMPLAINTS 2015



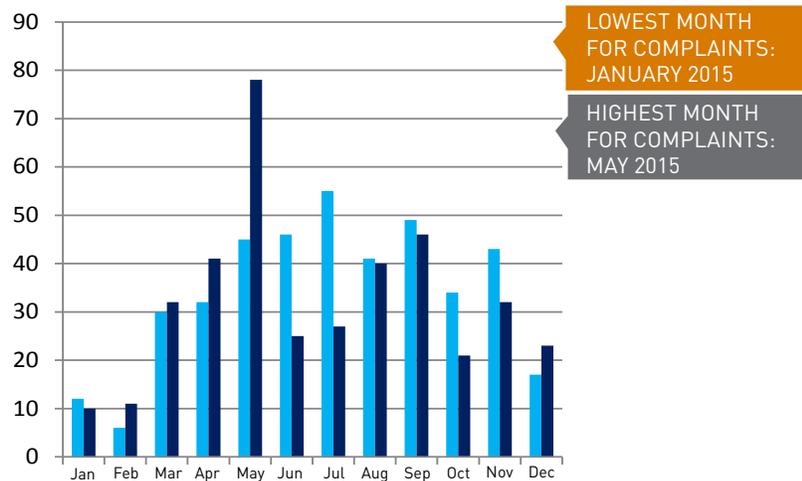
### COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE 2015

The key areas generating complaints were as follows:

- SCHEDULED- COMMERCIAL SERVICE
- MEDEVAC
- GENERAL
- UNCORRELATED
- GENERAL AVIATION
- HELICOPTERS



### MONTHLY COMPARISON OF NOISE COMPLAINTS 2014 AND 2015



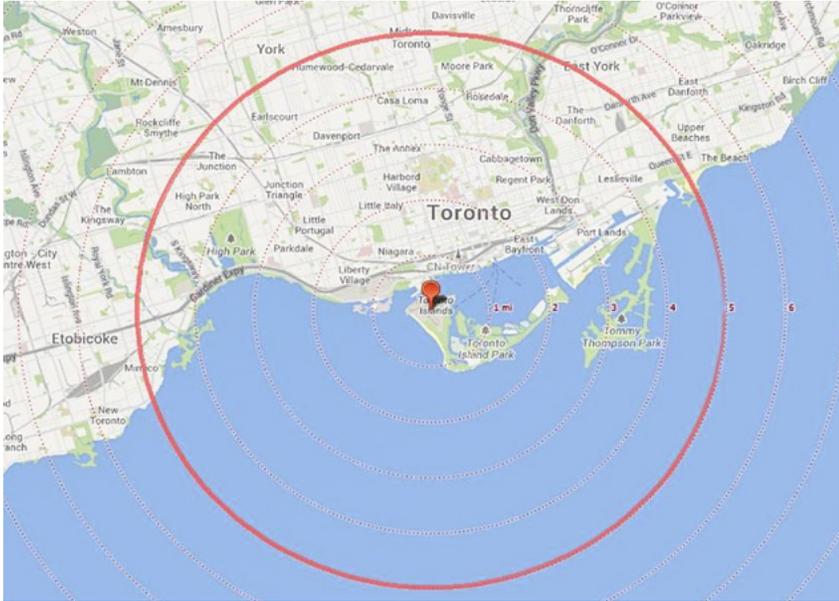
NOISE COMPLAINT TOTAL 2014 | NOISE COMPLAINT TOTAL 2015



# BILLY BISHOP TORONTO CITY AIRPORT

## 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 within a distance of five nautical miles.*
- *Complaints which are not associated with the operation of Billy Bishop Airport, within five nautical miles, are referred to Transport Canada or the related airport.*
- *Response time policy has been in place since 2011 and mandated a response time of five business days. In 2015, 99.5 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**  
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Toronto, ON  
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Canada

Noise Management Office: 416 203 8490  
Website: [www.portstoronto.com](http://www.portstoronto.com)

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