

**BILLY BISHOP  
TORONTO CITY  
AIRPORT**

# ANNUAL NOISE MANAGEMENT REPORT 2013



OWNED AND OPERATED BY :

Toronto Port Authority		Administration Portuaire de Toronto
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## MESSAGE ON OPERATIONS AND NOISE MANAGEMENT AT BBTCA

Whether from construction, transit, highways or airports, noise is part of the urban experience. On Toronto's mixed-use waterfront all of these factors are at play to varying degrees, and there is no denying that aircraft and operations at Billy Bishop Toronto City Airport (BBTCA) do create noise. The Toronto Port Authority (TPA) is aware of this fact and we are working to mitigate the effects of noise on our neighbourhood through a variety of measures.

Some of these measures come in the form of strict and enforced regulation that ensures that the noise from operations can never exceed a maximum allowable level. It's called the Noise Exposure Forecast (NEF) and while airports such as Pearson and Ottawa have an NEF of 30, BBTCA operates within an NEF of 25—the strictest in North America. This means we have to choose aircraft and organize operations in a manner that limits our noise output to adhere to our annual allowable noise threshold as specified in the *Tripartite Agreement*.

We also have a curfew in place that dictates that planes cannot take-off or land between the hours of 11:00 p.m. and 6:45 a.m. So when the neighbourhood sleeps, so does commercial aircraft flight activity at BBTCA. Commercial carriers are careful to adhere to this curfew but when violations do occur, as was the case during last winter's ice storm, significant financial penalties are enforced.

The TPA also mitigates the noise impact of BBTCA by creating infrastructure that dampens the sound of operations. Last year we built a noise barrier to reduce the noise associated with aircraft operations and we have plans to build two more such barriers before the end of 2016. We have also put measures in place and re-designed public areas to reduce the noise associated with the ferry and vehicle traffic.

But there will always be some noise associated with the airport operations so we have committed to Torontonians that we will not only manage this noise through regulation and infrastructure, we will also report on this noise so we remain accountable and demonstrate our commitment to noise management and mitigation.

BBTCA's noise management office is one of the most technologically sophisticated of its kind in North America and provides dedicated staff that registers, analyzes and responds to noise complaints and monitors daily operations to ensure compliance utilizing an Airport Noise and Operations Monitoring System (ANOMS).

The TPA is also very excited to introduce WebTrak to its suite of noise management tools. WebTrak is an Internet-based software service that the TPA has purchased for BBTCA. With the service, individuals will be able to locate and track aircraft on their computer, smartphone or tablet screen and receive information on the plane including the aircraft type, the altitude, the destination and point of departure. This will provide the general public with accurate information on the aircraft traffic above their house/business and confirm whether the aircraft is associated with BBTCA, Pearson or another airport. Though there is a cost associated with the service, the website is free to the community and can be accessed at: [www.torontoport.com/Airport/Noise-Management.aspx](http://www.torontoport.com/Airport/Noise-Management.aspx)

In addition to monthly noise reports that are prepared by our noise management office and posted to the TPA website, we also report on noise on an annual basis to provide comparative information and summaries of the year. The information detailed here reflects noise data and complaints gathered from 2013. All complaints were responded to, the vast majority of which within the five-day window that we adhere to as part of our own efforts to be an engaged and committed partner in managing noise.

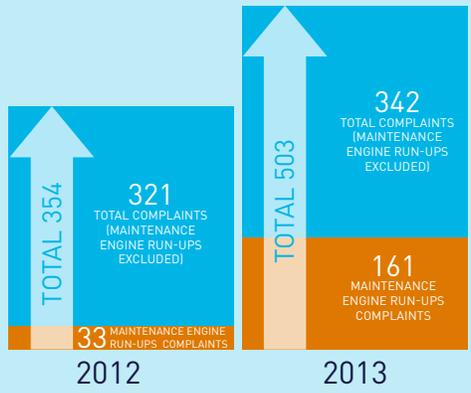
In 2013 overall noise complaints increased from 354 to 503. This increase can be attributed to maintenance engine run-up noise complaints which increased from 33 in 2012 to 161 in 2013. This highlights the importance of focusing our attention in this area and identifying solutions. We have continued to work with our main aircraft operators on compliance with approved locations for engine run-ups and time of day that we schedule this activity to minimize the impact of aircraft noise intrusion on the neighbouring community. We are also committed to completing a second noise barrier and implementing an engine maintenance and run-up noise housing area by 2016.

Over the coming months the TPA will continue to work with the community through meetings such as the Community Liaison Committee, to listen to concerns and work towards solutions that ensure that the airport continues to fit within the context of Toronto's mixed-use waterfront and that we can build on our good neighbour policy by being accountable, accessible and committed to working with the community in which we do business.

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



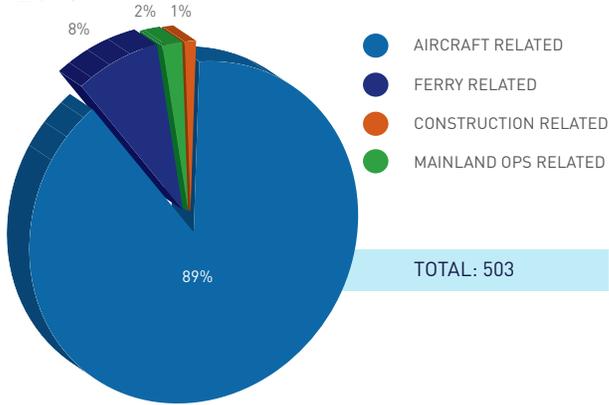
# TOTAL COMPLAINTS 2012 AND 2013



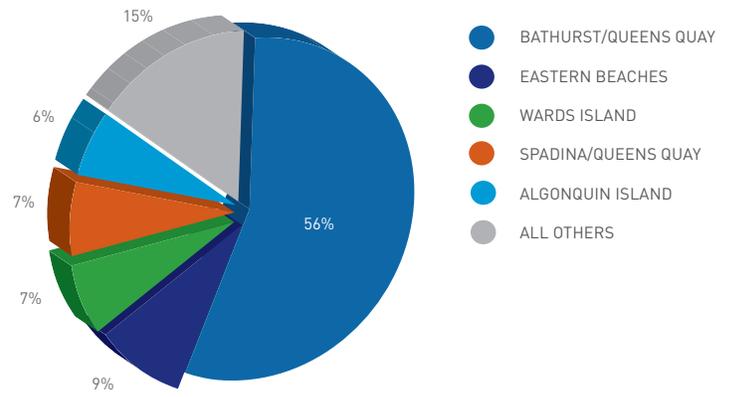
BBTCA experienced an increase in noise complaints in 2013 over 2012. The key area contributing to this increase was within the Scheduled Commercial Services Category with specific complaints associated with Maintenance Engine Run-ups.

■ TOTAL COMPLAINTS (MAINTENANCE ENGINE RUN-UPS EXCLUDED)  
■ MAINTENANCE ENGINE RUN-UPS COMPLAINTS

## COMPLAINTS BY ACTIVITY 2013



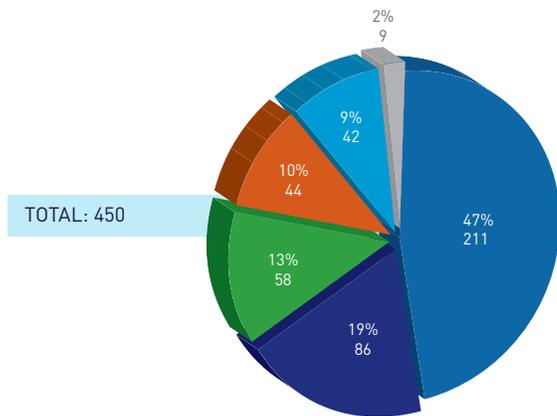
## TOP FIVE NEIGHBOURHOODS FILING COMPLAINTS 2013



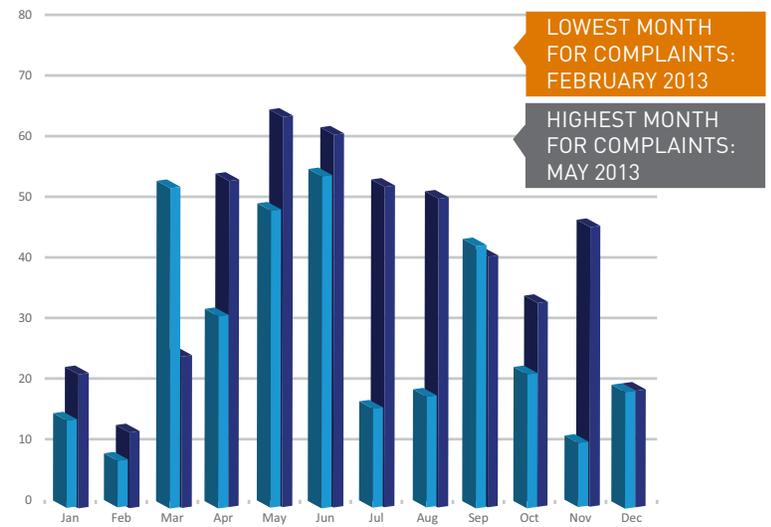
## COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE 2013

The key areas generating complaints were as follows:

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



## MONTHLY COMPARISON OF NOISE COMPLAINTS 2012 AND 2013



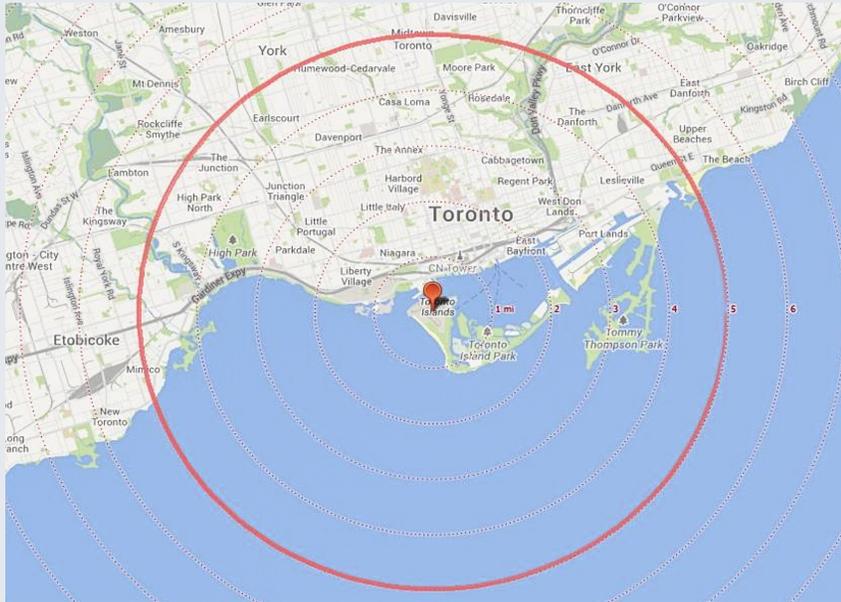
NUMBER OF COMPLAINTS 2012 | NUMBER OF COMPLAINTS 2013



# BILLY BISHOP TORONTO CITY AIRPORT

## BBTCA AREA OF RESPONSIBILITY

5 Nautical Miles for Aircraft Arriving/Departing at BBTCA



Toronto Port Authority Noise Management Policy states that:

- The TPA 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 BBTCA, 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 2013, 92% of all complaints were responded to within five business days.

## BILLY BISHOP TORONTO CITY AIRPORT

FOR FURTHER INFORMATION:

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

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

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