



June 2, 2016

Mr. John Livey
Deputy City Manager, City of Toronto
24th Floor, East Tower, City Hall
100 Queen Street West
Toronto, ON, M5H 2N2

Sent via email

Dear John,

On behalf of PortsToronto, owner and operator of Billy Bishop Toronto City Airport (Billy Bishop Airport), I would like to sincerely thank the City of Toronto for providing us with the opportunity and support to participate in the 17th annual Doors Open Toronto. This was our airport's first year participating in this event and we were thrilled to have more than 10,000 people come through our doors on the Saturday to learn more about our airport's many areas of operation, initiatives and partners.

Through Doors Open Toronto, we showcased Billy Bishop Airport's rich history of providing travellers with a convenient, customer-oriented international gateway to the world. Visitors were, of course, taken through our award-winning, underwater pedestrian tunnel, as well as mainland pavilion and island atrium. However, overwhelmingly positive feedback from our visitors would indicate that it was in fact the behind-the-scenes access that was the real attraction, including our airport's fire hall and maintenance facility, which provided the opportunity for kids of all ages to explore our state-of-the-art safety vehicles; a staging area from which to view the airport's runway operations and aircraft up close; the Ornge hangar, which featured life-saving helicopters, EMS vehicles and life-saving demonstrations; and the opportunity to meet Juliet, Bullet and the other falcons and hawks that play a role in the airport's wildlife management program. Our event also garnered significant and positive social and media coverage, topping the *Globe & Mail's* Doors Open Toronto top-five list of new destinations to visit and being featured as part of *blogTO's* must-see-buildings list, among many other stories.

We were very proud to participate in the City's Doors Open Toronto event and have the opportunity to welcome Torontonians to our airport and engage with them on a personal basis. We, along with our airport tenants and partners, look forward to welcoming the community to our airport once again in 2017 to showcase what we do and why our airport is an important part of what makes Toronto a world-class city.

We have prepared a summary of some of the highlights of the day including pictures, tweets and guest feedback which we hope you will review.

Sincerely,

A handwritten signature in blue ink, appearing to read "GA Wilson".

Geoffrey A. Wilson
Chief Executive Officer

60 Harbour Street, Toronto, Ontario, Canada M5J 1B7
Tel/Tél: 416.863.2000 | PortsToronto.com

PortsToronto owns and operates | PortsToronto possède et exploite :

BILLY BISHOP TORONTO CITY AIRPORT	AÉROPORT BILLY BISHOP DE TORONTO	PORT OF TORONTO	PORT DE TORONTO	OUTER HARBOUR MARINA	MARINA DE L'AVANT-PORT
---	--	--------------------	--------------------	----------------------------	---------------------------

Canada

BILLY BISHOP TORONTO CITY AIRPORT

 GREAT GULF
**DOORS
OPEN**



DOORS OPEN TORONTO— MAY 28, 2016

On May 28, Billy Bishop Toronto City Airport welcomed more than 10,000 visitors through its doors to tour the airport as part of Doors Open Toronto, presented by Great Gulf. This marked the first year that Billy Bishop Airport participated in the city-wide event showcasing Toronto's buildings, heritage, culture and architecture.

With the Doors Open Toronto theme of "Re-used, Re-visited and Revised," Billy Bishop Airport guests stepped behind-the-scenes to access the airport's state-of-the-art facilities and had the opportunity to learn more about its rich history of providing travellers with a convenient, customer-oriented international gateway to the world. Visitors explored and enjoyed:

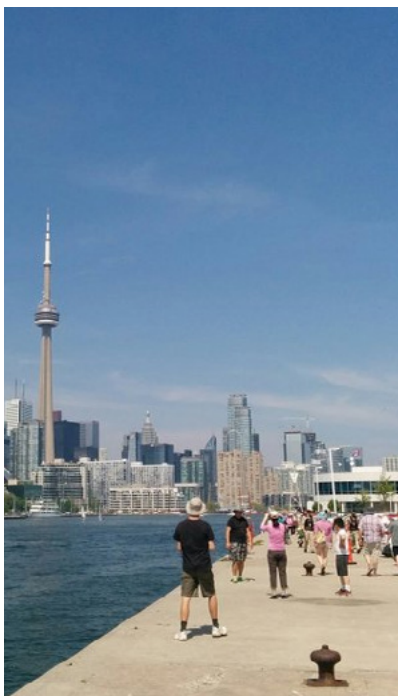
- Billy Bishop Airport's award-winning, underwater pedestrian tunnel as well as the mainland pavilion and island atrium;
- the airport's fire hall and maintenance facility, which included the opportunity for kids of all ages to explore the airport's state-of-the-art safety vehicles;
- Orange aircraft and their facilities that provide Medevac emergency services;
- a historic photography exhibit in the island atrium depicting images of the airport;
- three falcons who play a role in the airport's wildlife management program.





MEDIA COVERAGE

Billy Bishop Airport's participation in Doors Open Toronto garnered significant media coverage, notably topping the Globe & Mail's top-five list of new destinations, a feature on blogTO's top buildings to see list, as well as positive stories in Metroland's Inside Toronto, CBC Toronto online, Sing Tao Daily, snap'd, CP24, Fairchild Television and CTV Toronto and City Toronto's Saturday evening broadcasts.





Chad Thomas

@ChadThomas_TO

@JohnTory @Doors_OpenTO @BBishopAirport The airport was the best I've seen in all the years of amazing spaces. Much effort, awesome people.

9:14pm - 29 May 2016 - Twitter for Android

Toronto, Ontario, Canada



Thank you!

- Billy Bishop Airport

GREAT GULF

DOORS OPEN

BILLY BISHOP
TORONTO CITY
AIRPORT



@BBishopAirport
#itsmyairport #DOT16



EVENT COMMENTS

We welcomed over 10,000 visitors to the airport on Saturday and social media was a buzz before, after and during the event!

Billy Bishop Airport @BBishopAirport · May 27
Haven't visited the new @BBishopAirport pedestrian tunnel yet? Stop by for #DOT16 on May 28 bit.ly/27IZTeW



Chad Thomas
@ChadThomas_TO

@BBishopAirport Very well done for #dot16 today. Thank you.

5:33pm · 28 May 2016 · Twitter for Android
Toronto, Ontario, Canada

Patrick Morrell
@PatMorrell_CBG
Beautiful day for #dot16 @BBishopAirport. Not sure who had more fun. Me. Or her. #itsmyairport pic.twitter.com/EVWF4i6Hww

Hillary Marshall
@HillaryMarshall
@debwilson18 @BBishopAirport I'll see your airport bird and raise you a working dog!! pic.twitter.com/eYTKMOnzqj

Michael Balderson
@MichaelBalderso

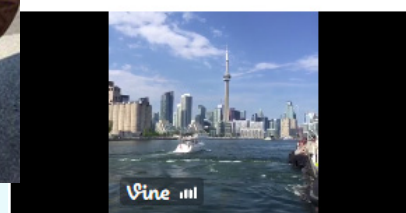
@BBishopAirport newest fire fighter. #dot16 #thisismyairport @porterairlines pic.twitter.com/2yYqd8dXTb

Megan O'Neil
@Morrigan1986
Enjoying #DOT16 @BBishopAirport . So awesome to watch the planes take off and land #itsmyairport

aneel
@anilparmar
Exploring @BBishopAirport on a gorgeous day @Doors_OpenTO #dot16 vine.co/v/iVa6IO9ZL2U

Really enjoyed checking out more of @BBishopAirport. Fire & maintenance equipment, @Ornge, & the beautiful views. pic.twitter.com/rLhOKFKHjx

Dwi Kemaladewi
@DwiKemaladewi
The city and its dwellers.. Thx @BBishopAirport @Doors_OpenTO oh and those cookies are amazing! #DOT16 #YTZ pic.twitter.com/5Kaw9



4:38pm · 28 May 2016 · Vine - Make a Scene



From: Mike Gourlay <chops49@rogers.com>
Date: May 31, 2016 at 7:33:42 AM EDT
To: <Communications@porttoronto.com>
Subject: doors open
Reply-To: Mike Gourlay <chops49@rogers.com>

What a great opportunity to explore the airport last weekend. I am so glad Ports Toronto participated and hope your involvement in doors open continues next year. Everywhere I went the volunteers were well informed, helpful and above all had excellent customer service skills. Thank you volunteers for making my experience outstanding.

Having access to the behind the scenes activities was amazing. I was truly impressed with the staff as they told us about their equipment and jobs. Unless one was going to need the ORNGE one would never get to see the inside of the helicopter. Better to see it up close than on TV. The monster emergency equipment was a highlight. Each and every firefighter or equipment operator were friendly, willing to answer questions over and over. They were patient, direct and spoke to the person asking the question. Simple answers for kids and answers suited to adults. I was especially impressed with Curtis. His bubbly personality and his enthusiasm for his job was quite remarkable. When he did his displays he was like a big kid showing off his new fire engine on Christmas Day to his friends. Kudos. Kudos. The gentleman on the sweeper kept an ever watchful eye has kids of all ages climbed aboard the sweeper. He watched carefully and offered guidance and appropriate amounts of assistance to those climbing aboard. Kudos.

I have been sharing my experience with friends. All were envious of my adventure and all eagerly looking forward to next year. It is probably very costly to staff the equipment for tours but is it possible to have more tours perhaps on the holiday weekends. I would be willing to pay a nominal fee to offset the costs. Perhaps an idea to consider.

Kudos to Ports Toronto, the volunteers, Curtis and the sweeper operator.

Mike Gourlay
chops49@rogers.com

Email: brenda.banks@rbc.com

Response Requested: Email

Feedback Type: Comment

Category: Other

Comment: Doors Open Toronto - Thank you so much for opening up the airport to the public this Saturday. We really enjoyed all the displays, volunteers, demonstrations and access to the tarmac. Your staff/volunteers were really friendly and answered all our questions. The fire pump demo was amazing!!! Hope you do this next year. Thanks, Brenda & family.

Email: onthethejob@sympatico.ca

Response Requested: Email

Feedback Type: Comment

Category: Other

Comment: Re: Doors Open, I was lucky enough to be prodded by a friend to attend on the day (Sat May 28th) and thank god I attended. It was an unreal event and all of your fire staff were most welcoming, friendly, answered 'every' question posed to them (from loads of people) and gave fantastic, detailed tour-guided, detailed descriptions of the trucks and equipment on them. And "Curtis" driving the big snorkle truck out to do displays was wonderful! It made for a fantastic day/visit to the entire airport. You guys were so friendly and proud of your stuff and showing it off, it made for a fantastic day. I REALLY hope you participate again in future years. It was a fantastic experience to put it mildly. You guys did an exceptional job on the day. Koodo's too you all :-)

Mark