



- Date:** February 23, 2011
- Location:** GTAA Administration Building, Pearson Boardrooms A & B
- Chair:** Toby Lennox
- Attendees:** Dino Basso, Region of York  
Damian Albanese, Region of Peel  
Chris Fonseca, Councillor, City of Mississauga  
Kim Edgar (Alternate for Councillor Mark Grimes, City of Toronto)  
Patrick O'Brien, City of Brampton Resident  
Rick Cockfield, Region of Halton  
Bill Clark, Brampton Board of Trade  
Justin Hane (Alternate for Councillor Vincent Crisanti, City of Toronto)  
Suresh Thakrar, City of Mississauga  
Heather Craig-Peddie, ACTA Ontario
- Regrets:** Vicky Dhillon, Councillor, City of Brampton  
David Purkis, City of Toronto Resident
- Resource Members:** Susan Amring, City of Mississauga  
Paul Steckham, Ministry of Transportation  
Henry Turner, Ministry of Tourism  
Sam Ghobrial, NAV Canada  
Russ Cruickshank, GTAA  
Kim Stefanazzi, GTAA
- Resource Members Absent:** Rob Bergevin, Transport Canada  
Don Eastwood, City of Brampton  
Pamela Laite, Tourism Toronto  
Randy McLean, City of Toronto
- Next meeting:** April 20, 2011

Item	Details
<b>1.0</b>	<b>PRELIMINARY ITEMS – Toby Lennox</b>
1.1	Welcome and Roll Call Meeting began at 4:05 p.m.  T. Lennox called the meeting to order, and R. Cruickshank conducted the roll call.

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1.2	<p>Approval of Agenda D. Albanese approved Agenda, P. O'Brien seconded it.</p>
1.3	<p>Review and Approval of September 1, 2010 Minutes. C. Fonseca approved the Minutes, D. Basso seconded it.</p>
1.4	<p>T. Lennox welcomed all new members to the consultative committee.</p> <p>At the last Consultative Committee meeting a work plan for 2011 was drafted, and two of the items were covered at this meeting, which includes Measuring our Success, and Responsibilities of Toronto Pearson.</p> <p>Matters Arising from Previous Minutes (Action Items)</p> <p><b><u>December 1, 2010</u></b></p> <p>R. Cockfield requested that the committee reframe the line in the Terms of Reference from "Municipal Concerns" to "Partnership Opportunities." The Terms of Reference will be reviewed in 2011.</p> <p>D. Basso requested Terms of Reference be targeted to municipal concerns. T. Lennox recommended visiting York and Halton Region with a Nexus presentation.</p> <p><b><u>June 2, 2010</u></b></p> <p><b><u>T. Lennox inquired if members were interested in participating in an Environmental Airside Tour of Toronto Pearson.</u></b></p> <p>The GTAA will be providing a tour in the future for interested members, which will include a tour of the stormwater and deicing facilities. (Since there will be new members joining the committee this is deferred until spring 2011.)</p>
<b>2.0</b>	<b>Regular Items</b>
2.1	<p>The Consultative Committee Update was attached to the agenda.</p> <p>Air traffic remains very strong at Toronto Pearson. Overall traffic in 2010 was just below Toronto Pearson's peak in 2008. January 2010 was the busiest January ever. Transborder traffic continues to grow which is feeding connecting traffic. Traffic to Asia is growing and Air Canada has had a 22% increase in traffic over the Pacific. The GTAA's CEO Lloyd McCoomb is retiring. The announcement was made a year early to allow time for a full search for his replacement, and a transition period.</p> <p>B. Clark inquired if there were any updates on the United Arab Emirates.</p> <p>T. Lennox noted that currently Toronto Pearson has six days a week service between</p>

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	<p>Canada and UAE, which is sufficient to accommodate current market demand.</p> <p>C. Fonseca inquired if Mr. Lennox could comment on security at GTAA and how it ties in with the strategic plan.</p> <p>T. Lennox responded that this topic will be covered in the Responsibilities of Toronto Pearson presentation.</p>

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### 3.0 Discussion Items

#### 3.1 Measuring our Success

T. Lennox stated that this presentation, will be discussing Airport Service Quality, Arriving Passenger Surveying and Service Level Monitoring.

Airport Service Quality is a voluntary program that 121 airports of varying sizes participate in from all parts of the world. The airports that participate are allowed to view the data and compare their rating to other airports, but this data is not allowed to be shown to the public. It is a standard way of measuring passenger satisfaction, and it is done on a quarterly basis. The passengers are randomly selected for the survey.

Comparing airports should be done with caution. Large airports have different experiences than smaller airports. There are regional and cultural differences. An airport located Korea may have very high standards while other airports are far more accommodating. "Origin and Destination" airports and Hub airports are also very different. Hub airports tend to be busier and can be a little more difficult to transit through.

The survey asks passengers how the airport is doing in various categories on a scale of 1 to 5. It gives an overall rating, and also breaks it down into categories. For example internet access (Wi-Fi): Toronto Pearson was rated very low, but has recently made Wi-Fi free, so that score should improve.

Surveying passengers when they are arriving is more difficult because they are in more of a hurry. Passengers are surveyed in several categories including cleanliness, pricing, services, etc. Also specific on arrival processes are federal inspection services (CBSA), queue times and attitudes, and baggage delivery wait times.

The GTAA has instituted a Service Level Agreement program with contractors and specific tenants (for example wheel chair service). The GTAA will monitor the number of wheelchairs at the gate, the number of available wheelchairs, and number of

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	<p>available staff. There will be monetary rewards or penalties based service level. Protocols will exist with non-monetary penalties where agencies such as CBSA or CATSA are concerned. The GTAA is also going to be looking at mystery shopper programs, and have groups that are monitoring the performance of our tenants. The GTAA is going to be monitoring wait times at CATSA and CBP so passengers can be notified on their mobile device how long they can expect their wait time will be.</p> <p>K. Edgar inquired who administers the ASQ survey. T. Lennox stated The Airports Council International (ACI) is responsible for administering the survey.</p> <p>D. Basso inquired why information from the survey on other airports can't be shared with the public. T. Lennox responded that airports that score very low would not want to participate in the survey.</p> <p>B. Clark inquired if these airports will take this information and try to make improvements. T. Lennox agreed and said it's the only standard comparative survey between all airports. There are a few other airport surveys out there by Skytrax and J.D. Powers but companies must pay to participate in these surveys.</p> <p>D. Albanese inquired if the survey captures the view of the passenger getting to the airport via transit etc.</p> <p>T. Lennox responded in the negative. Mr. Lennox stated however, that every two years the GTAA does public opinion surveys, which are presented to this committee. There are 65,000 vehicle trips to the airport a day, and only 1% of that is done by public transit. The GTAA is a big proponent of public transit and the air rail link will make a significant difference.</p>

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### 3.2 Responsibilities at Toronto Pearson

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T. Lennox stated that Toronto Pearson has many different parties who work in together to deliver the customer experience. The GTAA have 1,100 employees, but there are 42,000 employees that work at Toronto Pearson.

R. Cruickshank noted the GTAA share responsibilities with Nav Canada, Transport Canada, Canada Border Services Agency (CBSA), United States customs & Border Protection (CBP), Canadian Air Transport Security Authority, Airlines, Handlers and FBO's.

The GTAA is responsible for planning, development and maintenance of buildings and structures which includes runways, aprons, taxiways including lighting and the

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	<p>terminal buildings. There is advance planning/scheduling (utilization of facilities). It is responsible for the operations, assignment of gates check in counters, baggage belts (inbound) baggage sortation laterals (outbound), control of flight information on FIDS and its website, and movement of aircraft on apron areas.</p>
	<p>T. Lennox commented that if one measured the tarmac at Toronto Pearson, it would equal the distance from here to Sault Ste Marie. Toronto Pearson also has enough fibre optic cable to reach Vancouver.</p>
	<p>R. Cruickshank stated that the GTAA is also responsible for environmental management, the levying of fees and charges for airport use, and for aeronautical, and non-aeronautical fees and charges. The advance planning of airport and aviation facilities, managing and addressing noise complaints within 10 nautical miles of the airport is also under the GTAA's jurisdiction.</p>
	<p>H. Craig-Peddie inquired if the GTAA charges the federal government for managing the noise complaints on their behalf.</p>
	<p>T. Lennox responded in the negative. Mr. Lennox stated the GTAA manage the airport, and the scheduling, and it is the GTAA's responsibility to manage the noise complaints. Toronto Pearson has an impact on the community and it must try and manage it.</p>
	<p>R. Cruickshank stated that Nav Canada is responsible for all of Canada's airspace, and controls air traffic across the country, and are very concerned about safety and efficiency. S. Ghobrial advised that Nav Canada has 6,000 employees across Canada.</p>
	<p>R. Cruickshank noted that Nav Canada has an air traffic control centre on site at Toronto Pearson, which controls air traffic in the Toronto FIR over the entire province.</p>
	<p>P. O'Brien inquired at what distance radar picks up an aircraft flying into Toronto.</p>
	<p>S. Ghobrial responded that Nav Canada has several radar sites and can detect aircraft within 150 – 200 miles. There are radar sites in Ottawa, Toronto, Hamilton, London, North Bay, Sault Ste Marie and Hearst.</p>
	<p>R. Cruickshank noted that Nav Canada is also dealing with overflights that aren't just flying into Toronto Pearson, Billy Bishop Toronto City Airport, or Hamilton Airport. There are aircraft flying from U.S. cities to Europe overflying Ontario. The control tower is located in the centre of the airfield and can see all five runways, all taxiways, a lot of the apron space. Those controllers clear aircraft to land, takeoff, and taxi.</p>

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Transport Canada is the overall regulatory authority for all aspects of aviation in Canada. They are responsible for policy development for Canadian aviation, and are the landlord of all National Airports System (NAS) airports in Canada. Transport Canada sets safety and security standards for airports, including audit, inspection and enforcement capability. They enforce violations of aviation safety requirements, including noise violations.

Canada Border Services Agency provides inspection as an entry point into Canada for people and goods (including cargo). CBSA is responsible for customs, immigration, health, collection duties and enforcement of laws. The GTAA is obligated to provide facilities to CBSA standards at no cost to the agency. They are located in terminals, airside and at cargo. Customs and Border Protection operates the largest U.S. CBP facility outside the U.S. CBP handles inspections at passenger entry points into U.S. They enforce customs, immigration and health laws as they pertain to U.S. destined passengers. The GTAA is obligated to provide facilities to CBP standards at no cost to the agency. CBP assists in day- of-operations planning and long range planning.

B. Clarke inquired if there are any other airports that have this pre-clearance facility.

R. Cruickshank responded that Montreal, Edmonton, Vancouver, Calgary, Halifax, Winnipeg and Ottawa all have U.S. preclearance facilities. Internationally, Dublin, Shannon and some of the Caribbean islands as well.

T. Lennox noted this is extremely important to the strategic objective at Toronto Pearson. Preclearance allows passengers to arrive in the U.S. as domestic passengers. If Toronto Pearson did not have preclearance, passengers would have to go through New York and Chicago or other U.S. hub airports. CBP is understaffed, and is not getting appropriations for more staff. P. Steckham inquired if the GTAA negotiates with U.S. Customs.

T. Lennox responded that the GTAA does. Mr. Lennox has attended meetings in Washington quite often. Some of the data the GTAA has been trying to obtain relates to the nature of two way trade between Ontario and specific destinations in the U.S. The GTAA can then identify the trade and notify congressman and say if they are aware that that the reason there are 155,000 jobs in Wisconsin that trade with Ontario is because there is preclearance in Toronto.

J. Hane inquired how many passengers per CBP agent go through other Canadian airports. T. Lennox responded that we do not receive that information.

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J. Hane inquired if it was possible to create financial incentives to pick up part of the tab if you had that information. T. Lennox stated there would then become an issue of airport bidding. An effective way to expedite passengers through CPB is with the Nexus card and through new technology.

R. Cruickshank noted that Canadian Air Transport Security Authority (CATSA) is responsible for pre-board screening, hold-baggage screening and non-passenger screening. They are responsible for the Restricted Area Identity Cards and work with Transport Canada and the GTAA to authorize issuance.

The GTAA is responsible for monitoring and enforcement of the primary security line, and the security of the entire airfield. The GTAA are responsible for access control at primary security lines, validation of security clearances via Ottawa, the issuing of passes and permits and the control of issued passes. The GTAA's security team also gets involved with labour disputes (assisting as requested) security planning and design.

T. Lennox noted that after the incident on December 25, 2009, there has been a shift in the perspective on how security is done at an airport. Airports are playing an incredible role in both security planning and design.

R. Cruickshank stated that the GTAA has contracted Peel Regional Police as the police force of criminal jurisdiction at Toronto Pearson and they are responsible for response to pre-board screening alarms, and provide other services under contract with GTAA.

The RCMP provides investigation and enforcement of Federal jurisdiction, special focus on importation of drugs, terrorism and organized crime. Transport Canada and CSIS are responsible for intelligence on threats to civil aviation.

Transport Canada establishes security requirements and threat assessments.

R. Cockfield inquired who handles all hazard response at Toronto Pearson.

T. Lennox responded that the GTAA will act as the primary response, and has Hazmat teams, but it depends on what is found. If it's radio-active material, it can be more complicated. The GTAA also provides first medical response with back-up ambulance service called in.

R. Cruickshank stated that airlines operate aircraft and provide handling services for

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	<p>aircraft operators. They are responsible for the check-in of passengers, baggage, loading of passengers, baggage and cargo. The airlines' service the aircraft (via suppliers), unload the baggage and deliver the passengers. Locally-based carriers usually have pilots and flight attendants based in the GTHA in addition to other staff.</p> <p>P. O'Brien asked where the GTAA's IT Centre is located.</p> <p>T. Lennox responded that the airport central communication centre is located in the basement of the GTAA Administration building. The servers are located in several locations on the airport property. The control centre is being moved to the main terminal building, centralizing GTAA's maintenance dispatch, operations control and IT in one large facility by next year.</p>
4.	<p><b>Members Update</b></p> <p>D. Basso mentioned that there have been several discussions at Consultative meetings on economic development and connections with companies in the U.S. After the last CC meeting Mr. Basso spoke to York Region's Economic Development Officer who is attending a meeting with his local municipal counterparts and will introduce the topic. Vaughan, which is the closest to the airport, would probably be the most interested. There is a meeting in the fall, and Mr. Basso suggested the GTAA attend this session.</p> <p>T. Lennox agreed to attend.</p> <p>R. Cruickshank asked that if members are interested in participating on a tour, the contact is Kim Stefanazzi.</p>
5.	<p><b>Public Comments</b></p> <p>There were no members of the public in attendance.</p>
6.	<p><b>Adjournment</b></p> <p>The meeting was adjourned. The next CC meeting is scheduled for <b>Wednesday, April 20, 2011</b> at 3111 Convair Drive, Pearson Rooms A &amp; B.</p>

Minutes prepared by Kim Stefanazzi, (416) 776-3941, kim.stefanazzi@GTAA.com. Any errors or omissions in these minutes should be forwarded to the author immediately.