

Authority (GTAA) through its online noise complaint form at <https://complaints-ca.emsbk.com/gta6>.

For your reference, there is a publicly available online tool called WebTrak, which provides a near real-time view of the airspace above the Greater Toronto Area. It can be used to identify aircraft and their altitude, and to help you file a noise complaint directly from the platform. To access WebTrak, please visit <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint#webtrak>.

Again, thank you for writing and sharing your concerns.

Yours sincerely,



Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

From: [Waljee, Imi](#)
To: [Cruz, Daniel](#)
Subject: RE: Noise Complaint - Toronto Pearson International Airport's Air Traffic (CCM# 505046)
Date: Wednesday, November 10, 2021 1:55:01 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Daniel,

Approved.

Regards,

Imtiazali (Imi) Waljee
 (he, him, il)

Regional Director Civil Aviation – Ontario Region
 Transport Canada / Government of Canada
imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario
 Transports Canada / Gouvernement du Canada
imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

*My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.

*Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.

From: Cruz, Daniel
Sent: Wednesday, November 10, 2021 1:52 PM
To: Waljee, Imi <imi.waljee@tc.gc.ca>
Subject: FW: Noise Complaint - Toronto Pearson International Airport's Air Traffic (CCM# 505046)

Hi Imi,

With JP's feedback, I have incorporated the input from Legal. See updated response below for your approval. Paragraphs with the changes are highlighted:

Dear 19 (1)

Thank you for your correspondence of October 6, 2021 regarding the aircraft noise from flights originating from the Pearson International Airport.

I regret to hear that you are experiencing higher than usual volume of aircraft over your

residence. Please note, however, that Transport Canada is the safety regulator for aviation in Canada and the department does not approve changes to flight path routings. Your questions regarding flight paths should be directed to NAV CANADA at: service@navcanada.ca.

For your reference, Transport Canada regulates the safety of the civil aviation system through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs), which are available to the public at <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

Transport Canada does not have any regulatory restrictions or limitations on the time of day, volume, frequency, or type of aircraft that can utilize the airspace in your area.

Transport Canada's priority is to ensure the associated aircraft are flying at the appropriate heights and distances and are operating according to the relevant rules and regulations.

Aircraft noise is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department recommends that you contact the air operator or airport authority directly and share your concerns.

For your reference, there is a publicly available online tool called WebTrak. WebTrak provides a near real-time view of the airspace above the Greater Toronto Area. It can be used to identify aircraft, its altitude, and to help you file a noise complaint directly from the platform. To access WebTrak, please visit <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint#webtrak>.

Again, thank you for writing and sharing your concerns.

Yours sincerely,

DANIEL CRUZ

A/Regional Manager, Issues Management
Transport Canada / Government of Canada

daniel.cruz@tc.gc.ca / Tel.: 416-706-2318 / TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux
Transports Canada / Gouvernement du Canada
daniel.cruz@tc.gc.ca / Tél.: 416-706-2318 / ATS : 1-888-675-6863

From: Cruz, Daniel

Sent: Wednesday, November 10, 2021 1:40 PM

To: Cote, Jean-Pierre <jean-pierre.cote@tc.gc.ca>

Subject: RE: Noise Complaint - Toronto Pearson International Airport's Air Traffic (CCM# 505046)

Thanks for your input! I'll amend the section regarding design standards and refer to NAV CANADA accordingly.

On the curfews in effect for GTAA, the initial wording was more to say that TC did not have regulatory restrictions within the CARs on this. If the airport authority has any noise abatement procedures, for example, pilots would be expected to adhere to those.

Thanks again!

Regards,
DANIEL CRUZ

A/Regional Manager, Issues Management
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A/Gestionnaire régional, Gestion d'enjeux
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daniel.cruz@tc.gc.ca / Tél.: 416-706-2318 / ATS : 1-888-675-6863

From: Cote, Jean-Pierre

Sent: Wednesday, November 10, 2021 9:34 AM

To: Cruz, Daniel <Daniel.Cruz@tc.gc.ca>

Subject: RE: Noise Complaint - Toronto Pearson International Airport's Air Traffic (CCM# 505046)

UNCLASSIFIED / NON CLASSIFIÉ

Daniel,

ANS Ops does not have any impact on flight path's design standards. Designers use approved standards and ANS Ops conducts the oversight of Aeronautical Information Products (AIS). I recommend you refer the case to NAV CANADA and TC Region.

In your letter you say:

There are no regulatory restrictions or limitations on the time of day, volume, frequency, or type of aircraft that can utilize the airspace in your area. Transport Canada's priority is to ensure associated aircraft are flying at the appropriate heights

and distances, and are operating according to the relevant rules and regulations

I would be careful saying that as you should consult the region and airport authorities concerning curfews in effect for GTAA.

Regards,

JP

Jean-Pierre Côté
Chief Air Navigation Services Operations
National Operations
Civil Aviation

Transport Canada / Government of Canada
jean-pierre.cote@tc.gc.ca Tel : 613-991-9962 / Cel: 613-220-8103

Chef, Opérations des services de la navigation aérienne
Transports Canada / Gouvernement du Canada
jean-pierre.cote@tc.gc.ca Tél. : 613-991-9962 / Tél. cell. : 613-220-8103

From: Cruz, Daniel
Sent: Tuesday, November 09, 2021 9:18 AM
To: Cote, Jean-Pierre <jean-pierre.cote@tc.gc.ca>
Subject: FW: Noise Complaint - Toronto Pearson International Airport's Air Traffic (CCM# 505046)

Good morning Jean-Pierre,

RDGO has provided the attached comments on a ministerial response draft we sent up. I do have one concern regarding their suggestions to the flight path routing design comment. I understand that we do have an impact on a flight path's design standards. Could you clarify on TC's role and whether or not the line is accurate?

Thanks in advance.

Regards,
DANIEL CRUZ

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From: Holmes, Jennifer

Sent: Monday, November 08, 2021 8:31 AM

To: Cruz, Daniel <Daniel.Cruz@tc.gc.ca>

Subject: FW: Noise Complaint - Toronto Pearson International Airport's Air Traffic (CCM# 505046)

Hi Daniel, please run these suggestions by Imi and let me know if there are any concerns.

Thanks,

Jen

From: Lahaie, Josee

Sent: Friday, November 05, 2021 5:33 PM

To: Holmes, Jennifer <jennifer.holmes@tc.gc.ca>

Cc: Awan, Farhat <farhat.awan@tc.gc.ca>

Subject: Noise Complaint - Toronto Pearson International Airport's Air Traffic (CCM# 505046)

Hi Jennifer,

Please find attached comments from Legal. If you agree with the proposed changes, I can apply the changes in RDIMS, or your group can if preferred. Will then proceed with obtaining approval on the final version from our Executive Director and then route back to PX.

Thank you,

Josée Lahaie

Executive Assistant, Legal Services
Transport Canada / Government of Canada
josee.lahaie@tc.gc.ca / Tel: 613-862-8480

Adjointe exécutive, Services juridiques
Transports Canada / Gouvernement du Canada
josee.lahaie@tc.gc.ca / Tél. : 613-862-8480

From: [19 (1)]
To: [ONT Aviation Services / Services aviation ONT \(TC\)](#)
Subject: The new flight path for Pearson international.
Date: Tuesday, November 30, 2021 10:07:10 AM

[19 (1)]

Nov 30, 2021

Hi there,

This email is from [19 (1)] (an Ontario Resident). I am writing about the new flight path to and from Pearson over Vaughan and how I oppose this new flight path for Vaughan. Vaughan already has noise pollution from the 400 and the railways which are already impacting residents. This change in flight path is going to further impact Vaughan residents which is not fair. So, please change this decision now before it is too late and please have someone to contact me.

Thank you.

Yours truly,

[19 (1)]

**Request to Amend the Published Noise Operating Restrictions at the
Toronto-Lester B. Pearson International Airport (CYYZ) –
Amended Preferential Runway System**

AC 302-002 Process Review Checklist - Conducted - April 8, 2022

Process Criteria	Yes	No	Reference from Document/TC comment
1. The noise issue is clearly identified by the proponent. Supporting documentation shall consider (where applicable) but not limited to the following, where applicable:			
a. Description of the problem;	X		PDF Page 4 – Step One (a.)
b. Proposed solution (including exceptions);	X		PDF Page 4/5 – Step One (b.)
c. Alternatives (such as alternative procedures or land uses in the community);	X		PDF Page 6 – Step One (c.)
d. Costs (such as revenue impact, direct and indirect costs to the community, airport operator and airport users);	X		PDF Page 6 – Step One (d.)
e. Noise impacts of the proposed solution;	X		PDF Page 6 – Step One (e.)
f. Effects on aircraft emissions;	X		PDF Page 10 – Step (f.)
g. Effect on current and future airport capacity;	X		PDF Page 10 – Step One (g.)
h. Implications of not proceeding with the proposal;	X		PDF Page 10 – Step One (h.)
i. Implementation issues (e.g.; aircraft technology; availability of replacement aircraft; ground facilities);	X		PDF Page 10 – Step One (i.)
j. Impact on the Aviation System;	X		PDF Page 11 – Step One (j.)
k. Safety implications;	X		PDF Page 11 – Step One (k.)
l. Air traffic management;	X		PDF Page 11 – Step One (l.)
m. Fleet impact.	X		PDF Page 11 – Step One (m.)

2. The proponent conducts consultation on the proposal with all affected parties to include the following:			
a. Airport management/operator;	X		PDF Page 12 – Step Two (a.)
b. Noise management committee (where applicable);	X		PDF Page 12 – Step Two (b.)
c. Community representatives;	X		PDF Page 12/13/14 – Step Two (c.)
d. NAV CANADA;	X		PDF Page 14 – Step Two (d.) + Appendix G – A Quieter Operations Roadmap
e. Air Transport Association of Canada (ATAC)(secretarially or by delegate);	X		PDF Page 14 – Step Two (e.) + Appendix D – Letter sent to ATAC
f. Canadian Business Aircraft Association (CBAA)(secretarially or by delegate);	X		PDF Page 14 – Step Two (f.) + Appendix B – Letter sent to CBAA
g. Canadian Owners and Pilots Association (COPA)(secretarially or by delegate);	X		PDF Page 14 – Step Two (g.) + Appendix C – Letter sent to ATAC
h. All scheduled Operators who operate at the airport;	X		We were unable to locate the information to support that consultation was conducted with all scheduled operators who operate at the airport and all fixed base operators on the airport. We did see the advisories sent to all aviation operators at the airport, however we could not see any requests for feedback or consultation with those operators. Please update the submission document to clearly reflect the consultation that was conducted with these operators. 21 Oct 2022 – GTAA Resubmitted on 14 Oct 2022. Consultation with all scheduled operators has been demonstrated in Appendix H – Toronto Pearson Airline Operating Committee Call for Comments.
i. Transport Canada;	X		This point does not reflect that Transport Canada was consulted and approved the trial request for the amended preferential runway trial, as well as the extension of the trial. Please update the submission document to clearly reflect these points. 21 Oct 2022 – GTAA Resubmitted on 14 Oct 2022. This point has been updated to reflect the initial approval and extension approval of the preferential runway trial.
		X	See comment for h.

j. All Fixed Base operators on the airport.			
3. The Proponent:			
a. Fully and clearly explains the impacts to all parties, documenting this consultation and the information produced by this process such that it is clear what has been transmitted to whom and any reactions received.	X		The information requested in Step 3 (a) regarding “fully and clearly explains the impacts to all parties...” is contained in various parts of the submission document. This information should be restated in step 3 (a), or a reference should be made to where this information is contained in the document to fully address this requirement. 21 Oct 2022 – GTAA Resubmitted on 14 Oct 2022. The GTAA has updated the section with appropriate cross-references to the applicable parts of the document.
b. Where all parties agree with the proposal, the airport operator shall submit a description of the proposal and the consultation process. Included in the package will be a signoff indicating agreement of the participants			Not Applicable – Not All Parties Agreed.
c. The consultation process will include descriptions of what information was considered and an explicit indication of agreement to not consider particular items.	X		Contained within the report provided.
4. No Consensus			
4. Where there is no consensus, the proponent shall document the consultation in the same manner as b) above, include any dissenting views, and will forward this information to the airport operator for onward transmission to Transport Canada. Dissents should contain all reasons for the position taken.	X		Information provided in Report.

RECOMMENDATION to the Director, Civil Aviation Standards (AART):

First Review – April 8, 2022 – Sent back to GTAA with feedback for revision

Second Review – October 21, 2022 – Amendment received October 14, 2022 - reviewed and found acceptable.

Ontario Region Operations Specialties Group – We have reviewed the amended documentation provided by the GTAA for the Amended night-time Preferential Runway System at Toronto Pearson International Airport. The consultation process has been followed and the report is complete and accurate.

We concur with the proposal as it is part of the GTAA's noise management action plan that has been extensively consulted on with all stakeholders. The new preferential runway system was created to minimize the total population impacted by noise, provide ATC with a more flexible system that takes wind conditions into account, and generally better reflects how the airport operates which should allow for much better adherence numbers than what was demonstrated by the old system.

Recommend this proposal for review of the Director, Civil Aviation Standards (AART).

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Transport Canada Transports Canada

4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
18574388

May 10, 2022

19 (1)

Dear 19 (1)

Thank you for your email of March 21, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding the Bombardier and the Greater Toronto Airport Authority (GTAA) noise issue. I apologize for my delay in replying.

Transport Canada's focus is on the safety and security of the civil aviation system, which we regulate through the Aeronautics Act and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

While the department is the safety regulator for aviation in Canada, airport operators play a key role in the management of noise in the vicinity of airports. The department provides a regulatory framework to assist airports in managing noise through the implementation of noise abatement procedures and operating restrictions that are regulatory in nature and specific to each airport.

However, it should be noted that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the Department recommends that you contact the airport operator directly.

Although you have utilized online resources such as the WebTrak tool and by visiting the GTAA's website, I encourage direct dialogue with the airport operator as they may be able to provide a much more comprehensive response regarding the different levels of noise and traffic around their facility.

For more information on contacting the airport operator, please visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>. You may also wish to contact them via phone at: (416) 247-7682 between Monday to Friday from 8:00 am to 5:00 pm.

Canada

I hope this information has been helpful and I thank you for writing.

Yours sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region



Transport Canada Transports Canada

4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI

May 13, 2022

19 (1)

Dear 19 (1)

Thank you for your email of March 21, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding the Bombardier and the Greater Toronto Airport Authority (GTAA) noise issue. I apologize for my delay in replying.

Transport Canada's focus is on the safety and security of the civil aviation system, which we regulate through the Aeronautics Act and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

While the department is the safety regulator for aviation in Canada, airport operators play a key role in the management of noise in the vicinity of airports. The department provides a regulatory framework to assist airports in managing noise through the implementation of noise abatement procedures and operating restrictions that are regulatory in nature and specific to each airport. For more information regarding the noise abatement procedures in place at Toronto Pearson International Airport, you may wish to visit: [Airport Noise Abatement Procedures | Pearson Airport \(torontopearson.com\)](#).

However, it should be noted that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the Department recommends that you contact the airport operator directly.

Although you have utilized online resources such as the WebTrak tool and by visiting the GTAA's website, I encourage direct dialogue with the airport operator as they may be able to provide a much more comprehensive response regarding the different levels of noise and traffic around their facility.

For more information on contacting the airport operator, please visit: <https://www.torontopearson.com/en/community/noise-management/noise->

Canada

management-program/noise-management-office/noise-complaint. You may also wish to contact them via phone at: (416) 247-7682 between Monday to Friday from 8:00 am to 5:00 pm.

I hope this information has been helpful and I thank you for writing.

Yours sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

Transport
CanadaTransports
Canada4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI

May 25, 2022

19 (1)

Dear

19 (1)

I am writing in response to your email of March 21, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding noise issues pertaining to the Greater Toronto Airport Authority (GTAA). I apologize for the delay in replying.

Transport Canada's focus is on the safety and security of the civil aviation system, which we regulate through the *Aeronautics Act* and the Canadian Aviation Regulations.

While the department is the safety regulator for aviation in Canada, airport operators play a key role in managing noise in the vicinity of airports. The department provides a regulatory framework to assist airports in managing noise through the implementation of noise abatement procedures and operating restrictions that are regulatory in nature and specific to each airport. For more information on the noise abatement procedures in place at Toronto Pearson International Airport, you may wish to visit [Airport Noise Abatement Procedures | Pearson Airport \(torontopearson.com\)](#).

It is important to note that noise management is a complicated and often difficult issue faced by airport authorities and communities throughout the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, we recommend you contact the airport operator directly.

Although you have used online resources, such as the WebTrak tool and the GTAA's website, I encourage direct dialogue with the airport operator, given that they may be able to provide a much more comprehensive response regarding the different levels of noise and traffic around facilities under their control. For more information on contacting the airport operator, please visit: <https://www.torontopearson.com/en/community/noise->

Canada

www.tc.gc.ca

03-0418 (1307-02)

management/noise-management-program/noise-management-office/noise-complaint.
Alternatively, they can be reached by phone at 416-247-7682.

I trust my response will be of interest.

Sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

Participants: GTAA – Lorrie McKee, 19 (1), Ingrid Pringle, 19 (1)
19 (1)

Committee Members:

- 19 (1) Toronto Region Board of Trade representative
- 19 (1) Mississauga Board of Trade representatives
- 19 (1) National Airlines Council of Canada
- 19 (1) City of Toronto resident representative
- 19 (1) City of Mississauga resident representative
- Town of Whitby resident representative
- 19 (1) Seneca College
- Toronto Airport Workers Council
- 19 (1) Halton Region representative
- Peel Region Representative
- Brampton Board of Trade representative

Resource Members:

- 19 (1) City of Mississauga
- 19 (1) Ontario Ministry of Transportation (MTO)
- City of Brampton
- Amanda Chum, Chris Brodtkin, Kieran Lawlor, Transport Canada

GTAA's asks of Transport Canada / Government of Canada:**Immediately:**

- Continue to increase staffing at all government checkpoints; and
- Initiate a process that tactically suspends MRT during low traffic periods during the day, curated and coordinate leadership daily

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

By June 30:

- Eliminate vaccine mandate for workers and travellers – simplifying process and allow return of experienced and credentialed workforce
- Return BSO processing time back to pre-pandemic 15-20 seconds per passenger, with the following to aid this process improvement:
 - Eliminate CBSA process that vets all international arriving passengers only to identify 1900 for mandatory random testing and advance IT solutions that select travellers upstream
 - Move testing off site and into the community (including wastewater levels); and
 - Leverage existing opportunities in the Customs Act to leverage e-gate technology – reduce passengers requirement to present a paper receipt to CBSA officer
- Introduce a true Trusted Traveller pilot, like a TSA Pre-Check
- Commit to increase staffing to support globally competitive service levels, including how to manage when CBSA student officers leave in the fall:
 - CATSA: 85% of passengers processed in 15 min or less during all hours of day including peak periods; all connections in 20 min or less.
 - CBSA: 90% of passengers processed in 20 min or less during peak periods.

Agenda Item	Highlights
1. GTAA update 19 (1) Manager, Public Affairs and Stakeholder Relations	Q1 2022 Financials and Passenger Traffic: • May 10: GTAA released Q1 results: • Passenger activity increased by 384.5% in Q1 2022 compared to the same period in 2021 • Q1 2022 net loss: \$44.6 million • All operating activity continues to be well below pre-pandemic 2019 levels • Due to the impact of COVID-19, government restrictions, ongoing delays in passenger flow at peak travel times due to legacy public health requirements and staffing shortages at government checkpoints, there is limited visibility on travel demand. Departure and Arrival Delays, Government Asks: • May 30 Press Conference: GTAA Board Chair 19 (1) Mississauga Mayor 19 (1) Mississauga Tourism CEO 19 (1) Mississauga Board of Trade President and CEO 19 (1) kicked off National Tourism Week by calling on the federal government to remove mandatory random testing at airports and remove duplicate

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

	health checks and questions at customs. • Thanked government to increase agency staffing at Pearson and committed to collaboration with the federal government, but needs more to be done ahead of the summer travel season. • As the second largest employment zone and largest airport in Canada, Pearson plays a critical role in supporting Canada's economic recovery. • Air passengers need to be confident that they will have a smooth and efficient experience. GTAA President and CEO Deborah Flint meets with USCBP reps in Washington • Ms. Flint travelled to Washington in May to speak with USCBP representatives to ensure that Pearson has the resources and capacity needed to handle increases in passenger demand at their pre-clearance process at Pearson. ECWE Transit Funding in Provincial Budget • April 28th: Government of Ontario announced it will provide \$24.4 million to advance the next phase of study to connect the Eglinton Crosstown West Extension (ECWE) with Pearson. • Proposed airport segment of ECWE would extend the route an additional 4.7km from Renforth Dr. to Pearson. • Pearson will work with all levels of government to ensure that there are better regional transit connections to Pearson to help connect people to jobs, employers to workers and our province's regions. Capital funding is needed, particularly with ECWE, and future airport connections for the Finch West LRT, Kitchener GO corridor and the 407. Ontario's Skills Development Fund • GTAA will receive over \$1.6 million from Ontario's Ministry of Labour, Training and Skills Development to create Pearson's first ever airport wide job portal called Pearson Works! Online. • Pearson Works! Online will support the recovery, reskilling and upskilling of the Toronto Pearson workforce. The portal will connect more than 400 airport employers and thousands of airport workers with job opportunities, training and supports, while helping one of the hardest hit sectors of Ontario's economy. New airline routes out of Pearson • April 5: American Airlines began direct service to Boston, operating 3x daily.
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De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

	- Flair Airlines launched direct flights to JFK Airport in New York, operating twice weekly. Flair also began nonstop service to Nashville on April 14th, with two flights per week. Airport IT Partners Collaboration on Airport Projects - In 2021, the GTAA's IT and Airport Development group created an enhanced connections area for Terminal 1 passengers. - The new technology includes kiosk and e-gate technology solutions, touchless processing and queue management for connecting international passengers, optimized traffic flow and curbside vehicle congestion at both Terminals and updated critical IT infrastructure. - There was also work to deploy security improvements including drone detection and improvements to the baggage system including video encode and new lateral displays to streamline and optimize baggage processes.
2. Toronto Pearson Update – Unlock the Summer: The Challenge with Federal Agency Resourcing 19 (1) Manager, Government Affairs, Stakeholder Relations, GTAA 19 (1) Associate Director, Government Agency Programs, GTAA	Arrival and Departure - Canadian airline passengers are encountering massive delays at major airports as outdated COVID measures and staffing shortages lead to slow processing for international arrivals and passenger security screening. - With summer approaching, there will be more operational gridlock for Canadian travellers, potentially impacting vacation plans and work travel. - Outside of addressing staffing issues, Canada needs to adapt to global best practices: removing testing at airports, implement a true trusted traveller program, and increase screening efficacy to reduce reject bags. Operational Impact <u>CATSA</u> 45-60 min wait times for people waiting to screen through CATSA at peak periods - Part of working group with TC to find solutions; additional CATSA staffing in past 3 weeks is having a positive impact <u>CBSA</u> - Until recently, GTAA was able to manage with the process before, but now seeing 35,000 passengers inbound daily, and this will become 45,000 in the summer. The increased CATSA staffing will be overtaken by this increase in summer travel.

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

- CBSA officer passenger processing time: increased from 15 seconds to 2 min
- Processing times are 2-4 times longer. Once Customs hall reaches capacity limits, airport has to move passengers into arrivals area, once that fills up, hold passengers on planes.
- Believe the cause is due to duplicate questions on health questions asked at check-in for flights, then ArriveCAN, then CBSA officer.
- Government staffing shortages, streamlining processes, and move testing (1900 per day, 35,000 passengers have to be vetted for random testing)
- Testing, health related questions are related to inbound travel
- Every week, about 100,000 passengers representing 50% are being affected by holds and metering.
- Continuing to operate at 50% traffic levels and at certain times during peaks, processing more than 2019 levels

Actions Underway:*Immediate:*

- GTAA actively engaged/leading HQ-level and Border Processing Working Groups
- Expedited approvals of RAICs
- Process and tech improvements for continuous flow for international arrivals
- Supporting ArriveCan compliance
- Communicating availability of Advanced Declaration

CATSA:

- 200 of new 300 screening officers onboard. Expect another 100 officers by end of June, brings CATSA staffing level to February 2020 levels by end of June 2022.
- Additional screening lanes available: Passengers balanced between checkpoints to ensure flow; preparation tables being deployed, more signs to assist passengers

CBSA:

- 175 new summer Border Services Officers and recall of full-time officers. Additional officer podiums, Primary Inspection Kiosks (PIK) and 12 new e-gates (T1) added.
- Advanced Declaration on ArriveCan expected on June 28: expect to save 50% of time at both PIK and e-gate

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

- Changes to terminals/capacity to process international arriving students and hold passengers in terminal rather than planes
- Ongoing efforts at national and local level to improve 1300 non-compliant ArriveCan as it affects processing times
- Ongoing efforts with CBSA to ensure officers reduce questioning and rely on questions already answered on PIK/e-gate/Nexus

USCBP

- USCBP committed throughput time is 45-60 min, but GTAA will continue to advocate for faster times
- Temporary Duty Officers (TDY's) are being added to assist from May to early September
- Significant increase in OT budget to support operations, especially in peaks
- USCBP staffing increasing over summer as permanent officers are repositioned to Toronto

Advanced Declaration Demo:



19 (1)

MBOT:

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

	- Inquired about media scrum with Minister Alghabra, who suggested that the backlog was because of the scheduling of international flights at the same time - GTAA response: Minister is not necessarily wrong, but airports have the ability to keep certain slots and filed in January 2022 - got 6 months ahead of time. Those flights operated pre-covid and GTAA protected those flights for airlines, but it means in afternoon from 1-9pm, there is very heavy passenger volumes. Very large aircraft coming in - large volumes of passengers, in addition to weather, then pushes the previous load into the next hour. The processing time at CBSA contributes to the delays. 19 (1) <u>Toronto Airport Workers Council:</u> - Labour shortage at the airport was predicted pre-COVID. - Other airport workers are negatively affected when passengers are not screened in a timely manner. CBSA officers are overworked with OT. - Calls on other unions to join GTAA in their call to government for improvements - More security is needed at the airport because of passenger threats towards airport workers due to delays. 19 (1) <u>Seneca College:</u> - Government needs to take accountability for these delays - GTAA should look at issue of how slots are being designated 19 (1) <u>National Airlines Council of Canada:</u> - Welcome kiosks and additional resources, but continuing public health restrictions is the main issue. - Now, need to look at what is in place and in the view, the public health measures will create bottlenecks. Air travel accounts for less than 1% of covid transmission, and only air industry has these measures. Over 50 countries have dropped public health measures for travel industry.
<u>3.</u> Why Pearson Matters Update	GTAA is undertaking a discovery exercise to engage its stakeholders and communities and better understand how Pearson can enhance its value proposition as an economic enabler and community builder.

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

19 (1) Director, Corporate Relations and Strategic Partnerships, GTAA	- This information will help to inform an updated strategy and capital investment plan. Government – Key Insights <i>Perspectives:</i> - Recognize economic importance of Pearson and its role as international hub - Understand how transit connections to Pearson supports passenger and goods movement - Acknowledge GTAA's strong relationships with all levels of government <i>Challenges:</i> - Airport recovery is counted on by the federal government - Governments in Canada contribute significantly less than in other jurisdictions, particularly during COVID-19 - Airports often seen by province as a matter of federal jurisdiction <i>Government Priorities:</i> - Supply chain resilience is top of mind - Eager to see how aviation can be more sustainable and support net-zero commitments Business Stakeholders – Key Insights <i>Restoring Access and Reliability</i> - Current experience of travelling through Pearson creates a lack of confidence to do business in Canada - Return of direct passenger flights needed for cost competitive goods movement and supply chain stability - Pearson plays important role in delivering timely healthcare services in Ontario (i.e. Northern Ontario does not have certain lab technologies available in southern Ontario) - Pearson's connectivity to key markets is crucial for business that needs to be conducted face-to-face: "You don't write \$20M cheques to people you have never met." - Pearson supports the pursuit of talent and competitiveness of post-secondary institutions – access to key recruitment markets. - Pearson needs to digitalize the goods movement process and passenger journey.
--	--

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

	<i>Leadership, Advocacy and Innovation to Unlock Economic Growth and Build the Airport of the Future</i> • Expect that Pearson can be a convenor across sectors to champion a bold vision for economic development • Employers in the AEZ and beyond want to collaborate and advocate for transit connectivity and employment growth • Want Pearson to lead on advancing new technologies and sustainability for aviation sector – investments that enable zero-emission aircraft/vehicles, autonomous tech. • As a “first impression” of Ontario and Canada, Pearson can showcase made-in-Canada innovations and technologies to build a positive brand for the region and enhance the airport experience. <u>Online survey closes June 17th: identifies community values – www.howwelead.ca/how we lead</u> • 19 (1) will send out a survey to GTAA Consultative Committee for feedback as well.
4. Roundtable	19 (1) (TRBOT) • Upcoming events: June 23rd: Annual TRBOT luncheon with 19 (1) • June 24: Release of green ribbon report on sustainability and economic growth • June 28: Summer social - last TRBOT will be hosting in current office before relocating 19 (1) (MTO) - no updates 19 (1) (MBOT) • Mayor Crombie State of the City address today, stated importance of the airport to Mississauga economy Councillor Fonseca (City of Mississauga) • Need to ensure strong economy for the airport, connecting community with transportation • Municipal election year coming up

De-brief – GTAA Consultative Committee meeting – June 7, 2022 (virtual)

RDIMS # 18666669

- Inquired about runway updates: GTAA - Public meeting and elected officials briefing - will give ad hoc noise forum update - late June - should be sending invite out shortly.

19 (1)

(Town of Whitby resident)

- Question: Is GTAA is prepared to give southern Ontario a realistic estimate and dates for the possibility for a 6th runway?
- 19 (1) GTAA: No plans for a 6th runway; SOAN is working together as well

19 (1)

(Region of Peel)

- Master Plan - will start in Fall, complete by end of 2023
- Several projects with U of T, York, TMU, McMaster, Smart Freight Centre, Peel Goods Movement Project

19 (1)

(NACC)

- NACC eager to work with GTAA and GC for seamless experience for passengers and workers

19 (1)

(TAWC)

- Encourage the work together between union members, GTAA, businesses
- Address labour shortage; appreciate funding for skills portal
- Labour shortage downfall: Forcing people to work overtime and coming in sick
- Employers are opening up collective agreement to raise min. wages
- Stress on workers from irate passengers is concerning

19 (1)

(City of Mississauga)

- Hosted Advanced Transportation Manufacturing Summit in May 2022, first event in over 2 years
- 220 decision makers; 10 countries; 250 companies; previously was at Congress Centre, held at International Centre this time; 500 people attended

Next meeting: September 13, 2022

From: [Pollock, Mary](#)
To: [Connelly, Robyn](#)
Cc: [Biffin, Adam](#)
Subject: EMAIL: Complaint from a member of community
Date: Tuesday, August 16, 2022 11:41:45 AM
Importance: High

Good morning Robyn

Spoke to Michael and he suggested I should reach out to you to discuss the matter. The complainant is a Don Mills resident.

What we would be looking for is an overview or summary of what information you have provided to her and whether you have addressed the issues and what would be your next steps to continue education on the issue.

Could we arrange a MS Teams meeting tomorrow at 10:00 with you? Would this work with your schedule as we would like to respond to the complainant as soon as possible.

Best regards

Mary Pollock

Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863

Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: Quach, Stephanie
To: Waljee, Imi (he,him | il,lui) (TC/TC); Mawji, Hanif; Pollock, Mary; Chum, Amanda (TC/TC)
Subject: For Info: Ministerial- Letter from GTAA to Health Canada
Date: Tuesday, October 25, 2022 2:12:13 PM
Attachments: Health Canada letter.pdf

Good afternoon,

Sharing the attached letter sent to the Minister from the GTAA to Health Canada for awareness.

The GTAA is requesting for Health Canada to update their 2010 health publication of Aircraft Noise in the Vicinity of Airports due to increasing concerns for communities around Pearson, and the requests for updated Canadian research.

Regards,

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>
Sent: Thursday, October 20, 2022 4:53 PM
To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: Fw: Health Canada letter

XAO-2022-520953

From: Connelly, Robyn [19 (1)] <[REDACTED]@gtaa.com>
Sent: Thursday, October 20, 2022 4:22 PM
To: 'tim.singer@sc-sc.gc.ca' <tim.singer@sc-sc.gc.ca>; Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>
Subject: Health Canada letter

Hello Mr. Singer,

My name is Robyn Connelly and I'm the Director of Sustainability and Social Impact for the Greater Toronto Airports Authority (GTAA). Please see the attached letter regarding continued concerns by residents affected by Toronto Pearson operations for updated, Canadian research on the health impacts of aircraft noise.

Please let me know if you have any questions or would like to discuss further.

Regards,

Robyn Connelly (she/her/hers)

Director, Sustainability and Social Impact

Stakeholder Relations & Communications

(W) 19 (1) | (C) 19 (1)



October 18, 2022

Tim Singer
Director General,
Environmental and Radiation Health Sciences
70 Columbine Dr. Way
Ottawa, ON
K1A 0K9

**Greater Toronto
Airports Authority**
P.O. Box 6031
3111 Convaire Drive
Toronto ON M9W 6Z1
Canada L5P 1B2

P 416.776.3000
F 416.776.7746

GTAA.com

Dear Mr. Singer:

My name is Robyn Connelly and I'm the Director of Sustainability and Social Impact for the Greater Toronto Airports Authority (GTAA). In my role, I co-chair the Noise Management Forums - a series of working groups facilitating effective collaboration between Toronto Pearson and the community on noise management issues. Stakeholders include elected officials, community leaders and members of the public. It is in this capacity that I am writing to you.

I wrote to Health Canada on September 21, 2017 requesting that the agency, in its capacity of providing advice to the public and regulatory authorities such as Transport Canada, update the 2010 study: *Aircraft Noise in the Vicinity of Airports*. In your October 13, 2017 response you indicated that "while there are no immediate plans to update the 2010 publication, Health Canada scientists will continue to monitor the scientific literature on noise and health, and contribute to the development of relevant international standards, such as those produced by the American National Standard Institute." I responded to your letter on September 28, 2018 with a request for discussion on relevant scientific research supported by Health Canada.

I am now writing to you again on this matter as it continues to be of concern for communities surrounding Toronto Pearson.

Although there have been health studies conducted in other areas of the world, residents affected by Toronto Pearson operations continue to call for updated, Canadian research.

The need for updated Canadian guidelines regarding the health impacts of aircraft noise was also reflected in the 2019 Transportation Committee's report to the Transport Minister Assessing the Impact of Aircraft Noise in the Vicinity of Major Canadian Airports recommendations 9 and 12a.



torontopearson.com

October 18, 2022
Page 2 of 2



Recommendation 9 – World Health Organization Standards

That Transport Canada assess how noise exposure forecasts are conducted and consider implementing and complying with the World Health Organization standard on noise around large Canadian airports.

Recommendation 12 — Cooperation with Municipal, Provincial and Territorial Health Authorities

That the Government of Canada work in cooperation with municipal, provincial and territorial health authorities to:

- a. support research to better understand the impact of aircraft noise-related annoyance on human health, including location-specific epidemiological studies as well as examining mitigation measures for individuals who are sensitive to noise disturbances;

The Minister's response to these recommendations included the following statement:

Transport Canada and Health Canada are considering the path forward on updating government guidance. This could include different levels of government.

The human health impacts of aircraft noise are a growing concern of community members affected by Toronto Pearson operations. For major Canadian airports such as Toronto Pearson to meet the growing demand for travel and cargo, while protecting the health and well-being of local community members, we need to rely on studies and recommendations specific to the Canadian environment.

I therefore once again call upon Health Canada to update its 2010 study and provide guidelines to airports so Canadian citizens and airports can understand and work together to address and mitigate any potential existing or future human health effects related to aircraft noise.

Thank you,

19 (1)

Robyn Connelly
Director, Sustainability and Social Impact

Cc: The Honourable Omar Alhabra, Minister of Transport

19 (1) GTAA Vice President Stakeholder Relations and Communications

Lorrie McKee, GTAA Director Public Affairs and Stakeholder Relations

Members of the Toronto Pearson Neighbourhood Table

Members of the Toronto Pearson Noise Accountability Board

UNCLASSIFIED / NON CLASSIFIÉ



Transport Canada Transports
Canada Canada

4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19038416

November 2, 2022

19 (1)

Dear 19 (1)

Thank you for your email of October 8, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding your experience with The Greater Toronto Airport Authority (GTAA).

Transport Canada is responsible for most of the transportation policies, programs and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. As the safety regulator in Canada, the department's jurisdiction extends to matters essential or integral to aeronautics.

I regret that you have inconvenienced while traveling through Pearson Airport however Transport Canada is not directly involved in the day-to-day business operations at Pearson Airport. You may wish to contact the airport operator directly to express your concerns, as they will be the responsible party best positioned to respond. You may contact the Greater Toronto Airports Authority at:

Phone: (416) 247-7678

Web Contact Information: <https://www.torontopearson.com/en/contact-us>

Thank you for writing.

Yours sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

Canada

www.tc.gc.ca

03-0418 (1307-02)



Transport Canada Transports Canada

4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19040055

November 2, 2022

Athina Tagidou
applewoodhhra@gmail.com

Dear Athina Tagidou,

Thank you for your email of October 18, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding the airplane noise over the Mississauga East area. I have been asked to respond on the Minister's behalf.

I regret to learn of the difficulties you have experienced in attempting to reach the Greater Toronto Airports Authority (GTAA) and Transport Canada (TC) to discuss your concerns.

Transport Canada focuses on the safety and security of the aviation system in Canada. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The department understands noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised. With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the Department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) directly.

It is further noted that Transport Canada is not involved in the daily operations at the Toronto Pearson International Airport, including the arrivals, departures, and general decisions. The airport operator, the GTAA, has implemented noise abatement procedures to assist in mitigating noise disruptions as a result of the air traffic around the airport. For more information, you may wish to visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

Additionally, you may submit a noise complaint online at: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>.

Further to the above-noted recommendations, should you have any questions pertaining to the safety regulations within TC's purview, please contact: stephanie.quach@tc.gc.ca.

Thank you for writing.

Canada

Yours sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

From: [Waljee, Imi \(he,him | il,lui\) \(TC/TC\)](#)
To: ["applewoodhhra@gmail.com"](mailto:applewoodhhra@gmail.com)
Subject: Pearson Airport Noise
Date: Tuesday, November 15, 2022 3:31:00 PM
Attachments: Letter to Athina Tagidou November 2022.pdf

Good Afternoon Athina Tagidou,

Attached please see the response to your concerns regarding noise at Pearson Airport.

Regards,

Imtiazali (Imi) Waljee
 (he, him, il)

Regional Director Civil Aviation – Ontario Region
 Transport Canada / Government of Canada
imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario
 Transports Canada / Gouvernement du Canada
imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

*My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.

*Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.

From: Applewood Hills & Heights AHHRA <applewoodhhra@gmail.com>
Sent: Tuesday, October 18, 2022 8:44 AM
To: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>
Subject: Request to meet

Good Morning your Honourable Minister Omar Alghabra,

We request the opportunity to meet with you to discuss the aircraft noise of planes flying over the Mississauga East area residents in our community are experiencing.

Contact to the general GTAA number has been made at 416.247.7682 however, no response to date. As well, we have tried calling Transport Canada at 416.952.0335 however this number has no voicemail option and no information is provided.

We look forward to meeting with you at the earliest. Please provide 3 dates/time of your availability for us to choose the most convenient one. The max. of 4 community members would be joining this meeting with you.

Thank you.
We await your response.

Be Safe & Healthy.
Kind Regards,
Athina Tagidou, On behalf of the
Applewood Hills & Heights Residents' Association (AHHRA)



<https://www.applewoodhhra.com/>

This email nor any copy and pasted parts of this email can be made and then sent to anyone for any reason without request for written permission from the author(s).

If you wish to unsubscribe your email from the *Applewood Hills & Heights* residents email group, please email your request to applewoodhhra@gmail.com for this to be done.



Transport Canada Transports Canada

4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19059683

November 15, 2022

Athina Tagidou
applewoodhhra@gmail.com

Dear Athina:

Thank you for your email of October 18, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding the airplane noise over the Mississauga East area.

I regret to learn of the difficulties you have experienced in attempting to reach the Greater Toronto Airports Authority (GTAA) and Transport Canada to discuss your concerns.

Transport Canada focuses on the safety and security of the aviation system in Canada. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The department understands noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised. It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the GTAA directly.

I would note that Transport Canada is not involved in the daily operations at Toronto Pearson International Airport, including arrivals, departures, and general decisions. The airport operator, the GTAA, has implemented noise abatement procedures to assist in mitigating noise disruptions as a result of the air traffic around the airport. For more information, you may wish to visit <https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

Additionally, you may wish to submit a noise complaint online at <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>.

Further to the above-noted recommendations, should you have any questions pertaining to the safety regulations within Transport Canada's purview, please contact Stephanie Quach at stephanie.quach@tc.gc.ca.

Thank you for writing.

Yours sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

Canada

www.tc.gc.ca

03-0418 (1307-02)

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Transport Canada Transports Canada

4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19138913

December 13, 2022

19 (1)

Dear 19 (1)

Thank you for your email of December 2, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding the Noise Management consultation conducted by the Greater Toronto Airports Authority (GTAA).

As Transport Canada's (TC) focus is on the safety and security of the aviation system in Canada, the department is responsible for developing and overseeing the transportation policies, programs and goals set by the Government of Canada through the Aeronautics Act and the Canadian Aviation Regulations (CARs).

Departmental officials attend the Neighbourhood Table meetings as technical representatives to address questions from a regulatory perspective. In terms of participating in any noise management consultation processes, TC has not previously been involved as this matter is led by the GTAA.

The department understands noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised. With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the Department recommends continued dialogue and participation at the Neighbourhood Table and with the GTAA.

Thank you for writing.

Yours sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

Canada

www.tc.gc.ca

03-0418 (1307-02)

TASK- 11135– Toronto Pearson International Airport Noise Levels**Request / Demande:**

A constituent expressed concerns with the Toronto Pearson International Airport noise levels and potential health impacts.

The constituent and MP are looking for information on a possible study requested by the Greater Toronto Airports Authority (GTAA) on this issue.

Information for MinO:

- Noise issues are best addressed by the airport authority directly. A referral for direct engagement is recommended.
- The study requested by the Greater Toronto Airports Authority (GTAA) can be found online: (December 6, 2022 meeting date): <https://www.torontopearson.com/en/community/noise-management/noise-forums/meeting-materials> , or directly attached here:



18-10-22 Health
Canada EN.pdf

- Transport Canada is unaware of the status of the request contained in the letter. The constituent is encouraged to contact the GTAA.

Response:

- Thank you for contacting Transport Canada.
- Transport Canada is responsible for most of the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. As the safety regulator in Canada, the department's jurisdiction only extends to matters essential or integral to aeronautics.
- The department understands noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised. With Transport Canada's experience, noise issues have been most effectively addressed at the local community level.
- The study regarding noise levels and potential health impacts is accessible on the Greater Toronto Airports Authority's (GTAA) website. You may access it here: <https://www.torontopearson.com/en/community/noise-management/noise-forums/meeting-materials>
- The department recommends that you contact the GTAA directly as they are in the best position to provide the applicable information and solutions. The GTAA can be reached at 416-247-7678 or through its website at: [Contact Toronto Pearson Airport](#) | [Pearson Airport](#)



October 18, 2022

Tim Singer
 Director General,
 Environmental and Radiation Health Sciences
 70 Columbine Dr. Way
 Ottawa, ON
 K1A 0K9

**Greater Toronto
 Airports Authority**
 P.O. Box 6031
 3111 Convair Drive
 Toronto ON M9W 6Z9
 Canada L5P 1B2

P 416.776.3000
 F 416.776.7746

GTAA.com

Dear Mr. Singer:

My name is Robyn Connelly and I'm the Director of Sustainability and Social Impact for the Greater Toronto Airports Authority (GTAA). In my role, I co-chair the Noise Management Forums - a series of working groups facilitating effective collaboration between Toronto Pearson and the community on noise management issues. Stakeholders include elected officials, community leaders and members of the public. It is in this capacity that I am writing to you.

I wrote to Health Canada on September 21 2017 requesting that the agency, in its capacity of providing advice to the public and regulatory authorities such as Transport Canada, update the 2010 study: *Aircraft Noise in the Vicinity of Airports*. In your October 13, 2017 response you indicated that "while there are no immediate plans to update the 2010 publication, Health Canada scientists will continue to monitor the scientific literature on noise and health, and contribute to the development of relevant international standards, such as those produced by the American National Standard Institute." I responded to your letter on September 28, 2018 with a request for discussion on relevant scientific research supported by Health Canada.

I am now writing to you again on this matter as it continues to be of concern for communities surrounding Toronto Pearson.

Although there have been health studies conducted in other areas of the world, residents affected by Toronto Pearson operations continue to call for updated, Canadian research.

The need for updated Canadian guidelines regarding the health impacts of aircraft noise was also reflected in the 2019 Transportation Committee's report to the Transport Minister Assessing the Impact of Aircraft Noise in the Vicinity of Major Canadian Airports recommendations 9 and 12a.



torontopearson.com

October 18, 2022
Page 2 of 2



Recommendation 9 – World Health Organization Standards

That Transport Canada assess how noise exposure forecasts are conducted and consider implementing and complying with the World Health Organization standard on noise around large Canadian airports.

Recommendation 12 — Cooperation with Municipal, Provincial and Territorial Health Authorities

That the Government of Canada work in cooperation with municipal, provincial and territorial health authorities to:

- a. support research to better understand the impact of aircraft noise-related annoyance on human health, including location-specific epidemiological studies as well as examining mitigation measures for individuals who are sensitive to noise disturbances;

The Minister's response to these recommendations included the following statement:

Transport Canada and Health Canada are considering the path forward on updating government guidance. This could include different levels of government.

The human health impacts of aircraft noise are a growing concern of community members affected by Toronto Pearson operations. For major Canadian airports such as Toronto Pearson to meet the growing demand for travel and cargo, while protecting the health and well-being of local community members, we need to rely on studies and recommendations specific to the Canadian environment.

I therefore once again call upon Health Canada to update its 2010 study and provide guidelines to airports so Canadian citizens and airports can understand and work together to address and mitigate any potential existing or future human health effects related to aircraft noise.

Thank you,

19 (1)

Robyn Connelly
Director, Sustainability and Social Impact

Cc: The Honourable Omar Alhabra, Minister of Transport

19 (1) GTAA Vice President Stakeholder Relations and Communications

Lorrie McKee, GTAA Director Public Affairs and Stakeholder Relations

Members of the Toronto Pearson Neighbourhood Table

Members of the Toronto Pearson Noise Accountability Board

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Transport Canada
Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19882259

November 17, 2023

19 (1)

Dear 19 (1)

Thank you for your email of September 27, 2023, to the Minister of Transport regarding noise generated by aircraft in the vicinity of your home in 19 (1). Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective, and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs), which are available to the public at <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

Regarding aircraft operations and associated noise in the vicinity of your home, please note that there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace in your area. However, the department understands that noise management can be a complicated and often difficult issue faced by airport authorities and communities throughout the country.

It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the airport operator, the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](https://www.gtaa.com/noise-management)).

Additionally, I should note that we are not involved in the day-to-day operation of the airport or approval of changes to individual routings of flight paths, other than to confirm that a design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

Canada

www.tc.gc.ca

03-0418 (1307-02)

Thank you for writing.

Yours sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

From: Quach, Stephanie (TC/TC)
To: 19 (1)
Subject: RE: Excessive Aircraft Noise - Vaughan ON Neighborhood
Date: Wednesday, December 13, 2023 1:34:00 PM
Attachments: Letter Response to 19 (1) - December 13, 2023.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon 19 (1)

Please see the attached response sent on behalf of Blake Scott, A/Regional Director Civil Aviation, Ontario Region.

Regards,

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

De : 19 (1)
Envoyé : 29 septembre 2023 15:49
À : Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Objet : Excessive Aircraft Noise - Vaughan ON Neighborhood

Hello,

My apologies for reaching out but everyone i speak to, Pearson Noise Management, Nav Canada pointed me to Transport Canada there is absolutely no way to address my concerns tried calling the regional number for Ontario message on the phone tells me number not assigned, bogus number.

I am thoroughly disappointed that it's been so difficult to talk to someone at Transport Canada just to get some clarity on what is happening in our neighborhood lately with the excessive flights which brings on excessive air noise all day long all night long. I know there has been a shift i have lived here for 19 (1) and just most recently all this has escalated.

Just looking for some transparency some answers to my concerns that's all.

Thank you Kindly

19 (1)

Get [Outlook for Android](#)



Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19890802

December 13, 2023

19 (1)

Dear 19 (1)

Thank you for your email of September 29, 2023, to the Minister of Transport regarding aircraft noise around Vaughan, Ontario. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department works with partners and stakeholders to achieve an efficient, effective, and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs), which are available to the public at <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](#)) directly.

Additionally, we are not involved in the day-to-day operation of the airport or approval of changes to individual routings of flight paths, other than to confirm that designs meet the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, and other identifying marks) and report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Thank you for writing.

Kind Regards,

X 

Signed by: Scott, Blake
Blake Scott
A/Regional Director
Civil Aviation, Ontario Region

UNCLASSIFIED / NON CLASSIFIÉ



Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20191939

May 7, 2024

19 (1)

Dear 19 (1)

Thank you for your email of March 8, 2024, to the Minister of Transport, Pablo Rodriguez, regarding flight activity around your residence in Vaughan, Ontario. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all users. The mission of Transport Canada's Civil Aviation branch is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians, with a vision of an integrated and progressive system that promotes a proactive safety culture. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) (Noise Management | Pearson Airport (torontopearson.com)) directly.

Additionally, Transport Canada is not involved in the day-to-day operation of the airport or approval of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

Canada

www.tc.gc.ca

03-0418 (1307-02)

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, and other identifying marks) and report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Regarding your complaint on train noise, under the *Railway Safety Act*, Transport Canada is responsible for regulating the safety of railway operations throughout Canada.

The Canadian Transportation Agency (CTA) can assist you in addressing these matters. The CTA is an independent quasi-judicial tribunal that makes decisions on a wide range of matters involving federally regulated modes of transportation. The Agency offers a mediation service that can be used to help resolve rail issues, such as service obligations, noise, crossings, and rail line and rail yard expansion. For additional details on this process, I invite you to visit the Agency's [website](#) or contact the Agency directly at the following coordinates:

Canadian Transportation Agency
Ottawa, Ontario
K1A 0N9

Telephone: 1-888-222-2592
E-mail: info@cta-otc.gc.ca

Thank you for writing.

Regards,

A handwritten signature in black ink that reads "ME George". The signature is written in a cursive, flowing style.

Marcia George
Regional Director
Civil Aviation, Ontario Region



Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20288031

May 7, 2024

19 (1)

Dear 19 (1)

Thank you for your email of April 30, 2024, to the Minister of Transport regarding nighttime air traffic noise around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users.

One of the tools available to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. Noise abatement procedures for Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

For more information, you may wish to visit [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull \(torontopearson.com\)](#).

We are aware that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations of airports, including Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority (GTAA), may be reached at 416-247-7682 or through its website at [Toronto Pearson- Contact Us](#).

Thank you for writing.

Canada

Yours sincerely,

A handwritten signature in black ink that reads "ME George". The letters are cursive and fluid, with the "ME" being slightly larger and more prominent than the "George".

Marcia George
Regional Director
Civil Aviation, Ontario Region

c.c. Office of Francesco Sorbara, M.P.
Vaughan–Woodbridge



Transport
Canada

Transports
Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20376653

June 19, 2024

19 (1)

Dear 19 (1)

Thank you for your email of June 2, 2024, to the Minister of Transport regarding air traffic noise and its effects on the community. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all users. The mission of Transport Canada's Civil Aviation branch is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This program limits the number of movements during the restricted hours of 12:30 am to 6:29 am. For more information, you may wish to visit Night Flights, Noise Management Program and Toronto InsightFull (torontopearson.com).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, in this instance the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority, may be reached at 416-247-7682 or through its website at Toronto Pearson- Contact Us.

Canada

www.tc.gc.ca

03-0418 (1307-02)

Thank you for writing.

Regards,

A handwritten signature in black ink that reads "McGeorge". The signature is written in a cursive, flowing style.

Marcia George
Regional Director
Civil Aviation, Ontario Region

c.c. Office of the Honourable Judy Sgro, P.C., M.P.
 Humber River–Black Creek

Office of Francesco Sorbara, M.P.
Vaughan–Woodbridge

From: Saïyed, Akram (TC/TC)
To: 19 (1)
Bcc: Quach, Stephanie (TC/TC); George, Marcia (TC/TC)
Subject: RE: Airport Noise from Pearson
Date: Thursday, June 13, 2024 2:45:00 PM
Attachments: 2024-06-13 - Letter Response to 19 (1).pdf

Good afternoon 19 (1)

Please see the attached response sent on behalf of Marcia George, Regional Director Civil Aviation, Ontario Region.

Regards,

Akram Saiyed

Executive Assistant, Civil Aviation
 Transport Canada / Government of Canada
akram.saiyed@tc.gc.ca / Cel: 437-431-4493 / TTY: 1-888-675-6863

Adjointe Exécutif, Aviation Civile
 Transports Canada / Gouvernement du Canada
akram.saiyed@tc.gc.ca / Tél Cel: 437-431-4493 / ATS: 1-888-675-6863

From: 19 (1)
Sent: Sunday, May 26, 2024 7:50 PM
To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: [External/Externe]: Airport Noise from Pearson

XAP-2024-533761

Hello Minister of Transport, I have been a resident of north Etobicoke for 19 (1) and I must say the noise from the airport is getting to be unbearable from the early morning everyday into the late night everyday.

I have been sitting on my porch since 9 am this morning and a plane takes off every 5 minutes and flies over my house it is now 7:45 pm. What is going on?

You can't tell me there is only one flight path at Pearson.

This is absolutely ridiculous!!!!

Regards

19 (1)

Etobicoke, Ont

19 (1)

UNCLASSIFIED / NON CLASSIFIÉ



Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20353655

June 13, 2024

19 (1)

Dear 19 (1)

Thank you for your email of May 26, 2024, to the Minister of Transport regarding air traffic noise around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users.

One of the tools available to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. Noise abatement procedures for Toronto Pearson International Airport are in place. These are in addition to the Night Flight Program, which limits nighttime noise and balances growing regional demand. This program limits the number of movements during the restricted hours of 12:30 a.m. to 6:29 a.m. For more information, you may wish to visit [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull](#) (torontopearson.com).

Noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations of airports, including Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority, may be reached at 416-247-7682 or through its website at [Toronto Pearson- Contact Us](#).

Canada

www.tc.gc.ca

02) 03-0418 (1307-

Thank you for writing.

Yours sincerely,

A handwritten signature in black ink that reads "MEGeorge". The letters are cursive and fluid, with the "M" and "E" being particularly prominent.

Marcia George
Regional Director
Civil Aviation, Ontario Region

From: [George, Marcia \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#); [Saiyed, Akram \(TC/TC\)](#)
Subject: RE: FOR SIGNATURE/DISPATCH: Ministerial- Airport Noise from Pearson
Date: Thursday, June 13, 2024 2:31:11 PM
Attachments: RDIMS-#20353655-v5-INPUT TO PX- XAP-2024-533761 signed June.13.2024.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Hello,

Signed version is attached

Stephanie, for awareness, the letters etc. need to be save in "word document" format, not "word 97". Word 97 does not easily enable transition to Pdf.

I have meant to raise today during our bilat

Thanks
marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Thursday, June 13, 2024 1:29 PM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>; Saiyed, Akram (TC/TC) <akram.saiyed@tc.gc.ca>
Subject: FOR SIGNATURE/DISPATCH: Ministerial- Airport Noise from Pearson

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,

Please find the attached HQ-approved ministerial for your signature.

Hi Akram, over to you once signed please.

Thank you,

Stephanie Quach

Regional Manager, Issues Management
Civil Aviation, Ontario Region
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [19 (1)]
Sent: Sunday, May 26, 2024 7:50 PM
To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: [External/Externe]: Airport Noise from Pearson

XAP-2024-533761

Hello Minister of Transport, I have been a resident of north Etobicoke for [19 (1)], and I must say the noise from the airport is getting to be unbearable from the early morning everyday into the late night everyday.

I have been sitting on my porch since 9 am this morning and a plane takes off every 5 minutes and flies over my house it is now 7:45 pm. What is going on?

You can't tell me there is only one flight path at Pearson.

This is absolutely ridiculous!!!!

Regards

[19 (1)]
Etobicoke, Ont
[19 (1)]

UNCLASSIFIED / NON CLASSIFIÉ



Transport
Canada

Transports
Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20353655

June 13, 2024

19 (1)

Dear

19 (1)

Thank you for your email of May 26, 2024, to the Minister of Transport regarding air traffic noise around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users.

One of the tools available to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. Noise abatement procedures for Toronto Pearson International Airport are in place. These are in addition to the Night Flight Program, which limits nighttime noise and balances growing regional demand. This program limits the number of movements during the restricted hours of 12:30 a.m. to 6:29 a.m. For more information, you may wish to visit [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull](#) (torontopearson.com).

Noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations of airports, including Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority, may be reached at 416-247-7682 or through its website at [Toronto Pearson- Contact Us](#).

Canada

www.tc.gc.ca

02) 03-0418 (1307-

Thank you for writing.

Yours sincerely,

A handwritten signature in black ink that reads "MEGeorge". The letters are cursive and fluid, with the "M" and "E" being particularly prominent.

Marcia George
Regional Director
Civil Aviation, Ontario Region

From: Saiyed, Akram (TC/TC)
To: 19 (1)
Bcc: Scott, Blake (TC/TC); Ouach, Stephanie (TC/TC)
Subject: RE: Airplane Noise
Date: Thursday, June 27, 2024 9:08:00 AM
Attachments: 2024-06-27 - Letter Response to 19 (1).pdf
 image001.jpg

Good morning 19 (1)

Please see the attached response sent on behalf of Blake Scott, A/Regional Director, Civil Aviation, Ontario Region.

Regards,

Akram Saiyed

Executive Assistant, Civil Aviation
 Transport Canada / Government of Canada
akram.saiyed@tc.gc.ca / Cel: 437-431-4493 / TTY: 1-888-675-6863

Adjointe Exécutif, Aviation Civile
 Transports Canada / Gouvernement du Canada
akram.saiyed@tc.gc.ca / Tél Cel: 437-431-4493 / ATS: 1-888-675-6863

De : 19 (1)
Envoyé : 23 juin 2024 11:11
À : 19 (1)
Cc : Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods 19 (1) <[19\(1\)@gtaa.com](mailto:19(1)@gtaa.com)>; Prime Minister's Office <pm@pm.gc.ca>; Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; 19 (1)

19 (1)
 Sorbara, Francesco - M.P. <Francesco.Sorbara@parl.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>; 19 (1)

19 (1)
 info@cityline.tv; 19 (1)

19 (1)
 19 (1) Councillor Perruzza <councillor_perruzza@toronto.ca>; Tom Rakocovic <TRakocovic-CO@ndp.on.ca>; Mayor Chow <mayor_chow@toronto.ca>; doug.fordco@pc.ola.org; Matias.deDovitiis@toronto.ca

Objet : Re: Airplane Noise

19 (1)

This the preferential nighttime runway system that Pearson has developed. They started in 2018 & conducted trials during the pandemic. It's another one of these things in which they say they changed nothing but they actual have made changes in how they use runways. Especially at night.



Based on the feedback from your community I would say whatever system has developed for arrivals is not an improvement for your community.

At one point I was very frustrated with the presentation of data & terminology. Some of which lead to changes in the terminology and how data was presented to officials. As is typical GTAA used the data to make things appear much more positive than the reality for local communities.

I would suggest asking questions about this new nighttime system to determine if it has any influence on the nighttime impacts your community is experiencing that differ from your historical lived experience.

Take Care & hope you get some rest soon.

19 (1)

On Jun 23, 2024, at 7:41 AM, 19 (1) wrote:

Hello Everyone,

This morning, I was woken up at 4:18 am by a loud plane that passed over my house. I called the Pearson Airport Complaints Department and MP Judy Sgro,

and I left messages for both of them.

At 5:40 am, Pearson Airport began to receive incoming planes. It sounds like it will be a busy morning for airplane traffic, starting earlier than expected. The new start time had been 6:30 am. More planes are great for GTAA CEO Deborah Flint; that is why she was hired to increase activity at Pearson Airport, supported by the Federal Liberal Government. However, it's not great health-wise for the many residents living in flight paths around the airport. By 6:30 am, the planes over my house are very, very loud.

I will be awaiting a reply this week from Federal Minister of Transportation Pablo Rodriguez regarding his plans to address the airplane noise. A lack of reply would suggest that the Federal Liberal Government is not too concerned about the noise issues affecting certain communities around Pearson Airport, as it affects only a small percentage of the population.

I have left messages for MPP Tom Rakocevic to ask him why insurance rates are higher for certain postal codes, but I have not received a reply from him yet. If a correlation could ever be made between postal codes, accidents, and flight path areas, then I think it will be a bigger problem for all governments to figure out. Studies have shown that people who lose an hour of sleep are more likely to be involved in an accident. Hopefully, MPP Tom Rakocevic replies to me by the end of the week.

Plane noise does affect students' learning capabilities, and our Councillor's office is aware of this issue and is working on it.

Sincerely,

19 (1)

From: 19 (1)

Sent: June 22, 2024 8:18 AM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods

19 (1) @gtaa.com>; Prime Minister | Premier Ministre <PM@pm.gc.ca>;

pablo.rodriguez@parl.gc.ca <pablo.rodriguez@parl.gc.ca>; ZZG-Community

Engagement <communityengagement@gtaa.com>

Cc: pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; 19 (1)

19 (1)

francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>;

jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

info@cityline.tv

<info@cityline.tv>; 19 (1)

19 (1)

19 (1)

'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Tom Rakocevic <TRakocevic-CO@ndp.on.ca>; Mayor Chow <mayor_chow@toronto.ca>; doug.fordco@pc.ola.org <doug.fordco@pc.ola.org>; 19 (1) @toronto.ca
19 (1) @toronto.ca

Subject: Re: Airplane Noise

Hello Everyone,

The planes from Pearson Airport are extremely loud this morning... as in LOUD. The first plane screeched over my house at 6:21 am. Air traffic after midnight could be heard until 12:45 am. The morning before, planes could be heard flying until 1:30 am, and then again throughout the rest of the morning, offering me the chance at only a couple of hours of sleep. It takes work to file the complaints in the morning.

Minister of Transportation Pablo Rodriguez, please provide my community with an answer by the end of the month on how Prime Minister Trudeau plans to improve our noisy living situation here, with Pearson Airport nearby. Another airport should have been built in Pickering, and the two North and South runways need to be spaced farther apart from each other so that they can be used simultaneously. This way, we do not have to rely solely on the three East/West runways, where planes fly over the most populated parts of areas around Pearson Airport at peak times

MP Judy Sgro is aware of how plane noise becomes worse for us in warmer weather, with planes flying at lower altitudes. Nothing has been done about the plane noise in my community over the last few years. MP Judy Sgro initially stated to a few of us in a meeting that we live in the city and we must learn to live with the airplane noise. I believe she has come to realize over the last few years that her initial statement to us was unacceptable.

There should be at least 7 hours between the last plane of the night and the first one of the day, with midnight as the cutoff time and 7 am as the startup time. Proper sleep is essential for a healthy life. It becomes stressful for me because I never know when the last plane will come or when I will hear the first one. I could be up until 1:30 am with airplane noise. Pearson Airport unfortunately has a significant influence on my sleep patterns, and its unpredictability adds to the challenge. I know my days are more enjoyable when I hear fewer planes.

I don't want to call Pearson Airport to complain about the plane noise several times a day or spend time writing emails to important figures in public office. I want to enjoy my life! Former Minister of Transportation Lisa Raitt publicly criticized Pearson noise complaints, where she was vocal and honest and told people the complaints are collected and then left to collect dust. I find myself believing her more and more each day.

It would be wonderful if CEO of the GTAA, Deborah Flint, would make time for a meeting to listen to complaints and provide solutions to residents greatly affected by airplane noise. Unfortunately, it seems to me she is not readily available to engage with communities impacted by her decisions. This situation is concerning and needs to improve.

Sincerely,

19 (1)

From: 19 (1)

Sent: June 21, 2024 3:38 PM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods

19 (1) <@gtaa.com>; Prime Minister | Premier Ministre <PM@pm.gc.ca>; pablo.rodriguez@parl.gc.ca <pablo.rodriguez@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>

Cc: pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>;

jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

info@cityline.tv <info@cityline.tv>; 19 (1)

<skye.com@live.com>; 19 (1)

19 (1)

ZZG-Community

Engagement <communityengagement@gtaa.com>; 19 (1)

19 (1)

Subject: Airplane Noise

Hello Everyone,

I contacted MP Judy Sgro's office this afternoon and asked to speak with her, but I was informed that she was not in the office today. The person I spoke to, 19 (1) confirmed she would inform 19 (1) the office manager, about the emails 19 (1) had sent today to MP Judy Sgro.

MP Judy Sgro presented the airplane noise petition for Humber River - Black Creek to the House of Commons, and it has been approved for investigation. However, I am uncertain about the duration of this process. I believe that during the review process, there should be a temporary reduction in air traffic to Pearson Airport not an increase.

It is warmer weather now, planes fly at lower altitudes and the result is increased noise. GTAA CEO Deborah Flint, MP Judy Sgro, Minister of Transportation Pablo Rodriguez, NAV Canada, and Pearson Airport are all aware of the noise issue. The noise levels are high and have negative impacts on people's health. Despite reaching out to these people over the last few years, the situation has not improved. Furthermore, GTAA CEO Deborah Flint publicly stated intentions to increase air traffic, to make the noise problem worse and Prime Minister Trudeau along with his Minister of Transportation Pablo Rodriguez did not say no to this plan.

What can our community do about the airplane noise? I understand it is Friday, and I may not receive a response today. However, Minister of Transportation Pablo Rodriguez, this question is directed to you, not MP Judy Sgro who should not be taking responsibility of handling your job. What is your proposed solution?

Prime Minister Trudeau, if Minister of Transportation Pablo Rodriguez does not address our noise concerns regarding airplane traffic and noise from Pearson Airport for Humber River - Black Creek by the end of the month, I will be deeply disappointed once again in the Federal Liberal Government. Perhaps it is time for new leadership in the federal government, and now is the opposition's opportunity to voice their stance on this issue. I have not heard a reply from the opposition parties here.

MP Judy Sgro wrote a detailed letter about the airplane noise issues faced in Humber River - Black Creek a couple of years ago to Prime Minister Trudeau and the then Federal Minister of Transportation, Omar Alghabra, but neither of them responded to MP Judy Sgro. I asked MP Judy Sgro if she could find out why her letter was not replied to, and she seemed hesitant and afraid to approach either of them to ask. It is not good!

I would love to see the noise complaints handled differently, as 19 (1) described a new plan to everyone here, where residents of this community could give consent for NAV WebTracker to file a complaint if the decibel reading reaches a certain level in our community. I hope Cynthia Woods, the Manager of Pearson Airport Complaints Department, has considered adopting this idea. Why should I, a resident of this community affected by airplane noise, have to take time out of my day to contact Pearson Airport Complaints Department when technology exists to file a complaint on my behalf? When I am woken up early in the morning, it takes time to check the date and time and then find the device to file the complaint on. It's not easy to file a noise complaint, and sometimes I'm too upset with the airplane noise to bother doing it.

MP Judy Sgro, can you follow up with Cynthia Woods and provide Humber River - Black Creek with an answer by the end of this month to see if she have Pearson Airport adopt this new complaint format? I give this responsibility to you MP Judy Sgro or your office to speak to Manager of Pearson Airport Complaints Department Cynthia Woods by the end of this month and give Humber River - Black Creek an answer.

CEO of GTAA Deborah Flint needs to make herself available to speak to communities where her decisions with increases to air traffic are affecting the

health and well being of the residents living in flight paths to Pearson Airport.

I hope the weekend is quiet with little airplane noise because this morning was hell. Humber River - Black Creek wants improvement and answers, not to be ignored!

Take care,

19 (1)

From: 19 (1)

Sent: June 21, 2024 9:20 AM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>

Cc: 19 (1)

19 (1)

19 (1)

info@cityline.tv <info@cityline.tv>; 19 (1)

19 (1)

Subject: Ask the Courts of Justice to place an Injunction

God day Honourable Judy Sgro,

I do not intend to be disrespectful, but as a responsible citizen, I feel it is important to bring the following to your attention.

You should rely on people like me to bring attention to an issue, not to perform your job. It is utterly unfair to place the onus on the people to do the job our representatives have been elected and are being paid to perform.

I would like to request that, as our representative at the federal level, you ask the Courts of Justice to place an injunction on Pearson Airport. Specifically, I request the suspension of all night traffic, except for emergencies, and the imposition of a cap to stop any increase in air traffic. The rationale for these requests is as follows:

1. **Irreparable Damage to Students:** Students living in the communities surrounding the airport are experiencing detrimental impacts from airplane noise. Numerous empirical studies demonstrate the negative effects of such noise on students' academic performance and overall well-being.
2. **Irreparable Damage to Health:** The health of citizens living in the surrounding communities is being compromised. There is a wealth of empirical studies showing the harmful effects of airplane noise on people's health, including increased risk of cardiovascular diseases, sleep disturbances, and other health issues.
3. **Potential for Irreparable Damage:** Consider a scenario where a truck driver from my community falls asleep at the wheel due to sleep deprivation caused by airplane noise, leading to a tragic accident involving a bus with 40 school children. The insurance company would likely determine that Transport Canada policies permitting the airport to operate 24/7 contributed to the sleep deprivation. In such a case, the courts would likely hold the state responsible. The policymakers would not personally bear the costs; instead, the state would, meaning that the financial burden would ultimately fall on the taxpayers. To put it simply, it is the people who would have to pay for the consequences of these policies.

I urge you to take immediate action to address these concerns and protect the well-being of our community.

Regards,

19 (1)

On Tuesday, June 18, 2024 at 05:32:33 p.m. EDT, Sgro, Judy - M.P.
<judy.sgro@parl.gc.ca> wrote:

Good day 19 (1)

Thank you for providing the below detailed and thorough recommendations. The Hon. Judy Sgro, supports any initiative or ideas that may improve the quality of life for residents in the area.

We have seen that a few of GTAA representatives are included in your initial email, however we can ensure that the appropriate offices are sent your valuable

recommendations.

Our office relies on individuals such as yourself to continue to provide constructive ideas to better our community.

Thank you again for reaching out to our office.

Best regards,

Office of the Hon. Judy A. Sgro

Member of Parliament for Humber River-Black Creek

Chair Standing Committee on International Trade

Privy Council

<image002.png>

Room 1180 Valour Building

House of Commons

Ottawa (Ontario) K1A 0A6

613-992-7774 Telephone

613-947-8319 Fax

Constituency Office:

2201 Finch Ave. West, Unit # 25

North York, ON M9M 2Y9

Tel: 416-744-1882

Fax: 416-952-1696

From: 19 (1)

Sent: Sunday, June 16, 2024 11:09 AM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>; Matias.deDovitiis@toronto.ca; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; Tom Rakocovic <trakocovic-co@ndp.on.ca>; Minister of Transport / Ministre des Transports (TC) <tc.ministeroftransport-ministredestransports.tc@tc.gc.ca>; Singh, Jagmeet - M.P. <jagmeet.Singh@parl.gc.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Sorbara, Francesco - M.P. <Francesco.Sorbara@parl.gc.ca>; robyn.connelly@gtaa.com; cynthia.woods@gtaa.com

Cc: 19 (1)

19 (1)

19 (1)	
19 (1)	info@cityline.tv;
19 (1)	

Subject: Request for immediate changes to complaint form

To all individuals in positions of power associated with YYZ,

This includes those at Nav Canada, the Greater Toronto Airports Authority (GTAA), and Canadian government officials,

Needless to say I expect you to reply to my emails.

I am writing to express my concerns regarding the current complaint form for noise disturbances. The existing form is overly cumbersome and effectively discourages individuals from filing complaints.

As someone who experiences adverse effects from aircraft noise exceeding 55dB, the current system is impractical. Pearson Airport handles approximately 1,850 flights daily, with around 500 of these flights passing over my residence. Given that the form allows a maximum of 8 events per submission, I would need to complete it 62.5 times daily. At an estimated 15 minutes per form, this amounts to 937.5 minutes or approximately 15.6 hours each day.

This cumbersome process seems designed to discourage complaints. Therefore, I propose the following changes to the complaint form:

1. **Automated Complaint Submission:** Include a field where individuals can authorize the system to automatically file a complaint for every aircraft exceeding 55dB, based on data from the community noise monitor.
2. **Accessible Noise Data:** Provide detailed information at each noise monitoring station, including the number of flights exceeding noise thresholds, categorized by departures and arrivals, along with corresponding dB levels and timestamps.

These changes are essential to ensure that the process is accessible and fair, particularly for those you are making vulnerable, traumatized, humiliated, and marginalized individuals.

Thank you for your attention to this matter.

19 (1)

UNCLASSIFIED / NON CLASSIFIÉ



Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20399716

June 27, 2024

19 (1)

Dear 19 (1)

Thank you for your email of June 23, 2024, to the Minister of Transport regarding air traffic noise around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all users.

One of the tools available to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. Noise abatement procedures for Toronto Pearson International Airport are in place. These are in addition to the Night Flight Program, which limits nighttime noise and balances growing regional demand. Specifically, it limits the number of movements during the restricted hours of 12:30 am to 6:29 am. For more information, you may wish to visit [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull](#) (torontopearson.com).

Noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operation of airports, including Toronto Pearson International Airport. In this instance, the airport operator is the Greater Toronto Airports Authority, which can be reached at 416-247-7682 or through its website at [Toronto Pearson- Contact Us](#).

Thank you for writing.

X

Signed by: Scott, Blake

Regards,
Blake Scott
A/Regional Director
Civil Aviation, Ontario Region

Canada

www.tc.gc.ca

03-0418 (1307-02)



From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC)
To: David Henderson
Cc: George, Marcia (TC/TC); Quach, Stephanie (TC/TC)
Subject: RE: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack
Date: Thursday, August 29, 2024 9:21:00 AM
Attachments: 2024-08-29 - Letter Response to 19 (1).pdf
 image001.png

Good morning 19 (1)

Please see the attached response sent on behalf of Marcia George, Regional Director, Civil Aviation, Ontario Region.

Regards,

Issues Management

Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Sent: Wednesday, July 31, 2024 7:25 AM
To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: [External/Externe]: TR: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

XAP-2024-534982

De: 19 (1)
Envoyé : 30 juillet 2024 19:30
À : Trudeau, Justin - Député <justin.trudeau@parl.gc.ca>; Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Cc : 19 (1); Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>; Sorbara, Francesco - M.P. <francesco.sorbara@parl.gc.ca>; 19 (1)
 19 (1)
 19 (1) @navcanada.ca; 19 (1)
 19 (1) Mayor Chow <mayor_chow@toronto.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Matias deDovitis <Matias.deDovitis@toronto.ca>; Navcanada Service <service@navcanada.ca>; Tom Rakocewic <TRakocewic-CO@ndp.on.ca>; 19 (1)
 19 (1)
Objet : Re: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello Pablo

The Blackfriar Park noise monitor is still not displaying a decibel reading for Pearson Airport on Webtracker. NAV Canada assigned a case number 55646 to this noise monitor on July 10, 2024, and stated that they lost visibility with the GTAA connection. They informed me that their specialists would work on restoring visibility, but no estimated time of completion was provided. This monitor has not displayed a decibel reading for approximately two months now. Additionally, my community noise monitor at 19 (1) was not functioning for an extended period a couple of years back. There appears to be a pattern of inadequate maintenance provided for these noise monitors.

I request that you investigate this matter and determine when the decibel readings will be restored for the Blackfriar Park noise monitor on Webtracker. I would appreciate it if you could provide a response before the end of this week to everyone copied on this email.

The Pearson Airport Complaints Department has not responded to my inquiries about the Blackfriar Park noise monitor not working. This lack of response is unacceptable and needs to be addressed. The Pearson Airport Complaints Department is not fulfilling its responsibility to respond to my requests in a callback, despite my having made several requests to them for one. You should contact the Pearson Airport Complaints Department to inquire why they have not responded to me.

This is a federal matter for your Ministry of Transportation to handle here.

Sincerely,

19 (1)

Pablo Rodriguez on X: "Great to see @torontopearson CEO ...



From: 19 (1)

Sent: July 10, 2024 9:19 AM

To: 19 (1); judy.sgro@parl.gc.ca <judy.sgro@parl.gc.ca>; pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; Singh, Jagmeet - M.P. <jagmeet.singh@parl.gc.ca>; Francesco Sorbara <francesco.sorbara@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

19 (1) Mayor Chow <mayor_chow@toronto.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Matias deDovitiis@toronto.ca <Matias.deDovitiis@toronto.ca>; Tom Rakocevic <TRakocevic-CO@ndp.on.ca> 19 (1)

19 (1)

Subject: Fw: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello Everyone,

I contacted NAV Canada regarding the Blackfriar Park airplane noise monitor not displaying the decibel reading on Webtracker, and here is a forwarded email from them.

I also contacted Pearson Airport's Complaints Department with a request for a callback to receive an explanation on why the Blackfriar Park noise monitor was not displaying the decibel reading on Webtracker, but they did not reply to me.

It concerns me that these airplane noise monitors on Webtracker for Pearson Airport are sometimes down for extended periods of time — ranging from days to weeks, and even months. I hope that the Federal Minister of Transportation, Pablo Rodriguez, shares my concern and takes responsibility to investigate this matter to make improvements. It would be great to receive a reply from the Federal Minister of Transportation, Pablo Rodriguez to see what he intends to do. Valuable airplane noise information may not be recorded and is lost.

Take care,

19 (1)

From: Customer Service Centre/ Service à la clientèle <service@navcanada.ca>

Sent: July 10, 2024 7:19 AM

To: 19 (1)

Subject: RE: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello Mr. 19 (1)

Thank you for contacting NAV CANADA.

We lost visibility with the GTAA connection. We have informed the specialists and they will work on restoring visibility. No ETA has been provided.

Regards,

NAV CANADA

Customer and Stakeholder Services - Service à la clientèle et aux parties prenantes

service@navcanada.ca

151 Slater St., Ottawa, ON K1P 5H3

Toll Free/ Sans frais: 1-800-876-4693

www.navcanada.ca



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Si vous ne désirez plus recevoir de communications électroniques, veuillez cliquer [ICI](#)

From: 19 (1)

Sent: Monday, July 8, 2024 11:50 PM

To: Customer Service Centre/ Service à la clientèle <service@navcanada.ca>

Cc: judy.sgro@parl.gc.ca; 19 (1)

Subject: [EXT] Fw: Blackfriar Park Noise Monitor on Webtrack

From: 19 (1)

Sent: July 8, 2024 11:38 PM

To: 19 (1) @navcanada.com <19 (1) @navcanada.com>

Cc: judy.sgro@parl.gc.ca <judy.sgro@parl.gc.ca>; 19 (1)

Subject: Blackfriar Park Noise Monitor on Webtrack

Hello 19 (1)

The Blackfriar Park airplane noise monitor has not displayed decibel readings on WebTrack for a few weeks now. Do you know the reason why?

Take care,

19 (1)

--

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Transport Canada
Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20518779

August 29, 2024

19 (1)

Dear 19 (1)

Thank you for your email of July 30, 2024, to the Minister of Transport regarding the aircraft noise concerns around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective, and environmentally responsible transportation system.

Further to the correspondence issued to you on June 27, 2024, the department maintains the same recommendation referenced in that communication, which is to continue constructive dialogue with the Greater Toronto Airports Authority (GTAA) directly. Transport Canada is not involved in daily operations at Toronto Pearson International Airport, including noise monitoring handled by the GTAA. Indeed, these issues are best discussed directly with the airport authority.

Again, thank you for writing.

Regards,

Marcia George
Regional Director
Civil Aviation, Ontario Region

www.tc.gc.ca

03-0418 (1307-02)

Page
2119 /
2990

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC)
 To: 19 (1)
 Bcc: 19 (1)
 Subject: RE: Fwd: no response for my questions
 Date: Thursday, August 29, 2024 9:09:00 AM
 Attachments: 2024-08-29 - Letter Response to 19 (1).pdf
 image001.png
 image002.png
 image003.png
 image004.png
 image005.png
 image006.png
 image007.png

Good morning 19 (1)

Please see the attached response sent on behalf of Marcia George, Regional Director, Civil Aviation, Ontario Region.

Regards,

Issues Management

Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
TC.ONT.CivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
TC.ONT.CivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: 19 (1)

Sent: Friday, August 2, 2024 10:56 AM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>; ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>; Rodriguez, Pablo - Député <pablo.rodriguez@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>

Subject: [External/Externe]: Fwd: no response for my questions

XAP-2024-534986

Hi Pablo - please get me the right answers . This is a department running under the policies defined by your ministry and paid for by my taxes.

Your ministry uses airport as cash cows making them the most expensive airports to fly out of and then your policies lead to creation of these departments that waste tax payer money and hire people who aren't fit for any public facing job.

Hi Gary - not sure if u understand what give good answers mean or what a job responsibility means .
 But I am not supposed to get answers from NAV, Toronto Pearson noise board is . That's why you are manning the phones not NAV.

You are being paid for getting the right answers and not give people a run around or give philosophical non sensical answers

You just cannot give answers and when they are debunked with data , hide behind a rock . That's what not open communication means

Sent from Gmail Mobile

----- Forwarded message -----

From: 19 (1)

Date: Mon, Jul 22, 2024 at 6:21 AM

Subject: Re: no response for my questions

To: ZZG-Community Engagement <communityengagement@gtaa.com>

i havent received any response from you.
 regarding the preferential runway system, i am surprise that you dont know whats on your website. i am sending it again.

this is the link

<https://www.torontopearson.com/en/community/get-involved/community-conversations/trial-of-an-updated-nighttime-preferential-runway-system>
 and this is the second paragraph on this page

"With this approval, the updated preferential runway system which was proposed in 2015 and has been on trial since February 2020, is now an official noise operating restriction procedure of the GTAA's Noise Management Program."

and please let me know who is the meadowvale's rep on the neighbourhood table.

On Thu, Jul 18, 2024 at 10:55 AM 19 (1) wrote:

I haven't yet received an answer for who the Meadowvale representative is and how the 2020 change is night is one preferential runway impacted flight volumes.

And this is another issue that I have ---for 2 years I have been told that everyone asks for 5/23 for departures as it is the biggest runway.

This is a screenshot of flights as 10:37 am today 7/18 . How is this configuration possible.

Both your office and NAV has reiterated that they never 5/23 as primary arrival runway. This answer - It is on record and on video . Asked by Toronto Pearson noise board person and answered by NAV.

Last time I talked to your office they told me "we are very open". Please help me understand why 5/23 is being used for primary arrival when your answer on the record is "we never do that "

Sent from Gmail Mobile

On Fri, Jul 12, 2024 at 12:11 PM [REDACTED] wrote:

i will be attending the July 25th meeting, but those meetings are useless. The metrics shown in those meetings are so simple that can be generated in less than 5 minutes using a pivot table in excel and if you are using sql in tableau by using "group by having". Those are meaningless metrics, and you waste 15 minutes of that meeting going through that metric that takes less than 5 mins to generate. Also, I have proved and u can also see the previous meeting record, NAV lies on camera with no consequence and your department didn't ask a follow up question, and just parroted their response.

About -

A Nighttime Preferential Runway System has existed since the 1970s as a means of managing nighttime noise. -

i did share the link where the runway system was changed to use 5/23 as the primary runway because of the logic "the earlier preferential system had a problem as runways could not be used at the same time". which means that 5/23 is used for both arrivals and departures since 2020 and that created issues. Where is the metric that shows the impact of this idea, that is a meaningful metric.

Metrics and data visualization tools were created to give meaningful information in a faster way as a picture is worth a thousand words, but your metrics don't paint the right picture and sometimes paint something that is not even required.

The Neighbourhood Table does have a representative from Meadowvale. With your permission, I can reach out to the representative and share your concerns. -

i don't get it, with my permission? - isn't that something that should be there anyways. What exactly does it mean? and share my concerns - Do they have the power to move air traffic? I can meet govt officials directly, do a picket line but for a noise board unpaid rep, there is another process? and why is your department a conduit. My experience suggests that your department being a conduit is a bad way to push information through, please just share the details or link to the page where the neighbourhood info is there.

I am not even sure if you understand what your department should be doing.

1. you are or should be (based on your name) a check against NAV using runways incessantly.
2. NAV doesn't care about noise.
 1. NAV has 32 combinations of runways available which are 500 meters apart.
 1. so they can use any runway they want in a particular direction based on wind.
 2. Example - For South and North winds, east west runways are used and not North south runway solidifies that point.
3. NAV charges around 22 dollars per plane, so you can understand how much money they make.
4. For NAV, it is easier to keep on using the same runways - less changes, less personnel, more money for salaries.
5. You should have metrics based on wind directions and asking NAV to not use certain runways for certain wind direction
6. act as an advocate for the people you interact with and are impacted by the noise, and not a mouthpiece for NAV.

On Fri, Jul 12, 2024 at 11:44 AM ZG-Community Engagement <communityengagement@gtaa.com> wrote:

Hi [REDACTED]

A Nighttime Preferential Runway System has existed since the 1970s as a means of managing nighttime noise. An updated system was approved by Transport Canada in 2022 following full consultation as part of the Six Ideas for noise mitigation, and a Trial in 2020-2022. Runway 05/23 is part of the current preferential runway system and was also part of the previous system. You can view the public engagement report on the Quieter Operation Roadmap - Six Ideas for noise mitigation [here](#).

The Neighbourhood Table does have a representative from Meadowvale. With your permission, I can reach out to the representative and share your concerns. We do not produce meeting minutes for the Neighbourhood Table, however updates on the Preferential Runway system were provided at the Noise Management Forums, including the Neighbourhood Table and Pearson Public meetings. References can be found in the meeting materials from Pearson Public meeting materials [here](#), however the best references were provided above.

Please consider attending our upcoming Pearson Public meeting on July 25th. This meeting provides an opportunity to discuss airport operations with representatives from the Toronto Pearson noise management team, including NAV CANADA.

You can learn more about these meetings and register [here](#).

Thank you,
Gary

[REDACTED] Senior Officer, Noise Management
Greater Toronto Airports Authority | Sustainability and Social Impact
P.O. Box 6031, 3111 Connaught Drive, Toronto AMF, Ontario, L5P 1B2
Phone: [REDACTED]
Toronto@Pearson.com





From: 19 (1)

Sent: Tuesday, July 9, 2024 6:19 PM

To: Z2G-Community Engagement <communityengagement@gtaa.com>

Subject: no response for my questions

CAUTION: External Sender. Do NOT click on any links or open any attachments unless you trust the sender and know the content is safe.

hi - in our last noise complaint and before that on the call.

i had asked -

how the runway pattern for night were changed to always use 5/23 in 2020 .

who from meadowvale was consulted

who represents meadowvale in the committee you have from different neighbourhoods.

where are the minutes of the meetings from that whole endeavor

what metrics were designed or put into action to see that this does not increase traffic over meadowvale (as this is what u guys ask whenever a new idea is submitted)

these are precise questions where i am hoping not to get generic philosophical answers.

please respond to this email. since it is been more than a week since i had put in the noise complaint.

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Transport Canada
Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20518789

August 29, 2024

19 (1)

Dear 19 (1)

Thank you for your email of August 2, 2024, to the Minister of Transport regarding aircraft noise concerns around your residence and the nighttime preferential runway system. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective, and environmentally responsible transportation system.

Further to the correspondence issued to you on April 4, 2024, the department maintains the same recommendation referenced in that communication, which is to continue constructive dialogue with the Greater Toronto Airports Authority (GTAA) directly. Transport Canada is not involved in daily operations at Toronto Pearson International Airport and these issues are best discussed directly with the airport authority.

Thank you for writing.

Regards,

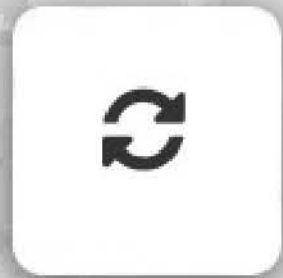
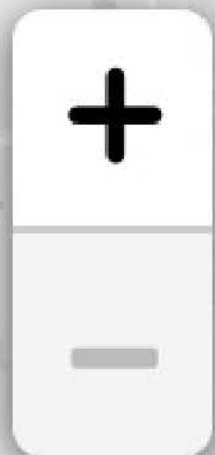
Marcia George
Regional Director
Civil Aviation, Ontario Region

www.tc.gc.ca

03-0418 (1307-02)



Toronto Pearson



Jul 18 2024
10:37:37 AM



Leaflet |



1x



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Toronto Star

Page 2126 / 2990









CANADA'S BEST
EMPLOYERS

Forbes

2024

DESIGNED BY STAYERS

Pearson Transport Canada Centre
5431 Flightline Drive
P.O. BOX 6003
Mississauga, Ontario
L5P 1A1

October 9, 2003

19 (1)

Manager Aviation Standards, Noise & Enforcement
Greater Toronto Airports Authority
Toronto Pearson International Airport
P. O. Box 6031, 3111 Convair Drive
Toronto AMF, Ontario
L5P 1B2

Dear Mr. 19 (1)

Re. Noise Mitigation Procedures – Toronto/LBPIA

We have reviewed the records for the period November 1, 2001 to October 31, 2002. This review was done with respect to the December 10, 1997, letter to Mr. Louis Turpin from Mr. T. Gibson and the subsequent change in reporting cycle.

The majority of recorded extensions and exemptions appear to be in compliance with the spirit of the December 1997 letter, however, an explanation of the following is required before we can complete our review.

20 (1) (b)

20 (1) (b)



- Given the above, kindly review your reported movements for the period November 1, 2001 to October 31, 2002.

Please provide a written response to our office regarding the above items by November 1, 2003.

If you have any questions regarding the above please contact the undersigned at 905-405-3301.

Yours truly,

Original signed by Bob Kidd

Bob Kidd
Civil Aviation Safety Inspector
Aerodrome Safety, ANS & Airspace

From: [Bailey, Wendy](#)
To: [Pollock, Mary](#)
Cc: [Mawji, Hanif](#); [Biffin, Adam](#); [McDonald, Ted](#); [Bennett, Megan](#)
Subject: RE: EMAIL: Lester B Pearson International Airport - Trial Preferential Runway - Noise Abatement
Date: Friday, February 19, 2021 1:57:20 PM

Thank you Mary for the notification. We will review and let you know if we have any questions.

Thanks,

Wendy Bailey

Chief, Environmental Protection and Standards, Civil Aviation

Transport Canada, Government of Canada

wendy.bailey@tc.gc.ca / Tel: 613-291-4590 (cell)

Chef, Protection de l'environnement et des normes, Aviation civile

Transports Canada, Gouvernement du Canada

wendy.bailey@tc.gc.ca / Tel: 613-291-4590 (cell)

From: Pollock, Mary

Sent: Friday, February 19, 2021 1:45 PM

To: Bailey, Wendy

Cc: Mawji, Hanif ; Biffin, Adam

Subject: EMAIL: Lester B Pearson International Airport - Trial Preferential Runway - Noise Abatement

Importance: High

Good afternoon Wendy

We wanted to provide you notice that the Ontario Region is extending the trial of the preferential runway system at Lester B. Pearson International Airport. It was delayed in its original start, we have provided the timelines below for your information. We have prepared this letter to be sent to the airport today. We have also reached out to the airport to identify a completion date of the implementation of the permanent noise abatement procedures.

Summary

Background

The Toronto-Lester B. Pearson International Airport utilizes noise abatement procedures to mitigate noise impacts of aviation activities on the communities surrounding the airport. The preferential runway system sets out the order of runways utilized at night, dependant on weather and operational requirements, to limit the noise impacts on the community. The previous preferential runway system had been in place for a number of years, and was the source of a number of community complaints surround night operations and specific runways utilized at the airport. Through consultation with stakeholders at the airport's noise management committees, including committee members, the airport created a new preferential runway system that could be implemented to address stakeholder complaints. As noise abatement procedures are specified by the Minister in the Canada Air Pilot or Canada Flight Supplement as per Canadian Aviation Regulations 602.105(a), and there is a formal process to amend noise abatement procedures in accordance with Transport Canada Advisory Circular 302-012, the airport requested a trial for the amended preferential runway system in order to assess its effectiveness.

Current Situation and Timeline

- **January 2019** - Transport Canada approved a trial of a new preferential runway system, subject to conditions (see attached email).

- **February 2019** - The GTAA provided notification that the start of the trial would be delayed due to runway work on runway 05/23.
- **November 2019** - The GTAA confirmed that they had established dates for the trial (Feb 27th 2020 to February 26th 2021)
- **January 2021** - The GTAA formally requested the extension of the preferential runway system trial until the formal process for the amendment of noise abatement procedures (found in TC Advisory Circular 302-012) is completed and the new procedure is specified by the Minister in the Canada Air Pilot or Canada Flight Supplement.
- **February 2021** - TC Ontario Region has reviewed documents submitted by the GTAA (February 1st and 3rd, 2021), which confirmed that there are no changes to documentation or conditions related to the preferential runway system trial from when Transport Canada previously approved the trial.
- **February 2021** - The GTAA has provided feedback data from December 2020 that showed community support for the amended preferential runway system being trialed from the airports neighbourhood table as part of the noise management committee framework.
- **February 19, 2021** – The Ontario Region will be sending out the letter to extend this trial.

We will be sending the letter to the airport today. If you have any questions please do not hesitate to reach out to us.

Best regards

Mary

Mary Pollock

Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863

Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: [Lyon, Carla](#)
To: [Higham, John](#)
Cc: [Butts, Lucy](#); [Stephenson, Michael](#); [Baxter, Deborah](#)
Subject: RE: Draft Reply to LBPIA re Noise Management Committee Suggestion
Date: Wednesday, September 27, 2006 4:15:36 PM

Hi, John.

Thanks for sending this.

21 (1) (b)

Carla

From: Higham, John [<mailto:HIGHAMJ@tc.gc.ca>]
Sent: September 22, 2006 11:08 AM
To: Lyon, Carla
Cc: Butts, Lucy; Stephenson, Michael; Baxter, Deborah
Subject: Draft Reply to LBPIA re Noise Management Committee Suggestion

Carla, per our discussion just had, attached please find the inquiry and draft reply. As we discussed, as the draft reply incorporates directly some of your comments, please confirm if you are O.K. with same or not.

Thanks.

- John Higham
Regional Manager, National Airports System
Transport Canada - Ontario Region

<< File: LETTER FROM STEVE SHAW DATED AUGUST 22, 2006 TO DEBRA TAYLOR AND COPY TO DAVID BAYLISS REGARDING GREATER TORONTO AIRPORTS AUTHORITY NOISE MANAGEMENT COMMITTEE 2006 ENCLOSED 2006 MANAGEMENT COMMITTEE RESOLUTION #1 >> << File: ONTARIO - LETTER TO STEVE SHAW FROM DEBRA TAYLOR - REQUEST ON BEHALF OF GREATER TORONTO AIRPORTS AUTHORITY NOISE MANAGEMENT COMMITTEE >>

4900 Yonge Street
4th Floor
Toronto ON M2N 6A5

xx September 2006

Mr. Steve Shaw
Vice President, Corporate Affairs
Greater Toronto Airports Authority
P.O. Box 6031, 3111 Convair Drive
Toronto AMF, ON L5P 1B2

Dear Mr. Shaw:

Thank you for forwarding the Greater Toronto Airports Authority (GTAA) Noise Management Committee's (NMC) resolution regarding noise enforcement fines.

As Chair of the NMC, you are in a position to brief committee members on the terms and conditions of the Ground Lease. Subsection 8.12.03 of the Ground Lease provides that the GTAA is responsible for determining the need for and undertaking noise monitoring related to aircraft operations within a distance of 10 nautical miles from any point on the perimeter of the Airport. Such monitoring is not done on Transport Canada's behalf, but is part of the GTAA's responsibilities as the tenant under the Ground Lease. The GTAA is not the Crown's agent.

In addition, as you know, the Ground Lease requires the GTAA to report to the Minister any violation of any regulation or order respecting noise.

You should know that enforcement fines are paid to the Receiver General of Canada, (not to Transport Canada) and are directly credited to the government's Consolidated Revenue Fund. Transport Canada is therefore unable to fulfill the committee's request.

I trust the foregoing has clarified the department's position with respect to the GTAA Noise Management Committee's request.

Yours sincerely,

Ms. Debra Taylor
Regional Director General
Ontario Region



GREATER TORONTO AIRPORTS AUTHORITY

August 22, 2006

Ms. Debra Taylor
Regional Director General, Ontario
Transport Canada
4900 Yonge Street, Suite 300
Toronto, ON M2N 6A5

Dear Ms. Taylor:

I am writing on behalf of the Greater Toronto Airports Authority's (GTAA) Noise Management Committee (NMC).

As you may know, the NMC is a community-based forum where local residents and the GTAA openly discuss noise and environment related issues affecting neighbourhoods near Toronto Pearson International Airport. The committee meets regularly and members of the public are invited to attend and provide comments directly to committee members. The NMC is comprised of resident and councillor representatives from the cities of Brampton, Mississauga, and Toronto. The committee is also supported by technical members from the GTAA, NAV Canada, the airline industry, and Transport Canada.

At the June 14, 2006 meeting of the NMC, the committee passed a resolution requesting that noise enforcement fines collected by Transport Canada

21 (1) (a)

21 (1) (a)

I have included a copy of the resolution for your consideration, and look forward to your response. Please feel free to contact me with any questions or concerns.

Yours truly,

19 (1)

Steve Shaw
Vice President, Corporate Affairs
Chair, Noise Management Committee

Encl.

c. Mr. Dave Bayliss, Transport Canada
Noise Management Committee

From: Quach, Stephanie (TC/TC)
To: Singh, Gurpreet (TC/TC)
Subject: RE: [External]: May15th planes arriving over meadowvale (no departures)
Date: Thursday, May 23, 2024 3:30:00 PM
Attachments: imaa001.jpg
 imaa002.jpg
 imaa003.jpg
 imaa004.jpg
 imaa005.jpg
 imaa006.jpg
 imaa007.jpg
 imaa008.jpg
 imaa009.jpg
 imaa010.jpg
 imaa011.jpg

Hi Gurpreet,

No response required at this time as per our latest response sent on April 4th. We have communicated our department's position and recommendations. Unless there is a safety concern identified, we have informed the writer to engage in constructive dialogue with the GTAA.

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Singh, Gurpreet (TC/TC)
Sent: Thursday, May 23, 2024 3:17 PM
To: Quach, Stephanie (TC/TC)
Subject: RE: [External]: May15th planes arriving over meadowvale (no departures)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Yes , we did respond to him earlier via RDIMS # 20220058.

Thank you,
 Gurpreet Singh
 Issues Management Officer
 Transport Canada/ Government of Canada
Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863
 Agenté, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Thursday, May 23, 2024 3:10 PM
To: Singh, Gurpreet (TC/TC) <gurpreet.singh@tc.gc.ca>
Subject: RE: [External]: May15th planes arriving over meadowvale (no departures)

UNCLASSIFIED / NON CLASSIFIÉ

Have we responded to him previously? I cannot determine from this thread.

From: Singh, Gurpreet (TC/TC) <gurpreet.singh@tc.gc.ca>
Sent: Wednesday, May 15, 2024 11:39 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FW: [External]: May15th planes arriving over meadowvale (no departures)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

This is a repeat client. Please advise.

Thank you,
 Gurpreet Singh
 Issues Management Officer
 Transport Canada/ Government of Canada
Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863
 Agenté, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Sent: Wednesday, May 15, 2024 11:17 AM
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONT.CivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Cc: akashdeep.kaushal@gmail.com
Subject: FW: [External]: May15th planes arriving over meadowvale (no departures)

UNCLASSIFIED / NON CLASSIFIÉ

Good Morning CivAv Issues,
 FYI/A – please see email below.
 Thank you.

Tamara Henry
 Service Team Officer, Civil Aviation Services
 Transport Canada/ Government of Canada
 Tel: 1-800-305-2059/ TTY: 1-888-675-6863
 NEW! Book your aviation exam online. Visit [Schedule an exam - Transport Canada](#)
 Agente de l'équipe de service, Services de l'Aviation Civile
 Transports Canada / Gouvernement du Canada
 Tél: 1-800-305-2059 / ATS: 1-888-675-6863
 NOUVEAU! Réservez votre examen d'aviation en ligne. Visitez [Planifier un examen - Transports Canada](#)

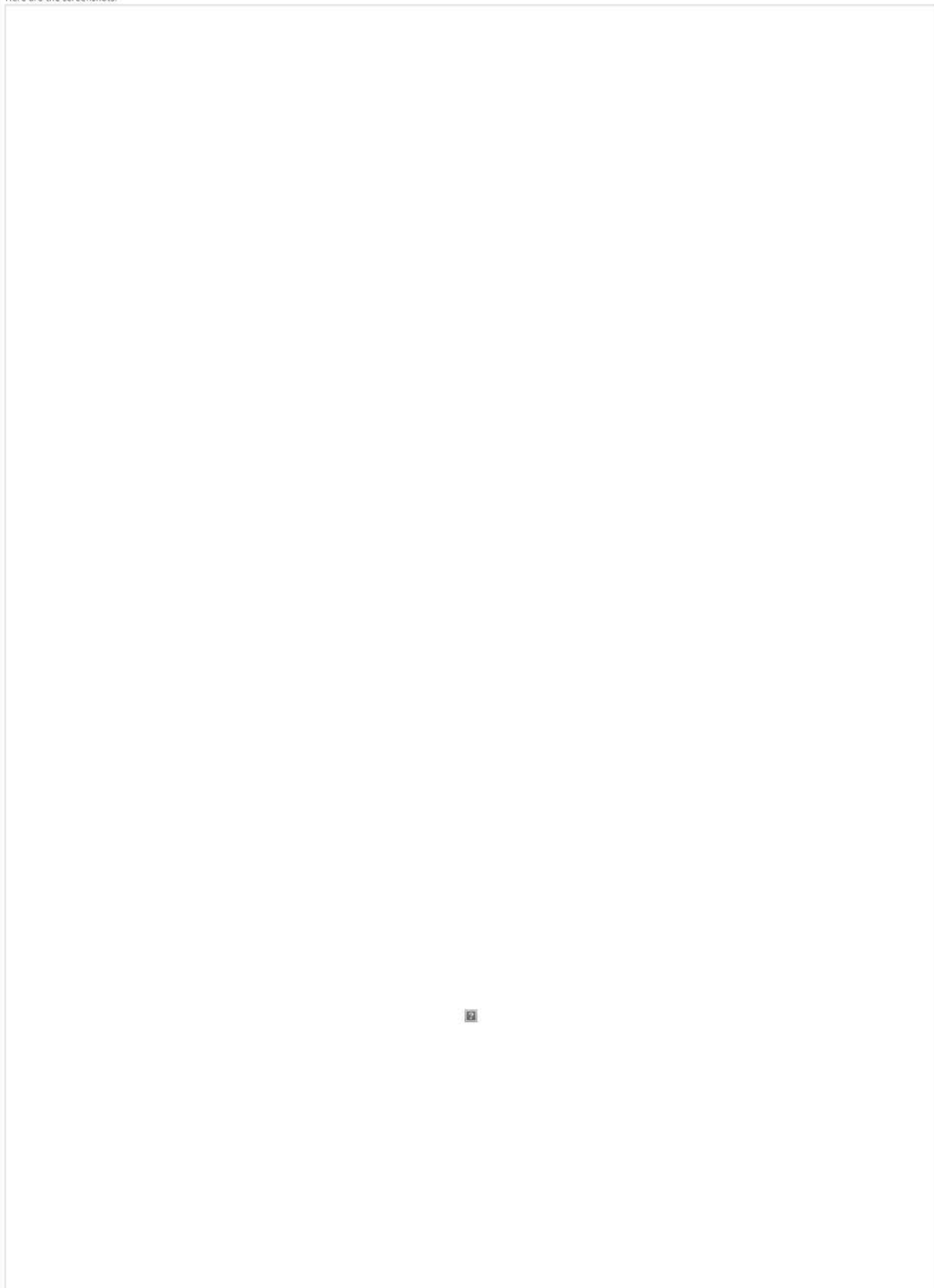
From: **19 (1)**
Sent: Wednesday, May 15, 2024 11:07 AM
To: Valdez, Rechie - M.P. <rechie.valdez@parl.gc.ca>; Z2G-Community Engagement <communityengagement@gtaa.com>; ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Subject: [External/Externe]: May15th planes arriving over meadowvale (no departures)
 rechie - an organization governed by the federal government is doing something 12-15% of the time and then categorically deny it to the people using the one chance they have in six months, what do you think? is this acceptable?
 i fail to understand your negligence in this matter.
 i understand toronto pearson noise board might be a hotbed for nepotism hires and equivalent to a poor man's ambassadorship but you are chosen by the will of the people and i am pretty sure it was part of your oath.
 when are you going to start asking the right questions or the bare minimum understand the problem.
 i have attached the screen shot of the aircraft flow and as you can see no planes are departing from 5/23.
 2 years i have been writing emails and i have gotten

a white lie from NAV canada

"we dont know, NAV does it" from toronto pearson noise board akin to a kid blaming mr. nobody for breaking a vase.
and absolute silence from federal govt representatives

On Sun, May 12, 2024 at 12:46 PM 19 (1) wrote:

For the last couple of weeks, 5/23 is not being used for arrivals except for may 4 6 and 10 in the morning . But today with absolutely no cross winds difference , no visibility issues 5/23 is being used for arrivals. I fail to understand the rationale behind it when using 5/23 for arrivals as a primary run way was categorically denied by NAV with no follow up questions by Toronto Pearson noise board in the last noise meeting . Here are the screenshots.



Sent from Gmail Mobile

On Mon, Apr 29, 2024 at 6:53 PM [REDACTED] wrote:

So i got a call from toronto pearson board couple of days back. By the way, there is no way to contact them directly. as they have false information about someone will be there between 8 to 5 to pick up the call.
in 2 years, no one has picked up the call.
so they call you and i have kept my fone near me at all times to confront their BS face to face but somehow their calls directly go to voicemail. and it is unknown caller, i cannot call them back.
So the crux the message was 'we are useless and we just follow certain rules'. this department is ripe to be replaced by a generative AI and a chat bot. because thats what the essence of this office is. and the chat bot will be a simpleton because anything asks it has to reply "NAV decides it".
if NAV decides everything and toronto pearson parrots the same line, whats the point of this office wasting office space, time and money.
i am reiterating this again and again because soon webster might use toronto pearson noise board to explain the word "redundant" in a sentence.

On Mon, Apr 29, 2024 at 11:30 AM [REDACTED] wrote:

@Valdez, Rechie - M.P. - can you please ask the NAV guys who draw salaries from tax payers money, show up their face once in a quarter to the public, lie to people's faces with no accountability and then go off on their merry way.

On Fri, Apr 26, 2024 at 9:29 AM [REDACTED] wrote:

on the website

<https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>
it is mentioned

Call us

Call us at (416) 247-7682. You can speak to someone Monday to Friday from 8:00 am to 5:00 pm. After hours, a voicemail service will allow you to leave a detailed message.

IN THE LAST 2 YEARS OF FILING COMPLAINTS, NO ONE HAS EVER PICKED THIS FONE. You get a FONE CALL and if you miss that fone call, a voice call is left with the crux "we are useless, we cannot do anything, NAV does it.

@Valdez, Rechie - M.P. - please solve this issue. this is govt incompetence at its highest and that is saying something in Canada.

On Thu, Apr 25, 2024 at 7:06 AM [REDACTED] wrote:

and there are no cross winds on either 5/23 or 6/24 (L or R)
this is literally the easiest weather to choose any runway East west corridor.
winds are right, it is in the direction where meadowvale can be spared after over 12 days, and yet here we are .
i am giving this data because i dont think pearson noise board neither have the will or the competence to look at data and question NAV.
but i have provided the data and the screen shots.
@Valdez, Rechie - M.P. why not disband this office and start a lottery with that money and have a winner every month from people who live under airport noise impacted zones. that will bring more joy to your constituents than whatever this is going on.

On Thu, Apr 25, 2024 at 6:48 AM [REDACTED] wrote:

and here is the screenshot at 6:32 a.m.
flights coming in on 5/23 over meadowvale and departures over [REDACTED]
Now, on this email,

1. we have a toronto noise board which might have a budget of more than a million dollars a year for giving a redundant answer "NAV decides it".
2. We have MP who is giving quarterly updates about noise.
3. And a councilor who understands the issue.

Now tell me in which developed country, we will have a govt office that has no result orientedness even on paper. and can get away 365 days a year by giving a single nonchalant answer.

look at the screenshot and go through last noise board meeting minutes and u can see the discrepancy.

On Thu, Apr 25, 2024 at 6:39 AM [REDACTED] wrote:

and i wanted to point this fact out too.
when 5/23 was being used as a preferential runway at night. after 6:30 a.m cut off, it took hours for NAV to move runway usage back to their original model.
Now, after 11 days of incessant departures over meadowvale, yesterday the winds shifted and meadowvale was spared for a day.
But today morning, and as you might be aware that 5/23 is under maintenance at night, and back up runways are being used.
do you know how much time it took NAV to start using 5/23 and meadowvale for arrivals?
less than 2 minutes after the 6:30 deadline.
and now planes are arriving over meadowvale when easily the other runways can be used.
i dont know if it is incompetence, arrogance or sheer stupidity, but i know what the answer i will get when i raise a noise complaint (and after giving the same irrefutable facts) to the nepotism central toronto pearson noise board - "NAV DECIDES IT".

On Thu, Apr 18, 2024 at 9:01 AM [REDACTED] wrote:

and this is today morning. now suddenly, every pilot is asking for departure on 5/23.
i might get a call from pearson noise board today and they will have a playbook answer and no answers to counter questions.

On Wed, Apr 17, 2024 at 6:54 AM [REDACTED] wrote:

same thing this morning too. the guy representing NAV in this quarter's noise meeting should be fired for lying to the public along with the current noise management staff for not representing the people.

On Tue, Apr 16, 2024 at 1:24 PM Valdez, Rechie - M.P. <rechie.valdez@parl.gc.ca> wrote:

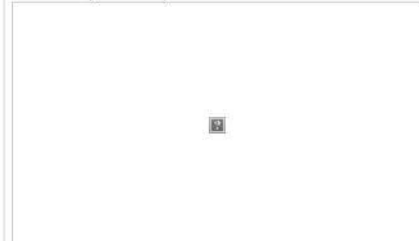
Good afternoon [REDACTED]

Thank you for contacting the office of MP Rechie Valdez. This email is to confirm we have received your correspondence. We will look into this matter for you.

Kind regards,

[REDACTED]

Constituency Assistant / Case Worker



From [REDACTED]

Sent: Tuesday, April 16, 2024 12:49 PM

To: Brad Butt <Brad.Butt@mississauga.ca>; Valdez, Rechie - M.P. <rechie.valdez@parl.gc.ca>; ZG-Community Engagement <communityengagement@gtaa.com>

Subject: Re: [EXTERNAL] Re: Toronto Pearson In person Public Noise Management Forum - April 11th

thanks kimberly - but i am surprised. today is a day when runways should have shifted but it is been hours and hours and nothing has changed. it is still the same. premise is - a group named toronto pearson noise board which is supposed work with communities can lie, accept lies from NAV and dont correct them on people's behalf and then have a meeting once a quarter and waste money - the first thing that should be cut in today's federal budget should be the budget for the toronto pearson noise board because they are less useful than a literal 2x2 board.

On Tue, Apr 16, 2024 at 9:11 AM Brad Butt <Brad.Butt@mississauga.ca> wrote:

Good Morning Akashdeep,

Thank you for your email, it will be brought to Councilor Butt's attention.

Regards,

Kimberly Duarte, Admin. Asst. to
Brad Butt, Councillor Ward 11
City of Mississauga
300 City Centre Drive, 3rd Floor
Mississauga, ON L5B 3C1
Office: 905-896-5011
Fax: 905-896-5863
Email: Brad.Butt@mississauga.ca
Web: <https://bradbutt.ca/>



From: 19 (1)

Sent: Tuesday, April 16, 2024 9:02 AM

To: ZYG-Community Engagement <communityengagement@gtaa.com>; Brad Butt <Brad.Butt@mississauga.ca>; Valdez, Rechie - M.P. <rechie.valdez@parl.gc.ca>

Subject: [EXTERNAL] Re: Toronto Pearson In person Public Noise Management Forum - April 11th

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

SO brad/Rechie - i did attend this meeting.

This meeting is all about - NAV using safety as a leg up on others than actually having answers. The person representing NAV seemed too full of himself. the line he repeated several times (and it is on the record) that pilots request 5/23 for departures and i had asked this question on this point "that even though u say so ur data suggests that not to be the case".

His answer was a non-answer as if he was scared to say it on the record. But he kinda mumbled a response that made no sense.

and what is happening as of now (today Apr-16-2023) contravenes what he had said in the meeting.

For the last 1.5 hours, planes are arriving over meadowvale on 5/23 and departures are happening on the ^6/24 Right runway over kings street.

No pilot is now asking for 5/23, and seems like safety (the leg up criteria for nav) is no longer a concern.

How people who represent the government office in a recorded public forum are allowed to falsify information is beyond me?

Also Rechie - I am surprised that there is no federal oversight.

thanks!

Akash

On Tue, Apr 2, 2024 at 11:58 AM ZYG-Community Engagement <communityengagement@gtaa.com> wrote:

Hello,

Please join us on Thursday, April 11th for Toronto Pearson's Public Noise Management Forum to learn about airport operations and ask questions about community impacts.

Details below:

Toronto Congress Centre

Sutherland Rooms

650 Dixon Road, Toronto

Pre-Meeting Interactive Sessions: 5:00pm – 5:45pm

Public Meeting: 6:00pm – 8:00pm

Please RSVP here.

If you are unable to join us in person, please RSVP to attend virtually. The link to the meeting will be posted on the [website](#) by 5:30pm.

Thank you and we hope to see you on April 11th!

Toronto Pearson Noise Management Team

Greater Toronto Airports Authority | Sustainability and Social Impact

P.O. Box 6031, 3111 Conair Drive, Toronto AMF, Ontario, L5P 1B2

Phone (416) 247-7682

[TorontoPearson.com](https://torontopearson.com)



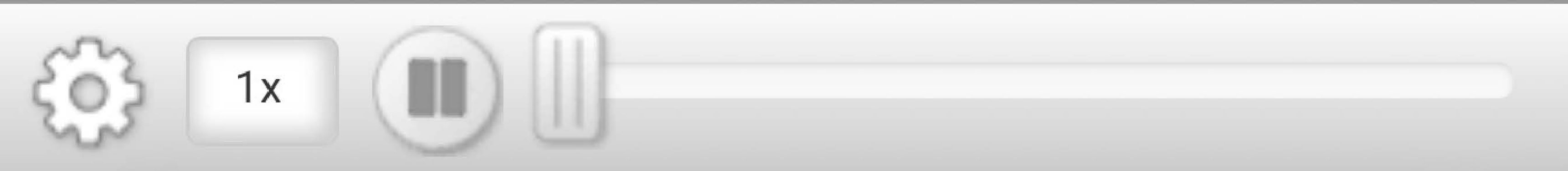
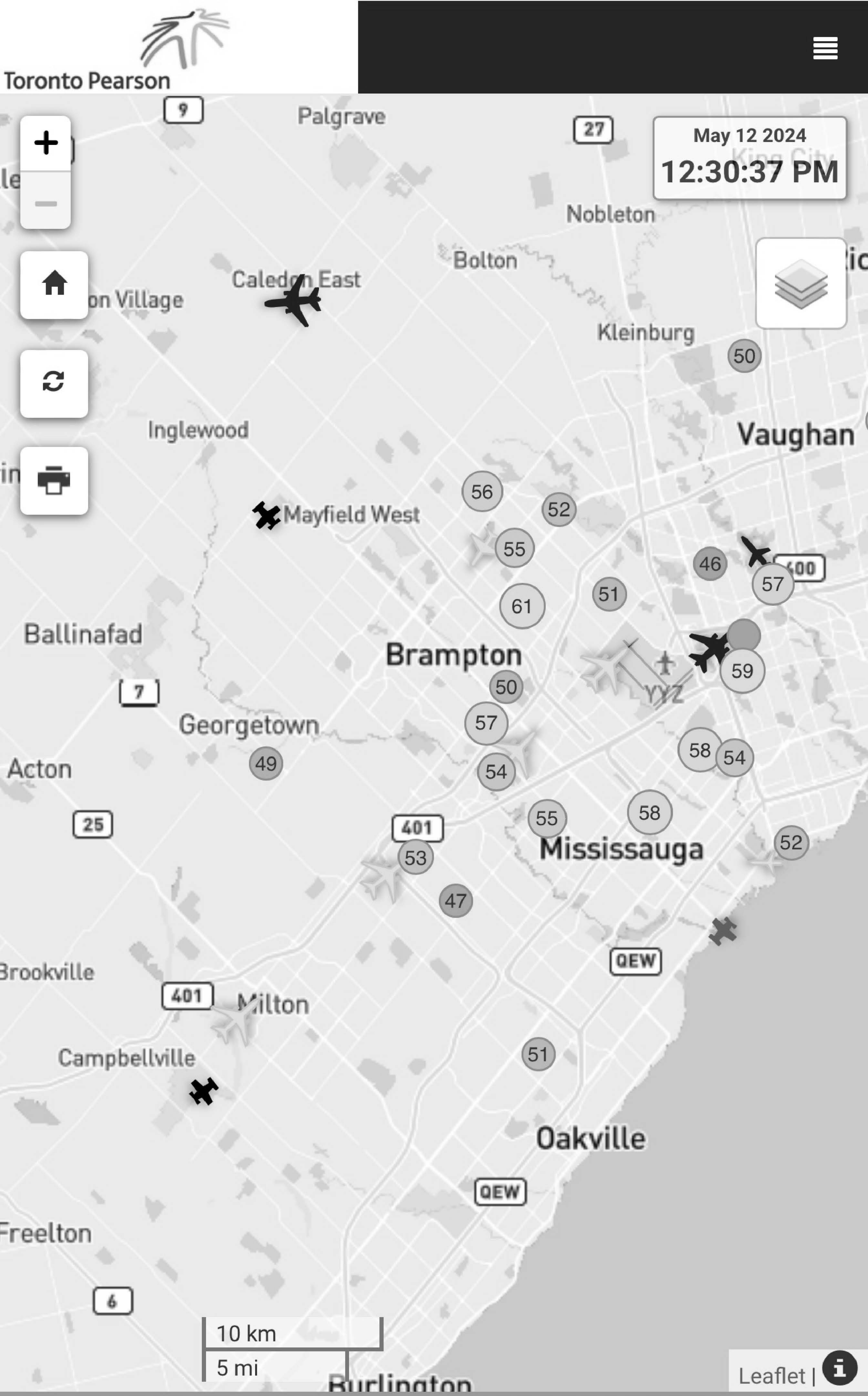
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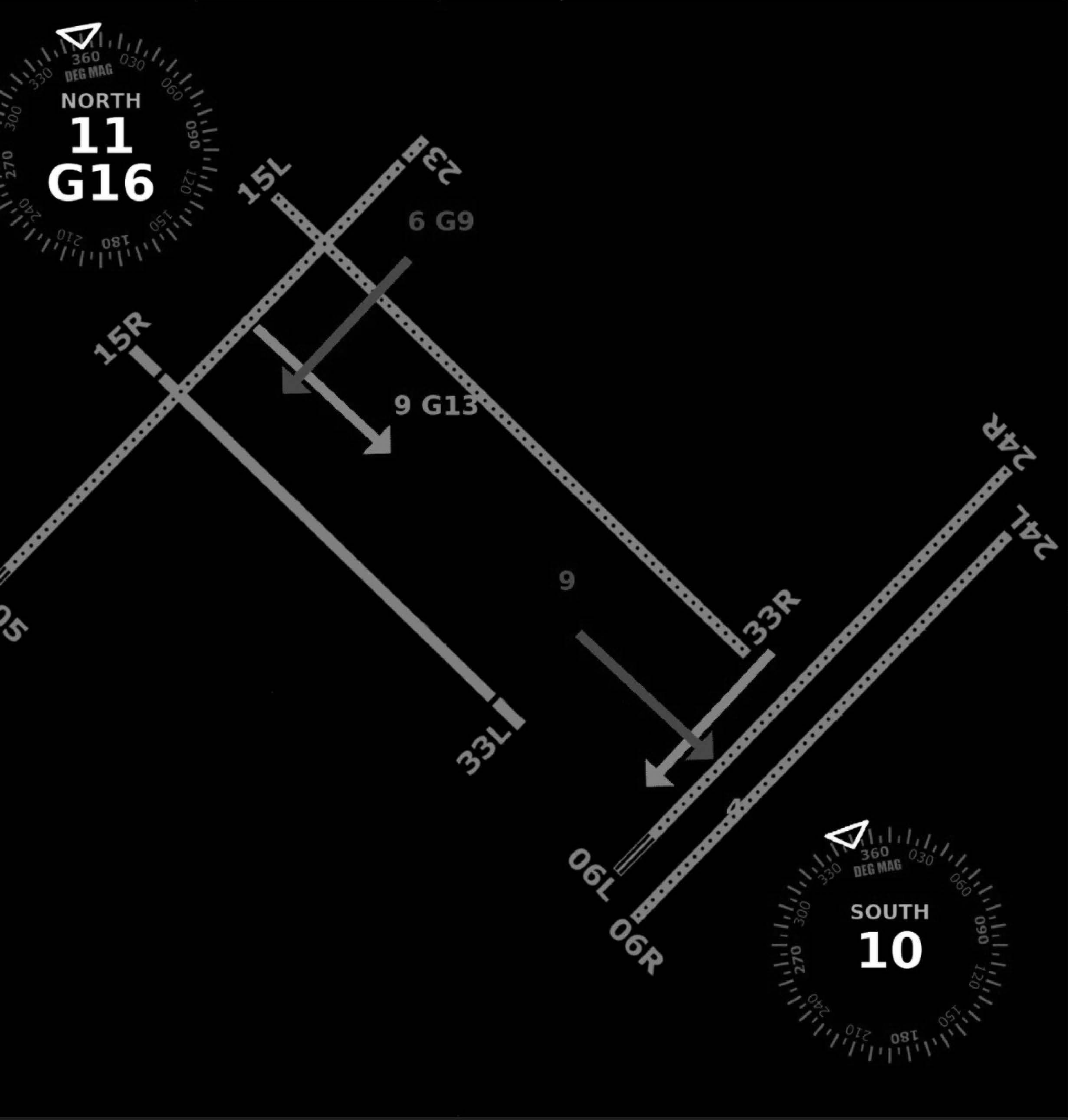
Learn more about Toronto Pearson Noise Management Forums [here](#).



ATIS Message

No ATIS message available

MAP WIND



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Runway 05

+/- Wind +4kts



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l'accès à l'information

OFFICE OF
RECHIEF VALDEZ

MP FOR MISSISSAUGA—STREETSVILLE

CONSTITUENCY OFFICE

8 Maiden Lane

Mississauga, ON L5M 1W8

905-812-1811

Page 2145 / 2990

From: Quach, Stephanie (TC/TC)
To: Singh, Gurpreet (TC/TC)
Subject: RE: [External/Externe]: Airplane Noise Pollution documented over a period of three consecutive days.
Date: Friday, August 16, 2024 12:37:00 PM
Attachments: RE FOR SIGNATUREDIRECT REPLY Ministerial- Impact of airplane noise on students.msg

Hi Gurpreet,
 This individual was already responded to via ministerial correspondence. See attached.
 Thanks,
 Steph

From: Singh, Gurpreet (TC/TC)
Sent: Wednesday, August 14, 2024 9:31 AM
To: Quach, Stephanie (TC/TC)
Subject: FW: [External/Externe]: Airplane Noise Pollution documented over a period of three consecutive days.

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,
 Please see a draft below for your review.
 Thanks,
 Gurpreet

Hello 19 (1)

Thank you for contacting Transport Canada.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: [Canadian Aviation Regulations \(justice.gc.ca\)](https://www.justice.gc.ca/eng/aviation/regulations/index.html)

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport operator directly as Transport Canada is not involved in the daily operations at Ottawa International Airport Authority.

The contact for the airport operator, Ottawa International Airport Authority is noted below:
 Phone: 613-248-2000

Should you wish to report noise concerns or if you have additional questions about the Airport's noise management procedures, I would recommend that you complete the Airport's Feedback/Noise Complaint form, which can be found at: [Contact Us | YOW](#)

If at any time you suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (photos, videos, the date and time, the registration number, the colour of the aircraft, and other identifying marks) and report that information to Civil Aviation Communications Centre Contact Form at: [Civil Aviation Communications Centre Contact Form](#).

Thank you for writing.

Thank you,

Gurpreet Singh

Issues Management Officer

Transport Canada/ Government of Canada

Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: Mateen, Ovais (TC/TC) <ovais.mateen@tc.gc.ca>

Sent: Tuesday, August 13, 2024 5:10 PM

To: Singh, Gurpreet (TC/TC) <gurpreet.singh@tc.gc.ca>

Subject: RE: [External/Externe]: Airplane Noise Pollution documented over a period of three consecutive days.

UNCLASSIFIED / NON CLASSIFIÉ

Hi,

Airplane noise is managed by the Airport Operator. I'm unsure which Airport this is referring to as it only states the street name.

Internally, at TC the **noise portfolio** is with the TPEC group in HQ.

Unfortunately, I'm unable to assist here.

Regards,

Ovais Mateen

A/Technical Team Lead – Operations Specialties

Transport Canada / Government of Canada

ovais.mateen@tc.gc.ca / Cel: 416-414-0350 / TTY: 1-888-675-6863

Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

ovais.mateen@tc.gc.ca / Tél. cell. : 416-414-0350 / ATS: 1-888-675-6863

From: Singh, Gurpreet (TC/TC) <gurpreet.singh@tc.gc.ca>

Sent: Tuesday, August 13, 2024 3:17 PM

To: Mateen, Ovais (TC/TC) <ovais.mateen@tc.gc.ca>

Subject: FW: [External/Externe]: Airplane Noise Pollution documented over a period of three consecutive days.

UNCLASSIFIED / NON CLASSIFIÉ

Hello Ovais,

Can you please provide input/feedback on this matter?

If you are not the correct person to contact for this matter can you please redirect me?

Thank you,

Gurpreet Singh

Issues Management Officer

Transport Canada/ Government of Canada

Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: [19 (1)]

Sent: Wednesday, July 24, 2024 4:06 PM

To: judy.sgro@parl.gc.ca; Cynthia Woods [19 (1)] [\[redacted\]@gtaa.com](mailto:[redacted]@gtaa.com); Prime Minister | Premier
Ministre <PM@pm.gc.ca>; Pablo - Député <pablo.rodriguez@parl.gc.ca>; ZZG-Community
Engagement <communityengagement@gtaa.com>; Saiyed, Akram (TC/TC)
<akram.saiyed@tc.gc.ca>; Judy A. - MP) <amy.calderan.521@parl.gc.ca>;
pierre.poilievre@parl.gc.ca; [19 (1)]

[19 (1)]

[19 (1)]

Francesco Sorbara

<francesco.sorbara@parl.gc.ca>; Jagmeet - M.P. <jagmeet.singh@parl.gc.ca>; [19 (1)]

[19 (1)]

[19 (1)]

newstips@thestar.ca; W5@ctv.ca; 'Councillor Perruzza'
<councillor_perruzza@toronto.ca>; Matias.deDovitiis@toronto.ca; doug.fordco@pc.ola.org; [19 (1)]

[19 (1)]

Subject: [External/Externe]: Airplane Noise Pollution documented over a period of three consecutive days.

I have put a lot of effort into documenting the noise pollution generated by airplane traffic in our community

I manually noted airplane activity as given by the local noise monitoring station located in [19 (1)]

The findings reveal that the high volume of airplane traffic and the exorbitant noise levels they produce are both harmful to our health.

Attached you will find the results in a .pdf format.

Sincerely,

19 (1)

From: George, Marcia (TC/TC)
Sent: Wed, 19 Jun 2024 23:06:34 +0000
To: Quach, Stephanie (TC/TC); Saiyed, Akram (TC/TC)
Subject: RE: FOR SIGNATURE/DIRECT REPLY: Ministerial- Impact of airplane noise on students
Attachments: RDIMS-#20376653-v3-INPUT_TO_PX-_XAP-2024-533901.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Hello

Signed version is attached

Merci

marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Wednesday, June 19, 2024 10:33 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>; Saiyed, Akram (TC/TC) <akram.saiyed@tc.gc.ca>
Subject: FOR SIGNATURE/DIRECT REPLY: Ministerial- Impact of airplane noise on students

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,

Please find the attached HQ-approved ministerial reply for your signature.

Hi Akram, over to you once signed.

Thank you,

Stephanie Quach

Regional Manager, Issues Management
Civil Aviation, Ontario Region
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED] 19 (1)

Sent: Sunday, June 2, 2024 9:43 AM

To: Matias de Dovitiis <matias.dedovitiis@toronto.ca>; Matias de Dovitiis <info@matiasdedovitiis.ca>; Councillor Perruzza <councillor_perruzza@toronto.ca>; Tom Rakocevic <tom.rakocevic@ontariondp.ca>; Tom Rakocevic <trakocevic-co@ndp.on.ca>; Francesco M.P. Sorbara <francesco.sorbara@parl.gc.ca>; Judy - M.P. Sgro <judy.sgro@parl.gc.ca>; Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>;

[REDACTED] 19 (1) <doug.fordco@pc.ola.org>; Mayor Chow <mayor_chow@toronto.ca>

[REDACTED] 19 (1)

Subject: [External/Externe]: There is a wealth of empirical studies demonstrating the detrimental impact of airplane noise on students

XAP-2024-533901

Matias,

There is a wealth of empirical studies demonstrating the detrimental impact of airplane noise on students. I firmly believe that this factor contributes to the lower academic performance of schools in our area. It's imperative that we address this issue seriously.

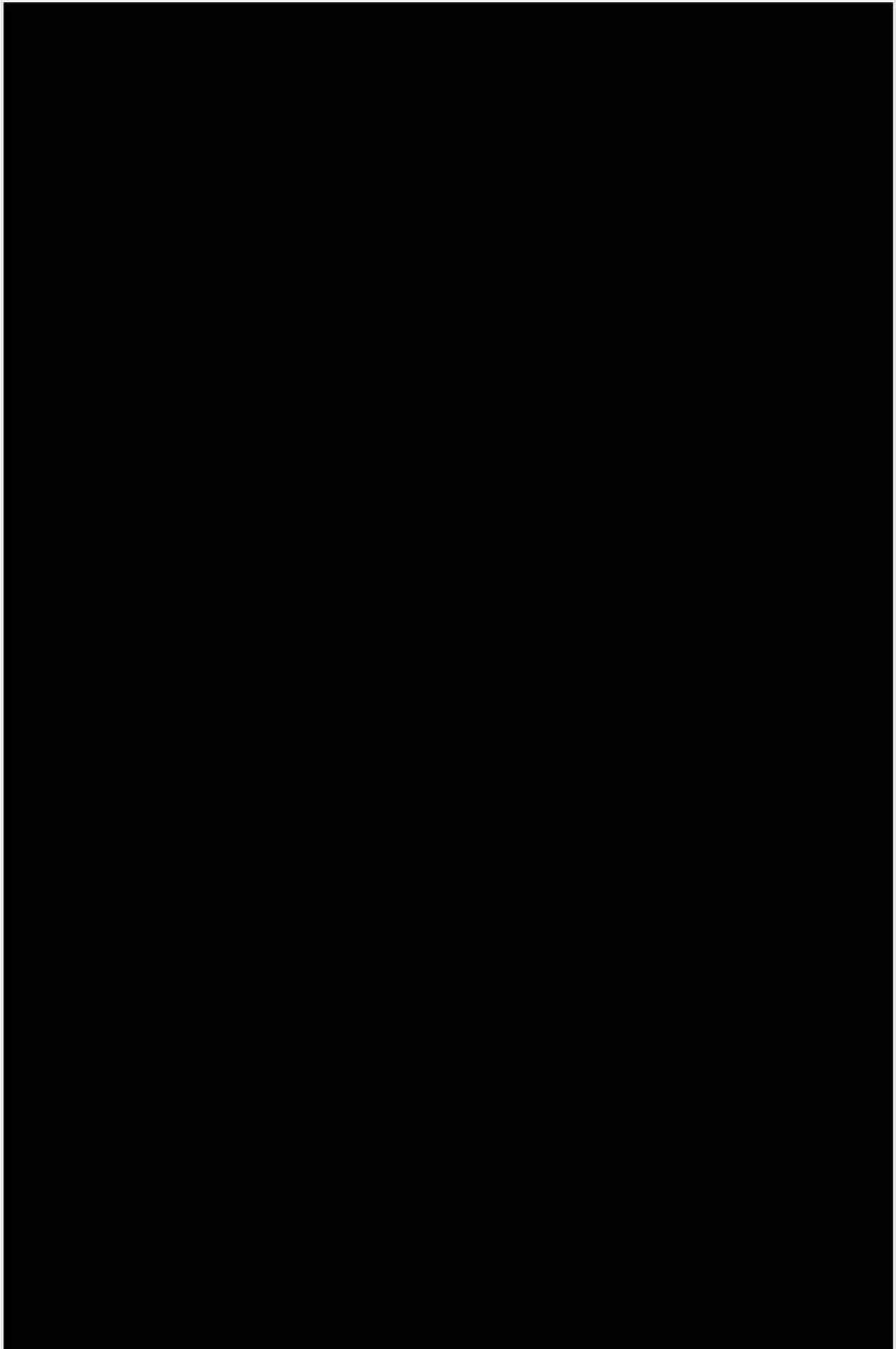
Did you know that our area experiences over 10,000 noise events ,per month,exceeding the threshold of >65dB, with over 3,500 events surpassing 70dB? These statistics underscore the severity of the problem.

I propose collaborating with Councillor Peruzza and Tom Rakosevic to mitigate airplane noise levels. We must advocate for measures that not only reduce noise pollution but also ensure compensation for the affected community.

Unfortunately, our efforts to engage Federal Government representatives have been met with delays and evasion.

To delve deeper into this issue, I've included a couple of links below to provide additional context:

[CrowdScience - Could aircraft noise affect a child's education? - BBC Sounds](#)

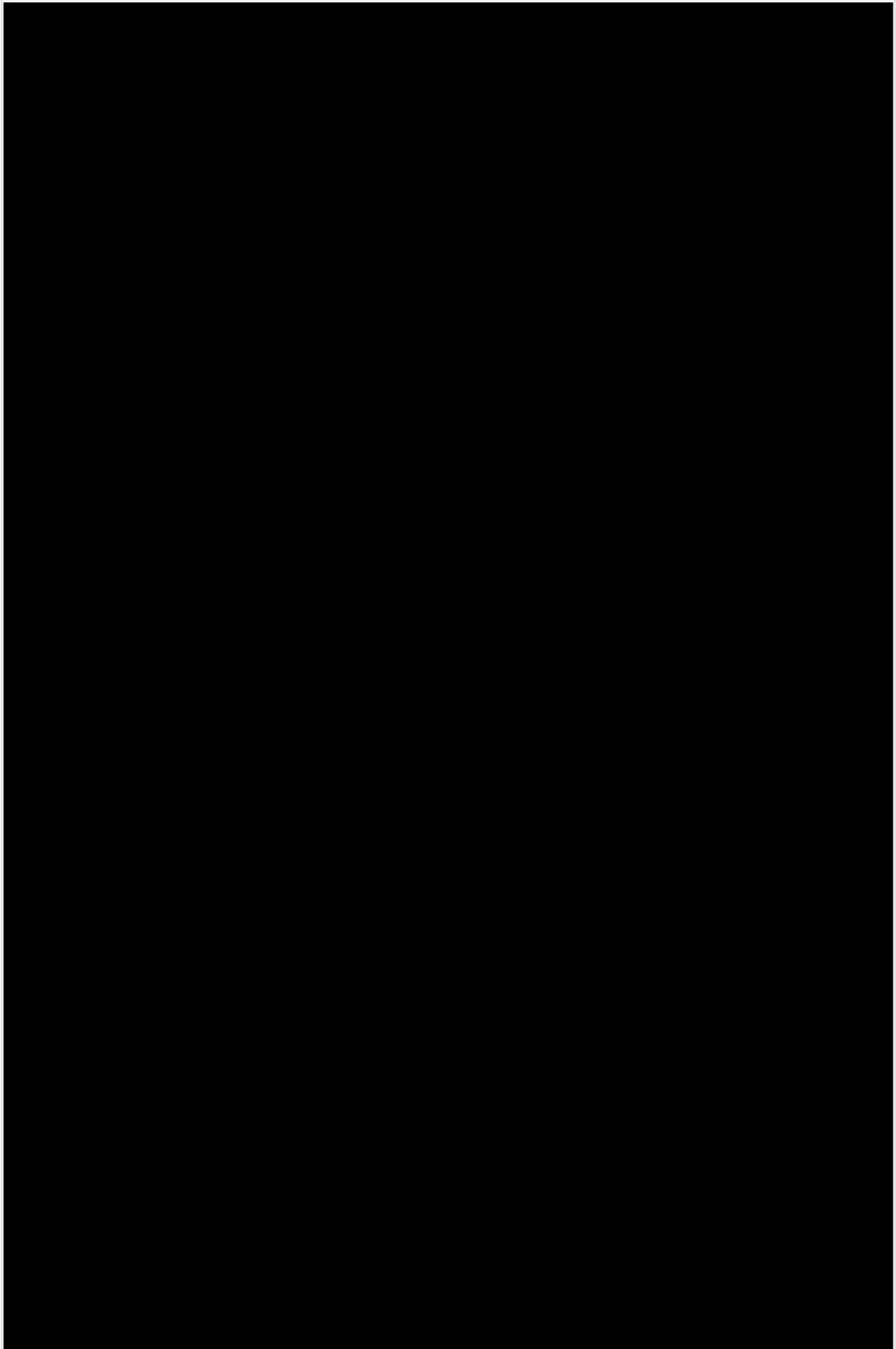




CrowdScience - Could aircraft noise affect a child's education? - BBC So...

Study: Children exposed to aircraft noise at school performed less well in reading

The Impact of Aircraft Noise on the Cognitive Function of Elementary School Students in Korea





As a library, the National Library of Medicine (NLM) provides access to scientific literature.

Inclusion in an NLM database does not imply endorsement of, or agreement with, the contents by NLM or the National Institutes of Health.

PMC PubMed Central®

The Impact of Aircraft Noise on the Cognitive Function of Elementary Sch...

This study evaluated the effects of chronic exposure to aircraft noise on the cognitive functions of Korean elem...

<https://www.sciencedirect.com/science/article/pii/S0160412022002331>

Let's work together to address this pressing concern and advocate for the well-being of our community.

Regards,

19 (1)

UNCLASSIFIED / NON CLASSIFIÉ



Transport
Canada

Transports
Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20376653

June 19, 2024

19 (1)

Dear

19 (1)

Thank you for your email of June 2, 2024, to the Minister of Transport regarding air traffic noise and its effects on the community. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all users. The mission of Transport Canada's Civil Aviation branch is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This program limits the number of movements during the restricted hours of 12:30 am to 6:29 am. For more information, you may wish to visit Night Flights, Noise Management Program and Toronto InsightFull (torontopearson.com).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, in this instance the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority, may be reached at 416-247-7682 or through its website at Toronto Pearson- Contact Us.

Canada

www.tc.gc.ca

03-0418 (1307-02)

Thank you for writing.

Regards,

A handwritten signature in black ink that reads "McGeorge". The signature is written in a cursive style with a large "M" and a long, sweeping "G".

Marcia George
Regional Director
Civil Aviation, Ontario Region

c.c. Office of the Honourable Judy Sgro, P.C., M.P.
 Humber River–Black Creek

Office of Francesco Sorbara, M.P.
Vaughan–Woodbridge

From: Quach, Stephanie (TC/TC)
To: Singh, Gurpreet (TC/TC)
Subject: RE: [External/Externe]: Contact us #165646
Date: Friday, April 26, 2024 10:07:00 AM
Attachments: image001.png
image002.png
image003.png

Hi Gurpreet,
Looks great. Approved.
Thanks!

Stephanie Quach

Regional Manager, Issues Management
Civil Aviation, Ontario Region
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
Gestionnaire régional, Gestion d'enjeux
Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Singh, Gurpreet (TC/TC)
Sent: Thursday, April 25, 2024 2:47 PM
To: Quach, Stephanie (TC/TC)
Subject: FW: [External/Externe]: Contact us #165646

PROTECTED A / PROTÉGÉ A

Hi Stephanie,
Please see the draft for your review.
I suggest, there is no point forwarding these to Ovais team, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport (especially in terms of Noise). Please advise.
Thanks,
Gurpreet

Hello 19 (1)

Thank you for contacting Transport Canada.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its

authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: [Canadian Aviation Regulations \(justice.gc.ca\)](https://www.justice.gc.ca/canadian-aviation-regulations). The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: [Noise Management Program | Pearson Airport \(torontopearson.com\)](https://www.torontopearson.com/noise-management-program).

In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: [Pearson Noise Complaint | Pearson Airport Noise Complaint | Pearson Airport \(torontopearson.com\)](https://www.torontopearson.com/noise-complaint)

Thank you for writing.

Thank you,

Gurpreet Singh

Issues Management Officer

Transport Canada/ Government of Canada

Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Sent: Wednesday, April 24, 2024 4:08 PM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Cc: [19 (1)]

Subject: FW: [External/Externe]: Contact us #165646

PROTECTED A / PROTÉGÉ A

Good Afternoon CivAv Issues,
FYI/A – please see email below.
Thank you.

Tamara Henry

Service Team Officer, Civil Aviation Services
 Transport Canada/ Government of Canada
 Tel: 1-800-305-2059/ TTY: 1-888-675-6863
 Agente de l'équipe de service, Services de l'Aviation Civile
 Transports Canada / Gouvernement du Canada
 Tél: 1-800-305-2059 / ATS: 1-888-675-6863

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
 <services@tc.gc.ca>
Sent: Wednesday, April 24, 2024 10:47 AM
To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Subject: FW: [External/Externe]: Contact us #165646

PROTECTED A / PROTÉGÉ A

Please see comm center request below for Ontario region.

Thank you,

Marc Hebert

Issues Management Officer/

Transport Canada Civil Aviation

Director General's Office / Bureau du Directeur général

Transport Canada / Transports Canada

Government of Canada / Gouvernement du Canada

		
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From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>
Sent: Monday, February 26, 2024 4:11 PM
To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
 <services@tc.gc.ca>
Subject: [External/Externe]: Contact us #165646

Submitted on Mon, 02/26/2024 - 16:10

Submitted by: Anonymous

Submitted values are:

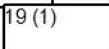
First name:



Last name:



Address:


 Mississauga, ON. 

Email:



Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

For the last 6 months planes have been flying over my house 24/7 every 30seconds- 1 minute apart. They go all day, all night and early morning. I have not had a good night sleep in 6 months due to the noise pollution. My health has been affected due to the ongoing stress daily if the noise. [19 (1)]
[19 (1)] due to the lack if test and relaxation in my own home. I have contacted them, filled out forms have video and pics but the GTAA is doing nothing to rectify this. Please help me!!

From: Quach, Stephanie (TC/TC)
To: [REDACTED]
Subject: RE: 2 planes just over a 1m apart PCA less than a mile
Date: Thursday, December 07, 2023 2:01:00 PM
Attachments: imaoe.png
 Letter Resoonse to [REDACTED] Dec 2023.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Hi [REDACTED]

Please see the attached response sent on behalf of Blake Scott, A/Regional Director Civil Aviation, Ontario Region.

Regards,

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED]
Sent: Wednesday, November 08, 2023 10:17 PM
To: Navcanada Service <service@navcanada.ca>; [REDACTED] <[\[REDACTED\]@parl.gc.ca](mailto:[REDACTED]@parl.gc.ca)>; Cynthia Woods <[\[REDACTED\]@gtaa.com](mailto:[REDACTED]@gtaa.com)>; ZZG-Community Engagement <communityengagement@gtaa.com>; Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: [External/Externe]: 2 planes just over a 1m apart PCA less than a mile

This is insane.

Never ever was a flight path approved but NavCan operates as if it is approved.

This is an operational decision to run plane after plane over the same area, to turn them, compound the noise over a residential neighborhood. It is always [REDACTED] Worse it's an operational decision abusing previous approvals by operating in a manner never contemplated nor transparently presented to regulators or the public.

If it's allowed explain it to me? Provide evidence regulations, SOP...most importantly evidence that the studies, mitigation was actually done not just an ad-hoc operational decision that somehow has become permanent.

It's not even that I have no rights, I had no way of knowing upon purchasing my home because it's not approved nor documented.



Sent from my iPhone





Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19915650

December 7, 2023

19 (1)

Dear

19 (1)

Thank you for your emails of September 29 and November 8, 2023, to the Minister of Transport regarding your concerns with the Toronto Pearson Noise Forum meeting and the flight activity around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive system that promotes a proactive safety culture. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) (Noise Management | Pearson Airport (torontopearson.com)) directly.

Additionally, Transport Canada is not involved in the day-to-day operations of the airport or approval of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

Thank you for writing.

Canada

www.tc.gc.ca

03-0418 (1307-02)

Yours sincerely,

12/7/2023

X



Signed by: Scott, Blake

Blake Scott

A/Regional Director

Civil Aviation, Ontario Region

From: Quach, Stephanie
To: 19 (1)
Subject: RE: Airplane Noise
Date: Tuesday, June 28, 2022 3:18:00 PM

Dear 19 (1)

Thank you for your correspondence of June 7, 2022 regarding the airplane noise around the intersection of 19 (1) in Mississauga, Ontario.

Transport Canada is responsible for the safety and security of the civil aviation system, which we regulate through the Aeronautics Act and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

While the department is the regulator for aviation in Canada, airport operators play a key role in the management of noise in the vicinity of airports. The department provides a regulatory framework to assist airports in managing noise through the implementation of noise abatement procedures and operating restrictions that are regulatory in nature and specific to each airport.

This includes procedures and requirements relating to hours when aircraft operations are prohibited or restricted. Such a framework enables a cost-effective and environmentally sustainable balanced approach to airport noise management with guidance material based on scientific investigation and regulations that address noise concerns that are national in scope. Toronto Pearson has a Noise Management Program that follows a balanced approach to mitigate aircraft noise. Information on the Toronto Pearson Noise Management Program can be found at: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

Alternatively, the Greater Toronto Airports Authority (GTAA) has made their WebTrak tool publicly available. WebTrak is an online tool that gives a near real-time view of the airspace above the GTA. You can use this tool to identify aircraft that affected you and file a noise complaint directly from the platform. To access this tool, visit:

<https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint#webtrak>.

Noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department recommends that you contact the airport authority directly. In addition to the resources provided above you may also wish to submit a noise complaint directly to the GTAA at Toronto Pearson at the following phone number: (416) 247-7682. Their office hours are Monday to Friday from 8:00 am to 5:00 pm.

Thank you for writing and I hope this information has been helpful.

Regards,

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [19 (1)]

Sent: Tuesday, June 07, 2022 8:44 PM

To: Client Service Feedback / Retroaction service à la clientele (TC)

Subject: Airplane Noise

You need to stop flying your planes 7 days 24 hours. People work hard in this country and you are disrespecting people in the neighbourhoods by flying your planes over peoples homes. This is not right and this has to stop. Shame on you. How do you expect people to get any rest when there is a runway in people's backyards. This is terrible to say the least. How is this even allowed. Please have this reported right away. Neighbourhoods are complaining and you will soon find yourself with a lawsuit.

This is out of control. Someone should be regulating this. People pay big taxes and you people are allowing this. This is terrible! Not sure who came up with this brilliant idea but they should be taken out of this position as they have no clue how to manage things. As a Canadian citizen I have never witnessed something like this in my life. If you can't figure things out you need to spread out your runways and rotate them and not make an ongoing runway in people's backyard everyday 7 days a week 24 hrs a day. Just use your common sense people how do you work and rest you can't because you have constant noise over your head. I cannot believe there is such things as Noise Control or Noise Bi-laws, when this is allowed. This country is one big joke. The problem with this country is we don't have intelligent people left in this country to manage things. Please have something done about this. This is unacceptable. The people that are managing this need to be moved to other positions. You need people with basic common sense as then maybe we wouldn't be in this terrible situation!

I am referring to [19 (1)] intersection, in Mississauga.

Sent from my iPhone

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC)
 To: [REDACTED]
 Subject: RE: CASE 55646 - FW: [REDACTED] Noise Monitor on Webtrack
 Date: Thursday, August 29, 2024 9:22:01 AM
 Attachments: 2024-08-29 - Letter Response to [REDACTED].pdf
 inaoe001.onq

UNCLASSIFIED / NON CLASSIFIÉ

Good morning [REDACTED]

Please see the attached response sent on behalf of Marcia George, Regional Director, Civil Aviation, Ontario Region.

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: Rodriguez, Pablo - Député [REDACTED] @parl.gc.ca>

Sent: Wednesday, July 31, 2024 7:25 AM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: TR: CASE 55646 - FW: [REDACTED] Noise Monitor on Webtrack

XAP-2024-534982

De: [REDACTED]

Envoyé: 30 juillet 2024 19:30

À: Trudeau, Justin - Député <justin.trudeau@parl.gc.ca>; Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>

Cc: [REDACTED] Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>;

Sorbara, Francesco - M.P. <Francesco.Sorbara@parl.gc.ca> [REDACTED]

[REDACTED]

[REDACTED]

@navcanada.ca [REDACTED]

[REDACTED] Mayor Chow <mayor_chow@toronto.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Matias.deDovitis@toronto.ca; Navcanada Service

<service@navcanada.ca>; Tom Rakocevic <TRakocevic-CO@ndp.on.ca> [REDACTED]

[REDACTED]

Objet: Re: CASE 55646 - FW: [REDACTED] Noise Monitor on Webtrack

Hello Pablo

The [REDACTED] noise monitor is still not displaying a decibel reading for Pearson Airport on Webtracker. NAV Canada assigned a case number 55646 to this noise monitor on July 10, 2024, and stated that they lost visibility with the GTAA connection. They informed me that their specialists would work on restoring visibility, but no estimated time of completion was provided. This monitor has not displayed a decibel reading for approximately two months now. Additionally, my community noise monitor at [REDACTED] was not functioning for an extended period a couple of years back. There appears to be a pattern of inadequate maintenance provided for these noise monitors.

I request that you investigate this matter and determine when the decibel readings will be restored for the [REDACTED] noise monitor on Webtracker. I would appreciate it if you could provide a response before the end of this week to everyone copied on this email.

The Pearson Airport Complaints Department has not responded to my inquiries about the [REDACTED] noise monitor not working. This lack of response is unacceptable and needs to be addressed. The Pearson Airport Complaints Department is not fulfilling its responsibility to respond to my requests in a callback, despite my having made several requests to them for one. You should contact the Pearson Airport Complaints Department to inquire why they have not responded to me.

This is a federal matter for your Ministry of Transportation to handle here.

Sincerely,

[REDACTED]

Pablo Rodriguez on X:



From: 19 (1)

Sent: July 10, 2024 9:19 AM

To: 19 (1); judy.sgro@parl.gc.ca <judy.sgro@parl.gc.ca>; pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; Singh, Jagmeet - M.P. <jagmeet.singh@parl.gc.ca>; Francesco Sorbara <francesco.sorbara@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

19 (1) Mayor Chow <mayor_chow@toronto.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Matias deDovitis@toronto.ca <Matias.deDovitis@toronto.ca>; Tom Rakocovic <TRakocovic-CO@ndp.on.ca> 19 (1)

19 (1)

Subject: Fw: CASE 55646 - FW: 19 (1) Noise Monitor on Webtrack

Hello Everyone,

I contacted NAV Canada regarding the 19 (1) airplane noise monitor not displaying the decibel reading on Webtrack, and here is a forwarded email from them.

I also contacted Pearson Airport's Complaints Department with a request for a callback to receive an explanation on why the Blackfriar Park noise monitor was not displaying the decibel reading on Webtrack, but they did not reply to me.

It concerns me that these airplane noise monitors on Webtrack for Pearson Airport are sometimes down for extended periods of time — ranging from days to weeks, and even months. I hope that the Federal Minister of Transportation, Pablo Rodriguez, shares my concern and takes responsibility to investigate this matter to make improvements. It would be great to receive a reply from the Federal Minister of Transportation, Pablo Rodriguez to see what he intends to do. Valuable airplane noise information may not be recorded and is lost.

Take care,

19 (1)

From: Customer Service Centre/ Service à la clientèle <service@navcanada.ca>

Sent: July 10, 2024 7:19 AM

To: 19 (1)

Subject: RE: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello 19 (1)

Thank you for contacting NAV CANADA.

We lost visibility with the GTAA connection. We have informed the specialists and they will work on restoring visibility. No ETA has been provided.

Regards,

NAV CANADA

Customer and Stakeholder Services - Service à la clientèle et aux parties prenantes

service@navcanada.ca

151 Slater St., Ottawa, ON K1P 5H3

Toll Free/ Sans frais: 1-800-876-4693

www.navcanada.ca



If you do not wish to receive further electronic communications, please click [HERE](#).
Si vous ne désirez plus recevoir de communications électroniques, veuillez cliquer [ICI](#).

From: 19 (1)

Sent: Monday, July 8, 2024 11:50 PM

To: Customer Service Centre/ Service à la clientèle <service@navcanada.ca>

Cc: judy.sgro@parl.gc.ca; 19 (1)

Subject: [EXT] Fw: Blackfriar Park Noise Monitor on Webtrack

From: 19 (1)

Sent: July 8, 2024 11:38 PM

To: Patrick Hebert@navcanada.com <Patrick.Hebert@navcanada.com>

Cc: judy.sgro@parl.gc.ca <judy.sgro@parl.gc.ca> 19 (1)

Subject: Blackfriar Park Noise Monitor on Webtrack

Hello Patrick,

The Blackfriar Park airplane noise monitor has not displayed decibel readings on WebTrack for a few weeks now. Do you know the reason why?

Take care,

19 (1)

This electronic message, as well as any transmitted files included in the electronic message, may contain sensitive information, including privileged or confidential information, and is intended solely for the use of the individual(s) or entity to which it is addressed. If you have received this electronic message in error, please notify the sender immediately and delete the electronic message. Any unauthorized use, copying, disclosure or distribution is strictly forbidden. NAV CANADA accepts no liability for any damage caused by any virus and/or other malicious code transmitted by this electronic communication.

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Transport
Canada Transports
Canada4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20518779

August 29, 2024

19 (1)

Dear 19 (1)

Thank you for your email of July 30, 2024, to the Minister of Transport regarding the aircraft noise concerns around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective, and environmentally responsible transportation system.

Further to the correspondence issued to you on June 27, 2024, the department maintains the same recommendation referenced in that communication, which is to continue constructive dialogue with the Greater Toronto Airports Authority (GTAA) directly. Transport Canada is not involved in daily operations at Toronto Pearson International Airport, including noise monitoring handled by the GTAA. Indeed, these issues are best discussed directly with the airport authority.

Again, thank you for writing.

Regards,

Marcia George
Regional Director
Civil Aviation, Ontario Region

www.tc.gc.ca03-0418 (1307-
02)

From: [Quach, Stephanie](#)
To: [Awan, Farhat](#)
Cc: [Holmes, Jennifer](#)
Subject: RE: Complaint About the Noise Created by Bombardier & GTAA to the Residents of Brampton East (CCM# 511045)
Date: Friday, May 13, 2022 9:24:00 AM
Attachments: [RDIMS-#18574388-v2-INPUT TO PX- XAO-2022-511045-](#)19 (1) [BOMBARDIER AND GTAA NOISE ISSUE.DOC](#)

Good morning Farhat,

Please see the attached revised draft of this response. 21 (1) (a); 21 (1) (b)

I'll attach this into CCM and route it back to your group.

Please let me know if there are any questions.

Thanks!

Steph

From: Awan, Farhat

Sent: Thursday, May 12, 2022 2:25 PM

To: Quach, Stephanie

Cc: Holmes, Jennifer

Subject: FW: Complaint About the Noise Created by Bombardier & GTAA to the Residents of Brampton East (CCM# 511045)

Hi Stephanie,

Please see attached suggested changes from legal regarding XAO-2022-511045. Please review and update the response and let us know when amendments are made.

Thanks,

Farhat

From: Lahaie, Josee <josee.lahaie@tc.gc.ca>

Sent: Thursday, May 12, 2022 1:28 PM

To: Holmes, Jennifer <jennifer.holmes@tc.gc.ca>; Awan, Farhat <farhat.awan@tc.gc.ca>

Subject: Complaint About the Noise Created by Bombardier & GTAA to the Residents of Brampton East (CCM# 511045)

Good afternoon,

Please find attached suggested changes from Legal. Once changes are made in RDIMS, please re-route to Legal for approval.

Thank you,

Josée Lahaie

Executive Assistant, Legal Services

Transport Canada / Government of Canada

josee.lahaie@tc.gc.ca / Tel: 613-862-8480

Adjointe exécutive, Services juridiques

Transports Canada / Gouvernement du Canada

josee.lahaie@tc.gc.ca / Tél. : 613-862-8480



Transport Canada Transports Canada

4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI

May 13, 2022

19 (1)

Dear

19 (1)

Thank you for your email of March 21, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding the Bombardier and the Greater Toronto Airport Authority (GTAA) noise issue. I apologize for my delay in replying.

Transport Canada's focus is on the safety and security of the civil aviation system, which we regulate through the Aeronautics Act and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

While the department is the safety regulator for aviation in Canada, airport operators play a key role in the management of noise in the vicinity of airports. The department provides a regulatory framework to assist airports in managing noise through the implementation of noise abatement procedures and operating restrictions that are regulatory in nature and specific to each airport. For more information regarding the noise abatement procedures in place at Toronto Pearson International Airport, you may wish to visit: [Airport Noise Abatement Procedures | Pearson Airport \(torontopearson.com\)](http://torontopearson.com).

However, it should be noted that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the Department recommends that you contact the airport operator directly.

Although you have utilized online resources such as the WebTrak tool and by visiting the GTAA's website, I encourage direct dialogue with the airport operator as they may be able to provide a much more comprehensive response regarding the different levels of noise and traffic around their facility.

For more information on contacting the airport operator, please visit: <https://www.torontopearson.com/en/community/noise-management/noise->

Canada

management-program/noise-management-office/noise-complaint. You may also wish to contact them via phone at: (416) 247-7682 between Monday to Friday from 8:00 am to 5:00 pm.

I hope this information has been helpful and I thank you for writing.

Yours sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

From: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: DISPATCH APPROVAL: Urgent request to review air traffic path- Natasha Glionna
Date: Thursday, November 27, 2025 9:51:00 AM

Thanks. Add to standard template. Great incorporation—this added detail should help provide the information needed to address and hopefully satisfy the complainant's concerns.

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Thursday, November 27, 2025 9:13 AM
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Subject: RE: DISPATCH APPROVAL: Urgent request to review air traffic path- Natasha Glionna

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Hi Patricia,

In addition to the below, can you please incorporate these lines into the response and into the standard template in SP?

"Under the GTAA's Noise Management Committee, there is a dedicated website, [InsightFull for Toronto Pearson](#) offering interactive monthly and quarterly operational reports, complaints reports, and is supported by their "Enforcement Office," which monitors every flight for compliance with noise abatement procedures and the Night Flight Restriction Program.

Should there be any deviances to the number of permitted flights, TC's National Enforcement Program (NEP) investigates the occurrences and alleged violations to ascertain whether or not a violation has occurred. When a regulatory non-compliance is identified, NEP will take the appropriate enforcement action. For more information regarding the roles and responsibilities of the NEP, you may wish to visit: [Aviation Offences and Enforcement](#). For a list of published enforcement actions, please see: [Aviation Corporate Offenders](#) and [Aviation Non-Corporate Offenders](#)."

Otherwise, good to go once added.

Thanks,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <[TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca](#)>

Sent: Tuesday, November 25, 2025 3:12 PM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: DISPATCH APPROVAL: Urgent request to review air traffic path- Natasha Glionna

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Standard noise/low flying/ GTAA approved response. Live near PIA.

Thanks,

Patricia

Good day, XXX,

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Restriction Program (known as the night flight budget). This program limits the number of movements during the restricted

hours of 12:30 am to 6:29 am, aimed at reducing nighttime noise while balancing the growing regional demand.

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level.

As TC is not involved in the daily operations at Toronto Pearson International Airport, the department encourages constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at: service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns to the [Ontario Region Issues Management](#) inbox.

Regards,

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Sent: Monday, November 10, 2025 8:12 AM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Subject: FW: Urgent request to review air traffic path- Natasha Glionna

UNCLASSIFIED / NON CLASSIFIÉ

Good Morning,

FYI/A – please see email below.

Thank you.

Tamara Henry

Service Team Officer, Civil Aviation Services
Transport Canada/ Government of Canada
Tel: 1-800-305-2059/ TTY: 1-888-675-6863\

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Agente de l'équipe de service, Services de l'Aviation Civile
Transports Canada / Gouvernement du Canada
Tél: 1-800-305-2059 / ATS: 1-888-675-6863

NOUVEAU! Réservez votre examen d'aviation en ligne. Visitez [Planifier un examen - Transports Canada](#)

From: 19 (1)

Sent: Sunday, November 09, 2025 8:25 PM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: Urgent request to review air traffic path

You don't often get email from 19 (1)

[Learn why this is important](#)

Dear, Aviation Ontario

I am writing on behalf of residents in East York, specifically on 19 (1) who are directly affected by the constant aircraft traffic over our homes. We are deeply concerned about the mounting evidence linking aircraft noise to serious health risks, and we respectfully request a review and adjustment of the current flight path to protect community well-being.

Recent peer-reviewed studies provide compelling evidence:

- Cardiovascular harm: A 2025 UK study using MRI scans found that individuals exposed to aircraft noise above 50 dB during the day or 45 dB at night developed thicker, stiffer hearts, leading to up to a three-fold increase in the risk of heart failure, stroke, and premature death (UCL, Journal of the American College of Cardiology, 2025).
- Metabolic and obesity risk: Research from Boston University and Oregon State University (2024) shows that exposure to

moderate aircraft noise (≥ 45 dB) correlates with higher body mass index, significantly raising risks for heart attack and stroke.

- Sleep disruption and stress: UK Biobank data (2024 - 2025) demonstrate that nighttime aircraft noise disrupts sleep cycles at levels as low as 45 dB, contributing to hypertension, stress, and reduced quality of life.
- Children's development: The European Environment Agency (2024) reports that chronic transport noise harms learning, behavior, and health outcomes for children.

These findings confirm what many in our community experience daily: interrupted sleep, elevated stress, and serious concerns about long-term health.

We respectfully request that the Toronto Airport Authority / Transport Canada / Local Aviation Authority work with community representatives to:

1. Review and modify the current flight path to reduce constant overflight of residential zones.
2. Prioritize rerouting where alternative approaches/ascents are available that would minimize exposure for dense residential areas.
3. Implement night-time restrictions (e.g., 11 pm - 6 am) to allow for undisturbed rest.

Our request is not only about quality of life, but also public health and safety. The evidence is clear, and we urge swift action to adjust the current flight operations to mitigate these risks.

Thank you for your attention to this urgent matter. I would welcome the opportunity to discuss possible solutions further.

Sincerely,

19(1)

East York, ON, 19(1)

Good day,

Thank you for contacting Transport Canada. To ensure your inquiry is directed to the right place, please use one of the following options:

Aviation safety inquiries: Please submit your question through Civil Aviation's

Contact Us [form](#).

Aviation medical inquiries: Transport Canada Civil Aviation Medicine has created a dedicated contact form to efficiently address questions, available here: [Aviation medical certificate enquiries](#).

Regional aviation services (certification requests, personnel licensing, aircraft registration, etc.):

- Atlantic and Overseas Region – aviation.atl@tc.gc.ca
- Quebec Region – aviation.que@tc.gc.ca
- Ontario Region – aviation.ont@tc.gc.ca
- Prairie and Northern Region – aviation.pnr-rpn@tc.gc.ca
- Pacific Region – aviation.pac@tc.gc.ca

Thank you,

WEB Feedback

Transport Canada / Government of Canada

Bonjour,

Merci d'avoir communiqué avec Transports Canada. Afin d'acheminer votre demande au bon service, veuillez utiliser l'une des options suivantes :

Demandes liées à la sécurité aérienne : Veuillez soumettre votre question au moyen du [formulaire](#) Contactez-nous de l'Aviation civile.

Demandes médicales en aviation : La Médecine aéronautique civile de Transports Canada a créé un formulaire dédié pour traiter efficacement les questions. Vous le trouverez ici : [Demande d'information concernant un certificat médical en aviation](#).

Services régionaux de l'aviation (demandes de certification, délivrance de licences, immatriculation des aéronefs, etc.) :

- Région de l'Atlantique et de l'Outre-mer – aviation.atl@tc.gc.ca
- Région du Québec – aviation.que@tc.gc.ca
- Région de l'Ontario – aviation.ont@tc.gc.ca
- Région des Prairies et du Nord – aviation.pnr-rpn@tc.gc.ca
- Région du Pacifique – aviation.pac@tc.gc.ca

Merci,

Commentaires WEB
 Transports Canada / Gouvernement du Canada

From: [REDACTED]
Sent: Thursday, November 06, 2025 4:06 PM
To: noise@gtahost.com; Web Feedback / Commentaires Web <WEBFeedback-Commentairesweb@tc.gc.ca>
Subject: [External/Externe]: Re: Urgent request to review air traffic path

You don't often get email from [REDACTED] [Learn why this is important](#)

Hi there,

I sent an email about a month ago about an urgent request to review air traffic directly above our house and neighbouring houses on our street. I have received no response. The air traffic is low and constant. I would appreciate a response.

Best regards,

[REDACTED]

Sent from [Proton Mail](#) for iOS.

----- Original Message -----

On Monday, 10/06/25 at 12:36 [REDACTED]

[REDACTED] wrote:

Dear Transport Canada and GTAA noise management office,

I am writing on behalf of residents in East York, specifically on [REDACTED] who are directly affected by the constant aircraft traffic over our homes. We are deeply concerned about the mounting evidence linking aircraft noise to serious health risks, and we respectfully request a review and adjustment of the current flight path to protect community well-being.

Recent peer-reviewed studies provide compelling evidence:

- Cardiovascular harm: A 2025 UK study using MRI scans found that individuals exposed to aircraft noise above 50 dB during the day or 45 dB at night developed thicker, stiffer hearts, leading to up to a three-fold increase in the risk of heart failure, stroke, and premature death (UCL, Journal of the

American College of Cardiology, 2025).

- Metabolic and obesity risk: Research from Boston University and Oregon State University (2024) shows that exposure to moderate aircraft noise (≥ 45 dB) correlates with higher body mass index, significantly raising risks for heart attack and stroke.
- Sleep disruption and stress: UK Biobank data (2024 - 2025) demonstrate that nighttime aircraft noise disrupts sleep cycles at levels as low as 45 dB, contributing to hypertension, stress, and reduced quality of life.
- Children's development: The European Environment Agency (2024) reports that chronic transport noise harms learning, behavior, and health outcomes for children.

These findings confirm what many in our community experience daily: interrupted sleep, elevated stress, and serious concerns about long-term health.

We respectfully request that the Toronto Airport Authority / Transport Canada / Local Aviation Authority work with community representatives to:

1. Review and modify the current flight path to reduce constant overflight of residential zones.
2. Prioritize rerouting where alternative approaches/ascent are available that would minimize exposure for dense residential areas.
3. Implement night-time restrictions (e.g., 11 pm - 6 am) to allow for undisturbed rest.

Our request is not only about quality of life, but also public health and safety. The evidence is clear, and we urge swift action to adjust the current flight operations to mitigate these risks.

Thank you for your attention to this urgent matter. I would welcome the opportunity to discuss possible solutions further.

Sincerely,

19(1)

East York, ON,

19(1)

From: [Quach, Stephanie](#)
To: [Pollock, Mary](#)
Cc: [Mawji, Hanif](#); [Biffin, Adam](#)
Subject: RE: Extreme Noise from Aircraft at Night
Date: Friday, April 08, 2022 2:07:00 PM

Oh gosh, sorry about that and thanks for the clarification Mary.

I'll ensure to keep your group updated moving forwards.

Thanks!

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Pollock, Mary
Sent: Friday, April 08, 2022 1:56 PM
To: Quach, Stephanie
Cc: Mawji, Hanif ; Biffin, Adam
Subject: RE: Extreme Noise from Aircraft at Night

Good afternoon Stephanie

The Pearson Airport is under Hanif Mawji as the ADO and myself as the TTL and Adam Biffin as the Principal Airport Inspector. Please ensure that you do not send to Clifford or Sean Flatt.

Thank you for giving us a heads-up and let me know if you need anything further.

Best regards

Mary

Mary Pollock
 Technical Team Lead – Operations, Specialties
 Transport Canada / Government of Canada
Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863
 Chef d'équipe technique – Opérations Spécialités
 Transports Canada / Gouvernement du Canada
Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>
Sent: Friday, April 08, 2022 1:35 PM
To: Flatt, Sean <sean.flatt@tc.gc.ca>; Frank, Clifford <clifford.frank@tc.gc.ca>; Pollock, Mary <mary.pollock@tc.gc.ca>

Subject: FW: Extreme Noise from Aircraft at Night

Good afternoon,

Sharing the below for info.

Thanks,

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>

Sent: Wednesday, April 06, 2022 9:56 AM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: Fw: Extreme Noise from Aircraft at Night

XAO-2022-511747

From: [REDACTED]

Sent: April 5, 2022 6:50 PM

To: [REDACTED]@gtaa.com [REDACTED]@gtaa.com

Cc: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>; deepak.anand@pc.ola.org <deepak.anand@pc.ola.org>; natalia.kusendovaco@pc.ola.org <natalia.kusendovaco@pc.ola.org>; Hazel McCallion <mayor@mississauga.ca>; Gaheer, Iqwinder - M.P. <iqwinder.gaheer@parl.gc.ca>

Subject: Extreme Noise from Aircraft at Night

Dear Ms. Flint,

Hope you are well. **I am emailing you to request a meeting with you personally regarding the excessive noise that airplanes landing at Pearson Airport are causing with overflights especially at night** [REDACTED]

There have been multiple complaints placed with your organization and nothing has been done. This nighttime noise poses a significant health risk and increases the risk of death from cardiovascular death as per the studies below:

1)<https://www.hsph.harvard.edu/news/press-releases/aircraft-noise-linked-with-heart-problems/#:~:text=The%20results%20showed%20that%20the,were%20attributable%20to%20aircraft%20noise>.

2)<https://www.unibas.ch/en/News-Events/News/Uni-Research/Airplane-noise-at-night-can-trigger-cardiovascular-death.html#:~:text=The%20study%20published%20today%20in,for%20levels%20above%2055%20decibels>.

There are many other studies available about the adverse effects of this. **Given the prevalence of heart risk in Canada, it is safe to say, the failure of your organization to do anything about this has already killed people due to increased heart attacks and strokes.** You developed a new Strategic Plan for the GTAA that is framed by the North Star Statement: "Pearson Strong: Creating the Airport of the Future by building our business in a Smart, Healthy, and Profitable Way." There is nothing healthy about nighttime noise. In fact many airports across the world have a curfew on nighttime flights.

More troubling is that nighttime overflights are concentrated to only several predominantly racialized and middle class communities especially in Mississauga and not shared equally amongst all neighborhoods around the airport. Even consultation processes that have been undertaken involve wealthy neighborhoods far away from the airport (Vaughan, Leaside, Oakville, Don Mills, King, Bolton, Oakville) and omit middle class neighborhoods close to the airport around the two 6-24 runways where night time overflights occur every night. The residents of these 6-24 neighborhoods are never given any respite from this health hazard, are never consulted on anything and ultimately die earlier than their wealthy neighbors whom your organization consults frequently.

<https://www.insauga.com/new-flight-paths-at-pearson-airport-in-mississauga-will-reduce-noise->

[pollution-in-peel-oakville-and-beyond/](#)

Look forward to your response and arranging a meeting at a time of your convenience to discuss this important issue. Thank you very much.

Sincerely,

19 (1)



From: [Scott, Blake \(TC/TC\)](#)
To: [Shaikh, Farha \(TC/TC\)](#)
Cc: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: For APPROVAL - [External/Externe]: Contact us #83051
Date: Friday, December 08, 2023 2:03:29 PM
Attachments: [image001.png](#)
[image003.png](#)

UNCLASSIFIED / NON CLASSIFIÉ

Approved.

Regards,

Blake Scott

A/Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

Directeur associé, Opérations Est

Transports Canada / Gouvernement du Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

From: Shaikh, Farha (TC/TC)

Sent: Friday, December 08, 2023 1:59 PM

To: Scott, Blake (TC/TC)

Cc: Quach, Stephanie (TC/TC)

Subject: For APPROVAL - [External/Externe]: Contact us #83051

UNCLASSIFIED / NON CLASSIFIÉ

Hello Blake,

Please see revised draft for approval.

Hello 19 (1)

Thank you for contacting Transport Canada. We apologize for not getting back to you sooner.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise

abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>. In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport. The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca/ Tel: 647-221-0685/ TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Scott, Blake (TC/TC) <blake.scott@tc.gc.ca>

Sent: Friday, December 08, 2023 1:42 PM

To: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Cc: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: RE: For APPROVAL - [External/Externe]: Contact us #83051

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha,

A few comments:

1.

21 (1) (b)

2.

We wish to advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program which limits nighttime noise and balanced with growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>. In addition, the department encourages dialogue with the airport operator directly as Transport Canada is not involved in the daily operations that take place at Toronto Pearson International Airport.

Regards,

Blake Scott

A/Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

Directeur associé, Opérations Est
 Transports Canada / Gouvernement du Canada
Blake.Scott@tc.gc.ca / Tel: 647-539-6157

From: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>
Sent: Friday, December 08, 2023 12:54 PM
To: Scott, Blake (TC/TC) <blake.scott@tc.gc.ca>
Cc: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: For APPROVAL - [External/Externe]: Contact us #83051

UNCLASSIFIED / NON CLASSIFIÉ

Hello Blake,
 Please see the draft below for your approval.
 Thanks,
 Farha Shaikh
 Issues Management Officer
 Transport Canada/ Government of Canada
farha.shaikh@tc.gc.ca / Tel: 647-221-0685 / TTY: 1-888-675-6863
 Agenté, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

Hello 19 (1)

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<https://www.torontopearson.com/en/community/noise-management/noise-management-program>.
In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.
The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca / Tel: 647-221-0685/ TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Cilia, Mayra (TC/TC) <mayra.cilia@tc.gc.ca>

Sent: Thursday, November 30, 2023 11:32 AM

To: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Subject: FW: FOR ACTION - [External/Externe]: Contact us #83051

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha,

Please see below

Thanks

Mayra Cilia

Operational Support

Transport Canada / Government of Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Fax: 905-405-3305 / TTY: 1-888-675-6863

Soutien des operations

Transports Canada / Gouvernement du Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Telecopieur: 905-405-3305 / ATS: 1-888-675-6863

Did you know you could pay for a service online? Visit the Online Payment System at

<http://bitly.ws/xvkt>

Saviez-vous que vous pouviez payer des frais pour un service en ligne? Visitez le Système de paiement en ligne au <http://bitly.ws/xvkt>

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Sent: Wednesday, November 29, 2023 12:47 PM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FOR ACTION - [External/Externe]: Contact us #83051

UNCLASSIFIED / NON CLASSIFIÉ

Good Day,

Please see email below for your action.

Thanks,

Patricia Lavergne

Issues Management Officer, Director General Office, Civil Aviation Transport Canada / Government of Canada

patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

Agente de gestion des questions d'intérêt, Bureau des directeurs généraux, Aviation civile Transports Canada /

Gouvernement du Canada patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Sunday, August 27, 2023 10:48 PM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #83051

Submitted on Sun, 08/27/2023 - 22:48

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Brampton, ON, 19 (1)

Email:

19 (1)

Member of the industry

Yes

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

Yes

Date of birth (mandatory if medical file):

19 (1)

Message:

Hello,

I am facing severe noise issues due to aircraft noise in the night time. All the flights are making so much noise that it is getting difficult to sleep peacefully in the night. I am not able to keep any of the windows open in the night as the aircrafts taking off and landing to Pearson International Airport (YYZ) Toronto are making extremely high sound. Kindly look into this matter as it is impacting my work and my spouse work and also our sleep.



From: [Quach, Stephanie \(TC/TC\)](#)
To: [Holmes, Jennifer \(TC/TC\)](#)
Subject: RE: FOR APPROVAL FW: Tasking: Petition 441-02385 Ms. Sgro (Humber River-Black Creek) Promptly assess nighttime noise pollution caused by aircraft activities in our community
Date: Thursday, May 09, 2024 8:58:00 AM
Attachments: [image001.png](#)
[image002.png](#)
[441-02385_TC_B_Response.docx](#)
[441-02385_TC_SOC_EN_signed May.3.2024.pdf](#)

Good morning Jen,
 English and French version attached, along with the signed SOC.
 Thanks,
 Steph

From: Holmes, Jennifer (TC/TC)
Sent: Monday, May 6, 2024 5:00 PM
To: Quach, Stephanie (TC/TC)
Subject: FW: FOR APPROVAL FW: Tasking: Petition 441-02385 Ms. Sgro (Humber River-Black Creek) Promptly assess nighttime noise pollution caused by aircraft activities in our community
 HI Steph, this is approved with the removal of:
 'Further to the correspondence of March 22, 2024, issued to your office,'.
 Please proceed with translation. Thanks!

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Monday, May 06, 2024 8:46 AM
To: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Subject: FW: Tasking: Petition 441-02385 Ms. Sgro (Humber River-Black Creek) Promptly assess nighttime noise pollution caused by aircraft activities in our community
 Good morning Jen,
 Please find the attached petition response, RDCA approved.
 Please let me know once all is good to proceed with translations.
 Thanks,

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Awan, Farhat (TC/TC) <farhat.awan@tc.gc.ca>
Sent: Friday, April 26, 2024 7:51 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Cc: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Subject: FW: Tasking: Petition 441-02385 Ms. Sgro (Humber River-Black Creek) Promptly assess nighttime noise pollution caused by aircraft activities in our community
 Good morning,
 Here is the official tasking. Please provide your input to Jen by May 6th.

Thank you,
Farhat

From: Parliamentary Affairs -Affaires parlementaires <parliamentaryaffairs-affairesparlementaires@tc.gc.ca>

Sent: Thursday, April 25, 2024 4:28 PM

To: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>; Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>

Subject: Tasking: Petition 441-02385 Ms. Sgro (Humber River-Black Creek) Promptly assess nighttime noise pollution caused by aircraft activities in our community

OPO TASKING

Lead: Ontario

Deadline: May 9, 2024

CCM#: N/A

Comments/guidance from Parliamentary Affairs:

- Please refer to this SharePoint tasking folder to access the documents which are necessary to complete for this tasking: [\[\] Ontario Region](#)

The following petition has been tasked to the Department for a response:

Transport Canada must address the ongoing aircraft-induced noise pollution by exercising their authority and implementing necessary actions in the Humber River-Black Creek community;

It is concerning that NAV Canada has not proposed any mitigation strategies, such as curfews, to shield our neighborhoods from excessive nocturnal noise disturbances;

We firmly believe that environmental responsibility extends to addressing both air pollution and the adverse effects of noise on our well-being;

When noise exceeds acceptable limits, it poses a significant threat to our well-being and safety; and

It is crucial for Transport Canada to recognize this and take appropriate measures to safeguard our community members' health and safety.

THEREFORE: We, the undersigned residents of the Humber River-Black Creek community, call upon the government of Canada to:

Promptly assess nighttime noise pollution caused by aircraft activities in our community;

Collaborate with NAV Canada to develop effective mitigation strategies, considering curfews and other noise reduction measures;

Establish and enforce noise level regulations, ensuring emissions remain within acceptable limits;

Conduct regular monitoring to ensure compliance with regulations; and

Engage in transparent communication with the Humber River-Black Creek community, keeping us informed about progress and future plans.

To complete the tasking, please submit the following by the deadline:

- Provide a **bilingual** response using the inquiry form;
- Provide a **signed PDF** Statement of Completeness in the **language of your choice**;

Important reminders:

- Refer to the **Parliamentary Returns Checklist** when preparing your response as we will review your response against the checklist.
- If you have questions regarding the basics of how to complete any one of the returns, please consult the **Parliamentary Returns 101** document: [\[\] Parliamentary Returns 101 \(EN\) \(2022\).pptx](#)
- If you are unable to provide a comprehensive response by the deadline stated above, please consult Parliamentary Affairs ASAP to discuss next steps.

Should you have any questions, please contact us at PA-AP@tc.gc.ca. You may also contact **Tatjana Mahdi** at tatjana.mahdi@tc.gc.ca or through Teams.

Thank you,

Parliamentary Affairs

Sous la gouverne de: Région de l'Ontario

Échéancier: 9 mai 2024

Numéro de CCM: S/O

Commentaires ou directives des Affaires parlementaires:

- Veuillez vous référer à ce dossier SharePoint pour accéder aux documents nécessaires à la réalisation de cette tâche : [\[\] Ontario Region](#)

Le portefeuille doit répondre à la pétition suivante :

Transports Canada doit s'attaquer à la pollution sonore causée par les avions en exerçant ses pouvoirs et en mettant en œuvre les mesures qui s'imposent dans la communauté de Humber River—Black Creek;

Il est inquiétant que NAV Canada n'ait proposé aucune stratégie d'atténuation, comme des couvre-feux, pour protéger les résidents des perturbations attribuables au bruit nocturne excessif;

Nous sommes convaincus que la responsabilité environnementale suppose de s'attaquer à la fois à la pollution aérienne et aux répercussions du bruit sur le bien-être des résidents;

Lorsque le bruit excède des limites acceptables, il pose une menace importante pour la sécurité et le bien-être de la population;

Il est primordial que Transports Canada le reconnaisse et prenne les mesures nécessaires pour protéger la santé et la sécurité des résidents.

À CES CAUSES : nous, soussignés, résidents de la communauté de Humber River—Black Creek, prions le gouvernement du Canada de :

Évaluer rapidement la pollution sonore nocturne causée par les activités des avions dans notre communauté;

Collaborer avec NAV Canada pour élaborer des stratégies d'atténuation efficaces, comme des couvre-feux et autres mesures de réduction du bruit;

Établir des règlements sur les niveaux de bruit et les faire appliquer, afin que les émissions sonores respectent des limites acceptables;

Effectuer une surveillance régulière pour assurer la conformité aux règlements;

Faire preuve de transparence dans les communications avec la population de Humber River—Black Creek, en la tenant informée des progrès et des projets futurs.

Pour compléter la tâche, veuillez soumettre les documents suivants avant la date limite:

- fournir une réponse **bilingue** en utilisant le formulaire de demande de renseignements;
- Fournissez une attestation de conformité **PDF complète signée** dans la **langue de votre choix**

Rappels importants:

- Veuillez faire référence à l'**aide-mémoire pour les retours parlementaires** lors de la préparation de votre réponse, car nous examinerons la réponse avec les détails de l'aide-mémoire en tête
- Si vous avez des questions sur l'essentiel de la façon de remplir l'un des rapports, veuillez consulter le document **Déclarations parlementaires 101: [] Parliamentary Returns 101 (FR) (2022).pptx**
- Si vous n'êtes pas en mesure de fournir une réponse complète dans les délais indiqués ci-dessus, veuillez consulter les Affaires parlementaires dès que possible pour discuter des prochaines étapes.

Si vous avez des questions, veuillez nous contacter à PA-AP@tc.gc.ca. Vous pouvez également contactez **Tatjana Mahdi** à tatjana.mahdi@tc.gc.ca ou par le biais de Teams.

Merci,

Les affaires parlementaires

Government
of CanadaGouvernement
du Canada

RESPONSE TO PETITION

Prepare in English and French marking 'Original Text' or 'Translation'

PETITION No.: **441-02385**BY: **Ms. SGRO (HUMBER RIVER-BLACK CREEK)**DATE: **APRIL 18, 2024**PRINT NAME OF SIGNATORY: **THE HONOURABLE PABLO RODRIGUEZ**

Response by the Minister of Transport

Thank you for the petition of April 19, 2024, submitted on behalf of your constituents of the Humber River- Black Creek community regarding concerns of aircraft noise pollution.

Transport Canada (TC) focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective and environmentally responsible transportation system.

As the safety regulator for the Civil Aviation system in Canada, TC's purview remains with matters essential or integral to aeronautics which is exercised through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs). Accordingly, aircraft noise pollution and mitigation strategies fall beyond the department's mandate and jurisdictional authority.

TC does not engage in the daily operations or business decisions of airports. These responsibilities are managed by the airport authority, the Greater Toronto Airports Authority (GTAA).

Regarding flight paths and individual routings, TC's involvement remains with ensuring the designs adhere to the appropriate regulations and standards. These decisions and responsibilities are managed by Nav Canada.

TC encourages you to work directly with the GTAA and Nav Canada through constructive dialogue to discuss these concerns in hopes of achieving a favorable resolution for all parties.

SIGNATURE

Minister or Parliamentary Secretary

SUBJECT

Transportation**ORIGINAL TEXT****REPLY**

Insert the response here.

Government
of CanadaGouvernement
du Canada

RÉPONSE À LA PÉTITION

Préparer en anglais et en français en indiquant 'Texte original' ou 'Traduction'

N° DE LA PÉTITION : **441-02385**DE : **MME. SGRO (HUMBER RIVER-BLACK CREEK)**DATE : **LE 18 AVRIL 2024**INSCRIRE LE NOM DU SIGNATAIRE : **L'HONORABLE PABLO RODRIGUEZ**

Réponse du ministre des Transports

Je vous remercie de la pétition datée du 19 avril 2024, déposée au nom des citoyens de la circonscription de Humber River—Black Creek concernant les préoccupations liées à la pollution acoustique causée par les aéronefs.

Transports Canada (TC) se consacre à assurer la sécurité et la sûreté du réseau de transport aérien au Canada. En élaborant et en administrant des politiques, des règlements et des programmes, le Ministère s'efforce de collaborer avec ses partenaires et les intervenants afin de mettre en œuvre un réseau de transport efficace, efficient et respectueux de l'environnement.

La compétence du Ministère en tant qu'organisme de réglementation de la sécurité aérienne au Canada concerne uniquement les enjeux essentiels ou propres à l'aéronautique, qu'il gère par l'entremise de la *Loi sur l'aéronautique* et du *Règlement de l'aviation canadien* (RAC). Par conséquent, la pollution sonore des aéronefs et les stratégies d'atténuation ne relèvent pas du mandat et de la compétence du Ministère.

TC n'intervient pas dans les activités quotidiennes ou les décisions opérationnelles des aéroports. Ces responsabilités sont gérées par l'administration aéroportuaire, l'Autorité aéroportuaire du Grand Toronto.

En ce qui concerne les trajectoires de vol et les itinéraires individuels, la fonction de TC consiste à s'assurer que les plans sont conformes aux règlements et aux normes en vigueur. Ces décisions et responsabilités sont gérées par NAV CANADA.

TC vous encourage à travailler directement avec l'Autorité aéroportuaire du Grand Toronto et NAV CANADA dans le cadre d'un dialogue constructif afin de discuter de ces préoccupations et de parvenir à une solution satisfaisante pour toutes les parties.

SIGNATURE

Ministre ou secrétaire parlementaire

OBJET

Transports

TRADUCTION

RÉPONSE

Insérer la réponse ici.

Name of organization
<u>Transport Canada- Civil Aviation</u>

STATEMENT OF COMPLETENESS

RESPONSE TO PETITION 441-

Name of Parliamentarian: Ms. Sgro (Humber River-Black Creek)

Constituency:

Date of Inquiry: April 19, 2024

- A) 1. In detail, describe records, analysis and consultations on which the proposed response is based:

Transport Canada's (TC) response is based on the department's mandate and jurisdictional authority with respect to the presented concerns. As TC's focus remains on the safety and security of the aviation system in Canada, concerns associated with noise pollution and mitigation strategies fall beyond the department's core mandate of providing regulatory oversight in accordance with the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The department issued a ministerial response to the Honourable Judy Sgro on March 22, 2024, which acknowledged the noise concerns and offered informational resources and recommendations.

TC's analysis consisted of regional participation in regular noise committee meetings with the Toronto Pearson airport authority, the Greater Toronto Airports Authority (GTAA). The GTAA serves as the responsible party for mitigating noise and addressing community concerns. TC also works with stakeholders such as Nav Canada who is the responsible party for approving flight paths and routings.

These factors were considered along with TC's mandate and a deferral to the appropriate parties is therefore maintained.

Lead official: Marcia George

Hours taken to prepare the response: 1

2. Were publicly available documents used to draft the response? Yes No

If yes, please list titles and dates below:

☒

B) Describe any limitations, considerations and/ or data quality statements that apply to this response (include applicable section of Access to Information Act):

Yes

No

☒

C) Have information or documents relevant to this response been disclosed publicly, in any manner (e.g. responses to Order Paper questions or petitions, access to information request, request from the Library of Parliament, etc.)? If yes, please identify relevant documents and explain any differences in the proposed response and why there are differences.

Yes

N/A

☒

There was a ministerial response issued to the Honourable Judy Sgro on March 22, 2024 addressing the same concerns regarding noise.

D) Would this response attract media attention? If yes, please explain why this response may attract media attention:

Yes

No

☒

Attestation:

As the Designated Senior Official for
I attest that the information contained in the proposed response, based on the records
and limitations described in this Statement of Completeness, is accurate and as
complete as possible.

George, Marcia

Signature



Digitally signed by George, Marcia

Date: 2024.05.03 17:33:44 -04'00'

Date

Marcia George

Name of Designated Senior Official

**Regional Director, Civil Aviation-
Ontario Region**

Title

From: [Quach, Stephanie \(TC/TC\)](#)
To: [Rebia, Patricia Lynn \(she,her | elle,la\) \(TC/TC\)](#)
Subject: RE: FOR APPROVAL TO DISPATCH : FW: Webform submission from: Service Feedback - 19 (1)
Date: Thursday, May 01, 2025 1:32:49 PM

UNCLASSIFIED / NON CLASSIFIÉ

Good to go!

From: [Rebia, Patricia Lynn \(she,her | elle,la\) \(TC/TC\) <patricialynn.rebia@tc.gc.ca>](#)
Sent: Thursday, May 01, 2025 11:48 AM
To: [Quach, Stephanie \(TC/TC\) <Stephanie.Quach@tc.gc.ca>](#)
Subject: RE: FOR APPROVAL TO DISPATCH : FW: Webform submission from: Service Feedback - 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

See red for addition 'continued constructive dialogue'

From: [Quach, Stephanie \(TC/TC\) <Stephanie.Quach@tc.gc.ca>](#)
Sent: Thursday, May 01, 2025 9:58 AM
To: [Rebia, Patricia Lynn \(she,her | elle,la\) \(TC/TC\) <patricialynn.rebia@tc.gc.ca>](#)
Subject: RE: FOR APPROVAL TO DISPATCH : FW: Webform submission from: Service Feedback - 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Thank you, looks perfect. Since they have already contacted the GTAA, we could include "continued constructive dialogue" into the line.

Regards,
 Steph

From: [Rebia, Patricia Lynn \(she,her | elle,la\) \(TC/TC\) <patricialynn.rebia@tc.gc.ca>](#)
Sent: Thursday, May 01, 2025 9:42 AM
To: [Quach, Stephanie \(TC/TC\) <Stephanie.Quach@tc.gc.ca>](#)
Subject: FOR APPROVAL TO DISPATCH : FW: Webform submission from: Service Feedback - 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

(I see that they have already contacted GTAA)

Good day, 19 (1)

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level.

As Transport Canada is not involved in the daily operations at Toronto Pearson International Airport, the department encourages continued constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: Noise Management Program | Pearson Airport (torontopearson.com)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at: service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Regards,

Issues Management

Civil Aviation, Ontario Region
Transport Canada / Government of Canada
TC.ONTCivAvlssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
TC.ONTCivAvlssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Wednesday, April 16, 2025 8:59 AM

To: Client Service Feedback / Retroaction service à la clientele (TC) <TC.ServiceFeedback-Retroactionservice.TC@tc.gc.ca>

Subject: Webform submission from: Service Feedback - 19(1)

Submitted on Wed, 04/16/2025 - 08:59

Submitted by: Anonymous

Submitted values are:

Service feedback form

How can we help?

I have a complaint or had a bad experience

Which program, group or unit is this about?

On going midnight torture by airplane noise depriving my sleep and seriously affecting my quality of life.No action taken by GTAA despite multiple complaints.

Which region were you dealing with?

Ontario

Is this about (select all that apply):

Mid night flight noise torture on an ongoing continuous basis based upon some flawed decisions.

Complaint or bad experience

Tell us about your complaint or bad experience. Please provide as much information about the situation or circumstances so we can understand what you went through.

I have been woken up in the middle of the night by airplane noise on a consistent basis .GTAA complains not yielding any response.There should be midnight flights curfew as they have in Montreal and no preferred overnight runways targeted a certain group of people for life.^{19 (1)}

^{19 (1)} as I was not allowed to sleep in my own bedroom and I am heading home to recover from the overnight torture.

Prior to today, have you done anything to try and address this? If so, please indicate who you may have spoken with and when it took place.

Multiple on line complaints have been submitted to GTAA but no one seems to care as they are not effected and they don't understand the detrimental impact this is having on my life.

How would you like us to address this issue?

Overnight flights curfew

No preferred overnight runways

Equal distribution of flights

Prior notification if we are allowed to sleep in our bedrooms so that we can book a hotel and at least able to function normally the next day.

What do you think we should do to improve our service?

As above

Plus invite the staff to suffer with us for few nights so that they realize what they are doing by pushing this issue under the rug and not taking it seriously.

Permission to contact you

Can Transport Canada contact you to respond to your inquiry or if we have any further questions?

Yes

Please provide your contact information:

19 (1)

From: [Scott, Blake \(TC/TC\)](#)
To: [Shaikh, Farha \(TC/TC\)](#)
Cc: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: 2023-1 [External/Externe]: Contact us #102624
Date: Friday, December 08, 2023 3:23:52 PM
Attachments: [image002.png](#)
[image004.png](#)
[image003.png](#)

UNCLASSIFIED / NON CLASSIFIÉ

Approved.

Regards,

Blake Scott

A/Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

Directeur associé, Opérations Est

Transports Canada / Gouvernement du Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

From: Shaikh, Farha (TC/TC)

Sent: Friday, December 08, 2023 3:17 PM

To: Scott, Blake (TC/TC)

Cc: Quach, Stephanie (TC/TC)

Subject: FOR APPROVAL: 2023-1 [External/Externe]: Contact us #102624

UNCLASSIFIED / NON CLASSIFIÉ

Hello Blake,

Please see another draft for approval regarding a complaint near the Pearson Airport.

 Hello 19 (1)

Thank you for contacting Transport Canada.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues

are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The contact for the airport operators are noted below:

The Greater Toronto Airports Authority (GTAA)

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Burlington Airpark

Website: <https://burlingtonairpark.com/contact/>

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca/ Tel: 647-221-0685/ TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Friday, December 08, 2023 1:18 PM

To: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Subject: RE: FOR REVIEW: 2023-1 [External/Externe]: Contact us #102624

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha,

Thanks for the draft!

Can you please also include that line regarding the night flight restriction program (as noted in the previous one), and once included, please forward to Blake for final approval.

Thanks!

Steph

From: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Sent: Wednesday, December 06, 2023 3:36 PM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: FOR REVIEW: 2023-1 [External/Externe]: Contact us #102624

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,

Another Noise complaint in regards to Pearson Airport and Burlington Flight school for your review.

Hello 19 (1)

Thank you for contacting Transport Canada.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The contact for the airport operators are noted below:

The Greater Toronto Airports Authority (GTAA)

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Burlington Airpark

Website: <https://burlingtonairpark.com/contact/>

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca / Tel: 647-221-0685 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Cilia, Mayra (TC/TC) <mayra.cilia@tc.gc.ca>

Sent: Friday, December 01, 2023 7:45 AM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>; Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Subject: FW: FOR ACTION [External/Externe]: Contact us #102624

UNCLASSIFIED / NON CLASSIFIÉ

Hello, Please see complaint email below.

Thanks

Mayra Cilia

Operational Support

Transport Canada / Government of Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Fax: 905-405-3305 / TTY: 1-888-675-6863

Soutien des operations

Transports Canada / Gouvernement du Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Telecopieur: 905-405-3305 / ATS: 1-888-675-6863

Did you know you could pay for a service online? Visit the Online Payment System at

<http://bitly.ws/xvkt>

Saviez-vous que vous pouviez payer des frais pour un service en ligne? Visitez le Système de paiement en ligne au <http://bitly.ws/xvkt>

From: Pyzowski-Pach, Anna (TC/TC) <anna.pyzowski-pach@tc.gc.ca>

Sent: Thursday, November 30, 2023 2:36 PM

To: Cilia, Mayra (TC/TC) <mayra.cilia@tc.gc.ca>

Subject: FW: FOR ACTION [External/Externe]: Contact us #102624

UNCLASSIFIED / NON CLASSIFIÉ

Mayra,

For your action please.

Kind regards,

Anna Pyzowski-Pach

Operations Support, Civil Aviation

Transport Canada / Government of Canada

anna.pyzowski-pach@tc.gc.ca / Tel: 905-679-3477 / Tel: 289-556-8939 / Fax: 905-679-0033 / TTY: 1-888-675-6863

Adjointe, Soutien des opérations, Aviation civile

Transports Canada / Gouvernement du Canada

anna.pyzowski-pach@tc.gc.ca / Tél: 905-679-3477 / Tél: 289-556-8939 / Fax: 905-679-0033 / ATS: 1-888-675-6863

Did you know you could pay for a service online? Visit the Online Payment System at <http://www.canada.ca/payments-air>

Saviez-vous que vous pouviez payer des frais pour un service en ligne? Visitez le Système de paiement en ligne au

<http://www.canada.ca/paiements-air>.

From: Buckler, Shawne (TC/TC) <shawne.buckler@tc.gc.ca>

Sent: Thursday, November 30, 2023 1:34 PM

To: Pyzowski-Pach, Anna (TC/TC) <anna.pyzowski-pach@tc.gc.ca>

Subject: FW: FOR ACTION [External/Externe]: Contact us #102624

UNCLASSIFIED / NON CLASSIFIÉ

Hi Anna,

For your action please.

Thank you,
Shawna Buckler

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Sent: Thursday, November 30, 2023 10:14 AM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FOR ACTION [External/Externe]: Contact us #102624

UNCLASSIFIED / NON CLASSIFIÉ

Good Day,
Please see email below for your action.

Thanks,
Patricia Lavergne

Issues Management Officer, Director General Office, Civil Aviation Transport Canada / Government of Canada

patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

Agente de gestion des questions d'intérêt, Bureau des directeurs généraux, Aviation civile Transports Canada /

Gouvernement du Canada patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Tuesday, October 17, 2023 8:55 PM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #102624

Submitted on Tue, 10/17/2023 - 20:54

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Milton, ON, 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

Hi,

I just moved to a new location in Milton, and I have some serious concerns about the aircraft noise. On a regular day around 70-80 planes fly above my house. Some even late in the night. I decibels are pretty high when they fly over and I can hear them through my windows even though they are double glazed.

This is causing me stress and I am sure it is not good for my health.

The planes flying are both commercial airliners going to Pearson & going to the flying school located at Burlington.

It is particularly bad from 3pm to 8pm



From: [Waljee, Imi](#)
To: [Quach, Stephanie](#)
Subject: RE: FOR APPROVAL: Airplane Noise
Date: Monday, July 18, 2022 3:36:30 PM

Hi Stephanie,
 Approved with slight changes.

Regards,
 Imtiazali (Imi) Waljee
 (he, him, il)

Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario

Transports Canada / Gouvernement du Canada

imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

**My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.*

**Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.*

From: Quach, Stephanie

Sent: Monday, July 18, 2022 3:31 PM

To: Waljee, Imi

Subject: FOR APPROVAL: Airplane Noise

Hi Imi,

I received 2 strange email responses from this individual below where she references gift cards that were "promised" to her to alleviate the noise issues she has been experiencing.

I have drafted the below in response to her recent emails, for your approval:

DRAFT:

Hi 19 (1)

Thank you for your recent responses. I apologize as I am unfamiliar with your references to gift cards. Please note Transport Canada does not issue ~~out~~ gift cards for purchases.

As previously mentioned in my email of June 28, 2022, Transport Canada is the safety regulator for the civil aviation system in Canada which is regulated through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

It was previously recommended for you to contact the airport authority directly as the department is not involved in the daily operations which occur at the airport. You may submit a noise complaint directly to the Greater Toronto Airports Authority (GTAA) at Toronto Pearson at the following phone number: (416) 247-7682. Their office hours are Monday to Friday from 8:00 am to 5:00 pm.

Regards,

Stephanie Quach

A/Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [19 (1)]

Sent: Monday, July 18, 2022 3:10 PM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: Re: Airplane Noise

Hello Stephanie

Did you send the gift card. I still have not received anything.

Please let me know

Thanks

[19 (1)]

Sent from my iPhone

On Jul 16, 2022, at 11:49 AM, [19 (1)] wrote:

Hello Stephanie,

Just writing to you as I have not as of yet received my \$200 Gift card I was promised to purchase my mouse buds for the noise in my neighbourhood for the planes flying over my phone.

Has this yet been sent out?

[19 (1)]

Mississauga, [19 (1)]

The call was over 3 weeks ago and nothing to this day.

Waiting for your response

Thanks

[19 (1)]

Sent from my iPhone

On Jun 28, 2022, at 3:19 PM, Quach, Stephanie <Stephanie.Quach@tc.gc.ca> wrote:

Dear [19 (1)]

Thank you for your correspondence of June 7, 2022 regarding the airplane noise around the intersection of [19 (1)]

[19 (1)] in Mississauga, Ontario.

Transport Canada is responsible for the safety and security of the civil aviation system, which we regulate through the Aeronautics Act and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

While the department is the regulator for aviation in Canada, airport operators play a key role in the management of noise in the vicinity

of airports. The department provides a regulatory framework to assist airports in managing noise through the implementation of noise abatement procedures and operating restrictions that are regulatory in nature and specific to each airport.

This includes procedures and requirements relating to hours when aircraft operations are prohibited or restricted. Such a framework enables a cost-effective and environmentally sustainable balanced approach to airport noise management with guidance material based on scientific investigation and regulations that address noise concerns that are national in scope.

Toronto Pearson has a Noise Management Program that follows a balanced approach to mitigate aircraft noise. Information on the Toronto Pearson Noise Management Program can be found at:

<https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

Alternatively, the Greater Toronto Airports Authority (GTAA) has made their WebTrak tool publicly available. WebTrak is an online tool that gives a near real-time view of the airspace above the GTA. You can use this tool to identify aircraft that affected you and file a noise complaint directly from the platform. To access this tool, visit:

<https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint#webtrak>.

Noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

Therefore, the department recommends that you contact the airport authority directly. In addition to the resources provided above you may also wish to submit a noise complaint directly to the GTAA at Toronto Pearson at the following phone number: (416) 247-7682. Their office hours are Monday to Friday from 8:00 am to 5:00 pm. Thank you for writing and I hope this information has been helpful.

Regards,

Stephanie Quach

A/Regional Manager, Issues Management
Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux
Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [19 (1)]

Sent: Tuesday, June 07, 2022 8:44 PM

To: Client Service Feedback / Retroaction service à la clientele (TC)

<TC.ServiceFeedback-Retroactionservice.TC@tc.gc.ca>

Subject: Airplane Noise

You need to stop flying your planes 7 days 24 hours. People work hard in this country and you are disrespecting people in the neighbourhoods by flying your planes over peoples homes. This is not right and this has to stop. Shame on you. How do you expect people to get any rest when there is a runway in people's backyards. This is terrible to say the least. How is this even allowed. Please have this reported right away. Neighbourhoods are complaining and you will soon find yourself with a lawsuit. This is out of control. Someone should be regulating this. People pay big taxes and you people are allowing this. This is terrible! Not sure who came up with this brilliant idea but they should be taken out of this position as they have no clue how to manage things. As a Canadian citizen I have never witnessed something like this in my life. If you can't figure things out you need to spread out your runways and rotate them and not make an ongoing runway in people's backyard everyday 7 days a week 24 hrs a day. Just use your common sense people how do you work and rest you can't because you have constant noise over your head. I cannot believe there is such things as Noise Control or Noise Bi-laws, when this is allowed. This country is one big joke. The problem with this country is we don't have intelligent people left in this country to manage things. Please have something done about this. This is unacceptable. The people that are managing this need to be moved to other positions. You need people with basic common sense as then maybe we wouldn't be in this terrible situation!

I am referring to [19 (1)]

[19 (1)] intersection, in Mississauga.

Sent from my iPhone

From: Waljee, Imi
To: Quach, Stephanie
Subject: RE: FOR APPROVAL: CFS-2022-000696- Airplane Noise
Date: Monday, June 13, 2022 4:43:58 PM

Hi Stephanie,

Approved.

Regards,

Imtiazali (Imi) Waljee

(he, him, il)

Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario

Transports Canada / Gouvernement du Canada

imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

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**Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.*

From: Quach, Stephanie

Sent: Monday, June 13, 2022 10:40 AM

To: Waljee, Imi

Subject: FOR APPROVAL: CFS-2022-000696- Airplane Noise

Good morning Imi,

Please see the draft below in response to a complaint received through the CFS system in CCM, relating to aircraft noise in Mississauga.

For your approval:

DRAFT:

Dear 19 (1)

Thank you for your correspondence of June 7, 2022 regarding the airplane noise around the intersection of 19 (1) in Mississauga, Ontario.

Transport Canada's focus is on the safety and security of the civil aviation system, which we regulate through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

While the department is the regulator for aviation in Canada, airport operators play a key role in the management of noise in the vicinity of airports. The department provides a regulatory framework to assist airports in managing noise through the implementation of noise abatement procedures and operating restrictions that are regulatory in nature and specific to each airport.

This includes procedures and requirements relating to hours when aircraft operations are prohibited or restricted. Such a framework enables a cost-effective and environmentally sustainable balanced approach to airport noise management with guidance material based on scientific investigation and regulations that address noise concerns that are national in scope.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions that includes consultation with air operators and relevant communities. Toronto Pearson has a Noise Management Program that follows a balanced

approach to mitigate aircraft noise. Part of noise management at Toronto Pearson is the Noise Management Forums which includes public meetings, neighbourhood tables, a noise accountability board, etc. Information on the Toronto Pearson Noise Management Program can be found at:

<https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

Alternatively, the Greater Toronto Airports Authority (GTAA) has made their WebTrak tool publicly available. WebTrak is an online tool that gives a near real-time view of the airspace above the GTA. You can use this tool to identify aircraft that affected you and file a noise complaint directly from the platform. To access this tool, visit <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint#webtrak>.

It is noted that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department recommends that you contact the airport authority directly. In addition to the resources provided above you may also wish to submit a noise complaint directly to the GTAA at Toronto Pearson at the following phone number: (416) 247-7682. Their office hours are Monday to Friday from 8:00 am to 5:00 pm.

Thank you for writing and I hope this information has been helpful.

Regards,

Stephanie Quach

A/Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED] 19 (1)

Sent: Tuesday, June 07, 2022 8:44 PM

To: Client Service Feedback / Retroaction service à la clientele (TC) <TC.ServiceFeedback-Retroactionservice.TC@tc.gc.ca>

Subject: Airplane Noise

You need to stop flying your planes 7 days 24 hours. People work hard in this country and you are disrespecting people in the neighbourhoods by flying your planes over peoples homes. This is not right and this has to stop. Shame on you. How do you expect people to get any rest when there is a runway in people's backyards. This is terrible to say the least. How is this even allowed. Please have this reported right away. Neighbourhoods are complaining and you will soon find yourself with a lawsuit.

This is out of control. Someone should be regulating this. People pay big taxes and you people are allowing this. This is terrible! Not sure who came up with this brilliant idea but they should be taken out of this position as they have no clue how to manage things. As a Canadian citizen I have never witnessed something like this in my life. If you can't figure things out you need to spread out your runways and rotate them

and not make an ongoing runway in people's backyard everyday 7 days a week 24 hrs a day. Just use your common sense people how do you work and rest you can't because you have constant noise over your head. I cannot believe there is such things as Noise Control or Noise By-laws, when this is allowed. This country is one big joke. The problem with this country is we don't have intelligent people left in this country to manage things. Please have something done about this. This is unacceptable. The people that are managing this need to be moved to other positions. You need people with basic common sense as then maybe we wouldn't be in this terrible situation!

I am referring to ^{19 (1)} intersection, in Mississauga.

Sent from my iPhone

From: [Waljee, Imi](#)
To: [Quach, Stephanie](#)
Subject: RE: FOR APPROVAL: Complaint About the Noise Created by Bombardier & GTAA to the Residents of Brampton East (CCM# 511045)
Date: Thursday, May 12, 2022 3:56:25 PM

Hi Stephanie,
 Canada Air Pilot – document published by Nav Canada that has information on arrival/departure procedures including noise abatement procedures.
 Regards,
 Imtiazali (Imi) Waljee
 (he, him, il)
 Regional Director Civil Aviation – Ontario Region
 Transport Canada / Government of Canada
imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863
 Directeur régional de l'aviation civile – Région de l'Ontario
 Transports Canada / Gouvernement du Canada
imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863
 *My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.
 *Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.

From: Quach, Stephanie
Sent: Thursday, May 12, 2022 3:19 PM
To: Waljee, Imi
Subject: FOR APPROVAL: Complaint About the Noise Created by Bombardier & GTAA to the Residents of Brampton East (CCM# 511045)

Hi Imi,
 As per the attached, legal made a suggestion to add to this response.

23

Would you suggest mentioning the noise abatement procedures, or referring Ms. ^{19 (1)} to the Pearson website by attaching the link?

Thank you,
Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Awan, Farhat <farhat.awan@tc.gc.ca>
Sent: Thursday, May 12, 2022 2:25 PM
To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>
Cc: Holmes, Jennifer <jennifer.holmes@tc.gc.ca>
Subject: FW: Complaint About the Noise Created by Bombardier & GTAA to the Residents of Brampton East (CCM# 511045)

Hi Stephanie,

Please see attached suggested changes from legal regarding XAO-2022-511045. Please review and update the response and let us know when amendments are made.

Thanks,
Farhat

From: Lahaie, Josee <josee.lahaie@tc.gc.ca>

Sent: Thursday, May 12, 2022 1:28 PM

To: Holmes, Jennifer <jennifer.holmes@tc.gc.ca>; Awan, Farhat <farhat.awan@tc.gc.ca>

Subject: Complaint About the Noise Created by Bombardier & GTAA to the Residents of Brampton East (CCM# 511045)

Good afternoon,

Please find attached suggested changes from Legal. Once changes are made in RDIMS, please re-route to Legal for approval.

Thank you,

Josée Lahaie

Executive Assistant, Legal Services

Transport Canada / Government of Canada

josee.lahaie@tc.gc.ca / Tel: 613-862-8480

Adjointe exécutive, Services juridiques

Transports Canada / Gouvernement du Canada

josee.lahaie@tc.gc.ca / Tél. : 613-862-8480

From: [Waljee, Imi \(he,him | il,lui\) \(TC/TC\)](#)
To: [Shaikh, Farha \(TC/TC\)](#)
Cc: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: For Approval: For Action: XAO-2023-525988.
Date: Tuesday, June 06, 2023 1:49:12 PM

UNCLASSIFIED / NON CLASSIFIÉ

Good Afternoon Farha,
 Approved.
 Regards,
 Imtiazali (Imi) Waljee
 (he, him, il)

Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario

Transports Canada / Gouvernement du Canada

imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

**My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.*

**Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.*

From: Shaikh, Farha (TC/TC)
Sent: Tuesday, June 06, 2023 8:53 AM
To: Waljee, Imi (he,him | il,lui) (TC/TC)
Cc: Quach, Stephanie (TC/TC)
Subject: For Approval: For Action: XAO-2023-525988.

UNCLASSIFIED / NON CLASSIFIÉ

Good Morning Imi,
 Please see below for the Ministerial draft in regards to airplane traffic in the 19 (1) area.
 Attached is the letter that was received from the client.

Farha Shaikh

A/Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca / Tel: 647-221-0685/ TTY: 1-888-675-6863

A/Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

Dear 19 (1)

Thank you for your email of May 10, 2023, to the Honourable Omar Alghabra, Minister of Transport, regarding your experience with the airplane traffic in the Don Mills area.

Transport Canada is responsible for developing and overseeing the transportation policies, programs and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision to an integrated and progressive civil aviation system that promotes a proactive safety

culture. In doing so, the department exercises its authority through the Aeronautics Act and the Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. It is important to note there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace in your area. As long as the associated aircraft are flying at the appropriate heights and distances and operating according to the rules and regulations, Transport Canada cannot intervene.

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions through the consultation of aviation stakeholders and local communities. We wish to advise that noise abatement procedures for the Toronto Pearson International Airport are in place. For more information, please visit:

<https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

In addition, the department encourages direct dialogue with the airport operator directly as Transport Canada is not involved in the daily operations that take place at Toronto Pearson International Airport.

The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Additionally, the department does not approve changes to individual flight paths, other than to confirm that the design meets the appropriate regulations and standards. Therefore, any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

Thank you for writing.

Farha Shaikh

A/Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca / Tel: 647-221-0685 / TTY: 1-888-675-6863

A/Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Sent: Friday, May 19, 2023 5:21 PM

To: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Cc: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>; Pollock, Mary <mary.pollock@tc.gc.ca>

Subject: RE: For Input: For Action: XAO-2023-525988.

UNCLASSIFIED / NON CLASSIFIÉ

Good Afternoon Farha,

Here are a few bullets to address the submission from the member of the public:

- Noise issues are best handled at the local level. Local airport-based staff have an intimate knowledge of regional matters and are better able to address local concerns.
- Airports, Aircraft, and Aircraft Operators must comply with the applicable requirements in the *Canadian Aviation Regulations*.
- We would encourage this member of the public to continue to work with the Greater Toronto Airports Authority on the points they have made in their submission.
- The Greater Toronto Airports Authority holds regular noise forums to discuss the mitigation of aircraft noise. Their website is available at: [Noise Management | Pearson Airport \(torontopearson.com\)](https://noise-management.pearson.com).

I'm not sure if we have a bullet point for how traffic is managed/controlled by NAV CANADA in accordance with published departure and arrival procedures, as well as in accordance with operational requirements by Air traffic Controllers? This may or may not be necessary/helpful. The member of the public should continue to work with the GTAA/NAV CANADA.

Please let me know if you have any questions/concerns.

Best Regards,

Adam Biffin

A/Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

adam.biffin@tc.gc.ca / Telephone 416-669-1651 / Facsimile 416-952-0050 / TTY 1-888-675-6863

A/Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

adam.biffin@tc.gc.ca / Téléphone 416-669-1651 / Télécopieur 416-952-0050 / ATS 1-888-675-6863

-----Original Message-----

From: Pollock, Mary <mary.pollock@tc.gc.ca>

Sent: Thursday, May 18, 2023 3:17 PM

To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Cc: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>; Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: FW: For Input: For Action: XAO-2023-525988.

Good afternoon

Can you respond today.

Best regards

Mary

Mary Pollock

Technical Team Lead – Operations, Specialties Transport Canada / Government of Canada

Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863

Chef d'équipe technique – Opérations Spécialités Transports Canada / Gouvernement du Canada

Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

-----Original Message-----

From: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Sent: Thursday, May 18, 2023 12:36 PM

To: Pollock, Mary <mary.pollock@tc.gc.ca>

Cc: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: For Input: For Action: XAO-2023-525988.

UNCLASSIFIED / NON CLASSIFIÉ

Hello Mary,

Please see attached complaint in regards to excessive amount of Air Traffic from the Pearson's Airport.

Can you please provide input/feedback on this matter to assist in drafting a response out?

Thank you,

Farha Shaikh

A/Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca/ Tel: 647-221-0685/ TTY: 1-888-675-6863

A/Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

-----Original Message-----

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Monday, May 15, 2023 11:40 AM

To: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Subject: For Action: XAO-2023-525988.

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha,

FYA please. I have attached the ministerial here for ease of reference. It's also saved in the tracker and it has a due date of June 1st.

Suggest maybe consulting with Mary to see if she may have input to add on this.

Thanks!

Steph

-----Original Message-----

From: donotreply.ccmenterprise@tc.gc.ca <donotreply.ccmenterprise@tc.gc.ca>

Sent: Thursday, May 11, 2023 2:56 PM

To: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>; Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: You have been assigned a task on: XAO-2023-525988.

/*** La version française suit ***/

Docket XAO-2023-525988 has been assigned to you.

(Click on the GOTO link attached to launch ccmEnterprise with this record.)

Summary: NOISE COMPLAINT - ¹⁹(1) NORTH YORK, ON /

From: ¹⁹(1)

,

Document Date: 5/10/2023

Category: D

InfoDue Date: 6/9/2023

Assigned To - Comment - BF Date

PA - INPUT - 6/1/2023

Comments:

/*** Version française ***/

Le dossier XAO-2023-525988 vous est assigné.

(Cliquez sur le lien GOTO ci-inclus pour lancer le ccmMercury avec ce dossier.)

Sommaire: NOISE COMPLAINT - 19 (1) NORTH YORK, ON /

De: 19 (1)

,

Date du document: 5/10/2023

Catégorie: D

Date EchéanceInfo: 6/9/2023

Assigné à - Commentaire – Rappel

PA - INPUT - 6/1/2023

WRITER INITIAL:

LANGUAGE: ENG

Commentaires:

[https://can01.safelinks.protection.outlook.com/?](https://can01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fccmenterprise.tc.gc.ca%2FEnterprise%2FServices%2FAuthorization%2FLogin%3Frootid%3D15256748%26segmentid%3D2952694&data=05%7C01%7Cadam.biffin%40tc.gc.ca%7Ce200cb00f5034dc8c9c508db57d47baa%7C2008ffa9c9b24d979ad94ace25386be7%7C0%7C0%7C638200342464273902%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=19hsWXgCCnt2%2Bd%2BWWOtmw92Ck2Gcrhe6e2P4eDHXUJY%3D&reserved=0)

[url=http%3A%2F%2Fccmenterprise.tc.gc.ca%2FEnterprise%2FServices%2FAuthorization%2FLogin%3Frootid%3D15256748%26segmentid%3D2952694&data=05%7C01%7Cadam.biffin%40tc.gc.ca%7Ce200cb00f5034dc8c9c508db57d47baa%7C2008ffa9c9b24d979ad94ace25386be7%7C0%7C0%7C638200342464273902%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=19hsWXgCCnt2%2Bd%2BWWOtmw92Ck2Gcrhe6e2P4eDHXUJY%3D&reserved=0](https://can01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fccmenterprise.tc.gc.ca%2FEnterprise%2FServices%2FAuthorization%2FLogin%3Frootid%3D15256748%26segmentid%3D2952694&data=05%7C01%7Cadam.biffin%40tc.gc.ca%7Ce200cb00f5034dc8c9c508db57d47baa%7C2008ffa9c9b24d979ad94ace25386be7%7C0%7C0%7C638200342464273902%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=19hsWXgCCnt2%2Bd%2BWWOtmw92Ck2Gcrhe6e2P4eDHXUJY%3D&reserved=0)

From: [Waljee, Imi](#)
To: [Quach, Stephanie](#)
Subject: RE: FOR APPROVAL: Input for DM Visit to Ontario Region - April 21 & 22
Date: Thursday, April 14, 2022 3:54:22 PM

Hi Stephanie,
Thanks. Not to worry.
Have a good long weekend.

Regards,

Imtiazali (Imi) Waljee

(he, him, il)

Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario

Transports Canada / Gouvernement du Canada

imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

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From: Quach, Stephanie

Sent: Thursday, April 14, 2022 3:50 PM

To: Waljee, Imi

Subject: RE: FOR APPROVAL: Input for DM Visit to Ontario Region - April 21 & 22

Hi Imi,

Thank you for scaling it down. I will keep this in mind for future input to keep it as high level as possible.

Regards,

Stephanie Quach

A/Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Waljee, Imi <imi.waljee@tc.gc.ca>

Sent: Thursday, April 14, 2022 3:43 PM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: FOR APPROVAL: Input for DM Visit to Ontario Region - April 21 & 22

Hi Stephanie,

This is a lot of information of an operational nature that would not be required for the high level meeting that the DM is having with the GTAA. Needs to be parred down to a few key points.

Regards,

Imtiazali (Imi) Waljee

(he, him, il)

Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario

Transports Canada / Gouvernement du Canada

imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

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*Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, April 14, 2022 3:20 PM

To: Waljee, Imi <imi.waljee@tc.gc.ca>

Subject: FOR APPROVAL: Input for DM Visit to Ontario Region - April 21 & 22

Hello Imi,

Please see below for the input received from Mary's group for the DM's visit with Deborah Flint from GTAA.

Amanda in Policy is the lead for drafting up the Scenario Note but I wanted to run the input by you first.

Please see below:

Briefing points for the DM's visit to the GTAA

1. 2022 Airfield Restoration Project

- Construction started April 4th, 2022 and is scheduled to conclude in October 2022
- ~~Plan of Construction Operations approved by Transport Canada:~~
 - ~~This describes the work being conducted and the mitigations measures put in place to ensure safe and compliant operations continue during construction.~~
 - ~~The plan also satisfies a notification requirement to the Minister for a change to information contained in the aeronautical information publications.~~
- ~~There is a full rehabilitation of Runway 06L/24R (2nd Busiest Runway in Canada).~~
- The construction may impact operations at the airport, and specifically may require more frequent use of the north/south runways (15L/33R, 15R/33L), This may resulting in an increase in noise complaints.

2. Amendment of Noise Abatement Procedure - Preferential Runway System

- The GTAA has submitted a formal request to amend their preferential runway system noise abatement procedure.
- ~~Transport Canada authorized a trial of the new preferential runway system in 2020/2021~~
 - ~~The preferential runway system trial tested this new noise abatement procedure of the course of approximately 1 ½ years and included consultation with industry, local municipalities, and members of the public.~~
 - Preferential runway systems provide preferred runway directions for operations and are designated as noise abatement purposes; the objective being to use, whenever possible, those runways that permit aeroplanes to avoid noise-sensitive areas during the initial departure and final approach phases of flight.
- ~~Submission of formal request to Transport Canada was made on April 5th, 2022~~

th

- Review conducted On April 8 -and comments sent back to Airport Operator to address.

3. **Bombardier Facility Construction**

- Bombardier is constructing a new manufacturing facility for the business aviation products currently manufactured at the Toronto Downsview Airport. The facility at the Toronto Downsview Airport is planned to transition to the Toronto Pearson facility in 2023. This is currently ongoing.
- Occupancy Date of Facility is scheduled as August 2023.

Thank you,

Stephanie Quach

A/Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [Quach, Stephanie \(TC/TC\)](#)
To: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: Ministerial- Air Traffic and Noise- Oakville
Date: Thursday, June 05, 2025 12:56:25 PM

UNCLASSIFIED / NON CLASSIFIÉ

Thank you!

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Thursday, June 05, 2025 12:53 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: RE: FOR APPROVAL: Ministerial- Air Traffic and Noise- Oakville

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

The edited verbiage has been included in the standard noise messaging.

Thank you,

Patricia
(she, her| elle, la)

A/Issues Management Officer
Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Thursday, June 05, 2025 10:24 AM
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

EnjeuxAvCivONT.TC@tc.gc.ca>

Subject: FW: FOR APPROVAL: Ministerial- Air Traffic and Noise- Oakville

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Can you please add the edited verbiage below in red to our standard noise messaging?

Thanks,

Steph

From: Quach, Stephanie (TC/TC)

Sent: Thursday, June 05, 2025 10:23 AM

To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>

Subject: RE: FOR APPROVAL: Ministerial- Air Traffic and Noise- Oakville

Thank you, Marcia.

Edits to the night flight budget messaging is noted in red, to include the messaging found in the MinO brief we worked on in May:

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Restriction Program (known as the night flight budget). This program limits the number of movements during the restricted hours of 12:30 am to 6:29 am, aimed at reducing nighttime noise while balancing the growing regional demand.

Regards,

Steph

From: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>

Sent: Wednesday, June 04, 2025 5:22 PM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: RE: FOR APPROVAL: Ministerial- Air Traffic and Noise- Oakville

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Looks good. Please revisit the green highlighted section to reflect consistency in program name, and perhaps re-use the working from the MinO transition brief to ensure it is understood in layman's terms

Otherwise approved

Thx

marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Wednesday, June 04, 2025 4:17 PM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: FOR APPROVAL: Ministerial- Air Traffic and Noise- Oakville

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,

Please see the below ministerial regarding air traffic and noise around the Oakville area. I have utilized previous standardized messaging, with the addition of the line on air traffic noise studies, highlighted in yellow. I obtained that from a recent MPQ which Ted McDonald and Gilles Bourgeois provided input into.

For your approval.

Thank you,
Steph

DRAFT:

Dear 19 (1)

Thank you for your emails of May 21, 2025, to the Right Honourable Mark Carney, Prime Minister of Canada and May 14, 2025, to the Honourable Chrystia Freeland, Minister of Transport and Internal Trade, regarding the air traffic and associated noise around your residence in North Oakville. Your correspondence has been forwarded to me for a response.

Transport Canada (TC) is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The TC Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the **Toronto Pearson International Airport** are in place, in addition to the Night Flight Restriction Program (known as the night flight budget). This program limits the number of movements during the restricted hours of 12:30 am to 6:29 am, aimed at reducing nighttime noise while balancing the growing regional demand.

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages continued constructive dialogue with the airport operator directly, as TC is not involved in the daily operations at Toronto Pearson International Airport.

Regarding air traffic noise impact studies, it is at the discretion of the airport to conduct studies pertaining to the impact of their operations. As such, this matter is best addressed directly with the airport operator.

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at: service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Thank you for writing.

Regards,

-----Original Message-----

From: Prime Minister | Premier Ministre <PM@pm.gc.ca>

Sent: Monday, June 02, 2025 2:36 PM

To: 19 (1)

Cc: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: RE: Office of the Prime Minister/Cabinet du premier ministre

XA-2025-539623

Dear 19 (1)

On behalf of the Right Honourable Mark Carney, Prime Minister of Canada, I acknowledge receipt of your email dated May 21, 2025.

The Prime Minister values feedback and suggestions from Canadians, and he appreciates the time you have taken to write. Please be assured that the concerns you raise in your communication have been carefully read.

As you may know, federal responsibility for the issue you raise rests with the Minister of Transport and Internal Trade, the Honourable Chrystia Freeland. I note from your correspondence that you have already been in contact with Minister Freeland regarding your concerns. As such, the Prime Minister will leave your remarks on this matter to be considered by the Minister.

Thank you for writing.

K. Xhignesse

Executive Correspondence Officer / Agente de la correspondance Executive Correspondence Services / Services de la correspondance de la haute direction

----- Original Message -----

From: 19 (1)

Sent: Wednesday, May 21, 2025, 8:46 AM

To: mark.carney@parl.gc.ca;

Cc:

Subject: Re: Urgent Community Concerns Regarding Increased Air Traffic and Noise Over North Oakville

Dear Prime Minister Carney

I hope this message finds you well. I'm following up on the email I sent five business days ago regarding the ongoing issue of excessive air traffic noise impacting residents in North Oakville. I understand your schedule is incredibly busy, but I wanted to respectfully ensure that this matter remains on your radar.

As outlined in my previous message, the residents of North Oakville are facing a worsening and deeply concerning situation regarding frequent low-flying aircraft over our homes. The severity of the noise has significantly impacted our community's quality of life, health, and well-being. The issue is ongoing and, regrettably, growing more disruptive by the day.

Given the absence of an updated air traffic noise study since 1995, as well as a noticeable increase in flight activity over our area, we are seeking your leadership in taking several urgent actions, including commissioning a new noise impact assessment, engaging directly with aviation authorities, and implementing interim noise mitigation measures.

Our community looks to your office for support and advocacy, particularly in light of the precedent set by the recent decision not to proceed with the Pickering Airport development—a decision that showed strong responsiveness to community concerns.

If you or a member of your staff could provide an update or indicate whether this matter is being reviewed, it would go a long way in reassuring North Oakville residents that our voices are being heard.

Thank you again for your time and service. I look forward to your response.

Sincerely,

On Wednesday, May 14, 2025 at 01:59:39 PM EDT, 19 (1)

wrote:

Hello

I have filled out the standard form on line in hopes that it will find it's way to you. below are my attempts to reach someone who can assist myself and the residents being effected. This is both Transportation and also Health.

----- Forwarded Message -----

From: [REDACTED]
 To: chrystia.freeland@parl.gc.ca <chrystia.freeland@parl.gc.ca>
 Cc: [REDACTED]

Sent: Wednesday, May 14, 2025 at 01:43:04 PM EDT

Subject: Fw: Urgent Community Concerns Regarding Increased Air Traffic and Noise Over North Oakville
 Hello I hope this message finds you well. I am writing you as the new Minister of Transportation regarding the ongoing issue of air traffic noise in North Oakville. Thank you for your time and attention to this matter. The residence of this community are deeply concerned about the increased aircraft noise over our community, and I am eager to work together towards a solution.

I previously have reached out to Anita Anand as her role in the recent cancellation of the Pickering Airport project. The announcement that the Pickering Lands will not be used for a new airport canada.ca was very welcome news. Her advocacy and leadership in helping bring about this outcome have not gone unnoticed. This decision protects our region's environment and shows that our representatives listen to community concerns. As the new Minister of Transportation we are hoping you can do the same for our community.

Residents of North Oakville who are enduring an unacceptable and worsening situation regarding low-flying aircraft over our neighbourhood. The frequency and noise have reached a point where planes are flying overhead every five seconds, some so low that you can clearly read the numbers on the belly of the aircraft. This can persist for days at a time.

The impact on our quality of life has been severe. We can no longer sit outside and enjoy a summer day, nor can we open our windows at night for fresh air without being overwhelmed by the noise. Residents are increasingly frustrated and feel abandoned in seeking relief.

Attempts to communicate with NAV Canada have been met with silence. Pearson Airport's Noise Complaint Department has stated that nothing can be done and attributes the increased traffic to shifts in wind. While we understand that wind patterns play a role, we also believe that alternative solutions exist and have not been adequately explored. For example, just 5 km north of our homes lies largely uninhabited land that could serve as a more suitable flight path. Additionally, adjustments to flight altitudes or alternate routing strategies could significantly reduce the burden on our community.

The purpose of my email today is to emphasize the urgent need to address the air traffic noise over North Oakville. There has not been a comprehensive study of aircraft noise impacts in North Oakville since 1995, meaning we have gone nearly 30 years without updated data or analysis. In that time, both our population and the volume of flights overhead have grown significantly, with notable changes in flight patterns in recent years. In particular, I want to highlight a few key points:

- Outdated Noise Study: North Oakville has not had an air traffic noise impact assessment

since 1995. This decades-long gap means decision-makers and community members lack current information on noise levels and patterns. An updated study is critical to understanding the present-day impact on our neighborhoods.

- **Increased Air Traffic:** Our community is experiencing far more air traffic noise than in the past. Residents have observed a significant increase in aircraft overflights compared to pre-2020 levels [change.org](#). Notably, this surge is not merely due to a return of normal air travel after the pandemic; overall flight operations are still around 85% of pre-COVID volume, yet more planes than ever are now routed over previously quiet areas of North Oakville [change.org](#). Some nearby neighborhoods affected by recent flight path changes have seen up to a 200% increase in air traffic compared to a few years ago [change.org](#). At times, aircraft are passing overhead roughly every two minutes for extended periods [change.org](#), causing almost constant noise throughout the day and evening.

- **Negative Community Impact:** The elevated noise levels are taking a toll on our community's well-being. Many North Oakville residents are reporting disrupted sleep, daily stress, and reduced quality of life due to incessant airplane noise. This isn't just an annoyance — studies have linked chronic exposure to aircraft noise to health issues like heightened stress, sleep disturbances, hypertension, and even increased risk of heart disease [change.org/canada.ca](#). Our once peaceful suburban environment now feels like a flight corridor, and people are understandably distressed.

These developments are deeply concerning. As our elected representative (and a fellow member of this community), your support is crucial in addressing this issue. I respectfully urge you to take timely action to help mitigate the aircraft noise impact on North Oakville.

Specifically, could you please advocate for or initiate the following actions as soon as possible:

1. **Commissioning a New Noise Study:** Work with the relevant authorities (such as Transport Canada, NAV CANADA, or the Greater Toronto Airports Authority) to conduct an updated air traffic noise impact study for North Oakville. Updated data will provide a foundation for any noise mitigation or policy measures. Knowing the current decibel levels, frequency of overflights, and times of peak disturbance will help in developing informed solutions.
2. **Engaging with Aviation Authorities:** Press for discussions with airport and air traffic control authorities about recent flight pattern changes. It's important to explore if flight paths or operational procedures can be adjusted to distribute air traffic more evenly or provide scheduled relief periods for our community [change.org](#). If a major operational change was made without full community consultation (as appears to be the case with the new landing procedures and runway usage), then our community's voice must be heard now in seeking remedies.
3. **Implementing Noise Mitigation Measures:** Advocate for practical noise mitigation strategies in the interim. This could include promoting sound insulation programs for homes under frequent flight paths, enforcing or expanding quiet hours and altitude restrictions, and ensuring compliance with any existing noise abatement procedures. Additionally, pushing for greater transparency and communication from the airport about flight schedule changes or future plans would help residents prepare and cope better.

Taking these steps promptly would demonstrate to North Oakville residents that our concerns are being taken seriously. We cannot afford to wait another 30 years for action – the impact on our daily lives is happening now, and it demands attention. I am confident that with your leadership, we can work towards solutions that balance necessary air travel with the health and peace of our community.

Thank you for your time in reading my email. I would greatly appreciate a response outlining how you plan to address this issue or any updates you can share at this time. Your timely action and reply are very much appreciated.

Families depend on your assistance.

Sincerely

19 (1)

From: Scott, Blake (TC/TC)
To: Quach, Stephanie (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial- Air Traffic Complaints around Pearson
Date: Tuesday, January 02, 2024 10:41:12 AM
Attachments: image001.png

UNCLASSIFIED / NON CLASSIFIÉ

Approved.

Regards,

Blake Scott

A/Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

Directeur associé, Opérations Est

Transports Canada / Gouvernement du Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

From: Quach, Stephanie (TC/TC)

Sent: Tuesday, January 02, 2024 10:39 AM

To: Scott, Blake (TC/TC)

Subject: FOR APPROVAL: Ministerial- Air Traffic Complaints around Pearson

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Blake,

Please see the below draft in response to a complaint regarding air traffic/low flying around Pearson. The below is the same messaging utilized in December of 2023 regarding similar ministerial complaints received.

For your approval.

DRAFT:

Dear 19 (1)

Thank you for your emails of December 27, 2023, to the Minister of Transport, Pablo Rodriguez regarding your concerns with the flight activity around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive system that promotes a proactive safety culture. In doing so, the department exercises its authority through the *Aeronautics Act* and the *Canadian Aviation Regulations (CARs)*.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) (*Noise Management | Pearson Airport (torontopearson.com)*) directly. Additionally, Transport Canada is not involved in the day-to-day operations of the airport or approval of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, and other identifying marks) and report your concerns through our *Civil Aviation Communications Centre Contact Form*.

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: 19 (1)

Sent: Wednesday, December 27, 2023 6:30 PM

To: Francesco Sorbara 19 (1) <[19\(1\)@parl.gc.ca](mailto:19(1)@parl.gc.ca)>; Robyn Connelly 19 (1) <[19\(1\)@gtaa.com](mailto:19(1)@gtaa.com)>; Cynthia Woods 19 (1) <[19\(1\)@gtaa.com](mailto:19(1)@gtaa.com)>; NAV Consultation Toronto-Pearson <zyrnpconsult@navcanada.ca>; Navcanada Service <service@navcanada.ca>; 19 (1)

19 (1) <[19\(1\)@parl.gc.ca](mailto:19(1)@parl.gc.ca)> Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: AI Software at it again ? My address - this is an obvious attack ! Florida is South !

XAP-2023-530968(2)

Using Woodbridge-Vaughan's airspace above my house to fly down to Florida !

This will be another incident to report to YRP and Transport Canada as well as Fire Chief.

Direct Attack on me !

1. Assault
2. Mischief
3. Provincial Offence - No Trespassing Act
4. Violations Deprivation Freedom
5. Hazardous Materials
6. Flying very Low at higher ground land in Vaughan





FLE1600

F81600

B38M

Flair Airlines



© Nelson Mejia

YYZ

TORONTO



FLL

FORT LA...

Dep. 0:06 ago

BAROMETRIC A...
11,012 ft

GROUND SPEED
342 kts

Boeing 737 MAX 8

REG. C-FFEL

From: [George, Marcia \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Cc: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: Ministerial- Air Traffic Noise
Date: Wednesday, June 12, 2024 6:28:17 PM

UNCLASSIFIED / NON CLASSIFIÉ

Approved
 Thank you
 Marcia

From: Quach, Stephanie (TC/TC)
Sent: Wednesday, June 12, 2024 12:41 PM
To: George, Marcia (TC/TC)
Subject: FOR APPROVAL: Ministerial- Air Traffic Noise

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,
 Please see the below ministerial draft regarding air traffic noise, for your approval.
 Thank you,
 Steph

DRAFT:

Dear 19 (1)

Thank you for your email of June 3, 2024, to the Right Honourable Justin Trudeau, Prime Minister of Canada regarding the air traffic noise concerns around your residence. Your query has been forwarded to the Minister of Transport, Pablo Rodriguez and redirected to my office for a response. Transport Canada (TC) is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: [Canadian Aviation Regulations \(CARs\)](#).

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

For more information, you may wish to visit: [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull \(torontopearson.com\)](#).

Unfortunately, noise management is a complicated and often difficult issue faced by airport

authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations at the Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority (GTAA) may be reached at the following:

Phone: 416-247-7682

Website: [Toronto Pearson- Contact Us](#)

Regarding flight paths and individual routings, TC's involvement remains with ensuring the designs adhere to the appropriate regulations and standards. These decisions and responsibilities are managed by Nav Canada and any further questions regarding flight paths around Toronto should be directed to: service@navcanada.ca.

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

-----Original Message-----

From: Prime Minister | Premier Ministre <PM@pm.gc.ca>

Sent: Monday, June 3, 2024 10:06 AM

To: 19 (1)

Cc: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: RE: Office of the Prime Minister/Cabinet du premier ministre
XAP-2024-533910

Dear 19 (1)

On behalf of Prime Minister Justin Trudeau, I would like to acknowledge receipt of your correspondence of May 29, 2024.

Please be assured that your comments have been carefully reviewed. I have taken the liberty of forwarding your email to the Honourable Pablo Rodriguez, Minister of Transport and Quebec Lieutenant, for his information and consideration.

Thank you for taking the time to write.

M. Bredeson

Executive Correspondence Officer / Agent de la correspondance Executive Correspondence Services
/ Services de la correspondance de la haute direction

----- Original Message -----

Subject/Sujet : Transport

Date : 2024/05/29 12:14:25 PM

First Name/Prénom 19 (1)

Last Name/Nom : [19 (1)]

E-Mail/Adresse électronique : [19 (1)] Address/Adresse : [19 (1)] City/Ville :

Toronto Province : Ontario Postal Code/Code postal : [19 (1)] Telephone/Téléphone :

Comments/Commentaires : Hi Justin Trudeau and associates,

A lot of loud airplanes are fly over [19 (1)] and they are especially loud as they are turning around [19 (1)] in North York, Toronto, Ontario.

The airplanes should not be turning over fully residential areas as the turn is especially loud.

Furthermore, one after another, the airplane turns so there is no stop to the loud noises.

Airplanes should not be flying over fully residential areas and especially should not be turning over these areas! Instead, the airplanes should be flying over the highways or more commercial areas such as yonge + Steeles or yonge + Sheppard or yonge + 401 or DVP + Sheppard, etc.

This is an easy fix and would benefit many Willowdale citizens and all other families where planes are flying over residential homes! This will help you gain support from your citizens and an easy cost less change.

Please make this change.

Thanks,

[19 (1)]

From: [George, Marcia \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Cc: [Saïyed, Akram \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: Ministerial- Air traffic noise after 11pm is unacceptable
Date: Wednesday, May 01, 2024 10:47:13 PM

UNCLASSIFIED / NON CLASSIFIÉ

Approved.
 Thank you Stephanie
 Marcia

From: Quach, Stephanie (TC/TC)
Sent: Wednesday, May 01, 2024 2:55 PM
To: George, Marcia (TC/TC)
Subject: FOR APPROVAL: Ministerial- Air traffic noise after 11pm is unacceptable

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,
 Please see the below ministerial draft regarding air traffic noise around Pearson. The messaging contains standardized, previously utilized verbiage.
 For your approval.

DRAFT:

Dear 19 (1)

Thank you for your email of April 30, 2024, to the Minister of Transport, Pablo Rodriguez regarding the nighttime air traffic noise concerns around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of

movements during the restricted hours (12:30 am to 6:29 am).

For more information, you may wish to visit: [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull \(torontopearson.com\)](#).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations at the Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority (GTAA) may be reached at the following:

Phone: 416-247-7682

Website: [Toronto Pearson- Contact Us](#)

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED]

Sent: Tuesday, April 30, 2024 11:18 PM

To: Cynthia Woods [REDACTED]@gtaa.com>; ZZG-Community Engagement

<communityengagement@gtaa.com>; Navcanada Service <service@navcanada.ca>; Francesco M.P.

Sorbara [REDACTED]@parl.gc.ca>; Minister of Transport / Ministre des Transports (TC)

<TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Cc: [REDACTED]

[REDACTED]

Subject: [External/Externe]: Air traffic noise after 11pm is unacceptable

XAP-2024-533242

Hello,

Please see below:

[REDACTED]

[REDACTED]

Resident of Woodbridge, ON



Virus-free. www.avast.com

From: Quach, Stephanie (TC/TC)
To: Mawji, Hanif (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial- Airplane noise complaint
Date: Thursday, March 21, 2024 10:54:00 AM

UNCLASSIFIED / NON CLASSIFIÉ

Noted, will make the edit as suggested.

Thanks Hanif!

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Mawji, Hanif (TC/TC)

Sent: Thursday, March 21, 2024 10:43 AM

To: Quach, Stephanie (TC/TC)

Subject: RE: FOR APPROVAL: Ministerial- Airplane noise complaint

UNCLASSIFIED / NON CLASSIFIÉ

Approved, but since he's suggested that he had previously contacted the airport, I would suggest that we specify that the call the airport's Noise Management Office (....recommends contacting the Greater Toronto Airports Authority's (GTAA) Noise Management Office ([Noise Management | Pearson Airport \(torontopearson.com\)](#)) directly.)

Hanif Mawji

Associate Director, Operations East

Transport Canada / Government of Canada

Hanif.mawji@tc.gc.ca / Tel: 416-954-2058 / Cel: 416-525-2421 / TTY: 1-888-675-6863

Directeur associé, Opérations Est

Transports Canada / Gouvernement du Canada

Hanif.mawji@tc.gc.ca / Tél. : 416-954-2058/ Tél. cell. : 416-525-2421 / ATS : 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, March 21, 2024 10:25 AM

To: Mawji, Hanif (TC/TC) <hanif.mawji@tc.gc.ca>

Subject: FOR APPROVAL: Ministerial- Airplane noise complaint

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Hanif,

Please see the below draft in response to a ministerial complaint regarding noise and air traffic in Vaughan. We have received many similar complaints recently and the below draft contains previously approved standardized messaging.

For your approval.

DRAFT:

Dear 19 (1)

Thank you for your email of March 8, 2024, to the Minister of Transport, Pablo Rodriguez regarding

your concerns with the flight activity around your residence in Vaughan, Ontario. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive system that promotes a proactive safety culture. In doing so, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the department recommends contacting the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](#)) directly.

Additionally, Transport Canada is not involved in the day-to-day operations of the airport or approval of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, and other identifying marks) and report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

(Surface to provide input on the trains)

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

-----Original Message-----

From: 19 (1)

Sent: Friday, March 8, 2024 10:43 PM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: Airplane noise complaint

XAP-2024-532305

Hello,

I admit I'm not overly optimistic of receiving a reply here but I don't know exactly what to do with my issue.

As a resident of Vaughan, Ontario [19 (1)] I'm well aware of what [19 (1)] Ontario (and Vaughan in its entirety) used to be and what it has become. I can't help but be very disappointed at what has become of the noise pollution from planes in recent years. Things have become out of control and increasing worse to date. Low flying planes at all hours of the day and night creating incredibly loud noises. It is literally non stop every few minutes for hours on end (including right now as I write this email). The train noise is another issue entirely, especially from all day and night activity of that train yard by [19 (1)]

Why has this become a reality? Can something not be done as clearly it never used to happen. I've tried corresponding directly with the train company and airport, but absolutely nothing is done and they simply don't reply to me. I have also written to my local MP who has advised their office has communicated the concerns of many residents to your office recently.

I just want some peace and quiet for my family.

Regards,

[19 (1)]

From: [Scott, Blake \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: Ministerial- Airplane Noise
Date: Tuesday, June 25, 2024 9:03:57 AM
Attachments: image001.jpg

UNCLASSIFIED / NON CLASSIFIÉ

Approved.

Regards,

Blake Scott

A/Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

Directeur associé, Opérations Est

Transports Canada / Gouvernement du Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

From: Quach, Stephanie (TC/TC)

Sent: Tuesday, June 25, 2024 8:56 AM

To: Scott, Blake (TC/TC)

Subject: FOR APPROVAL: Ministerial- Airplane Noise

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Blake,

Please find the below standard ministerial reply regarding air traffic noise around Pearson.

For your approval.

Thank you,

Steph

DRAFT:

Dear 19(1)

Thank you for your email of June 23, 2024, to the Minister of Transport regarding air traffic noise around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users.

One of the tools available to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. Noise abatement procedures for Toronto Pearson International Airport are in place. These are in addition to the Night Flight Program, which limits nighttime noise and balances growing regional demand. This program limits the number of movements during the restricted hours of 12:30 a.m. to 6:29 a.m. For more information, you may wish to visit [Night Flights, Noise Management Program](#) and [Toronto InsightFull \(torontopearson.com\)](https://torontopearson.com).

Noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation

safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations of airports, including Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority, may be reached at 416-247-7682 or through its website at [Toronto Pearson- Contact Us](#).

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>

Sent: Sunday, June 23, 2024 11:49 AM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: TR: Airplane Noise

XAP-2024-534282(3)

De : [REDACTED]

Envoyé : 23 juin 2024 11:11

À : [REDACTED]

Cc : Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods <[REDACTED]@gtaa.com>; Prime Minister's Office <pm@pm.gc.ca>; Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>; ZYG-Community Engagement <communityengagement@gtaa.com>; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; [REDACTED]

[REDACTED]

Sorbara, Francesco - M.P. <Francesco.Sorbara@parl.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>; [REDACTED]

[REDACTED]

info@cityline.tv; [REDACTED]

[REDACTED]

[REDACTED] Councillor Perruzza <councillor_perruzza@toronto.ca>; Tom Rakocevic <TRakocevic-CO@ndp.on.ca>; Mayor Chow <mayor_chow@toronto.ca>; doug.fordco@pc.ola.org; Matias.deDovitiis@toronto.ca

Objet : Re: Airplane Noise

19 (1)

This the preferential nighttime runway system that Pearson has developed. They started in 2018 & conducted trials during the pandemic. It's another one of these things in which they say they changed nothing but they actual have made changes in how they use runways. Especially at night.



[Idea 1: Night-time approaches](#)
torontopearson.com

Based on the feedback from your community I would say whatever system has developed for arrivals is not an improvement for your community.

At one point I was very frustrated with the presentation of data & terminology. Some of which lead to changes in the terminology and how data was presented to officials. As is typical GTAA used the data to make things appear much more positive than the reality for local communities.

I would suggest asking questions about this new nighttime system to determine if it has any influence on the nighttime impacts your community is experiencing that differ from your historical lived experience.

Take Care & hope you get some rest soon.

19 (1)

On Jun 23, 2024, at 7:41 AM, 19 (1) wrote:

Hello Everyone,

This morning, I was woken up at 4:18 am by a loud plane that passed over my house. I called the Pearson Airport Complaints Department and MP Judy Sgro, and I left messages for both of them.

At 5:40 am, Pearson Airport began to receive incoming planes. It sounds like it will be a busy morning for airplane traffic, starting earlier than expected. The new start time had been 6:30 am. More planes are great for GTAA CEO Deborah Flint; that is why she was hired to increase activity at Pearson Airport, supported by the Federal Liberal Government. However, it's not great health-wise for the many residents living in flight paths around the airport. By 6:30 am, the planes over my house are very, very loud.

I will be awaiting a reply this week from Federal Minister of Transportation Pablo Rodriguez regarding his plans to address the airplane noise. A lack of reply would suggest that the Federal Liberal Government is not too concerned about the noise issues affecting certain communities around Pearson Airport, as it affects only a

small percentage of the population.

I have left messages for MPP Tom Rakocevic to ask him why insurance rates are higher for certain postal codes, but I have not received a reply from him yet. If a correlation could ever be made between postal codes, accidents, and flight path areas, then I think it will be a bigger problem for all governments to figure out. Studies have shown that people who lose an hour of sleep are more likely to be involved in an accident. Hopefully, MPP Tom Rakocevic replies to me by the end of the week.

Plane noise does affect students' learning capabilities, and our Councillor's office is aware of this issue and is working on it.

Sincerely,

19 (1)

From: 19 (1)

Sent: June 22, 2024 8:18 AM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods

19 (1) <[redacted]@gtaa.com>; Prime Minister | Premier Ministre <PM@pm.gc.ca>; pablo.rodriguez@parl.gc.ca <pablo.rodriguez@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>

Cc: pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; 19 (1)

19 (1)

francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>;

jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

info@cityline.tv

<info@cityline.tv>; skye.com@live.com <skye.com@live.com>;

19 (1)

19 (1)

'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Tom

Rakocevic <TRakocevic-CO@ndp.on.ca>; Mayor Chow <mayor_chow@toronto.ca>;
 doug.fordco@pc.ola.org <doug.fordco@pc.ola.org>; [19 (1)]@toronto.ca
 [19 (1)]@toronto.ca

Subject: Re: Airplane Noise

Hello Everyone,

The planes from Pearson Airport are extremely loud this morning... as in LOUD. The first plane screeched over my house at 6:21 am. Air traffic after midnight could be heard until 12:45 am. The morning before, planes could be heard flying until 1:30 am, and then again throughout the rest of the morning, offering me the chance at only a couple of hours of sleep. It takes work to file the complaints in the morning.

Minister of Transportation Pablo Rodriguez, please provide my community with an answer by the end of the month on how Prime Minister Trudeau plans to improve our noisy living situation here, with Pearson Airport nearby. Another airport should have been built in Pickering, and the two North and South runways need to be spaced farther apart from each other so that they can be used simultaneously. This way, we do not have to rely solely on the three East/West runways, where planes fly over the most populated parts of areas around Pearson Airport at peak times

MP Judy Sgro is aware of how plane noise becomes worse for us in warmer weather, with planes flying at lower altitudes. Nothing has been done about the plane noise in my community over the last few years. MP Judy Sgro initially stated to a few of us in a meeting that we live in the city and we must learn to live with the airplane noise. I believe she has come to realize over the last few years that her initial statement to us was unacceptable.

There should be at least 7 hours between the last plane of the night and the first one of the day, with midnight as the cutoff time and 7 am as the startup time. Proper sleep is essential for a healthy life. It becomes stressful for me because I never know when the last plane will come or when I will hear the first one. I could be up until 1:30 am with airplane noise. Pearson Airport unfortunately has a significant influence on my sleep patterns, and its unpredictability adds to the challenge. I know my days are more enjoyable when I hear fewer planes.

I don't want to call Pearson Airport to complain about the plane noise several times a day or spend time writing emails to important figures in public office. I want to enjoy my life! Former Minister of Transportation Lisa Raitt publicly criticized Pearson noise complaints, where she was vocal and honest and told people the complaints are collected and then left to collect dust. I find myself believing her more and more each day.

It would be wonderful if CEO of the GTAA, Deborah Flint, would make time for a meeting to listen to complaints and provide solutions to residents greatly affected by airplane noise. Unfortunately, it seems to me she is not readily available to engage with communities impacted by her decisions. This situation is concerning and needs to improve.

Sincerely,

19 (1)

From: Daryl Henderson <dhenderson37@live.com>

Sent: June 21, 2024 3:38 PM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods

19 (1) <[\[REDACTED\]@gtaa.com](mailto:[REDACTED]@gtaa.com)>; Prime Minister | Premier Ministre <PM@pm.gc.ca>; pablo.rodriguez@parl.gc.ca <pablo.rodriguez@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>

Cc: pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; Brigitte Contento

19 (1)

francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>;

jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; 19 (1)

19 (1)

<rose_savage@rogers.com>; info@cityline.tv <info@cityline.tv>; 19 (1)

19 (1)

19 (1)

ZZG-Community Engagement <communityengagement@gtaa.com>; 19 (1)

19 (1)

Subject: Airplane Noise

Hello Everyone,

I contacted MP Judy Sgro's office this afternoon and asked to speak with her, but I was informed that she was not in the office today. The person I spoke to, 19 (1) confirmed she would inform 19 (1) the office manager, about the emails 19 (1) had sent today to MP Judy Sgro.

MP Judy Sgro presented the airplane noise petition for Humber River - Black Creek to the House of Commons, and it has been approved for investigation. However, I am uncertain about the duration of this process. I believe that during the review process, there should be a temporary reduction in air traffic to Pearson Airport not an increase.

It is warmer weather now, planes fly at lower altitudes and the result is increased noise. GTAA CEO Deborah Flint, MP Judy Sgro, Minister of Transportation Pablo Rodriguez, NAV Canada, and Pearson Airport are all aware of the noise issue. The noise levels are high and have negative impacts on people's health. Despite reaching out to these people over the last few years, the situation has not improved. Furthermore, GTAA CEO Deborah Flint publicly stated intentions to increase air traffic, to make the noise problem worse and Prime Minister Trudeau along with his Minister of Transportation Pablo Rodriguez did not say no to this plan.

What can our community do about the airplane noise? I understand it is Friday, and I may not receive a response today. However, Minister of Transportation Pablo Rodriguez, this question is directed to you, not MP Judy Sgro who should not be taking responsibility of handling your job. What is your proposed solution?

Prime Minister Trudeau, if Minister of Transportation Pablo Rodriguez does not address our noise concerns regarding airplane traffic and noise from Pearson Airport for Humber River - Black Creek by the end of the month, I will be deeply disappointed once again in the Federal Liberal Government. Perhaps it is time for new leadership in the federal government, and now is the opposition's opportunity to voice their stance on this issue. I have not heard a reply from the opposition parties here.

MP Judy Sgro wrote a detailed letter about the airplane noise issues faced in Humber River - Black Creek a couple of years ago to Prime Minister Trudeau and the then Federal Minister of Transportation, Omar Alghabra, but neither of them responded to MP Judy Sgro. I asked MP Judy Sgro if she could find out why her letter was not replied to, and she seemed hesitant and afraid to approach either of them to ask. It is not good!

I would love to see the noise complaints handled differently, as ¹⁹⁽¹⁾ described a new plan to everyone here, where residents of this community could give consent for NAV WebTracker to file a complaint if the decibel reading reaches a certain level in our community. I hope Cynthia Woods, the Manager of Pearson Airport Complaints Department, has considered adopting this idea. Why should I, a resident of this community affected by airplane noise, have to take time out of

my day to contact Pearson Airport Complaints Department when technology exists to file a complaint on my behalf? When I am woken up early in the morning, it takes time to check the date and time and then find the device to file the complaint on. It's not easy to file a noise complaint, and sometimes I'm too upset with the airplane noise to bother doing it.

MP Judy Sgro, can you follow up with Cynthia Woods and provide Humber River - Black Creek with an answer by the end of this month to see if she have Pearson Airport adopt this new complaint format? I give this responsibility to you MP Judy Sgro or your office to speak to Manager of Pearson Airport Complaints Department Cynthia Woods by the end of this month and give Humber River - Black Creek an answer.

CEO of GTAA Deborah Flint needs to make herself available to speak to communities where her decisions with increases to air traffic are affecting the health and well being of the residents living in flight paths to Pearson Airport.

I hope the weekend is quiet with little airplane noise because this morning was hell. Humber River - Black Creek wants improvement and answers, not to be ignored!

Take care,

19 (1)

From: 19 (1)

Sent: June 21, 2024 9:20 AM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>

Cc: 19 (1)

19 (1)

19 (1)	
19 (1)	info@cityline.tv <info@cityline.tv>; 19 (1)
19 (1)	

Subject: Ask the Courts of Justice to place an Injunction

Good day Honourable Judy Sgro,

I do not intend to be disrespectful, but as a responsible citizen, I feel it is important to bring the following to your attention.

You should rely on people like me to bring attention to an issue, not to perform your job. It is utterly unfair to place the onus on the people to do the job our representatives have been elected and are being paid to perform.

I would like to request that, as our representative at the federal level, you ask the Courts of Justice to place an injunction on Pearson Airport. Specifically, I request the suspension of all night traffic, except for emergencies, and the imposition of a cap to stop any increase in air traffic.

The rationale for these requests is as follows:

1. **Irreparable Damage to Students:** Students living in the communities surrounding the airport are experiencing detrimental impacts from airplane noise. Numerous empirical studies demonstrate the negative effects of such noise on students' academic performance and overall well-being.
2. **Irreparable Damage to Health:** The health of citizens living in the surrounding communities is being compromised. There is a wealth of empirical studies showing the harmful effects of airplane noise on people's health, including increased risk of cardiovascular diseases, sleep disturbances, and other health issues.
3. **Potential for Irreparable Damage:** Consider a scenario where a truck driver from my community falls asleep at the wheel due to sleep deprivation caused by airplane noise, leading to a tragic accident involving a bus with 40 school children. The insurance company would likely determine that Transport Canada policies permitting the airport to operate 24/7 contributed to the sleep deprivation. In such a case, the courts would likely hold the state responsible. The policymakers would not personally bear the costs; instead, the state would, meaning that the financial burden would ultimately fall on the taxpayers. To put it simply, it is the people who would have to pay for the consequences of these policies.

I urge you to take immediate action to address these concerns and protect the well-being of our community.

Regards,

19 (1)

On Tuesday, June 18, 2024 at 05:32:33 p.m. EDT, Sgro, Judy - M.P. <judy.sgro@parl.gc.ca> wrote:

Good day 19 (1)

Thank you for providing the below detailed and thorough recommendations.

The Hon. Judy Sgro, supports any initiative or ideas that may improve the quality of life for residents in the area.

We have seen that a few of GTAA representatives are included in your initial email, however we can ensure that the appropriate offices are sent your valuable recommendations.

Our office relies on individuals such as yourself to continue to provide constructive ideas to better our community.

Thank you again for reaching out to our office.

Best regards,

Office of the Hon. Judy A. Sgro

Member of Parliament for Humber River-Black Creek

Chair Standing Committee on International Trade

Privy Council

Room 1180 Valour Building

House of Commons

Ottawa (Ontario) K1A 0A6

613-992-7774 Telephone

613-947-8319 Fax

Constituency Office:

2201 Finch Ave. West, Unit # 25

North York, ON M9M 2Y9

Tel: 416-744-1882

Fax: 416-952-1696

From: 19 (1)

Sent: Sunday, June 16, 2024 11:09 AM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>; Matias.deDovitiis@toronto.ca; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; Tom Rakocovic <trakocovic-co@ndp.on.ca>; Minister of Transport / Ministre des Transports (TC) <tc.ministeroftransport-ministredestransports.tc@tc.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Sorbara, Francesco - M.P. <Francesco.Sorbara@parl.gc.ca>; robyn.connelly@gtaa.com; cynthia.woods@gtaa.com

Cc: 19 (1)

19 (1)

19 (1)

19 (1)

info@cityline.tv;

19 (1)

Subject: Request for immediate changes to complaint form
To all individuals in positions of power associated with YYZ,

This includes those at Nav Canada, the Greater Toronto Airports Authority (GTAA), and Canadian government officials,

Needless to say I expect you to reply to my emails.

I am writing to express my concerns regarding the current complaint form for noise disturbances. The existing form is overly cumbersome and effectively discourages individuals from filing complaints.

As someone who experiences adverse effects from aircraft noise exceeding 55dB, the current system is impractical. Pearson Airport handles approximately 1,850 flights daily, with around 500 of these flights passing over my residence. Given that the form allows a maximum of 8 events per submission, I would need to complete it 62.5 times daily. At an estimated 15 minutes per form, this amounts to 937.5 minutes or approximately 15.6 hours each day.

This cumbersome process seems designed to discourage complaints. Therefore, I propose the following changes to the complaint form:

1. **Automated Complaint Submission:** Include a field where individuals can authorize the system to automatically file a complaint for every aircraft exceeding 55dB, based on data from the community noise monitor.
2. **Accessible Noise Data:** Provide detailed information at each noise monitoring station, including the number of flights exceeding noise thresholds, categorized by departures and arrivals, along with corresponding dB levels and timestamps.

These changes are essential to ensure that the process is accessible and fair, particularly for those you are making vulnerable, traumatized, humiliated, and marginalized individuals.

Thank you for your attention to this matter.

19 (1)



From: George, Marcia (TC/TC)
To: Quach, Stephanie (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial- Airport Noise from Pearson
Date: Friday, May 31, 2024 5:20:52 PM

UNCLASSIFIED / NON CLASSIFIÉ

Approved
 Thank you and apologies for the delayed reply
 marcia

From: Quach, Stephanie (TC/TC)
Sent: Tuesday, May 28, 2024 9:09 AM
To: George, Marcia (TC/TC)
Subject: FOR APPROVAL: Ministerial- Airport Noise from Pearson

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Marcia,
 Please see the below ministerial draft regarding air traffic noise, for your approval.

DRAFT:

Dear 19 (1)

Thank you for your email of May 26, 2024, to the Minister of Transport regarding the air traffic noise around your residence. Your correspondence has been forwarded to me for a response. Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users.

One of the tools available to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. Noise abatement procedures for Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

For more information, you may wish to visit: [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull \(torontopearson.com\)](#).

We are aware that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations of airports, including Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority (GTAA) may be reached at 416-247-7682 or through its website at: [Toronto Pearson- Contact Us](#).

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management
Civil Aviation, Ontario Region
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
Gestionnaire régional, Gestion d'enjeux
Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [19 (1)]

Sent: Sunday, May 26, 2024 7:50 PM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: Airport Noise from Pearson

XAP-2024-533761

Hello Minister of Transport, I have been a resident of north Etobicoke for [19 (1)] and I must say the noise from the airport is getting to be unbearable from the early morning everyday into the late night everyday.

I have been sitting on my porch since 9 am this morning and a plane takes off every 5 minutes and flies over my house it is now 7:45 pm. What is going on?

You can't tell me there is only one flight path at Pearson.

This is absolutely ridiculous!!!!

Regards

[19 (1)]

Etobicoke, Ont

[19 (1)]

From: Quach, Stephanie (TC/TC)
To: George, Marcia (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial- CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack
Date: Thursday, August 29, 2024 9:32:00 AM
Attachments: [image001.png](#)

Hi Marcia,
It was routed back to me in CCM (after the below request) with the OK to proceed with our draft, so I figured no need to reach out to Nav Can.
At the time, it was up to your discretion and was a request from DW since its not a common practice.
Regards,
Steph

From: George, Marcia (TC/TC)
Sent: Wednesday, August 28, 2024 6:06 PM
To: Quach, Stephanie (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial- CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

UNCLASSIFIED / NON CLASSIFIÉ

Hello
Did we reach out to NavCdn? I just signed letter for dispatch
Marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Tuesday, August 27, 2024 9:44 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: FW: FOR APPROVAL: Ministerial- CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,
During RDGO's approval process for this ministerial, DW asked if someone from CivAv could contact Nav Canada to request a follow up on this writer's reported concerns in a timely manner. Further, we could then add a line into the response indicating we have done so.
As this isn't a common practice, I wanted to seek your input prior to requesting the outreach from an SME.
Happy to discuss if there are questions.
Thanks,
Steph

From: Quach, Stephanie (TC/TC)
Sent: Monday, August 26, 2024 9:32 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: RE: FOR APPROVAL: Ministerial- CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Good morning Marcia,
I have amended the below highlighted line with the additions in red text. Will do the same for the other ministerial (XAP-2024-534986) as well.
Thanks!
Steph

From: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Sent: Friday, August 23, 2024 4:35 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: RE: FOR APPROVAL: Ministerial- CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,
Can you please clarify the highlighted wording? Just not sure it is clear what we are trying to say.
Thank you
Marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Tuesday, August 20, 2024 9:21 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: FOR APPROVAL: Ministerial- CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,
Please see below for a draft in response to another repeat writer regarding noise generated at Pearson. I have confirmed the below approach with Ovais.
For your approval.

DRAFT:

Thank you for contacting Transport Canada (TC). This is in response to your email of July 30, 2024, to the Minister of Transport, regarding the aircraft noise concerns around your residence. Your correspondence has been forwarded to me for a response.
Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective and environmentally responsible transportation system.
Further to the correspondence issued to you on June 27, 2024, the Department maintains the same recommendations referenced in that communication, which is to continue constructive dialogue with the Greater Toronto Airports Authority (GTAA) directly. TC is not involved in the daily operations at the Toronto Pearson International Airport, including the noise monitors which are handled by the GTAA. These issues are best discussed directly with the airport authority.

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>

Sent: Wednesday, July 31, 2024 7:25 AM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: TR: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

XAP-2024-534982

De: 19 (1)

Envoyé : 30 juillet 2024 19:30

À : Trudeau, Justin - Député <justin.trudeau@parl.gc.ca>; Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>

Cc: 19 (1); gro, Judy - M.P. <judy.sgro@parl.gc.ca>; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>;

Sorbara, Francesco - M.P. <francesco.sorbara@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

Mayor Chow <mayor_chow@toronto.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; 19 (1) @toronto.ca; NavCanada Service <service@navcanada.ca>; Tom Rakocovic <TRakocovic-CO@ndp.on.ca>; 19 (1)

19 (1)

Objet : RE: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello Pablo

The Blackfriar Park noise monitor is still not displaying a decibel reading for Pearson Airport on Webtracker. NAV Canada assigned a case number 55646 to this noise monitor on July 10, 2024, and stated that they lost visibility with the GTAA connection. They informed me that their specialists would work on restoring visibility, but no estimated time of completion was provided. This monitor has not displayed a decibel reading for approximately two months now. Additionally, my community noise monitor at 19 (1) was not functioning for an extended period a couple of years back. There appears to be a pattern of inadequate maintenance provided for these noise monitors.

I request that you investigate this matter and determine when the decibel readings will be restored for the Blackfriar Park noise monitor on Webtracker. I would appreciate it if you could provide a response before the end of this week to everyone copied on this email.

The Pearson Airport Complaints Department has not responded to my inquiries about the Blackfriar Park noise monitor not working. This lack of response is unacceptable and needs to be addressed. The Pearson Airport Complaints Department is not fulfilling its responsibility to respond to my requests in a callback, despite my having made several requests to them for one. You should contact the Pearson Airport Complaints Department to inquire why they have not responded to me.

This is a federal matter for your Ministry of Transportation to handle here.

Sincerely,

19 (1)

Pablo Rodriguez on X:

From: 19 (1)
Sent: July 10, 2024 9:19 AM
To: 19 (1) judy.sgro@parl.gc.ca <judy.sgro@parl.gc.ca>; pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; Singh, Jagmeet - M.P. <jagmeet.singh@parl.gc.ca>; Francesco Sorbara <francesco.sorbara@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

19 (1) Mayor Chow <mavor_chow@toronto.ca> 'Councillor Perruzza' <councillor_perruzza@toronto.ca> 19 (1) @toronto.ca 19 (1) @toronto.ca;
Tom Rakoccevic <TRakoccevic-CO@ndp.on.ca> 19 (1)

19 (1)

Subject: Fw: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello Everyone,

I contacted NAV Canada regarding the Blackfriar Park airplane noise monitor not displaying the decibel reading on Webtracker, and here is a forwarded email from them.

I also contacted Pearson Airport's Complaints Department with a request for a callback to receive an explanation on why the Blackfriar Park noise monitor was not displaying the decibel reading on Webtracker, but they did not reply to me.

It concerns me that these airplane noise monitors on Webtracker for Pearson Airport are sometimes down for extended periods of time — ranging from days to weeks, and even months. I hope that the Federal Minister of Transportation, Pablo Rodriguez, shares my concern and takes responsibility to investigate this matter to make improvements. It would be great to receive a reply from the Federal Minister of Transportation, Pablo Rodriguez to see what he intends to do. Valuable airplane noise information may not be recorded and is lost.

Take care,

19 (1)

From: Customer Service Centre/ Service à la clientèle <service@navcanada.ca>

Sent: July 10, 2024 7:19 AM

To: 19 (1)

Subject: RE: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello Mr. 19 (1)

Thank you for contacting NAV CANADA.

We lost visibility with the GTAA connection. We have informed the specialists and they will work on restoring visibility. No ETA has been provided.

Regards,

NAV CANADA

Customer and Stakeholder Services - Service à la clientèle et aux parties prenantes

service@navcanada.ca

151 Slater St., Ottawa, ON K1P 5H3

Toll Free/ Sans frais: 1-800-876-4693

www.navcanada.ca



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From: 19 (1)

Sent: Monday, July 8, 2024 11:50 PM

To: Customer Service Centre/ Service à la clientèle <service@navcanada.ca>

Cc: judy.sgro@parl.gc.ca; 19 (1)

Subject: [EXT] Fw: Blackfriar Park Noise Monitor on Webtrack

From: 19 (1)

Sent: July 8, 2024 11:38 PM

To: 19 (1) @navcanada.com 19 (1) @navcanada.com>

Cc: judy.sgro@parl.gc.ca <judy.sgro@parl.gc.ca>; 19 (1)

Subject: Blackfriar Park Noise Monitor on Webtrack

Hello 19 (1)

The Blackfriar Park airplane noise monitor has not displayed decibel readings on WebTrack for a few weeks now. Do you know the reason why?

Take care,

19 (1)

--

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From: [George, Marcia \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Cc: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: Ministerial- Impact of airplane noise on students
Date: Wednesday, June 12, 2024 6:30:37 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

UNCLASSIFIED / NON CLASSIFIÉ

Approved
 Thank you
 Marcia

From: Quach, Stephanie (TC/TC)
Sent: Wednesday, June 12, 2024 12:31 PM
To: George, Marcia (TC/TC)
Subject: FOR APPROVAL: Ministerial- Impact of airplane noise on students

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon Marcia,
 Please see the below ministerial draft regarding air traffic noise, for your approval.
 Thanks,
 Steph

DRAFT:

Dear 19 (1)

Thank you for your email of June 2, 2024, to the Minister of Transport, Pablo Rodriguez regarding the air traffic noise concerns and its effects on the community. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: [Canadian Aviation Regulations \(CARs\)](#).

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

For more information, you may wish to visit: [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull \(torontopearson.com\)](#).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations at the Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority (GTAA) may be reached at the following:

Phone: 416-247-7682

Website: [Toronto Pearson- Contact Us](#)

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED]

Sent: Sunday, June 2, 2024 9:43 AM

To: Matias de Dovitiis [REDACTED]@toronto.ca>; Matias de Dovitiis <info@matiasdedovitiis.ca>; Councillor Perruzza <councillor_perruzza@toronto.ca>; Tom Rakocevic <tom.rakocevic@ontariondp.ca>; Tom Rakocevic <trakocevic-co@ndp.on.ca>; Francesco M.P. Sorbara <francesco.sorbara@parl.gc.ca>; Judy - M.P. Sgro <judy.sgro@parl.gc.ca>; Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>; [REDACTED]; doug.fordco@pc.ola.org; Mayor Chow <mayor_chow@toronto.ca>

Cc: [REDACTED]

[REDACTED]

Subject: [External/Externe]: There is a wealth of empirical studies demonstrating the detrimental impact of airplane noise on students

XAP-2024-533901

Matias,

There is a wealth of empirical studies demonstrating the detrimental impact of airplane noise on students. I firmly believe that this factor contributes to the lower academic performance of schools in our area. It's imperative that we address this issue seriously.

Did you know that our area experiences over 10,000 noise events ,per month,exceeding the threshold of >65dB, with over 3,500 events surpassing 70dB? These statistics underscore the severity of the problem.

I propose collaborating with Councillor Peruzza and Tom Rakosevic to mitigate airplane noise levels. We must advocate for measures that not only reduce noise pollution but also ensure compensation for the affected community.

Unfortunately, our efforts to engage Federal Government representatives have been met with delays and evasion.

To delve deeper into this issue, I've included a couple of links below to provide additional context:

[CrowdScience - Could aircraft noise affect a child's education? - BBC Sounds](#)

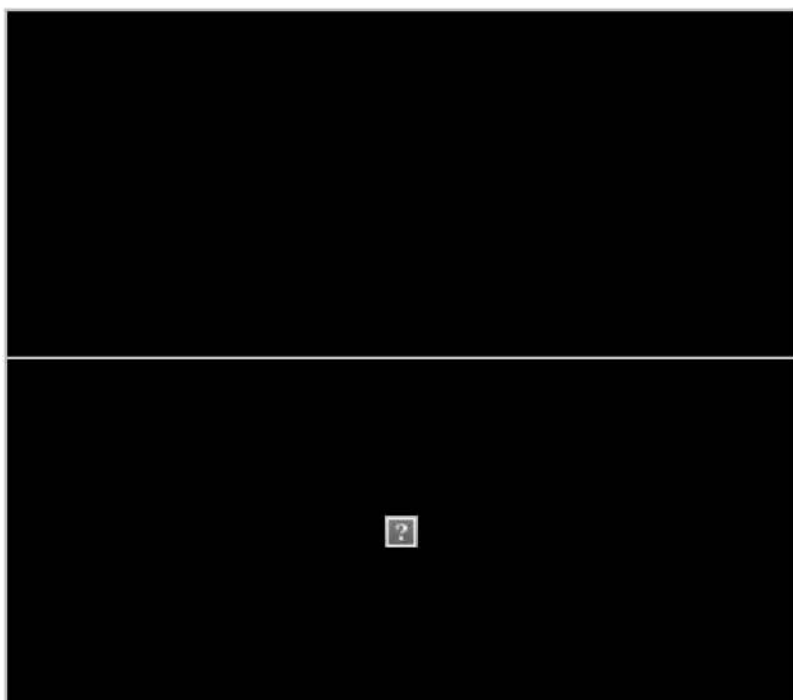


CrowdScience - Could aircraft noise affect a child's education? - BBC So...

Study: Children exposed to aircraft noise at school performed less well in reading

[The Impact of Aircraft Noise on the Cognitive Function of Elementary School Students in Korea](#)





The Impact of Aircraft Noise on the Cognitive Function of Elementary Sch...

This study evaluated the effects of chronic exposure to aircraft noise on the cognitive functions of Korean elem...

<https://www.sciencedirect.com/science/article/pii/S0160412022002331>

Let's work together to address this pressing concern and advocate for the well-being of our community.

Regards,

19 (1)

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From: Mawji, Hanif (TC/TC)
To: Quach, Stephanie (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial- Unacceptable Airplane Noise Pollution over midtown Toronto
Date: Monday, March 25, 2024 1:52:36 PM

UNCLASSIFIED / NON CLASSIFIÉ

approved

Hanif Mawji

Associate Director, Operations East

Transport Canada / Government of Canada

Hanif.mawji@tc.gc.ca / Tel: 416-954-2058 / Cel: 416-525-2421 / TTY: 1-888-675-6863

Directeur associé, Opérations Est

Transports Canada / Gouvernement du Canada

Hanif.mawji@tc.gc.ca / Tél. : 416-954-2058/ Tél. cell. : 416-525-2421 / ATS : 1-888-675-6863

From: Quach, Stephanie (TC/TC)

Sent: Monday, March 25, 2024 11:09 AM

To: Mawji, Hanif (TC/TC)

Subject: FOR APPROVAL: Ministerial- Unacceptable Airplane Noise Pollution over midtown Toronto

UNCLASSIFIED / NON CLASSIFIÉ

Hi Hanif,

Please see the below draft in response to a ministerial noise complaint. The messaging contains standard verbiage.

For your approval.

DRAFT:

Dear 19 (1)

Thank you for your email of March 21, 2024 to the Minister of Transport regarding the flight activity around Midtown Toronto. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The mission of Transport Canada's Civil Aviation branch is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive system that promotes a proactive safety culture. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure. The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised. It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends contacting the Greater Toronto Airports Authority's (GTAA) Noise Management office directly at: Noise Management | Pearson Airport (torontopearson.com).

Additionally, Transport Canada is not involved in the day-to-day operation of the airport or approval of changes to individual routings of flight paths, other than to confirm that designs meet the

appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible, such as photos or videos, date, time, registration number, colour of aircraft, and other identifying marks, and report your concerns through our Civil Aviation Communications Centre Contact Form.

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED]

Sent: Thursday, March 21, 2024 9:08 AM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: Unacceptable Airplane Noise Pollution over midtown Toronto
XAP-2024-532497

Hello,

I am reaching out to express my growing concern regarding the noticeable increase in airplane noise over Midtown Toronto in recent years.

It has come to my attention, and that of many in our community, that airplanes are flying at significantly lower altitudes than before (4000-ish ft), leading to increased noise disruption. Remarkably, this occurs at frequent intervals at certain times of day, with planes passing overhead every 2-5 minutes, even during early mornings on Sundays at 7am.

This pattern can easily be observed and verified using flight tracker apps like Flightradar24, which clearly show the flight paths and altitudes directly over our residential area. Early morning and evening/night is when these patterns most frequently occur.

The constant noise not only disrupts our peaceful enjoyment of our homes but also raises questions about the changes in flight routes and altitude regulations. I urge you to look into this matter, liaise with aviation authorities, and advocate for measures that will mitigate the noise impact on our community.

Ensuring quieter skies above [REDACTED] Toronto will significantly improve the quality of life for all residents.

Thank you!

Regards,

[REDACTED]

Regards,

Page 2281 / 2990

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19 (1)

of the Access to Information Act / de la Loi sur l'accès à l'information

From: Waljee, Imi (he,him | il,lui) (TC/TC)
To: Quach, Stephanie
Subject: RE: FOR APPROVAL: Ministerial- XAO-2022-520854- Request to meet
Date: Wednesday, November 02, 2022 4:09:33 PM

Hi Stephanie,

Yes, please put your name as the contact person.

Regards,

Imtiazali (Imi) Waljee

(he, him, il)

Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario

Transports Canada / Gouvernement du Canada

imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

**My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.*

**Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.*

From: Quach, Stephanie

Sent: Monday, October 31, 2022 1:39 PM

To: Waljee, Imi (he,him | il,lui) (TC/TC)

Subject: FOR APPROVAL: Ministerial- XAO-2022-520854- Request to meet

Good afternoon Imi,

Please see below for a draft ministerial response regarding noise concerns in Mississauga and a request to meet with the Minister. I have consulted with HQ regarding the meeting request portion (attached) and they have suggested to divert away from it and provide a regional contact for any questions.

For your approval:

DRAFT:

Dear Athina Tagidou,

Thank you for your email of October 18, 2022 to the Honourable Omar Alghabra, Minister of Transport, regarding the airplane noise over the Mississauga East area. I have been asked to respond on the Minister's behalf.

Transport Canada (TC) focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the Department recommends that you continue to engage in dialogue with the Greater Toronto Airports

Authority (GTAA) directly.

It is further noted that Transport Canada is not involved in the daily operations at the Toronto Pearson International Airport, including the arrivals, departures, and general decisions that take place. The airport operator, the GTAA, has implemented noise abatement procedures to assist in mitigating noise disruptions as a result of the air traffic around the airport. For more information, you may wish to visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

Additionally, you may submit a noise complaint online at:

<https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>.

Further to the above-noted recommendations, should you have any questions pertaining to the safety regulations within TC's purview, please contact: _____ (should I put my contact info here?)

Thank you for writing.

Sincerely,

Stephanie Quach

A/Regional Manager, Issues Management
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
A/Gestionnaire régional, Gestion d'enjeux
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Nash, Melanie <melanie.nash@tc.gc.ca>

Sent: Tuesday, October 18, 2022 1:04 PM

To: XMS Ministerial Registry Unit / Unité du registre ministériel XMS <XMSMinisterialRegistryUnit-UniteDuRegistreMinisteriel@tc.gc.ca>

Subject: FW: Request to meet
XAO-2022-520854

From: Applewood Hills & Heights AHHRA <applewoodhhra@gmail.com>

Sent: Tuesday, October 18, 2022 8:44 AM

To: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>

Subject: Request to meet

Good Morning your Honourable Minister Omar Alghabra,

We request the opportunity to meet with you to discuss the aircraft noise of planes flying over the Mississauga East area residents in our community are experiencing.

Contact to the general GTAA number has been made at 416.247.7682 however, no response to date. As well, we have tried calling Transport Canada at 416.952.0335 however this number has no voicemail option and no information is provided.

We look forward to meeting with you at the earliest. Please provide 3 dates/time of your availability for us to choose the most convenient one. The max. of 4 community members would be joining this meeting with you.

Thank you.

We await your response.

Be Safe & Healthy.

Kind Regards,

Athina Tagidou, On behalf of the
Applewood Hills & Heights Residents' Association (AHHRA)



<https://www.applewoodhhra.com/>

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From: Waljee, Imi (he,him | il,lui) (TC/TC)
To: Quach, Stephanie (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial XAP-2023-528911(2)
Date: Thursday, October 19, 2023 3:10:34 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Approved.

Regards,

Imtiazali (Imi) Waljee

(he, him, il)

Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

imi.waljee@tc.gc.ca / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario

Transports Canada / Gouvernement du Canada

imi.waljee@tc.gc.ca / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

**My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.*

**Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.*

From: Quach, Stephanie (TC/TC)

Sent: Thursday, October 19, 2023 10:51 AM

To: Waljee, Imi (he,him | il,lui) (TC/TC)

Subject: FOR APPROVAL: Ministerial XAP-2023-528911(2)

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Imi,

Please see below for a draft in response to two ministerials regarding various issues including fill, environmental concerns, noise, air traffic...etc. I have opted to comment on matters only specific to aviation safety, in accordance with TC's purview. I have confirmed the info with Adam.

For your approval.

DRAFT:

Dear 19 (1)

Thank you for your emails of September 7, and 28, 2023, to the Minister of Transport, Pablo Rodriguez regarding the concerns outlined in your communications. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

With respect to your concerns from an aviation safety perspective, it is noted that properties with airport zoning on title must comply with the requirements of the regulations depending on their location and the clause(s) that apply. For more information, you may wish to visit: [Toronto/Lester B.](#)

Pearson International Airport Zoning Regulations (justice.gc.ca).

Regarding the aircraft operations and associated noise, please note that there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace in your area. However, the department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](#)) directly.

Thank you for writing.

Sincerely,

Stephanie Quach

Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED]

Sent: Thursday, September 28, 2023 8:52 PM

To: [REDACTED]; ZZG-Community Engagement
<communityengagement@gtaa.com>; Francesco Sorbara [REDACTED]@parl.gc.ca>; Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>; Navcanada Service <service@navcanada.ca>

Cc: [REDACTED]

Subject: [External/Externe]: Re: Consent

XAP-2023-528911(2)

As brought up on the call I think the email was wrong. [REDACTED] and myself have given consent to share our emails.

At this point, it's hard not to think that there's obfuscation. The planes went non-stop during the meeting for departures. I get there will be planes over my home but this is day 5 and I've got no capacity left for this and the impact on my anxiety, my health is unacceptable. two went by while drafting this email - TWO! Wait make it THREE! Make it FOUR! MAKE IT FIVE! Do you get it yet, inside my home, I hear the planes. There is no relief and I am 15km away from the airport, no noise monitor, no air quality monitor, no attempt to understand the impact on community health, nor that I had to raise the alarm that this is the result of a NAVCAN operational decision not wind patterns that have resulted in increased traffic. ALL YOU HAVE DONE IS SHIFTED THE IMPACT ONTO ANOTHER COMMUNITY! RNP IS A FAILURE! THERE IS NO MITIGATION, NO IMPROVEMENT!

NAVCAN, GTAA, and TRANSPORT CANADA are not innocent - they are absent from the community. Representing only the airlines. They haven't even tried to hear us, to change anything and only came clean tonight. Yet they made these changes after the pandemic and at first blamed the changes on runway construction.

I haven't tried media, I haven't emailed media but I'm getting pretty damn close. They listened to me on the Greenbelt removals. I respect my MPP, he tells me he awaits responses from NAVCAN and GTAA - is he waiting for you? Or do you have no idea what I'm talking about? I'd like to know.

I am done with the endless circle of finger-pointing and the complete and utter absence of accountability from ANYONE - NAVCAN, TRANSPORT CANADA, GTAA, MP....

When will GTAA, NAVCan meet with the local community as promised on the call tonight?

Thank you,

19 (1)

On Thursday, September 28, 2023 at 08:35:06 p.m. EDT, 19 (1) wrote:

Please share my contact info as well, thank you .. 19 (1)

On Sep 28, 2023, at 20:17, 19 (1) wrote:

Please share my email with 19 (1) as came up at the end of meeting.

19 (1) please give your consent as I understand GTAA will share our emails so that we can connect.

19 (1)

From: Quach, Stephanie (TC/TC)
To: Scott, Blake (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial XAP-2023-528980- GTAA misuse of 1970 usage agreement
Date: Wednesday, October 25, 2023 10:59:00 PM
Attachments: FOR DIRECT REPLY Ministerial XAO-2022-511045-19 (1) Bombardier GTAA noise abuse issue.msg

UNCLASSIFIED / NON CLASSIFIÉ

Hi Blake,
 Not sure why but Adam was having the same issue, and as I tried just now, it didn't work for me either.
 The attached email here is what I sent to Imi for his dispatch. The content of the letter is the same.
 Thanks,
 Steph

From: Scott, Blake (TC/TC)
Sent: Wednesday, October 25, 2023 4:55 PM
To: Quach, Stephanie (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial XAP-2023-528980- GTAA misuse of 1970 usage agreement

UNCLASSIFIED / NON CLASSIFIÉ

I don't have access to the attachment.

Regards,

Blake Scott

A/Regional Director Civil Aviation – Ontario Region
 Transport Canada / Government of Canada
Blake.Scott@tc.gc.ca/ Tel: 647-539-6157
 Directeur associé, Opérations Est
 Transports Canada / Gouvernement du Canada
Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Wednesday, October 25, 2023 4:48 PM
To: Scott, Blake (TC/TC) <blake.scott@tc.gc.ca>
Subject: FOR APPROVAL: Ministerial XAP-2023-528980- GTAA misuse of 1970 usage agreement

UNCLASSIFIED / NON CLASSIFIÉ

Hi Blake,
 Please see the below draft in response to a ministerial received regarding concerns with noise and alleged flight path changes at Pearson. I have confirmed the info with Adam.
 We also previously issued a response to this individual in May of 2022 (attached for reference, RDIMS 18627719).
 For your approval.

DRAFT:

Dear 19 (1)

Thank you for your email of September 11, 2023, to the Minister of Transport, Pablo Rodriguez regarding the concerns surrounding the flight paths mentioned in your correspondence. Your communication has been forwarded to me for a response.

Your concerns were reviewed by a departmental subject matter expert who confirms that Transport Canada (TC) does not have any knowledge of the agreement referenced in your correspondence. As per the previous response communicated to you on May 26, 2022, noise concerns should be

directed to the airport operator, the Greater Toronto Airports Authority (GTAA). Additionally, TC is not involved in the day-to-day operations of the airport or approve of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards.

Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

Thank you for writing.

Sincerely,

Stephanie Quach

Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED] 19 (1)

Sent: Monday, September 11, 2023 5:26 PM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: GTAA misuse of 1970 usage agreement

XAP-2023-528980

Hello

I am writing regarding a recent change in flight paths that Transport Canada has allowed the GTAA to make without community input or notice. I am currently unable to open my windows at night in my own home ([REDACTED] resident) due to my home recently being made to be underneath a regular use runway from 10pm to 6:30am. According to the GTAA, this is a result of Transport Canada allowing "protocols of the 1970 usage agreement to be tightened".

This was done without notice to my community nor was it communicated in a clear transparent way. In fact, the GTAA was dishonest and used COVID/construction as excuses for why it was happening until after two years of questioning they admitted that they hadn't changed anything however had "tightened protocols" which results in flights literally shaking my windows throughout the night. My community was protected from this exact scenario under the 1970 usage agreement and for transport Canada to allow such a radical change without community input nor assessment to the completely inhuman noise levels, which our housing was NEVER designed for. The community understood weather and construction related use of the runway over our homes and as this was sporadic and protected by an existing agreement that someone in Transport Canada has simply dismissed to allow highly disruptive flights over a residential area that decreases our home values, is highly unhealthy for all residents due to disrupted sleep with random flights at any time throughout the night, in addition to not being able to enjoy fresh air in our homes due to having to keep windows closed, in addition to needing fans on/headphones in an attempt to block out a fraction of the noise pollution.

I urge you to revisit this decision, GTAA has 2 new runways and has done major renovation on 2 more runways that use the 401 corridor for flight.

Thank you for your time

[REDACTED] 19 (1)

19 (1)

Brampton, Ontario

19 (1)

From: Quach, Stephanie
Sent: Wed, 25 May 2022 12:50:46 +0000
To: Waljee, Imi
Subject: FOR DIRECT REPLY: Ministerial XAO-2022-511045- [19 (1)] Bombardier
 GTAA noise abuse issue
Attachments: RDIMS-#18613460-v1-DRAFT RESPONSE 511045.DOCX

Good morning Imi,

Please find the attached draft for your direct reply.

Once sent, please provide me with the RDIMS number and I will attach it to the CCM record.

Thank you,

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [19 (1)]
Sent: Monday, March 21, 2022 2:57 PM
To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: Bombardier GTAA noise abuse issue

XAO-2022-511045

To whom it may concern,

The continuation of abuse by Bombardier and the GTAA to the residents of East Brampton is the reason for this email. While I do understand sometimes exceptions to existing rules must be made, the ongoing excessive noise for the "safety" of airplanes because of a private company doing construction does not justify the ongoing abuse of the residents of Brampton.

Last year, the L6T and all north area postal codes in Brampton spent two weeks inundated with flights overhead every 3 minutes day and night. All for a for profit company to "move construction equipment" thru the airport. In fact this is very similar to a truck convoy blowing airhorns nonstop, something you may be familiar with.

The north south runway is restricted to "safety" use and as backup for airport repairs. Usually the GTAA advises residents to expect noise abuse and for what period of time. As a resident for over 30 years this has happened and while annoying it is understandable. Last year, the GTAA didn't bother to advise residents about a large airport maintenance job and then following that provided Bombardier with access to the airport that required using our north/south runway "for safety" as the equipment moving would interfere with other runway operations. Traditionally "safety" issues at the airport are weather related, storms or wind. I do not consider a for profit company moving a "safety" issue

For the last three weeks and for two more weeks the GTAA and Bombardier have decided that using the north/south runway from 10pm until 5am for a crane to operate (to prevent causing "safety" issues to planes) would be preferable, noise wise, than an increase of flights during daytime hours. Not a very logical argument but I guess an excuse of some kind had to be formulated.

Of course, as soon as this intrusion is over another 6 month airport repair begins meaning another summer of planes flying overhead on a regular basis. At least the GTAA managed to advise residents about this noise abuse with a robocall and on the webtrak portion of the noise complaint website. Bombardier's bombarding residents with noise pollution was not transparent, in fact it was hidden in the bowels of the GTAA website and uses "technical" language a laymen cannot understand. This is unacceptable to the residents of Brampton.

I am writing to try to get some measure of control back for my living situation. Our houses are not designed to withstand the kind of noise these jets cause especially on takeoff and the nights are the WORST time to abuse people. The GTAA has never been a "perfect" neighbour but we have live beside each other for ^{19 (1)} without me having to write and complain to anyone else. As a resident it is not my responsibility to search thru a website to find the reason why my sleep is being disrupted nightly for hours on end every three minutes for what will be months at a time. Nor should this happen on such a regular basis and for such a long period of time in order to accommodate a private for profit company. Its actually cruel.

Thank you for your time,

^{19 (1)}

Brampton

Sent from Mail for Windows



Transport
Canada

Transports
Canada

4900 Yonge St. 4th Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI

May 25, 2022

19 (1)

Dear 19 (1)

I am writing in response to your email of March 21, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding noise issues pertaining to the Greater Toronto Airport Authority (GTAA). I apologize for the delay in replying.

Transport Canada's focus is on the safety and security of the civil aviation system, which we regulate through the *Aeronautics Act* and the Canadian Aviation Regulations.

While the department is the safety regulator for aviation in Canada, airport operators play a key role in managing noise in the vicinity of airports. The department provides a regulatory framework to assist airports in managing noise through the implementation of noise abatement procedures and operating restrictions that are regulatory in nature and specific to each airport. For more information on the noise abatement procedures in place at Toronto Pearson International Airport, you may wish to visit [Airport Noise Abatement Procedures | Pearson Airport \(torontopearson.com\)](#).

It is important to note that noise management is a complicated and often difficult issue faced by airport authorities and communities throughout the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, we recommend you contact the airport operator directly.

Although you have used online resources, such as the WebTrak tool and the GTAA's website, I encourage direct dialogue with the airport operator, given that they may be able to provide a much more comprehensive response regarding the different levels of noise and traffic around facilities under their control. For more information on contacting the airport operator, please visit: <https://www.torontopearson.com/en/community/noise->

Canada

www.tc.gc.ca

03-0418 (1307-02)

management/noise-management-program/noise-management-office/noise-complaint.
Alternatively, they can be reached by phone at 416-247-7682.

I trust my response will be of interest.

Sincerely,

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

From: [Scott, Blake \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: Ministerial XAP-2023-529310- TR: Vaughan Airplane Noise Concern
Date: Thursday, October 26, 2023 1:01:05 PM

UNCLASSIFIED / NON CLASSIFIÉ

Approved.

Regards,

Blake Scott

A/Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

Directeur associé, Opérations Est

Transports Canada / Gouvernement du Canada

Blake.Scott@tc.gc.ca/ Tel: 647-539-6157

From: Quach, Stephanie (TC/TC)

Sent: Thursday, October 26, 2023 12:58 PM

To: Scott, Blake (TC/TC)

Subject: FW: FOR APPROVAL: Ministerial XAP-2023-529310- TR: Vaughan Airplane Noise Concern

UNCLASSIFIED / NON CLASSIFIÉ

Sorry, slight amendment below. Highlighted in green.

From: Quach, Stephanie (TC/TC)

Sent: Thursday, October 26, 2023 12:57 PM

To: Scott, Blake (TC/TC) <blake.scott@tc.gc.ca>

Subject: FOR APPROVAL: Ministerial XAP-2023-529310- TR: Vaughan Airplane Noise Concern

UNCLASSIFIED / NON CLASSIFIÉ

Hi Blake,

Please see below for a draft in response to noise, low flying and flight path ministerial complaints regarding activity at Pearson.

For your approval.

DRAFT:

Dear ^{19 (1)}

Thank you for your email of **September 27, 2023**, to the Minister of Transport, Pablo Rodriguez regarding the concerns outlined in your communications. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel,

vehicle or structure. (pre-approved standard verbiage)

Regarding the aircraft operations and associated noise, please note that there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace in your area. However, the department understands that noise management can be complicated, and often difficult issue faced by airport authorities and communities around the country. With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the department recommends continued dialogue the airport operator, the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](#)) directly. Additionally, TC is not involved in the day-to-day operations of the airport or approval of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards.

Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

Thank you for writing.

Sincerely,

Stephanie Quach

Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>

Sent: Thursday, September 28, 2023 7:35 AM

To: XMS Ministerial Registry Unit / Unité du registre ministériel XMS <XMSMinisterialRegistryUnit-UniteDuRegistreMinisteriel@tc.gc.ca>

Subject: [External/Externe]: TR: Vaughan Airplane Noise Concern
XAP-2023-529310

De : [REDACTED]

Envoyé : 27 septembre 2023 20:02

À : Rodriguez, Pablo - Député [REDACTED] <[\[REDACTED\]@parl.gc.ca](mailto:[REDACTED]@parl.gc.ca)>

Objet : Vaughan Airplane Noise Concern

Dear Sir,

We live in Woodbridge Ontario. Our home is located [REDACTED]

Beginning early in 2023 we began to hear airplanes taking off from Toronto Pearson airport - a constant airplane noise that has increased greatly recently. The days and times range, however from 11:00pm to 2:30am (and even sometimes planes go by after 3:00am, 4:00am), our sleep has been disturbed due to planes taking off very late. September 25, 26, and 27th - the planes have been constant. The noise begins as early as 6:40am, with planes over our heads every few to several minutes throughout the entire day, not finishing til well past midnight, as late as 1:00am.

This constant untimely airplane noise is disturbing our sleep & lifestyle causing anxiety for lack of proper sleep. We know all our neighbors are experiencing the same noise problems.

We have been in contact multiple times with the Toronto Pearson Noise Management Office. Also Francesco Sorbara many times. We asked why airplanes are flying from T. Pearson all the way North to Vaughan in our residential area, altitude as low as 3500 feet when we have highways and

industrial areas that they could fly over? We received a phone call two weeks ago from the GTAA to let us know that we will see an improved noise level with the planes going back to the old flight path and we were pleased that for one week we had no noise. But on Friday Sep. 22, all the noise returned with much increased vengeance from early morning to late at night.

We would greatly appreciate it if you would take time to resolve the noise problem with those responsible. This new flight path is causing much stress for many people. The problem has been ongoing all year, with only a few relatively quiet days in between. Please advise what can be done to eliminate, or reduce this public nuisance.

Thank you

19 (1)

Woodbridge On

19 (1)

From: Waljee, Imi (he,him | il,lui) (TC/TC)
To: Quach, Stephanie (TC/TC)
Subject: RE: FOR APPROVAL: Ministerial XAP-2023-529342- Excessive Aircraft Noise - Vaughan ON Neighborhood
Date: Tuesday, October 31, 2023 4:21:37 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,
 Approved.
 Regards,
 Imtiazali (Imi) Waljee
 (he, him, il)

Regional Director Civil Aviation – Ontario Region
 Transport Canada / Government of Canada
imi.waljee@tc.gc.ca / Cel: 416-540-2367 / TTY: 1-888-675-6863
 Directeur régional de l'aviation civile – Région de l'Ontario
 Transports Canada / Gouvernement du Canada
imi.waljee@tc.gc.ca / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

**My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.*

**Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.*

From: Quach, Stephanie (TC/TC)
Sent: Tuesday, October 31, 2023 10:57 AM
To: Waljee, Imi (he,him | il,lui) (TC/TC)
Subject: FOR APPROVAL: Ministerial XAP-2023-529342- Excessive Aircraft Noise - Vaughan ON Neighborhood

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Imi,
 Please see below for a draft in response to noise and aircraft activity concerns around Vaughan, ON.
 For your approval.

DRAFT:

Dear 19 (1)

Thank you for your email of September 29, 2023, to the Minister of Transport, Pablo Rodriguez regarding the aircraft noise concerns around Vaughan, Ontario. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

I regret to hear of the difficulties experienced when trying to contact our offices. For more information on the Ontario region contacts, please visit: [Regional Service Centres- Ontario Region](#). Regarding the aircraft operations and associated noise, please note that there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace

in your area. However, the department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](#)) directly.

Additionally, TC is not involved in the day-to-day operations of the airport or approval of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Thank you for writing.

Sincerely,

Stephanie Quach

Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>

Sent: Friday, September 29, 2023 3:58 PM

To: XMS Ministerial Registry Unit / Unité du registre ministériel XMS <XMSMinisterialRegistryUnit-UniteDuRegistreMinisteriel@tc.gc.ca>

Subject: [External/Externe]: TR: Excessive Aircraft Noise - Vaughan ON Neighborhood
XAP-2023-529342

De : [REDACTED]

Envoyé : 29 septembre 2023 15:49

À : Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>

Objet : Excessive Aircraft Noise - Vaughan ON Neighborhood

Hello,

My apologies for reaching out but everyone i speak to, Pearson Noise Management, Nav Canada pointed me to Transport Canada there is absolutely no way to address my concerns tried calling the regional number for Ontario message on the phone tells me number not assigned, bogus number.

I am thoroughly disappointed that it's been so difficult to talk to someone at Transport Canada just to get some clarity on what is happening in our neighborhood lately with the excessive flights which brings on excessive air noise all day long all night long. I know there has been a shift i have lived here for [REDACTED] and just most recently all this has escalated.

Just looking for some transparency some answers to my concerns that's all.

Thank you Kindly

19 (1)

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From: [George, Marcia \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: Ministerial XAQ-2025-537564- Aircraft Noise- Pearson
Date: Monday, January 13, 2025 12:23:13 PM

UNCLASSIFIED / NON CLASSIFIÉ

Apologies
 Approved
 Marcia

From: Quach, Stephanie (TC/TC)
Sent: Monday, January 13, 2025 11:17 AM
To: George, Marcia (TC/TC)
Subject: FW: FOR APPROVAL: Ministerial XAQ-2025-537564- Aircraft Noise- Pearson

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,
 Following up on the below approval please.
 Thanks,
 Steph

From: Quach, Stephanie (TC/TC)
Sent: Monday, January 6, 2025 10:40 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: FOR APPROVAL: Ministerial XAQ-2025-537564- Aircraft Noise- Pearson

Hi Marcia,
 Please see the below draft in response to a ministerial regarding air traffic and noise around Pearson. I have utilized our standardized messaging.
 For your approval.
 Thanks,
 Steph

DRAFT:

Dear 19 (1)

Thank you for your email of December 29, 2024, to the Honourable Anita Anand, Minister of Transport and Internal Trade, regarding the air traffic and associated noise around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its

authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

Therefore, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: Noise Management Program | Pearson Airport (torontopearson.com)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at: service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our Civil Aviation Communications Centre Contact Form.

Thank you for writing.

Regards,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Anand, Anita - M.P. <Anita.Anand@parl.gc.ca>

Sent: Thursday, January 2, 2025 1:52 PM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Cc: Jackson, Sarah (TC/TC) <sarah.jackson@tc.gc.ca>

Subject: [External/Externe]: FW: Constant Airplane noise over my neighborhood and it affects on our health.

XAQ-2025-537564

From: [19 (1)]

Sent: Sunday, December 29, 2024 3:29 PM

To: Anand, Anita - M.P. <Anita.Anand@parl.gc.ca>

Subject: Constant Airplane noise over my neighborhood and it affects on our health.

I am writing to express my deep concern regarding the constant airplane noise over my neighborhood in [19 (1)] area of Mississauga . For the past few months if not longer, airplanes have been flying overhead approximately every 35 to 45 seconds, resulting in relentless noise pollution daly both day and night.

Having lived in this area for over [19 (1)] I have never experienced such a high frequency of flights. Sometimes lower-flying aircraft have caused not only significant noise but also physical vibrations that sometimes make it feel like my house is shaking. This incessant disruption has severely impacted my health, causing headaches, sleep disturbances, and a general lack of restful sleep.

Airports are typically situated outside densely populated areas to minimize such disturbances. However, the change in flight routes over [19 (1)] area and /or planes flying lower or a combination has deprived us of peace of mind and adversely affected my physical and mental well-beng.

I urge you to look into this issue immediately and find a solution that restores tranquility to our community Possible solutions might include adjusting light paths, implementing stricter noise regulations, or exploring alternative routes that do not pass over heavily populated areas.

Your prompt attention to this matter is greatly appreciated Thank you for understanding and addressing the serious impact this issue has on the residents of our neighborhood.

Sincerely ,

[19 (1)]

From: [George, Marcia \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: FOR APPROVAL: MPQ - Response on Pearson Night Flights (13637)
Date: Friday, March 21, 2025 3:39:39 PM
Attachments: [image001.gif](#)

UNCLASSIFIED / NON CLASSIFIÉ

Approved

Marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Wednesday, March 19, 2025 3:23 PM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: FOR APPROVAL: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,

Please see the attached amended version with the additional line received from the REU.

I also consulted with my counterpart in Quebec regarding YUL and she provided information from the airport's noise abatement procedures page which outlines operating restrictions during certain hours, and the use of priority runways for night flights. She confirmed that YUL does not have a night flight budget.

However, to avoid any possible confusion from any readers, I am suggesting to maybe omit the following line altogether:

- *The Toronto Pearson International Airport is the only international airport in Canada with a night flight budget (during restricted hours).*

For your approval.

Thanks,
Steph

From: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Sent: Tuesday, March 18, 2025 2:20 PM
To: Cavuto-Carter, Lisa (she,her | elle,la) (TC/TC) <lisa.cavuto-carter@tc.gc.ca>; Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Cc: Chang, Vincent (TC/TC) <vincent.chang@tc.gc.ca>
Subject: RE: For Review/Input: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Thank you for the revised wording

I concur.

marcia

From: Cavuto-Carter, Lisa (she,her | elle,la) (TC/TC) <lisa.cavuto-carter@tc.gc.ca>
Sent: Tuesday, March 18, 2025 2:08 PM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Cc: Chang, Vincent (TC/TC) <vincent.chang@tc.gc.ca>
Subject: FW: For Review/Input: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hello Marcia,

Forwarding my response to you in Stephanie's absence. Thanks.

Lisa

From: Cavuto-Carter, Lisa (she,her | elle,la) (TC/TC)
Sent: Tuesday, March 18, 2025 2:06 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Cc: Chang, Vincent (TC/TC) <Vincent.Chang@tc.gc.ca>
Subject: RE: For Review/Input: MPQ - Response on Pearson Night Flights (13637)

Good afternoon Stephanie,

Thank you for the opportunity to provide feedback. I reviewed the paragraph highlighted in green and recommend the following revision (highlighted in yellow):

Should there be any deviances to the number of permitted flights, TC's Regional Enforcement Unit (REU) will investigate the occurrences and alleged violations to ascertain whether or not a violation has occurred. When a regulatory non-compliance is identified, REU will take the appropriate enforcement action. For more information regarding the roles and responsibilities of the REU, you may wish to visit: [Aviation Offences and Enforcement](#). For a list of published enforcement actions, please see: [Aviation Corporate Offenders](#) and [Aviation Non-Corporate Offenders](#).

I do not recommend including the stats. The links to the published violations is sufficient.

Should you have any questions, feel free to contact me.

Regards,
Lisa

Lisa Cavuto-Carter

A/ Manager, Regional Enforcement Unit, Ontario Region
(she/her/elle)
Transport Canada/ Government of Canada
lisa.cavuto-carter@tc.gc.ca/ Cell: (416) 571-6101/ TTY: 1-888-675-6863

Gestionnaire régional par intérim, Application de la loi
Transports Canada / Gouvernement du Canada
lisa.cavuto-carter@tc.gc.ca / Tél. cell. : (416) 571-6101/ ATS : 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Tuesday, March 18, 2025 8:57 AM
To: Cavuto-Carter, Lisa (she,her | elle,la) (TC/TC) <lisa.cavuto-carter@tc.gc.ca>
Subject: For Review/Input: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Lisa,

CivAv was tasked with an MPQ on Pearson Night Flights and I have drafted a response as

attached in the Word document.

May I please request for your review of the line highlighted in green as it speaks to the REU's role? Additionally, would you recommend that I keep the links to the published violations, or refer to the stats as noted in the attached email?

Thank you,

Stephanie Quach

Regional Manager, Issues Management
Civil Aviation, Ontario Region
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

Steph

From: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Sent: Monday, March 17, 2025 10:55 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: RE: FOR APPROVAL: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hello,

Two things:

1. Please insert a sentence on REU enforcement, which is published online. TC has pursued enforcement action for night flight violations. This info should be published. REU/Lisa can probably provide the link
2.

21 (1) (b)

21 (1) (b)

 Can you please check with your Quebec region counterpart to confirm
 - *The Toronto Pearson International Airport is the only international airport in Canada with a night flight budget (during restricted hours).*

I would like to re-review once amended.

Thank you

marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Monday, March 17, 2025 10:44 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: FOR APPROVAL: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,

Please see the attached MPQ response on page 2, for your approval. I have consulted with Ops Specialties for this info.

Thank you,
Steph

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Sent: Thursday, March 13, 2025 2:30 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FW: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph, could we please have a response back by March 20th?

From: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>
Sent: Thursday, March 13, 2025 2:23 PM
To: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>; Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>
Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>; TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>
Subject: RE: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Jennifer,

Yes, thank you! [@TC.F ONT PX RDGO / BDGR PX F.TC](#) Kindly inquiring if your team would be able to take the lead on this request?

Merci,

Lisa Denis

Coordination and Special Projects Officer, Departmental Liaison Team
Policy & Issues Management Directorate
Office of the Deputy Minister
Transport Canada, Government of Canada
Lisa.Denis@tc.gc.ca | Tel: 343-574-4691

Agente de coordination et des projets spéciaux, Équipe de liaison départementale
Direction des politiques et de la gestion des enjeux,
Cabinet du sous-ministre, Transports Canada, Gouvernement du Canada
Lisa.Denis@tc.gc.ca | Tél: 343-574-4691

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>

Sent: Thursday, March 13, 2025 2:00 PM

To: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>; Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>; TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>

Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>

Subject: RE: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Lisa, could you please re-assign this one to the region? Thanks!

From: Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>
Sent: Thursday, March 13, 2025 10:42 AM
To: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>
Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>
Subject: FW: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hello! Would this be your lead?

From: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>
Sent: Tuesday, March 11, 2025 5:04 PM
To: TC.F NCR AA ADMO / BSMA RCN F.TC <AAADMO-BSMA@tc.gc.ca>
Cc: TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>
Subject: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon S&S colleagues,

We received an MPQ pertaining to the lack of transparency and claimed corruption at the Greater Toronto Airport Authority (GTAA).

Context:

- Many constituents are expressing their frustration regarding the issues with Airport noise.
- MinO has provided this reponse:

" Here's our website on noise.

<https://www.torontopearson.com/en/community/noise-management>. Toronto Pearson has a Noise Management Office dedicated to working with residents to address concerns and provide insights into airport operations. The team is committed to keeping our community informed and engaged.

There are several ways residents can connect with Pearson's Noise Management Office:

- **Phone:** Call 416-247-7682 to ask questions or share concerns.
- **Online Flight Tracking Tool ([WebTrak](#)):** Track flights in real-time and see noise levels in your area.
- **[Insightful Online Portal](#):** Access information about noise management and learn more about aircraft operations through this easy-to-use online resource.
- **[Noise Complaint Form](#):** Submit up to 50 noise complaints at once via the online form.
- **[Checking In](#):** Stay up to date on airport operations and community updates.
- Attend our **Pearson Public Meeting** on Noise Management

These resources help residents stay informed and connected. Pearson is always happy to engage with its community to address any concerns.

In addition to our Noise Management Team, we actively engage with the community in many ways to keep our neighbours informed and involved. We sponsor community events, partner with schools for career talks, partner with elected officials to host open houses and give back to the community through employee volunteering and charitable giving. This summer alone, we participated in over 75 community events, reaching more than 10,000 residents.

Through these efforts, we regularly share updates on our operations, our role as an economic anchor providing local jobs and supporting development, and how to connect with our team.

Specifically on the flights between 2am and 6am that you mentioned they have stated:

*However, we severely limit the number of flights in and out of Pearson through the **Night Flight Restriction Program**, which limits the number of movements (arrivals and departures) during the restricted hours (12:30 AM to 06:29 AM). Transport Canada helped create this program to limit nighttime noise and balance growing regional demand. This is referred to as the "night flight budget." Toronto Pearson is the only airport in Canada to have a budget system.*

The vast majority of flight movements between the hours you specified (02:00 to 06:00) are arriving flights. Night flights are needed to accommodate travel distance, scheduling requirements and product delivery timelines, and accommodate late-arriving or departing flights delayed due to factors such as

weather, mechanical or security issues; as well as other operationally necessary night flights. Medevac flights and military and police operations are counted towards the night flight budget.

*We also operate the **Nighttime Preferential Runway system** - between midnight and 6:30 am, we prioritize the use of runways to minimize the number of residents overflown. "*

- MinO has been informed that these problems are persisting, and that the MP's Office has received a large amount of correspondence on this issue.

Question:

- Could the department kindly provide information in regard to transparency requirements and anything that would counteract corruption claims?

Due Date: March 21, 2025

Would it be possible to please provide some information that we can pass along to MinO in which they can relay to the MP office?

Merci,

Lisa Denis

The following request has been assigned to you for appropriate action in Tasking Database. To access it, click on the « GOTO » link.

La demande suivante vous a été transférée pour exécution dans la base de données des tâches. Pour y accéder, cliquez sur le lien « GOTO ».

=====

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Tasking # / No de tâche: TASK-013637

Request Type / Type de demande: MPQ

Topic / Sujet: RESPONSE ON PEARSON NIGHT FLIGHTS

Assigned To / Assigné à: AA

Submit By / Date de soumission: 3/21/2025

Request / Demande: PLEASE FIND ALL CONTEXT IN TASKING EMAIL / VEUILLEZ TROUVER TOUT LE CONTEXTE DANS LE COURRIEL

=====

=====

<http://ccmenterprise.tc.gc.ca:80/Enterprise/Services/Authorization/Login?rootid=30633806&segmentid=2989866>

From: [Waljee, Imi \(he,him | il,lui\) \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: FOR DIRECT REPLY- Ministerial XAP-2023-529310- Vaughan Airplane Noise Concern
Date: Friday, November 17, 2023 1:45:30 PM
Attachments: RDIMS-#19929229.DRF

UNCLASSIFIED / NON CLASSIFIÉ

Good Afternoon Stephanie,
 Letter sent. Please see RDIMS 19929229

Regards,
 Imtiazali (Imi) Waljee
 (he, him, il)

Regional Director Civil Aviation – Ontario Region
 Transport Canada / Government of Canada
imi.waljee@tc.gc.ca / Cel: 416-540-2367 / TTY: 1-888-675-6863
 Directeur régional de l'aviation civile – Région de l'Ontario
 Transports Canada / Gouvernement du Canada
imi.waljee@tc.gc.ca / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

*My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.

*Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.

From: Quach, Stephanie (TC/TC)
Sent: Thursday, November 16, 2023 10:54 AM
To: Waljee, Imi (he,him | il,lui) (TC/TC)
Subject: FOR DIRECT REPLY- Ministerial XAP-2023-529310- Vaughan Airplane Noise Concern

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Imi,
 Please find the attached HQ approved ministerial response for your dispatch.
 Once sent, please provide me with the RDIMS # and I will attach to CCM.
 Thank you,

Stephanie Quach

Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Rodriguez, Pablo - Député [REDACTED] <[\[REDACTED\]@parl.gc.ca](mailto:[REDACTED]@parl.gc.ca)>
Sent: Thursday, September 28, 2023 7:35 AM
To: XMS Ministerial Registry Unit / Unité du registre ministériel XMS <XMSMinisterialRegistryUnit-UniteDuRegistreMinisteriel@tc.gc.ca>
Subject: [External/Externe]: TR: Vaughan Airplane Noise Concern
 XAP-2023-529310

De : [REDACTED]

Envoyé : 27 septembre 2023 20:02

À : Rodriguez, Pablo - Député <[REDACTED]@parl.gc.ca>

Objet : Vaughan Airplane Noise Concern

Dear Sir,

We live in Woodbridge Ontario. Our home is located [REDACTED]

Beginning early in 2023 we began to hear airplanes taking off from Toronto Pearson airport - a constant airplane noise that has increased greatly recently. The days and times range, however from 11:00pm to 2:30am (and even sometimes planes go by after 3:00am, 4:00am), our sleep has been disturbed due to planes taking off very late. September 25, 26, and 27th - the planes have been constant. The noise begins as early as 6:40am, with planes over our heads every few to several minutes throughout the entire day, not finishing til well past midnight, as late as 1:00am.

This constant untimely airplane noise is disturbing our sleep & lifestyle causing anxiety for lack of proper sleep. We know all our neighbors are experiencing the same noise problems.

We have been in contact multiple times with the Toronto Pearson Noise Management Office. Also Francesco Sorbara many times. We asked why airplanes are flying from T. Pearson all the way North to Vaughan in our residential area, altitude as low as 3500 feet when we have highways and industrial areas that they could fly over? We received a phone call two weeks ago from the GTAA to let us know that we will see an improved noise level with the planes going back to the old flight path and we were pleased that for one week we had no noise. But on Friday Sep. 22, all the noise returned with much increased vengeance from early morning to late at night.

We would greatly appreciate it if you would take time to resolve the noise problem with those responsible. This new flight path is causing much stress for many people. The problem has been ongoing all year, with only a few relatively quiet days in between. Please advise what can be done to eliminate, or reduce this public nuisance.

Thank you

[REDACTED]

Woodbridge On

[REDACTED]

From: Waljee, Imi (he,him | il,lui) (TC/TC)
Sent: Fri, 17 Nov 2023 18:35:27 +0000
To: [REDACTED]
Subject: Response - Vaughan Airplane Noise Concern
Attachments: Letter to [REDACTED] November 2023.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Good Afternoon [REDACTED]

Attached please see the letter in response to your query on noise concerns.

Regards,

Imtiazali (Imi) Waljee
 (he, him, il)

Regional Director Civil Aviation – Ontario Region
 Transport Canada / Government of Canada
imi.waljee@tc.gc.ca / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario
 Transports Canada / Gouvernement du Canada
imi.waljee@tc.gc.ca / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

**My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.*

**Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.*

De : [REDACTED]
Envoyé : 27 septembre 2023 20:02
À : Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Objet : Vaughan Airplane Noise Concern

Dear Sir,

We live in Woodbridge Ontario. Our home is located [REDACTED]
 Beginning early in 2023 we began to hear airplanes taking off from Toronto Pearson airport - a constant airplane noise that has increased greatly recently. The days and times range, however from 11:00pm to 2:30am (and even sometimes planes go by after 3:00am, 4:00am), our sleep has been disturbed due to planes taking off very late. September 25, 26, and 27th - the planes have been constant. The noise begins as early as 6:40am, with planes over our heads every few to several minutes throughout the entire day, not finishing til well past midnight, as late as 1:00am.

This constant untimely airplane noise is disturbing our sleep & lifestyle causing anxiety for lack of proper sleep. We know all our neighbors are experiencing the same noise problems.

We have been in contact multiple times with the Toronto Pearson Noise Management Office. Also Francesco Sorbara many times. We asked why airplanes are flying from T. Pearson all the way North to Vaughan in our residential area, altitude as low as 3500 feet when we have highways and industrial areas that they could fly over? We received a phone call two weeks ago from the GTAA to let us know that we will see an improved noise level with the planes going back to the old flight path and we were pleased that for one week we had no noise. But on Friday Sep. 22, all the noise returned with much increased vengeance from early morning to late at night.

We would greatly appreciate it if you would take time to resolve the noise problem with those responsible. This new flight path is causing much stress for many people. The problem has been ongoing all year, with only a few relatively quiet days in between. Please advise what can be done to eliminate, or reduce this public nuisance.

Thank you

19 (1)

Woodbridge On

19 (1)



Transport Canada
Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19882259

November 17, 2023

19 (1)

Dear 19 (1)

Thank you for your email of September 27, 2023, to the Minister of Transport regarding noise generated by aircraft in the vicinity of your home in Woodbridge. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department strives to work with partners and stakeholders to achieve an efficient, effective, and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs), which are available to the public at <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

Regarding aircraft operations and associated noise in the vicinity of your home, please note that there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace in your area. However, the department understands that noise management can be a complicated and often difficult issue faced by airport authorities and communities throughout the country.

It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the airport operator, the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](https://www.gtaa.com/noise-management)).

Additionally, I should note that we are not involved in the day-to-day operation of the airport or approval of changes to individual routings of flight paths, other than to confirm that a design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

Canada

Thank you for writing.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Imtiazali' or 'Imi Waljee', with a stylized flourish at the end.

Imtiazali (Imi) Waljee
Regional Director
Civil Aviation, Ontario Region

From: Quach, Stephanie (TC/TC)
To: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR DISPATCH APPROVAL [External/Externe]: 19 (1) - Overnight airplane noise torture
Date: Wednesday, May 21, 2025 4:41:29 PM
Attachments: image001.png

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Some small edits below, otherwise good to go.

Thanks,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Tuesday, May 20, 2025 1:59 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL [External/Externe]: 19 (1) - Overnight airplane noise torture

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,

For your review to dispatch.

Thanks,
Patricia

Good day, 19 (1)

Thank you for reaching out to Transport Canada (TC).

I would like to take this opportunity to clarify TC's mandate and our role concerning your concerns.

TC is responsible for the safety of Canada's civil aviation system. ~~developing and enforcing regulations under the Canadian Aviation Regulations (CARs) to ensure the safety of Canada's civil aviation system.~~ As the national safety regulator, our authority is exercised through the *Aeronautics Act* (pls ensure it is italicized) and the Canadian Aviation Regulations (CARs), which include specific requirements for minimum altitudes and safe operating practices.

While we acknowledge the impact of aircraft noise on communities, TC does not oversee the daily operations or noise management practices of individual airports. These responsibilities fall under the jurisdiction of the airport authority—in this case, the Greater Toronto Airports Authority (GTAA). The GTAA manages local noise abatement procedures, including the Night Flight Program, and is best positioned to address concerns related to aircraft noise and flight paths.

For issues regarding flight paths, we recommend contacting NAV CANADA, which is responsible for air traffic control and routing decisions. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If you believe an aircraft is being operated unsafely or is violating the CARs, we encourage you to document as many details as possible and report the incident through our [Civil Aviation Communications Centre Contact Form](#).

Regards,

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Tuesday, May 20, 2025 1:08 PM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Subject: FW: [External/Externe]: Overnight airplane noise torture

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Yes, agree with your approach. If possible, recommend further emphasis on TC's mandate and regulatory authority under the CARs and the concerns he has are best addressed by the airport authority.

Thanks,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Sent: Tuesday, May 20, 2025 12:53 PM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: FW: [External/Externe]: Overnight airplane noise torture

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,

This member of the public 19 (1) received a response from us. He has sent 2 subsequent emails but has not provided any information. In his latest email below, he has included a snippet of his complaint to the GTAA regarding noise.
At this point, there is nothing further to advise him on. He was sent the standard low flying / noise – GTAA contact info email.

Shall I draft a short email reiterating/ summarizing the original email?

Thank you,

Patricia
(she, her | elle, la)

A/Issues Management Officer
Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

From: 19 (1)

Sent: Monday, May 19, 2025 6:14 AM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Subject: [External/Externe]: Overnight airplane noise torture

Hi guys ,

I have not heard back from you about my last email. I am forwarding you a copy of my complaint submitted to GTAA at around 3.15 am today. I am sleepy ,tired and frustrated as I write this email to you at 6am on Victoria Day long weekend. I was woken up at 3.15 am and have been up since. 19 (1)

19 (1) Please stop destroying our life and torturing us in the middle of the night, when we are in deep sleep. I know you all are enjoying your long weekend but you have succeeded in ruining ours. Please fix this fundamentally flawed policy. Hope to hear back and some action taken by you ASAP.

Regards

19 (1)

4:01

We Have Received Your Complaint(s)

Thank you. We have received your complaint(s).

[Submit another complaint](#)

Complaint submitted at: May 19 2025 04:01 AM

First name: 19 (1)

Last name: 19 (1)

Address:

City: Brampton

Postal Code: 19 (1)

Cell phone:

Email:

Submission date: May 19 2025

Please give details: 3:41 am Monday morning and woken up by loud low flying airplane it seems like you are angry with me and want to make sure to torture me intentionally.
3:55 am and here comes the next plane
Please stop this madness/torture ASAP

Would you like us to contact you? Yes

By submitting this form, I am confirming that I am the person named in the complaint.

AA complaint-ca.emsbk.com

< >   

Sent from my iPhone

From: Quach, Stephanie (TC/TC)
To: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR DISPATCH APPROVAL : [External/Externe]: Pearson Airport Rerouting Planes 19 (1)
Date: Thursday, May 15, 2025 3:25:02 PM
Attachments: image001.png

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Good to go .

Thanks,
 Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Thursday, May 15, 2025 3:13 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL : [External/Externe]: Pearson Airport Rerouting Planes 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Address is 11.6 km from PIA.



Yes, the address 19 (1) Woodbridge, ON is relatively close to **Toronto Pearson International Airport (YYZ)**, which is about **11.6 km away** 1. This is the nearest major airport to Woodbridge.

Standard noise/low flying – GTAA template used.

Thanks,
 Patricia

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Sent: Thursday, May 15, 2025 11:45 AM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Subject: FW: [External/Externe]: Pearson Airport Rerouting Planes

UNCLASSIFIED / NON CLASSIFIÉ

Good Morning,

FYI/A – please see email below.

Thanks!

Tamara Henry

Service Team Officer, Civil Aviation Services
Transport Canada/ Government of Canada
Tel: 1-800-305-2059/ TTY: 1-888-675-6863\

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Agente de l'équipe de service, Services de l'Aviation Civile
Transports Canada / Gouvernement du Canada
Tél: 1-800-305-2059 / ATS: 1-888-675-6863

NOUVEAU! Réservez votre examen d'aviation en ligne. Visitez [Planifier un examen - Transports Canada](#)

From: [REDACTED]

Sent: Thursday, May 15, 2025 10:39 AM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: [External/Externe]: Pearson Airport Rerouting Planes

I have lived in my home in the [REDACTED] area for over [REDACTED] and have never heard a plane in our neighbourhood. We are now hearing low flying planes at all hours of the day and night. During the day they are back to back. We can no longer sit in our backyard and we have resorted to wearing ear plugs to sleep. At first we thought this was just temporary rerouting but it has been going on for over a month.

What is going on?

Why are planes all of a sudden flying over our neighbourhood?

When is this going to stop?

I would appreciate a timely response,

19 (1)

Woodbridge, ON

Good day, 19 (1)

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level.

As TC is not involved in the daily operations at Toronto Pearson International Airport, the department encourages constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at: service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: [Quach, Stephanie \(TC/TC\)](#)
To: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR DISPATCH APPROVAL; FW: Contact us #272089 - 19
Date: Monday, August 11, 2025 10:01:18 AM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Looks good!

Thank you,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Monday, August 11, 2025 9:54 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL; FW: Contact us #272089 - 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Please see combined response below taken from approved responses.

Thank you,

Patricia
(she, her| elle, la)

A/Issues Management Officer
Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

RESPONSE

Good day,

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

While TC regulates aviation safety in Canada, it does not approve individual flight paths. The department confirms that designs meet the appropriate regulations and standards. For further questions regarding flight paths around Toronto, please contact NAV CANADA at service@navcanada.ca. You can also visit the [NAV CANADA Home](#) website for more information.

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level.

As TC is not involved in the daily operations at Toronto Pearson International Airport, the department encourages constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:
Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Regards,

Issues Management

Civil Aviation, Ontario Region
Transport Canada / Government of Canada
TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Sent: Monday, July 21, 2025 8:00 AM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FW: Contact us #272089

PROTECTED A / PROTÉGÉ A

Good morning,

For your action please.

Thank you!

From: Transport Canada

Sent: Saturday, July 19, 2025 3:38 PM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation

civile

Subject: [External/Externe]: Contact us #272089

Submitted on Sat, 07/19/2025 - 15:37

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Mississauga, ON. 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

I find there is a large amount of small single engine planes flying fairly low directly over my home in South Mississauga, These are non-destination training or pleasure flights. I work at home and even find the noise inside the home distracting when I am trying to work or family is relaxing. I am wondering if they could fly over more rural areas or less densely populated areas as these are not commercial flights. Can these flight paths be reviewed. Sincerely 19 (1)

From: Quach, Stephanie (TC/TC)
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC)
Subject: RE: FOR DISPATCH APPROVAL: 19 (1)
Date: Wednesday, August 27, 2025 11:03:00 AM

UNCLASSIFIED / NON CLASSIFIÉ

Approved, thank you.

Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Tuesday, August 26, 2025 8:01 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL: 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Standard Response - Aircraft Noise - GTAA - Approved template. Complaint at end of thread.

RESPONSE

Good day, 19 (1)

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its

authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Restriction Program (known as the night flight budget). This program limits the number of movements during the restricted hours of 12:30 am to 6:29 am, aimed at reducing nighttime noise while balancing the growing regional demand.

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level.

As TC is not involved in the daily operations at Toronto Pearson International Airport, the department encourages constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns to the [Ontario Region Issues Management](#) inbox.

Regards,

From: Popowich, Stephen <stephen.popowich@tc.gc.ca>

Sent: Wednesday, August 13, 2025 3:03 PM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Cc: Jones, Tara (TC/TC) <tara.jones@tc.gc.ca>; Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: Low flying aircraft - [REDACTED]

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon,

Name: [REDACTED]

Contact info: [REDACTED]

Date and time of occurrence: all day everyday

Location of Aircraft: [REDACTED] Etobicoke, On

Registration number:

Colour/identifying marks:

Any other info: Complaining that the constant air traffic is noisy. (lives near the airport, moved in in

[REDACTED]

Thank you,

Steve Popowich

Operational Support

Transport Canada / Government of Canada

stephen.popowich@tc.gc.ca

Soutien des opérations

Transports Canada / Gouvernement du Canada

stephen.popowich@tc.gc.ca

Did you know you could pay for a service online? Visit the Online Payment System at

<http://www.canada.ca/payments-air>.

From: Quach, Stephanie (TC/TC)
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC)
Subject: RE: FOR DISPATCH APPROVAL: Contact us #280962 - 19 (1)
Date: Wednesday, September 24, 2025 2:24:35 PM
Attachments: image001.png
 image002.png
 image003.png

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Looks good. Providing two additional lines (drafted for previous MPQs or MinOQs, I forget) should they fit into similar future scenarios as well:

- Should there be any deviances to the number of permitted flights, TC's National Enforcement Program (NEP) investigates the occurrences and alleged violations to ascertain whether or not a violation has occurred. When a regulatory non-compliance is identified, NEP will take the appropriate enforcement action. For more information regarding the roles and responsibilities of the NEP, you may wish to visit: [Aviation Offences and Enforcement](#). For a list of published enforcement actions, please see: [Aviation Corporate Offenders](#) and [Aviation Non-Corporate Offenders](#).
- Under the GTAA's Noise Management Committee, there is a dedicated website, [InsightFull for Toronto Pearson](#) offering interactive monthly and quarterly operational reports, complaints reports, and is supported by their "Enforcement Office," which monitors every flight for compliance with noise abatement procedures and the Night Flight Restriction Program.

Thanks,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Tuesday, September 23, 2025 10:30 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL: Contact us #280962 - 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Standard response.

Thank you,

Patricia
(she, her | elle, la)

A/Issues Management Officer
Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

Good day, 19 (1)

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

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As TC is not involved in the daily operations at Toronto Pearson International Airport, the department encourages constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at: service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns to the [Ontario Region Issues Management](#) inbox.

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
TC.ONTCivAvlssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Sent: Tuesday, September 16, 2025 10:07 AM
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Subject: FW: Contact us #280962

UNCLASSIFIED / NON CLASSIFIÉ

FYI/A – please see email below.
Thanks!

Tamara Henry
Service Team Officer, Civil Aviation Services
Transport Canada/ Government of Canada
Tel: 1-800-305-2059/ TTY: 1-888-675-6863\

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Agente de l'équipe de service, Services de l'Aviation Civile
Transports Canada / Gouvernement du Canada
Tél: 1-800-305-2059 / ATS: 1-888-675-6863

NOUVEAU! Réservez votre examen d'aviation en ligne. Visitez [Planifier un examen - Transports Canada](#)

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>
Sent: Tuesday, September 16, 2025 9:50 AM
To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Subject: FW: Contact us #280962

UNCLASSIFIED / NON CLASSIFIÉ

Please see comm center request below for Ontario region.

Thank you,

Marc Hebert

Issues Management Officer/Agent de Gestion des Enjeux

Transport Canada Civil Aviation

Director General's Office / Bureau du Directeur général

Transport Canada / Transports Canada

Government of Canada / Gouvernement du Canada



Transport
Canada

Transports
Canada

Canada

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Monday, September 15, 2025 3:45 PM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #280962

Submitted on Mon, 09/15/2025 - 15:45

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

Vaughan, ON

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

Yes

Message:

Hello.

I have a concern regarding air traffic over Vaughan during the early morning hours (between midnight and 6am). Are there night flight restrictions that either prevent or limit the number of flights during this time period (to/from Pearson International Airport)? Are there any regulations in place that dictate when airplanes can fly over residential areas at night? Are there exceptions for couriers?

Thank you very much.

From: Quach, Stephanie (TC/TC)
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC)
Subject: RE: FOR DISPATCH APPROVAL: 19 (1)
Date: Monday, May 05, 2025 3:16:08 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Small edit to remove, "continued" as I don't believe the writer has contacted the GTAA already. Otherwise, good to go.

Thanks,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Monday, May 05, 2025 2:16 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL: 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,
For approval for dispatch. I assume Oakville falls under the GTAA.

Thank you,

Patricia
(she, her| elle, la)

A/Issues Management Officer
Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

Good day, [19 (1)]

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level.

As TC is not involved in the daily operations at Toronto Pearson International Airport, the department encourages ~~continued~~ constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at:

service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: [Quach, Stephanie \(TC/TC\)](#)
To: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR DISPATCH APPROVAL: 19 (1)
Date: Friday, July 18, 2025 3:30:58 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Very good draft and appreciate the reiteration of our mandate to clarify our jurisdiction and those who are in a better position to address the writer's concerns.

One very small edit below in red, but otherwise good to go.

Thanks,
 Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Friday, July 18, 2025 10:12 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL: 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

For Dispatch approval: We sent the standard email in December 2023. There is no identifying information to forward to the SME in his recent correspondence.

Previously approved dispatch response used, and I've included relevant contact links in the body of the email. The individual also has previous contact information on file, as he attached his prior correspondence to this complaint.

Thank you,

Patricia
 (she, her | elle, la)

A/Issues Management Officer
 Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
 Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

COMPLAINT

From: [19 (1)]
Sent: Friday, July 11, 2025 10:33 PM
To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Subject: [External/Externe]: Urgent Concern: Excessive Airplane Noise Over Residential Area [19 (1)]
 [19 (1)] – Request for Action

Hi,

I hope you are well.

I am writing to you on request of my MP Adam Van Koeverden. I am doing so not only as a concerned resident of **Milton** [19 (1)] but also as a parent and a family man.

For some time now, I have been dealing with **severe and relentless airplane noise** directly over my home. This is not a general Milton-wide issue — it is **specific to our part of town**. I work from home, and on many days, **200 to 250 planes fly over my house**, including at **very late hours (sometimes as late as 2:00 AM)**. It has become impossible to concentrate, rest properly, or enjoy peace at home.

This constant disruption has taken a **serious toll on my mental health**. [19 (1)]

[19 (1)]

I have already contacted the **Greater Toronto Airports Authority (GTAA)**, and while they say that noise levels are “within limits,” their data doesn't reflect the **real, lived experience** of residents under these flight paths. The sheer **frequency and volume** are unbearable — even if each individual flight complies with official limits. I did reach out to Transport Canada before as well but the answer was very vague and extremely non-genuine.

The recent **airplane incident in India** has further heightened my fear and concern about safety. Here's a link to that news story:

<https://www.cnn.com/world/live-news/ahmedabad-india-plane-crash-06-12-25>

There's also compelling research showing how **long-term exposure to aircraft noise**

increases risks of heart disease and other health issues:NIH Study: Aircraft Noise and Cardiovascular Health

When I purchased my home, **there was no warning** about flight noise in this area. In Mississauga, homes in noise-affected zones have visible **aircraft noise warning signs**, but none were present in my case. I'm attaching a photo of those signs as a reference. Now, I don't want you to install such signs in Milton because it's too late and property prices will fall if you do.

I've also attached a **video recording** of the noise level over my home to demonstrate how serious the issue is. I've tried every solution I could think of — **sound-blocking curtains, noise reduction tools, etc.** — but none have helped.

I urge you to please **take concrete action**. It's very likely these flight paths were laid out **before Milton became so densely populated**. It's time to reassess these routes and prioritize **directing flights over rural or less populated areas**, rather than over established urban neighborhoods like ours.

I sincerely hope you will take this issue seriously. Thank you for your time and commitment.

Sincerely,

19 (1)

Milton ON

19 (1)

Attachments:

1. Video clip of airplane noise

19 (1)

2. Photo of Mississauga aircraft noise warning sign
3. Email of my past communication with Transport Canada

RESPONSE

Good day, 19 (1)

Thank you for reaching out to Transport Canada (TC).

I would like to take this opportunity to clarify TC's mandate and our role ~~concerning~~ regarding your concerns.

TC is responsible for the safety of Canada's civil aviation system. As the national safety

regulator, our authority is exercised through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#) which include specific requirements for minimum altitudes and safe operating practices.

While we acknowledge the impact of aircraft noise on communities, TC does not oversee the daily operations or noise management practices of individual airports. These responsibilities fall under the jurisdiction of the airport authority—in this case, the Greater Toronto Airports Authority (GTAA). The GTAA manages local noise abatement procedures, including the Night Flight Program, and is best positioned to address concerns related to aircraft noise and flight paths.

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

For issues regarding flight paths, we recommend contacting NAV CANADA, which is responsible for air traffic control and routing decisions. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

We encourage you to continue direct and constructive communication with these local entities responsible for managing community-related concerns aircraft noise, as previously recommended.

If you believe an aircraft is being operated unsafely or is violating the CARs, we encourage you to document as many details as possible and report the incident through our [Civil Aviation Communications Centre Contact Form](#).

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: Quach, Stephanie (TC/TC)
To: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR DISPATCH APPROVAL: 19 (1)
Date: Wednesday, May 28, 2025 2:33:57 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Good to go, and same small suggestion as in the previous correspondence.

Thanks,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Wednesday, May 28, 2025 11:23 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL: 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,

Standard response using - APPROVED TEMPLATE FOR NOISE/LOW FLYING – GTAA.

Thank you,

Patricia
(she, her| elle, la)

A/Issues Management Officer
Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Thursday, May 22, 2025 10:27 AM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #263058

Submitted on Thu, 05/22/2025 - 10:27

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Mississauga, ON. 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

No

Follow up on previous enquiry

No

New enquiry / comment

Yes

Message:

Hello, I live in a community about 20km from YYZ, and have been enduring low flying aircrafts every 2min from 6AM till well after midnight daily, including weekends and holidays.

The noise is relentless, and I am aware of many complaints lodged with GTAA by community members, including my own.

The blanket response I've received is that it's permitted by NAV CANADA, and they're working their rights to continue.

The noise has increased significantly over the last few yrs, by has become unbearable in the last two.

I've reached out to the municipal, provincial and federal representatives, however, it seems the only recourse for residents is to keep complaining to GTAA, and they're free to ignore the complaints and continue on.

I'd like to know who made the decision, who was consulted and agreed that flying low over residential areas over 20km away from the airport till well after midnight (we had flights going till 1am on occasion), and resuming around 6am, giving residents about 5 hrs daily of peaceful sleep is acceptable???

Who was consulted and agreed that flights over same residential areas every 2min of everyday of the week, including weekends and holidays, year round is acceptable???

I'll appreciate a response with direction how this issue should be resolved

Good day.

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture. As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

One of the tools to assist airports includes a process through which airport operators develop

noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level.

As TC is not involved in the daily operations at Toronto Pearson International Airport, the department encourages constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at: service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Regards,

From: Quach, Stephanie (TC/TC)
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC)
Subject: RE: FOR DISPATCH APPROVAL: Webform submission from: - 19 (1)
Date: Wednesday, May 28, 2025 2:32:43 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Looks good! Just one small suggestion to include the writer's name in the greeting but otherwise good to go.

Thanks,
 Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Wednesday, May 28, 2025 11:16 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR DISPATCH APPROVAL: Webform submission from: - 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

Standard response using - APPROVED TEMPLATE FOR NOISE/LOW FLYING – GTAA.
 He lives 10 km from PIA.

Thank you,

Patricia
 (she, her | elle, la)

A/Issues Management Officer
 Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
 Transports Canada / Gouvernement du Canada

patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

Webform submission from: Service Feedback

19 (1)

Submitted on Mon, 05/05/2025 - 16:19

Submitted by: Anonymous

Submitted values are:

Service feedback form

How can we help?

I have a complaint or had a bad experience

Which program, group or unit is this about?

Air traffic in the city.

Which region were you dealing with?

Ontario

Is this about (select all that apply):

Transport Canada policies, processes or services

Complaint or bad experience

Tell us about your complaint or bad experience. Please provide as much information about the situation or circumstances so we can understand what you went through.

Hi, I live in 19 (1) a neighborhood within Etobicoke and whenever we have a windy day in the city the air traffic is relentless and the noise just drives you crazy. If there's a way to torture someone, this is it. The noise does not stop. and when I say overnight is relentless, it really is. They don't stop and keeps one up all night long. This needs to be stopped. Never have I lived in a neighborhood that planes constantly fly over on a windy day.

Prior to today, have you done anything to try and address this? If so, please indicate who you may have spoken with and when it took place.

Yes, I've gone to gtaa website and read all their bs they have on airplane noise, one of those are they stop flying after 11pm or 12pm. That's not true, they're going all night long and I find it's all there just to keep the complainer quiet or to revert them from making a complaint. enough is enough. It's not fair to the people who live here. I get we may be in a flight path, but one after the other and they fly extremely low. Again, in my neighborhood it's only when it's a windy day in this city.

How would you like us to address this issue?

I don't see the reason for this question. I truly don't. So, I ask you back, what do you think I want done? I want it to stop.

What do you think we should do to improve our service?

Actually act on a complaint, rather than just having this page. Do something about it. That's how you can improve your service. PUT some serious rules on gtaa in terms of planes landing in the area. They fly all night, so it's all bs what they have written, the planes don't stop.

Permission to contact you

Can Transport Canada contact you to respond to your inquiry or if we have any further questions?

Yes

Please provide your contact information:

19 (1)

RESPONSE: APPROVED TEMPLATE FOR NOISE/LOW FLYING – GTAA

Good day.

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture. As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

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Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

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Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

TC.ONTCivAvlssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: Mateen, Ovais (TC/TC)
To: Quach, Stephanie (TC/TC)
Subject: RE: For Input: Ministerial- TR: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack
Date: Tuesday, August 20, 2024 6:46:04 AM
Attachments: image001.png

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Steph,
 This query is regarding a noise monitor that GTAA handles. Transport Canada has no input on this.
 Ovais M.

From: Quach, Stephanie (TC/TC)
Sent: Monday, August 19, 2024 12:49 PM
To: Mateen, Ovais (TC/TC)
Subject: FW: For Input: Ministerial- TR: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

UNCLASSIFIED / NON CLASSIFIÉ

Hi Ovais,
 Just following up on the below for your review and input please.
 Thanks,
 Steph

From: Quach, Stephanie (TC/TC)
Sent: Friday, August 2, 2024 1:20 PM
To: Mateen, Ovais (TC/TC) <ovais.mateen@tc.gc.ca>
Subject: For Input: Ministerial- TR: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hi Ovais,
 Please see the below ministerial received from a repeat writer below. As it pertains to actions required from Nav Canada, is there anything from our end that can be done or would this be a direct deferral to Nav Canada?

Thanks,
Stephanie Quach
 Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Sent: Wednesday, July 31, 2024 7:25 AM
To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: [External/Externe]: TR: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack
 XAP-2024-534982

De: 19 (1)
Envoyé : 30 juillet 2024 19:30
À : Trudeau, Justin - Député <justin.trudeau@parl.gc.ca>; Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Cc: 19 (1) Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>; Sorbara, Francesco - M.P. <Francesco.Sorbara@parl.gc.ca>; Brigitte Contento <brigittecontento@rogers.com> 19 (1)

19 (1)

19 (1) @navcanada.ca 19 (1)
 19 (1) Mayor Chow <mayor_chow@toronto.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca> 19 (1) @toronto.ca; Navcanada Service <service@navcanada.ca>; Tom Rakocovic <TRakocovic-CO@ndp.on.ca> 19 (1)

19 (1)
Objet : Re: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack
 Hello Pablo

The Blackfriar Park noise monitor is still not displaying a decibel reading for Pearson Airport on Webtracker. NAV Canada assigned a case number 55646 to this noise monitor on July 10, 2024, and stated that they lost visibility with the GTAA connection. They informed me that their specialists would work on restoring visibility, but no estimated time of completion was provided. This monitor has not displayed a decibel reading for approximately two months now. Additionally, my community noise monitor at 19 (1) was not functioning for an extended period a couple of years back. There appears to be a pattern of inadequate maintenance provided for these noise monitors.

I request that you investigate this matter and determine when the decibel readings will be restored for the Blackfriar Park noise monitor on Webtracker. I would appreciate it if you could provide a response before the end of this week to everyone copied on this email.

The Pearson Airport Complaints Department has not responded to my inquiries about the Blackfriar Park noise monitor not working. This lack of response is unacceptable and needs to be addressed. The Pearson Airport Complaints Department is not fulfilling its responsibility to respond to my requests in a callback, despite my having made several requests to them for one. You should contact the Pearson Airport Complaints Department to inquire why they have not responded to me.

This is a federal matter for your Ministry of Transportation to handle here.

Sincerely,

19 (1)

Pablo Rodriguez on X:



From: 19 (1)

Sent: July 10, 2024 9:19 AM

To: 19 (1) judy.sgro@parl.gc.ca <judy.sgro@parl.gc.ca>; pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; Singh, Jagmeet - M.P. <jagmeet.singh@parl.gc.ca>; Francesco Sorbara <francesco.sorbara@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

19 (1) Mayor Chow <mayor_chow@toronto.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca> 19 (1) @toronto.ca <19 (1)@toronto.ca>; Tom Rakoccevic <TRakoccevic-CO@ndp.on.ca>; adtoffoli@rogers.com <adtoffoli@rogers.com>; adamccolella@gmail.com <adamccolella@gmail.com>; misarizzuto_93@hotmail.com

19 (1)

Subject: Fw: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello Everyone,

I contacted NAV Canada regarding the Blackfriar Park airplane noise monitor not displaying the decibel reading on Webtracker, and here is a forwarded email from them.

I also contacted Pearson Airport's Complaints Department with a request for a callback to receive an explanation on why the Blackfriar Park noise monitor was not displaying the decibel reading on Webtracker, but they did not reply to me.

It concerns me that these airplane noise monitors on Webtracker for Pearson Airport are sometimes down for extended periods of time — ranging from days to weeks, and even months. I hope that the Federal Minister of Transportation, Pablo Rodriguez, shares my concern and takes responsibility to investigate this matter to make improvements. It would be great to receive a reply from the Federal Minister of Transportation, Pablo Rodriguez to see what he intends to do. Valuable airplane noise information may not be recorded and is lost.

Take care,

19 (1)

From: Customer Service Centre/ Service à la clientèle <service@navcanada.ca>

Sent: July 10, 2024 7:19 AM

To: 19 (1)

Subject: RE: CASE 55646 - FW: Blackfriar Park Noise Monitor on Webtrack

Hello 19 (1)

Thank you for contacting NAV CANADA.

We lost visibility with the GTAA connection. We have informed the specialists and they will work on restoring visibility. No ETA has been provided.

Regards,

NAV CANADA

Customer and Stakeholder Services - Service à la clientèle et aux parties prenantes

service@navcanada.ca
151 Slater St., Ottawa, ON K1P 5H3
Toll Free/ Sans frais: 1-800-876-4693

www.navcanada.ca



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From: 19 (1)

Sent: Monday, July 8, 2024 11:50 PM

To: Customer Service Centre/ Service à la clientèle <service@navcanada.ca>

Cc: judy.sgro@parl.gc.ca; 19 (1)

Subject: [EXT] Fw: Blackfriar Park Noise Monitor on Webtrack

From: 19 (1)

Sent: July 8, 2024 11:38 PM

To: 19 (1) @navcanada.com 19 (1) @navcanada.com

Cc: judy.sgro@parl.gc.ca <judy.sgro@parl.gc.ca>; 19 (1)

Subject: Blackfriar Park Noise Monitor on Webtrack

Hello 19 (1)

The Blackfriar Park airplane noise monitor has not displayed decibel readings on WebTrack for a few weeks now. Do you know the reason why?

Take care,

19 (1)

--

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From: [REDACTED]
To: Quach, Stephanie (TC/TC)
Subject: RE: Par Input: Ministerial-7141 Highway 50
Date: Wednesday, October 18, 2023 2:51:38 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png
image006.png

UNCLASSIFIED / NON CLASSIFIÉ

Good Afternoon Stephanie,
The [Transportation & Pearson International Airport Zoning Regulations \(justice.gc.ca\)](#) were enacted in 1999, and have not been amended since.
Properties with airport zoning on title must comply with the requirements of the regulations depending on their location and the clause(s) that apply. That may include things like height limitations, natural growth, disposal of waste, etc.
Regarding aircraft operations and their associated noise, it is recommended that the proponents contact the GTAA directly ([Noise Management | Pearson Airport](#) | [transportation.gc.ca](#)).
Hope that helps!
Best Regards,
Adam Biffin
A/Technical Team Lead – Operations, Specialties
Transport Canada / Gouvernement du Canada
adam.biffin@tc.gc.ca / Telephone 416-669-3653 / Facsimile 416-952-0050 / TTY 1-888-675-6863

A/Chef d'équipe technique – Opérations Spécialités
Transports Canada / Gouvernement du Canada
adam.biffin@tc.gc.ca / Téléphone 416-669-3653 / Télécopieur 416-952-0050 / ATS 1-888-675-6863

From: Quach, Stephanie (TC/TC)
Sent: Monday, October 16, 2023 9:21 AM
To: Biffin, Adam (TC/TC)
Subject: FW: Par Input: Ministerial- 7141 Highway 50

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Adam,
Just wanted to follow up on the below in case you may have anything to add.
Thanks!
Steph

From: Quach, Stephanie (TC/TC)
Sent: Thursday, October 12, 2023 10:29 AM
To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>
Subject: For input: Ministerial- 7141 Highway 50

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Adam,
We received two ministerials concerning a variety of issues which appear to be beyond TC's purview.
The only thing which I believe we may have a comment to contribute would be regarding the highlighted paragraph below. The attached references traffic and noise complaints. Other than that, I don't believe we would have much to offer on the topic.
I'm thinking I can utilize some standard messaging regarding TC's role, noise and referral to GTAA and NAV CAN, but wanted to double check with you first. Please let me know if there's anything specific you think I should add.
Thanks,

Stephanie Quach
Regional Manager, Issues Management
Transport Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tel: 647-394-5485/ TTY: 1-888-675-6863
Gestionnaire régional, Gestion d'enjeux
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél: 647-394-5485/ ATS: 1-888-675-6863

From: [REDACTED]
Sent: Thursday, September 07, 2023 10:46 AM
To: adam.biffin@tc.gc.ca; Access York <access@york.ca>; Environmental Permissions (MECP) <envpermissons@ontario.ca>; Toronto and Region Conservation Authority (TRCA) <info@trca.ca>; Parkway Belt West Plan (MMAH) <parkwaybeltwestplan@ontario.ca>; Development Planning <developmentplanning@york.ca>; Michael Torres <developmentplanning@vaughan.ca>; landuseplanning@gtaa.com; Cynthia Woods <cwoods@vaughan.ca>; [REDACTED] <info@trca.ca>; Michael Toboloco <michael.toboloco@trca.ca>; MECP Minister <minister.mecp@ontario.ca>; Minister (MMAH) <minister.mah@ontario.ca>; Minister of Transport / Ministre des Transports (TC) <TC.Minister@Transport.MinistresTransports.TC@tc.gc.ca>; Minister of Transport and Conservation <minister.mto@ontario.ca>; Minister / Minister (ECCC) <minister.minister@tc.gc.ca>; web@tc.gc.ca
Cc: <cwoods@vaughan.ca>; Christopher Raynor <christopher.raynor@york.ca>; Todd Cole <tcole@vaughan.ca>; Francesco Sorbara <francesco.sorbara@pari.gc.ca>; Kim Ziermer <kziermer@ymg.com>; Brian Caputo <bcaputo@ymg.com>; Neer Javed <njaved@thesar.ca>
Subject: [Internal/External]: 7141 Highway 50
XAP-2023-528911

Hello,
There is a massive pile of dirt growing on the NE corner of Highway 50 and Highway 407. It seems to have grown significantly over the last month. I observed that the pile is now large enough for heavy equipment to be driving on top of the pile of 'material'. I believe the address would be 7141 Highway 50. **Given the growing volume of 'material' I am requesting the by-law and MECP visit the site to determine that approvals, zoning and compliance with applicable legislation as well as Ministry of Labour health and safety requirements are all in order. Pile height, quantity, type of material, procedures and safety for use of heavy equipment driving on material, loading, unloading etc.**
Ensuring that there is a clear understanding of the 'material' and permissible quantity being brought to and managed at the site, the 'material' that vehicles entering and exiting the site are authorized or not authorized to haul is paramount to ensuring a clear and common understanding to what legislation applies and what compliance means for this site. Compliance in the context of provincial legislation as well as Vaughan zoning by-law and by-laws relating to the management of fill, soil etc. Who and how the City of Vaughan authorizes the 'storage' of 'soil', 'fill', remains a mystery to me, how and when it's determined the material is defined as 'waste' and falls under the EPA is also a mystery. Especially because of regressive changes to soil management under this provincial government. Ergo it makes me nervous to see this quantity of material amassing in my municipality.
This site abuts TRCA's Clewmont Conservation Area and I hope that mitigation measures have been taken, required for off-site dust impacts. Off-site dust impacts can be considered a spill by MECP and therefore require proper management to mitigate/avoid these impacts. Further based on the material I'm seeing on site are there any other activities that require permits for mobile equipment that may require an air ECA?
What is the property zoned for? York Region's Official Plan says community, Vaughan's says prestige employment? This doesn't look like either. Adjacent lands are Parkway Belt, unclear to me if MTO/407 owns adjacent lands, To my understanding the Greenbelt policies apply to Parkway Belt lands.
This plan has not been revoked as of yet, only proposed for removal so it is still in effect.
Based on google street view pictures it is evident that the has had tree removals and a ~~hangar building demolished~~ and I would suspect demolished. **Was permission granted for tree removals as per the City of Vaughan by-law, was a demolition permit issued for the building on site?**
The property now appears ~~listed for sale~~ 2.17 acres for almost \$12M. There is nothing that the any government authority can do to stop the sale of private land but I find it incredibly concerning that a mountain of 'material' is being created on a piece of property that's currently listed for sale. I wonder what future government liability there could be if the current activities are found to be non-compliant.

It appears based on the signage that I found with a google search that the lands are owned by Strada Paving, or they are operating out of this site. It is unclear to me if they are affiliated with Strada located on Creditstone and King Vaughan Rd. The latter has had by-law and zoning infractions, for conducting activities and managing material that are not compliant with the City's approved zoning. It is unclear to me if there was ever any resolution or as by-law so often likes to say - it's with the courts.
Could the GTAA please explain what the remark with relation to Pearson zoning by-law means on the title exert (cut and paste below) for the adjacent property to the north? Many residents in Vaughan are experiencing increased volume and different aircraft movements from Pearson's operations and believe operations have changed significantly. NavCan has suggested planes have always flown over Vaughan. This is true but not at the current volumes or types of movements, altitudes etc. The timing of this transaction would coincide with my belief that Pearson by stealth over the past two decades has been shifting an increasing amount of flights over Vaughan, particularly impacting low-rise residential communities. I always thought that air traffic should be directed over employment and 400 series highway corridors this is not what the community is experiencing and it has only become more pronounced since operations resumed after the pandemic. Changes are perhaps even being formalized based on operational decisions made by NavCan in the absence of public consultation or notification and the arrival flight path change currently being consulted upon. If there are changes to titles that facilitate development that was previously limited due to instruments on titles relating to Pearson airport operations that would be of high interest to the Vaughan residential community increasingly impacted by Pearson's operations.
In closing I would like to say that I am not looking to go down these rabbit holes that take hours of my time to unravel and understand. Not to mention the time and resources of the public service to investigate, change and go to court if necessary. Rather, I cannot reconcile the land use activities that I witness, the flight traffic I experience with my understanding of our Official Plans, by-laws, provincial and federal legislation combined with clear policy goals to act on the Climate Emergency, sustainability etc. I would really and truly like to be able to drive in my community and not view development as lawlessness. In the absence of political will for greater consequences and transparency, to support our public administrations and non-political staff to ensure compliance and adherence to policies and legislation, that can be achieved outside of the court system, I fear that little will change and things will only get worse.
Thank you

[REDACTED]
Supporting information
Sept, 2022
Inline image

Inline image

June, 2021

Search Google Maps



7141 Hwy 50

Brampton, Ontario

Google Street View

Sep 2022

[See more dates](#)





Construction Journal

<https://www.constructionjournal.com> › details › pages ›

Strada Paving Inc - Executive Summary

7141 Highway 50. ON, Woodbridge L4L 6L1. (416) 677-1902. Project Breakdown. [View Details](#)

· [View Details](#) · [Active Projects](#) · [View Details](#) · [Currently Bidding](#).



7141 Hwy 50

Brampton, Ontario



Google Street View

Jun 2021

See latest date



Search Google Maps



7141 Hwy 50

Brampton, Ontario



Google Street View

Nov 2020

See latest date



Search Google Maps



7141 Hwy 50
Brampton, Ontario



Google Street View

Oct 2019

[See latest date](#)



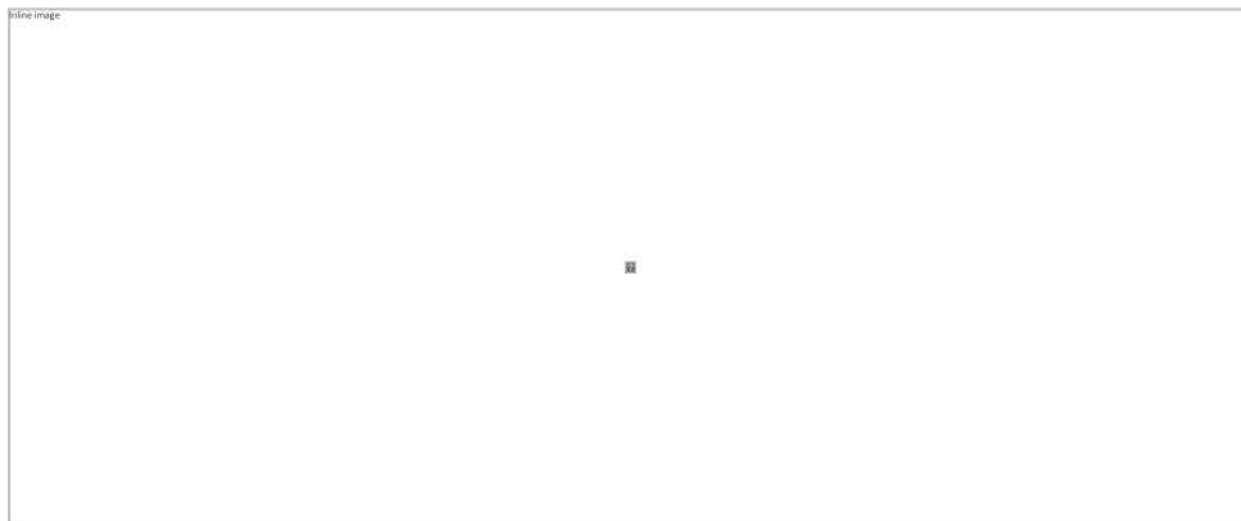
Page 2366 / 2990

withheld pursuant to section / sont retenues en vertu de l'article

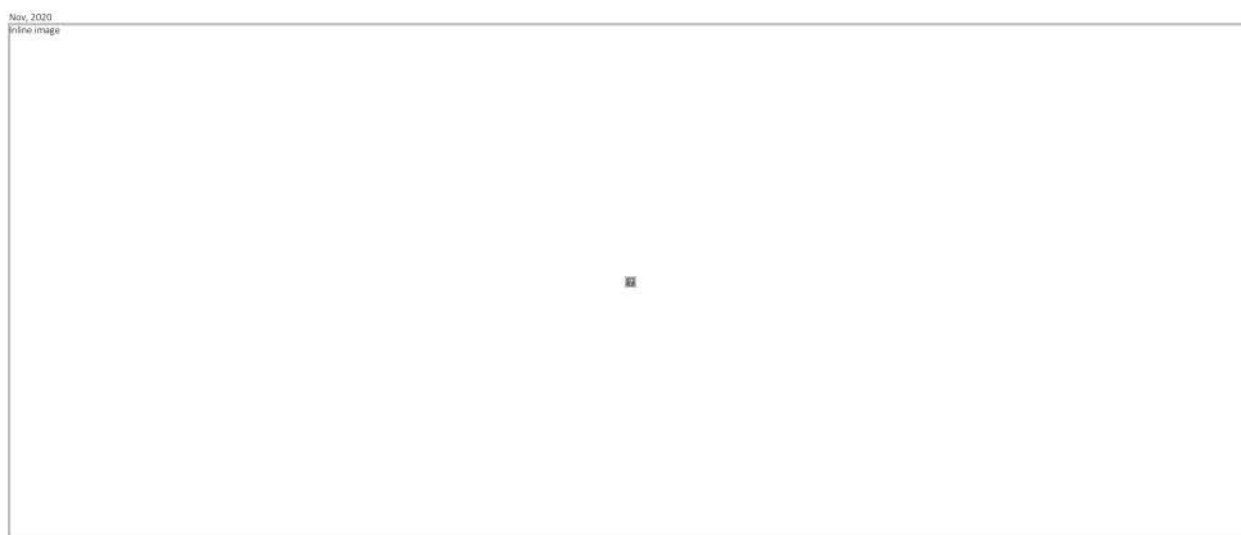
19 (1)

of the Access to Information Act / de la Loi sur l'accès à l'information

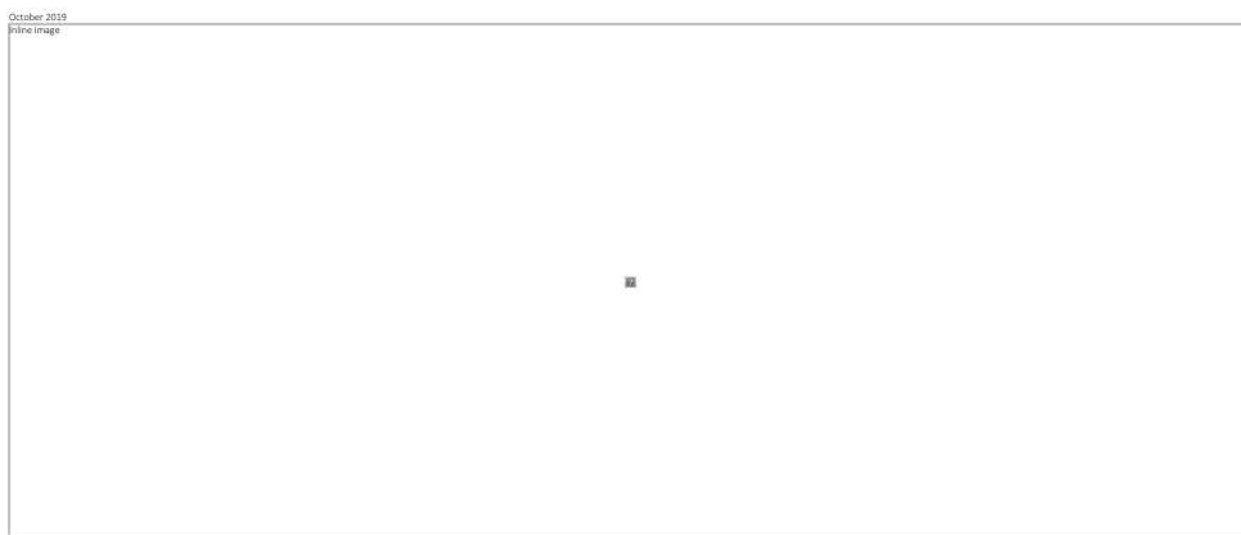
inline image

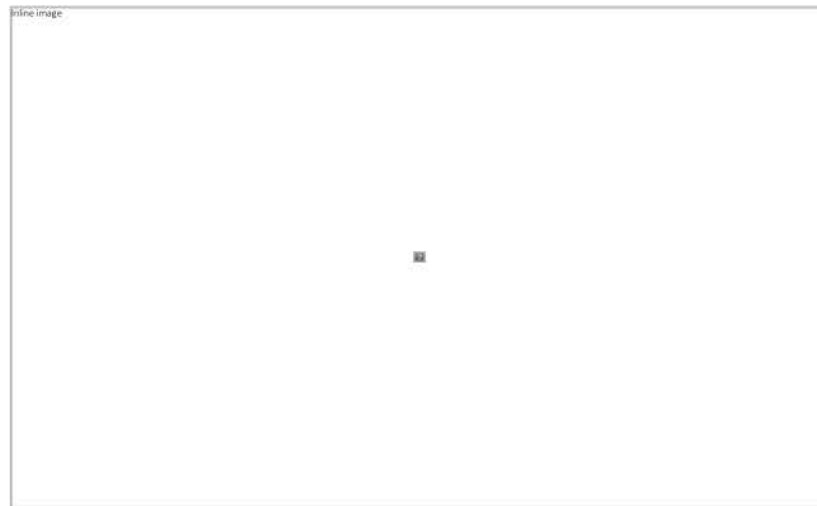


Nov. 2020
inline image



October 2019
inline image





From: Quach, Stephanie (TC/TC)
To: Biffin, Adam (TC/TC)
Subject: RE: For Input: Ministerial- GTAA misuse of 1970 usage agreement
Date: Wednesday, October 25, 2023 3:49:00 PM
Attachments: RDIMS-#18627719-v1-EMAIL RESPONSE LETTER SENT TO 19 (1) REGARDING BOMBARDIER GTAA ISSUE XAO-2022-511045 MAY 2022.MSG

UNCLASSIFIED / NON CLASSIFIÉ

Oh weird!
 How about this checked-out copy?

From: Biffin, Adam (TC/TC)
Sent: Wednesday, October 25, 2023 3:37 PM
To: Quach, Stephanie (TC/TC)
Subject: RE: For Input: Ministerial- GTAA misuse of 1970 usage agreement

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,
 No I can't.
 Best Regards,
 Adam Biffin
 A/Technical Team Lead – Operations, Specialties
 Transport Canada / Government of Canada
adam.biffin@tc.gc.ca / Telephone 416-669-1651 / Facsimile 416-952-0050 / TTY 1-888-675-6863

A/Chef d'équipe technique – Opérations Spécialités
 Transports Canada / Gouvernement du Canada
adam.biffin@tc.gc.ca / Téléphone 416-669-1651 / Télécopieur 416-952-0050 / ATS 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Wednesday, October 25, 2023 3:15 PM
To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>
Subject: RE: For Input: Ministerial- GTAA misuse of 1970 usage agreement

UNCLASSIFIED / NON CLASSIFIÉ

Hey Adam,
 Please let me know if you can access the attached.
 Thanks,
 Steph

From: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>
Sent: Wednesday, October 25, 2023 3:00 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: RE: For Input: Ministerial- GTAA misuse of 1970 usage agreement

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,
 I cannot see the communication sent by Imi previously. I don't have any input to add as I don't have any knowledge of the agreement being referred to.
 Also, I would recommend that the community member contact the GTAA regarding operations related to Toronto Pearson.
 Best Regards,
 Adam Biffin

A/Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

adam.biffin@tc.gc.ca / Telephone 416-669-1651 / Facsimile 416-952-0050 / TTY 1-888-675-6863

A/Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

adam.biffin@tc.gc.ca / Téléphone 416-669-1651 / Télécopieur 416-952-0050 / ATS 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Monday, October 23, 2023 4:11 PM

To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Subject: For Input: Ministerial- GTAA misuse of 1970 usage agreement

UNCLASSIFIED / NON CLASSIFIÉ

Hi Adam,

Can you please review the below ministerial and advise if we might have any input on this?

This individual wrote in previously and our response is attached for reference.

Thanks!

Steph

From: 19 (1)

Sent: Monday, September 11, 2023 5:26 PM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: GTAA misuse of 1970 usage agreement

XAP-2023-528980

Hello

I am writing regarding a recent change in flight paths that Transport Canada has allowed the GTAA to make without community input or notice. I am currently unable to open my windows at night in my own home (19 (1) resident) due to my home recently being made to be underneath a regular use runway from 10pm to 6:30am. According to the GTAA, this is a result of Transport Canada allowing "protocols of the 1970 usage agreement to be tightened".

This was done without notice to my community nor was it communicated in a clear transparent way. In fact, the GTAA was dishonest and used COVID/construction as excuses for why it was happening until after two years of questioning they admitted that they hadn't changed anything however had "tightened protocols" which results in flights literally shaking my windows throughout the night. My community was protected from this exact scenario under the 1970 usage agreement and for transport Canada to allow such a radical change without community input nor assessment to the completely inhuman noise levels, which our housing was NEVER designed for. The community understood weather and construction related use of the runway over our homes and as this was sporadic and protected by an existing agreement that someone in Transport Canada has simply dismissed to allow highly disruptive flights over a residential area that decreases our home values, is highly unhealthy for all residents due to disrupted sleep with random flights at any time throughout the night, in addition to not being able to enjoy fresh air in our homes due to having to keep windows closed, in addition to needing fans on/headphones in an attempt to block out a fraction of the noise pollution.

I urge you to revisit this decision, GTAA has 2 new runways and has done major renovation on 2 more runways that use the 401 corridor for flight.

Thank you for your time

19 (1)

Brampton, Ontario

19 (1)

From: [Mateen, Ovais \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Cc: [Biffin, Adam \(TC/TC\)](#)
Subject: RE: For Input: Pearson Noise Forum Meeting - Sept 29/23 - Status on Updated Canadian Research & Guidelines on Health Impacts of Major Airports
Date: Thursday, November 09, 2023 1:03:33 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi,

The standard messaging to direct them to the GTAA would be sufficient.

There are questions that TC may have to provide an input, when the question is being asked:

"Was Transport Canada advised of this operational decision? Are there any approved departure and arrival operating procedures that contemplate a dedicated runway configuration? I really don't think so because I don't think that Pearson has ever operated in a dedicated configuration on a long-term basis before."

I, unfortunately, don't have an input for these questions.

Regards,

Ovais Mateen

Civil Aviation Safety Inspector, Aerodromes and Air Navigation

Transport Canada / Government of Canada

ovais.mateen@tc.gc.ca / Cel: 416-414-0350 / TTY: 1-888-675-6863

Inspecteur de la sécurité de l'aviation civile, Aéroports et navigation aérienne

Transports Canada / Gouvernement du Canada

ovais.mateen@tc.gc.ca / Tél. cell. : 416-414-0350 / ATS: 1-888-675-6863

From: Quach, Stephanie (TC/TC)

Sent: Thursday, November 09, 2023 10:50 AM

To: Mateen, Ovais (TC/TC)

Subject: FW: For Input: Pearson Noise Forum Meeting - Sept 29/23 - Status on Updated Canadian Research & Guidelines on Health Impacts of Major Airports

UNCLASSIFIED / NON CLASSIFIÉ

Hi Ovais,

This is one of the items concerning a ministerial. The attached is another complaint from the same writer which HQ is going to attach to this existing ministerial, XAP-2023-529337.

The full details of the complaint can be found below.

Thank you,

Steph

From: Quach, Stephanie (TC/TC)

Sent: Tuesday, November 07, 2023 11:57 AM

To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Subject: FW: For Input: Pearson Noise Forum Meeting - Sept 29/23 - Status on Updated Canadian Research & Guidelines on Health Impacts of Major Airports

UNCLASSIFIED / NON CLASSIFIÉ

Hey Adam,

Following up on the below please. Is there anything specific I should reference beyond the usually standard messaging?

Thanks,

Steph

From: Quach, Stephanie (TC/TC)

Sent: Tuesday, October 31, 2023 10:36 AM

To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Subject: For Input: Pearson Noise Forum Meeting - Sept 29/23 - Status on Updated Canadian Research & Guidelines on Health Impacts of Major Airports

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Adam,

Please see the below ministerial received regarding the noise concerns and forum meeting.

Is there any specific input I could reference beyond the standard lines and referral to GTAA?

Thanks,

Steph

From: [REDACTED] 19 (1)

Sent: Friday, September 29, 2023 11:57 AM

To: Francesco Sorbara <francesco.sorbara@parl.gc.ca>; [REDACTED] 19 (1)

Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>; hcinfo.infosc@canada.ca

Cc: bspurr@thestar.ca; Cynthia Woods [REDACTED] 19 (1) <caohq@icao.int>; eatkins@globeandmail.com; omoore@globeandmail.com

Subject: [External/Externe]: Pearson Noise Forum Meeting - Sept 29/23 - Status on Updated Canadian Research & Guidelines on Health Impacts of Major Airports

XAP-2023-529337

MP Sorboro, MP Sgro, Health Canada & Transport Canada

Did anyone from the federal government either a local MP or staff responsible for oversight attend the noise forum meeting last night?

It was really bad. NavCanada admitted that they made an operational decision that they have done nothing to try to mitigate or understand community impacts and don't know how much longer this decision will be in effect. They might as well have told the community members that they don't care about public feedback or the impacts of operations decisions, that they've made a business decision to appease airline preference for the longest runway 05/23, that it's easier for them to operate with a dedicated runway configuration and have no intention of ever considering the impacts that this 'airline preference' has upon the community day in and day out. They also admitted that aircraft are larger than pre-pandemic but clearly, the community impact of more frequent movements of larger impacts has not been evaluated.

The public noise forum was so unimportant to NavCanada that their representative was late and lost connection when he finally joined the meeting; he appeared unprepared.

This is the exact opposite of the Recommendation 1 in the 2019 Report Assessing the Impact of Aircraft Noise in the Vicinity of Major Canadian Airports.

"Recommendation 1 — Consideration of Noise Impacts That Transport Canada recommend that NAV CANADA, airport authorities and airlines carefully consider noise impacts in their operational decisions, policies and equipment-purchasing decisions."

I was woken up at 1:43 a.m. last night. I woke up to planes at 6:30 a.m. this morning. I have

tried to be patient but I've been waiting 3 months for a response from my local MP and it is increasingly evident to me that ***part of the response needs to come from the government.***

19 (1)

The operational decision was and is to run dedicated departures off 05/23. This decision was made as far as I can tell the same month (Nov, 2022) that Pearson implemented the new RNP arrival flight path, on the same runway. It makes absolutely no sense and even worse the public can't provide any meaningful feedback because we don't know if we are being impacted by the new RNP procedures or NavCan's operational decision to run dedicated departures off the same runway. The latter implemented and acknowledged by NavCanada as well as the GTAA with no public consultation, noise notification, or indication if it's permanent or temporary. There are people in ^{19 (1)}, Miss who think they are going nuts because of arrivals as a result of the new RNP. The reality is they are experiencing dedicated arrivals on 24 L/R that have nothing to do with RNP, it was the result of NavCanada's operational decision.

Was Transport Canada advised of this operational decision? Are there any approved departure and arrival operating procedures that contemplate a dedicated runway configuration? I really don't think so because I don't think that Pearson has ever operated in a dedicated configuration on a long-term basis before.

It is evident that recent changes have only shifted impacts, there has been no actual mitigation or reduction in noise and we don't have the monitoring or data to validate or invalidate what the community is telling you they are experiencing; impacts are significantly different pre and post-pandemic. There was no data provided at last night's meeting that shows the intensity of impacts, how localized impacts are experienced, if it's worse over residential or employment areas, no attempt to understand document or provide feedback on community impacts that result from RNP or the operational decision made by NavCanada. There is zero consideration or mitigation for turning planes that create rollback noise, one after the other. The impact is compounded by running dedicated departures on a sole runway. I am sure there are also impact for a runway with dedicate arrivals. There are clearly very significant impacts on individuals at night, impacting their ability to sleep restfully. The nighttime preferential system is not working, it's misleading because the impacts on communities are not equitable even though it tries to present itself in such a manner. It's absurd to tell the community that 95% of flights run east and west and then in the same breath say that the nighttime preferential system is better because north departures are preferred when GTAA, NavCan fully knows prevailing wind patterns will rarely allow this configuration.

There is nothing happening here that is based on evidence, best practices or the recommendations in the 2019 Report. ***Transport Canada is absent*** and the public deserves a response, otherwise, we have no choice but to determine a path forward that will escalate our concerns and force them to be prioritized by the GTAA, NavCan and the federal government.

At this point, I don't think Transport Canada is overseeing anything and there is zero accountability from NavCanada while the GTAA claims mercy to those that regulate them. Everyone claims they are practicing sustainable corporate, social, and environmental governance.

There is no excuse for the lack of response and finger-pointing that has clearly been going on for over a decade. There has been no response to the [letter sent by GTAA to Health Canada dated Dec, 2022](#). At least not shared with the community. What is the status, where is Transport Canada? Where is Health Canada?

How can Transport Canada approve the new [RNP arrivals flight path](#) proposed by NAVCANADA but not respond to the community concerns to update Canadian research and guidelines regarding the health impacts of major airports? How can you ask us for public feedback and not analyze the proposed route to understand health impacts with updated guidelines and research? - it is a paradox - Worse operational decisions are clearly made that fail to take any consideration of cumulative impacts upon the local community. There is more concern about overflying passengers, about passengers waiting in the airport than there is for those of us surrounding the airport that are impacted by plane after plane after plane every day.

My local municipality and provincial MP are absent on any impacts from airport operations yet are pushing development closer and closer to the airport, approvals are not considerate or mindful of preserving corridors for aircraft movement to minimize sensitive land use conflicts. I don't live anywhere near the area of influence, I'm 15km away from Pearson, but there are days when my sky sounds like a constant low-hanging rumble as plane after plane turns. Sometimes so loud I can't talk to my neighbour I have to wait for the plane to pass. For me it is not just the decibel level it is the frequency and duration. This is not captured in any study because research, guidelines have not been updated, there is nothing monitoring the noise where planes are actually turning. During the wildfire smoke I wondered what the role of Pearson is if there is an air quality warning. The impacts were actually worse for me because there was low visibility. At that point, I started looking at air monitoring stations and there is nothing near me that would capture emissions in my community. I also live near 19 (1)

19 (1) so it is especially concerning to me that lack of monitoring.

Has the initiative for [Carbon Offsetting and Reduction Scheme for International Aviation](#)

(CORSIA) resulted in the difference in impacts that the community is articulating? I want to support initiatives that would reduce carbon emissions but it is difficult to do so if the noise rubs me raw because it happens for days on end and wakes me up at night.

I have cc'd the International Civil Aviation Organization (ICAO) to ensure that if the NavCan, GTAA, or Transport Canada come forth with best practices or other positive reports they understand the reality for local communities is not one and the same.

The communities surrounding Pearson await your response.

Thank you,

19 (1)

From: Quach, Stephanie (TC/TC)
To: Shaikh, Farha (TC/TC)
Subject: RE: FOR REVIEW - [External/Externe]: Contact us #82961
Date: Monday, December 04, 2023 9:51:00 AM
Attachments: image001.png
 image002.png

UNCLASSIFIED / NON CLASSIFIÉ

Hey Farha,

Thanks for the draft!

Some suggested edits below as highlighted. Recommending the removal of the line re: limitations on time/day/volume as I have been advised that line may be somewhat problematic when it comes to noise complaints. Additionally, I think Pearson has a 'night flight' program in which the volume of flights is reduced so just to be safe and for simplicity, let's omit that line.

Everything else looks good. Please proceed with sending out.

Thanks!

Steph

From: Shaikh, Farha (TC/TC)
Sent: Friday, December 01, 2023 1:28 PM
To: Quach, Stephanie (TC/TC)
Subject: FOR REVIEW - [External/Externe]: Contact us #82961

UNCLASSIFIED / NON CLASSIFIÉ

Hello Steph,

Please see the below response for review, this is a response that was previously approved with small tweaks I made. I think it should be appropriate to send out in this situation too.

 Hello, [REDACTED]

Thank you for contacting Transport Canada. We apologize for not getting back to you sooner.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure.

~~It is important to note there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace in your area. As long as the associated aircraft are flying at the appropriate heights and distances and operating according to the rules and regulations, Transport Canada cannot intervene.~~

Unfortunately, noise management is a complicated and often difficult issue faced by airport



authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions through the consultation of aviation stakeholders and local communities. We wish to advise that noise abatement procedures for the Toronto Pearson International Airport are in place. For more information, please visit:

<https://www.torontopearson.com/en/community/noise-management/noise-management-program>.

In addition, the department encourages direct dialogue with the airport operator directly as Transport Canada is not involved in the daily operations that take place at Toronto Pearson International Airport.

The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Additionally, the department does not approve changes to individual flight paths, other than to confirm that the design meets the appropriate regulations and standards. Therefore, any further questions regarding flight paths around Toronto should be directed to NAV CANADA at:

service@navcanada.ca.

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca / Tel: 647-221-0685 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Cilia, Mayra (TC/TC) <mayra.cilia@tc.gc.ca>

Sent: Thursday, November 30, 2023 11:32 AM

To: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Subject: FW: FOR ACTION - [External/Externe]: Contact us #82961

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha,

Please see below

Thanks

Mayra Cilia

Operational Support

Transport Canada / Government of Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Fax: 905-405-3305 / TTY: 1-888-675-6863

Soutien des opérations

Transports Canada / Gouvernement du Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Telecopieur: 905-405-3305 / ATS: 1-888-675-6863

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<http://bitly.ws/xvkt>

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From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Sent: Wednesday, November 29, 2023 12:45 PM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FOR ACTION - [External/Externe]: Contact us #82961

UNCLASSIFIED / NON CLASSIFIÉ

Good Day,

Please see email below for your action.

Thanks,

Patricia Lavergne

Issues Management Officer, Director General Office, Civil Aviation Transport Canada / Government of Canada

patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

Agente de gestion des questions d'intérêt, Bureau des directeurs généraux, Aviation civile Transports Canada /

Gouvernement du Canada patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Friday, August 25, 2023 4:25 PM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #82961

Submitted on Fri, 08/25/2023 - 16:25

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Mississauga , ON, 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

We have contacted the airport noise authority on numerous occasions regarding the aircraft noise over our houses. They are not listening it has caused us great distress and discomfort as we are unable to keep our windows open, can't hear our guests for a family get together outside or hear our music. The planes are flying over our houses every minutes from 6am until 3 or 4am disturbing our sleep ad well. I have asked them to use runway 5 not 6 but they are not listening. Please help us get back our enjoyment of gathering outside and opening our windows

From: Quach, Stephanie (TC/TC)
To: Shaikh, Farha (TC/TC)
Subject: RE: FOR REVIEW - [External/Externe]: Contact us #99200
Date: Thursday, March 28, 2024 9:12:00 AM
Attachments: image001.png
 image003.png

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha, looks good.

Thanks!

Steph

From: Shaikh, Farha (TC/TC)
Sent: Wednesday, March 27, 2024 2:16 PM
To: Quach, Stephanie (TC/TC)
Subject: RE: FOR REVIEW - [External/Externe]: Contact us #99200

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,

Please see below for your review.

 Hello [REDACTED]

Thank you for contacting Transport Canada. I apologize for the delayed response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

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One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>. In addition, the department encourages dialogue with the airport operator directly, as Transport



Canada is not involved in the daily operations at Toronto Pearson International Airport.
The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:
Phone: 416-247-7682
Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca/ Tel: 647-221-0685/ TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Cilia, Mayra (TC/TC) <mayra.cilia@tc.gc.ca>

Sent: Friday, December 01, 2023 7:48 AM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>; Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Subject: FW: FOR ACTION - [External/Externe]: Contact us #99200

UNCLASSIFIED / NON CLASSIFIÉ

Hello, Please see complaint email below.

Thanks

Mayra Cilia

Operational Support

Transport Canada / Government of Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Fax: 905-405-3305 / TTY: 1-888-675-6863

Soutien des operations

Transports Canada / Gouvernement du Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Telecopieur: 905-405-3305 / ATS: 1-888-675-6863

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<http://bitly.ws/xvkt>

Saviez-vous que vous pouviez payer des frais pour un service en ligne? Visitez le Système de paiement en ligne au <http://bitly.ws/xvkt>

From: Buckler, Shawne (TC/TC) <shawne.buckler@tc.gc.ca>

Sent: Thursday, November 30, 2023 1:35 PM

To: Cilia, Mayra (TC/TC) <mayra.cilia@tc.gc.ca>

Subject: FW: FOR ACTION - [External/Externe]: Contact us #99200

UNCLASSIFIED / NON CLASSIFIÉ

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile <services@tc.gc.ca>

Sent: Thursday, November 30, 2023 10:12 AM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FOR ACTION - [External/Externe]: Contact us #99200

UNCLASSIFIED / NON CLASSIFIÉ

Good Day,

Please see email below for your action.

Thanks,

Patricia Lavergne

Issues Management Officer, Director General Office, Civil Aviation Transport Canada / Government of Canada

patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

Agente de gestion des questions d'intérêt, Bureau des directeurs généraux, Aviation civile Transports Canada /

Gouvernement du Canada patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

Hi Mayra,

For your action please.

Thank you,

Shawna Buckler

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Tuesday, October 17, 2023 11:52 AM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #99200

Submitted on Tue, 10/17/2023 - 11:51

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Mississauga, ON. 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

Yes

Message:

Dear Sir/Madam,

The Pearson Airport has been using the ^{19 (1)} flight path to land their planes without any pause since Oct. 13 to now and I was told they will continue to do so until 18th of this month. The flight noise has been annoying the neighbourhood close by for about a week without any stop.

I complained to the airport and asked whether they could rotate the landing path a bit so that the neighbourhood near ^{19 (1)} could have a break of quiet and peace. But I was told it's because of the wind and they have to use the route. Actually, the wind doesn't go the same way the whole week, but they refused to change a bit.

I was told it's up to me whether I want to stay in the neighbourhood or not and there will be more planes and more noise in the area in the future.

I know we cannot avoid the flight noise since we live close to the airport. What I would request is just that the airport rotate the landing routes of the hundreds of planes coming to the airport. I know there are a few landing routes for the airport, they cannot just use one all the time without giving the nearby neighbourhood any break.

We hope you, as the governing body, can get involved and give us some quiet and peace at least some time for each week.

Thank you very much!

^{19 (1)}

From: Quach, Stephanie (TC/TC)
To: Shaikh, Farha (TC/TC)
Subject: RE: FOR REVIEW- [External/Externe]: Contact us #115451
Date: Thursday, March 28, 2024 9:13:00 AM
Attachments: image001.png
 image003.png

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha,
 Good to go.
 Thanks!
 Steph

From: Shaikh, Farha (TC/TC)
Sent: Wednesday, March 27, 2024 2:18 PM
To: Quach, Stephanie (TC/TC)
Cc: Singh, Gurpreet (TC/TC)
Subject: RE: FOR REVIEW- [External/Externe]: Contact us #115451

UNCLASSIFIED / NON CLASSIFIÉ

Hello [REDACTED] 19 (1)

Thank you for contacting Transport Canada. I apologize for the delayed response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program>. In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.



The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca/ Tel: 647-221-0685/ TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Cilia, Mayra (TC/TC) <mayra.cilia@tc.gc.ca>

Sent: Friday, December 01, 2023 7:49 AM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>; Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Subject: FW: FOR ACTION - [External/Externe]: Contact us #115451

UNCLASSIFIED / NON CLASSIFIÉ

Hello, Please see complaint email below.

Thanks

Mayra Cilia

Operational Support

Transport Canada / Government of Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Fax: 905-405-3305 / TTY: 1-888-675-6863

Soutien des operations

Transports Canada / Gouvernement du Canada

Mayra.cilia@tc.gc.ca / Tel: 416-988-7212 / Telecopieur: 905-405-3305 / ATS: 1-888-675-6863

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<http://bitly.ws/xvkt>

Saviez-vous que vous pouviez payer des frais pour un service en ligne? Visitez le Système de paiement en ligne au <http://bitly.ws/xvkt>

From: Buckler, Shawne (TC/TC) <shawne.buckler@tc.gc.ca>

Sent: Thursday, November 30, 2023 1:26 PM

To: Cilia, Mayra (TC/TC) <mayra.cilia@tc.gc.ca>

Subject: FW: FOR ACTION - [External/Externe]: Contact us #115451

UNCLASSIFIED / NON CLASSIFIÉ

Hi Mayra,

For your action please.

Thank you,

Shawna Buckler

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile

<services@tc.gc.ca>

Sent: Thursday, November 30, 2023 10:53 AM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FOR ACTION - [External/Externe]: Contact us #115451

UNCLASSIFIED / NON CLASSIFIÉ

Good Day,

Please see email below for your action.

Thanks,

Patricia Lavergne

Issues Management Officer, Director General Office, Civil Aviation Transport Canada / Government of Canada

patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

Agente de gestion des questions d'intérêt, Bureau des directeurs généraux, Aviation civile Transports Canada /

Gouvernement du Canada patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Sunday, October 29, 2023 11:31 PM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile

<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #115451

Submitted on Sun, 10/29/2023 - 23:30

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Mississauga, ON. 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

Too frequent, too loud, too late.

Unbearable aircraft noise levels on and around [19 (1)] Earlier noise level due to airplanes was still bearable but of late it has become very intolerable. Earlier aircrafts didn't use to pass right over my house but now they pass right above my roof. Due to the frequent activity (sometimes aircrafts pass every 30 seconds), we are unable to sleep. The flights even fly so during the flight curfew hours.

Its so frustrating, also the airplanes fly so low sometimes we can feel the vibrations too. Its worse at night and goes on from 10-11 pm throughout entire night till 5-6 am in the morning. It's causing a lot of inconvenience, request you to kindly raise this issue at right forum and hopefully something can be done in this regard.

I am pretty sure some other flight path can be followed by the air planes or some other measures can be taken to avoid this inconvenience and we will be able to sleep well

From: Quach, Stephanie (TC/TC)
To: Shaikh, Farha (TC/TC)
Subject: RE: For Review- [External/Externe]: Contact us #89197
Date: Thursday, December 14, 2023 3:21:00 PM

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha,
 Looks good, please proceed.
 Thanks!
 Steph

From: Shaikh, Farha (TC/TC)
Sent: Thursday, December 14, 2023 8:33 AM
To: Quach, Stephanie (TC/TC)
Subject: For Review- [External/Externe]: Contact us #89197

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,
 Draft for your review.
 Note: I googled the address and the nearest airport I found was Pearson. So I am assuming this client is complaining about the Pearson Airport's flights.
 Thanks

 Hello 19 (1)

Thank you for contacting Transport Canada.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of

movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit:
<https://www.torontopearson.com/en/community/noise-management/noise-management-program>.
In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.
The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca/ Tel: 647-221-0685/ TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Buckler, Shawne (TC/TC) <shawne.buckler@tc.gc.ca>

Sent: Thursday, November 30, 2023 1:40 PM

To: Pyzowski-Pach, Anna (TC/TC) <anna.pyzowski-pach@tc.gc.ca>

Subject: FW: FOR ACTION - [External/Externe]: Contact us #89197

UNCLASSIFIED / NON CLASSIFIÉ

Hi Anna,

For your action please.

Thank you,

Shawna Buckler

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Sent: Thursday, November 30, 2023 9:10 AM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FOR ACTION - [External/Externe]: Contact us #89197

UNCLASSIFIED / NON CLASSIFIÉ

Good Day,

Please see email below for your action.

Thanks,

Patricia Lavergne

Issues Management Officer, Director General Office, Civil Aviation Transport Canada / Government of Canada

patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

Agente de gestion des questions d'intérêt, Bureau des directeurs généraux, Aviation civile Transports Canada /

Gouvernement du Canada patricia.lavergne@tc.gc.ca / TTY : 1-888-675-6863

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Friday, September 29, 2023 8:38 AM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #89197

Submitted on Fri, 09/29/2023 - 08:37

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Oakville , ON. 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

My wife and I have had the pleasure of listening to many planes flying directly over us between 6 and 7 am along with flights around 11:30+ pm when we are trying to go to sleep. We were informed before about some form of noise abatement the planes were to be using. This does not seem to be working. We are losing sleep. What can be done? Have planes fly more over the lake? We feel sorry for all the children in the area. Thanks for any help.

From: [Quach, Stephanie \(TC/TC\)](#)
To: [Singh, Gurpreet \(TC/TC\)](#)
Subject: RE: FOR REVIEW : [External/Externe]: Airplane noise in Oakville
Date: Monday, November 04, 2024 1:03:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)

Good to go, thank you.

Steph

From: Singh, Gurpreet (TC/TC)
Sent: Tuesday, October 15, 2024 12:07 PM
To: Quach, Stephanie (TC/TC)
Subject: FOR REVIEW : [External/Externe]: Airplane noise in Oakville

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,
Please see a draft below for your review.
Thank you!
Gurpreet Singh

Hello ^{19 (1)}

Thank you for contacting Transport Canada.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

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The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport operator directly as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: [Pearson Noise Complaint](#) | [Pearson Airport Noise Complaint](#) | [Pearson Airport](#)

 flightradar24



CFNDI PA24
Private owner

N/A

NOT AVAILABLE



N/A

NOT AVAILABLE

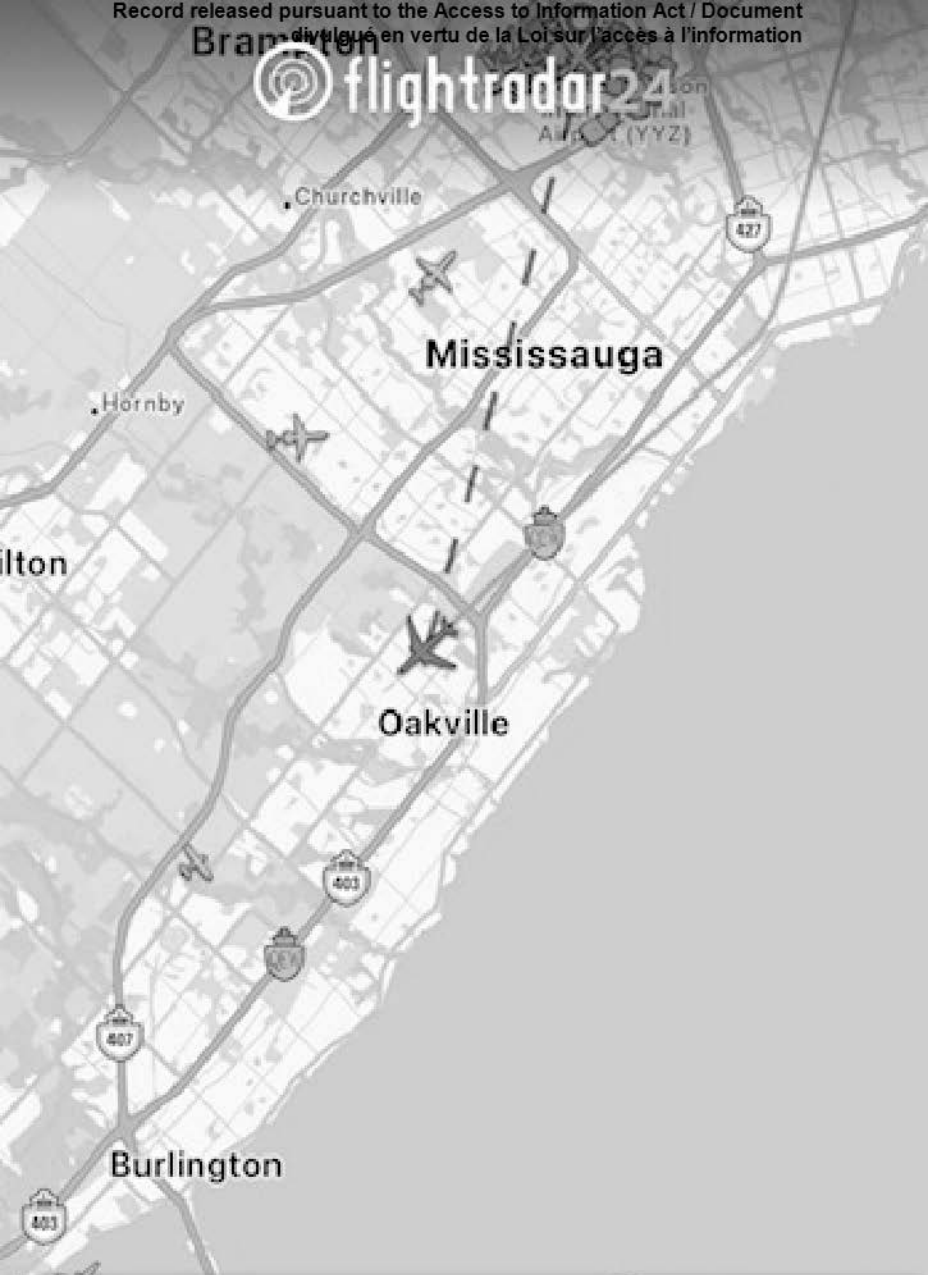
Departed 0:27 ago

Piper PA-24 Comanche

BAROMETRIC ALT.
1,918 ft

GROUND SPEED
128 kts

REG. C-FNDI



ETH552 **ET652** **A359**
Ethiopian Airlines



FCO
ROME



YYZ
TORONTO

Departed 8:15 ago

Arriving in 0:04

BAROMETRIC ALT.
5,191 ft

GROUND SPEED
231 kts

Airbus A350-941

REG. ET-ANR Page 2397 / 2990

 flightradar24



EDV5187 **DL5187** **CRJ9**
Delta Connection
Operated by Endeavor Air



© DJ Reed

LGA
NEW YORK



YYZ
TORONTO

Departed 0:51 ago

Arriving in 0:04

BAROMETRIC ALT.
3,455 ft

GROUND SPEED
256 kts

Mitsubishi CRJ-900LR

REG. N133EV

(torontopearson.com)

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#).

Thank you for writing.

Thank you,

Gurpreet Singh

Issues Management Officer

Transport Canada/ Government of Canada

Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: DeBruyn, Henri <henri.debruyn@tc.gc.ca>

Sent: Tuesday, October 08, 2024 1:22 PM

To: Singh, Gurpreet (TC/TC) <gurpreet.singh@tc.gc.ca>

Cc: Tastula, Adam (TC/TC) <adam.tastula@tc.gc.ca>

Subject: RE: [External/Externe]: Airplane noise in Oakville

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon.

Oakville / Mississauga is under the Pearson TCC. Regardless, this is not a regulatory violation, and there is no action for Ontario Region Flight Operations. If there is an issue with how traffic in the area is being directed, that is the responsibility of NavCanada. I would suggest a response that directs the complainant to discuss their concerns with NavCanada.

Regards.

Henri DeBruyn

(he / him / il)

Technical Team Lead, Flight Operations

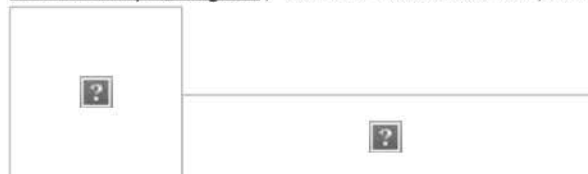
Transport Canada/ Government of Canada

henri.debruyn@tc.gc.ca / Cell: 289-260-2417/TTY: 1-888-675-6863

Chef d'équipe technique, Opérations aériennes

Transports Canada / Gouvernement du Canada

henri.debruyn@tc.gc.ca / Tél. cell. : 289-260-2417 / ATS : 1-888-675-6863



*My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.

*Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.

From: Singh, Gurpreet (TC/TC) <gurpreet.singh@tc.gc.ca>
Sent: Tuesday, October 8, 2024 1:17 PM
To: DeBruyn, Henri <henri.debruyn@tc.gc.ca>
Subject: FW: [External/Externe]: Airplane noise in Oakville

UNCLASSIFIED / NON CLASSIFIÉ

Hi Henri,
 Please see the below query for Noise due to Air traffic. Is this something hamilton team is able to provide input on, or is this something TC is able to consider?
 Any information would be appreciated.

Thank you,

Gurpreet Singh

Issues Management Officer

Transport Canada/ Government of Canada

Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Sent: Monday, September 30, 2024 7:57 PM
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Subject: FW: [External/Externe]: Airplane noise in Oakville

UNCLASSIFIED / NON CLASSIFIÉ

Hello,

FYI/A – please see email below.

Thank you.

Tamara Henry

Service Team Officer, Civil Aviation Services

Transport Canada/ Government of Canada

Tel: 1-800-305-2059/ TTY: 1-888-675-6863\

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Agente de l'équipe de service, Services de l'Aviation Civile

Transports Canada / Gouvernement du Canada

Tél: 1-800-305-2059 / ATS: 1-888-675-6863

NOUVEAU! Réservez votre examen d'aviation en ligne. Visitez [Planifier un examen - Transports Canada](#)

From: [REDACTED] (1)

Sent: Monday, September 30, 2024 4:34 PM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: [External/Externe]: Airplane noise in Oakville

To Whom It May Concern:

I am an Oakville resident who was advised by The Honourable Anita Anand to write to Transport Canada. I am writing to request your intervention to reduce airplane noise in my neighborhood. Recently, the flight paths have been changed to target more air traffic over residential homes in northern Oakville.

I attach three examples of planes that are directed over these residential areas of Oakville. The flight path changed in 2022 due to operational preferences (rather than safety concerns) at Pearson.





image004.jpg



The noise has become unbearable during high-traffic times as the planes land every few minutes and therefore fly over the North Oakville flight path.

This is not an issue where homeowners bought under an already-existing busy corridor and are complaining after the fact. This is an issue where the busy corridors have been moved from one community to another. It is unjust.

I implore Transport Canada to please assist. Homeowners deserve to have a say in where these flight paths are located. Changing them without notice is unfair and contrary to citizen welfare.

Sincerely,

19 (1)

Oakville ON

19 (1)

From: Quach, Stephanie (TC/TC)
To: Singh, Gurpreet (TC/TC)
Subject: RE: For Review : [External/Externe]: Contact us #241194
Date: Friday, December 20, 2024 2:48:00 PM
Attachments: image001.png
 image002.png
 image003.png

Hi Gurpreet,
 Looks good.
 Thank you,
 Steph

From: Singh, Gurpreet (TC/TC)
Sent: Thursday, December 19, 2024 3:19 PM
To: Quach, Stephanie (TC/TC)
Subject: For Review : [External/Externe]: Contact us #241194

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,
 As the below complaint is specific to the Nosie due to the Pearson airport, there is no point forwarding this to the SME.
 Please see below previous Nosie @ Pearson airport response for your review.
 Thanks,
 Gurpreet

Hello 19 (1)

Thank you for contacting Transport Canada (TC).

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: [Canadian Aviation Regulations \(justice.gc.ca\)](https://www.justice.gc.ca/eng/aviation/regulations/index.html)

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise

abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#).

In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: [Pearson Noise Complaint | Pearson Airport Noise Complaint | Pearson Airport \(torontopearson.com\)](#)

Thank you for writing.

Thank you,

Gurpreet Singh

Issues Management Officer

Transport Canada/ Government of Canada

Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Wednesday, December 18, 2024 4:21 PM

To: Singh, Gurpreet (TC/TC) <gurpreet.singh@tc.gc.ca>

Subject: FW: [External/Externe]: Contact us #241194

UNCLASSIFIED / NON CLASSIFIÉ

Hi Gurpreet,

FYA below please.

Thanks,

Steph

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Sent: Wednesday, December 18, 2024 11:56 AM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: FW: [External/Externe]: Contact us #241194

UNCLASSIFIED / NON CLASSIFIÉ

Please see complaint below. Thank you

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Sent: Wednesday, December 18, 2024 9:03 AM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FW: [External/Externe]: Contact us #241194

UNCLASSIFIED / NON CLASSIFIÉ

Please see comm center request below for Ontario region.

Thank you,

Marc Hebert

Issues Management Officer/

Transport Canada Civil Aviation

Director General's Office / Bureau du Directeur général

Transport Canada / Transports Canada

Government of Canada / Gouvernement du Canada

		
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From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Wednesday, December 18, 2024 12:47 AM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #241194

Submitted on Wed, 12/18/2024 - 00:47

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Markham, ON. 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

I have formally complained to Pearson Airport about aircraft noise over my home and others in the neighbourhood. No response or solution has been presented by them. This is a problem all over Vaughan as well. Something needs to be done before litigation begins and costs taxpayers a waste of money. I will not let this go. It is a health issue.

From: Quach, Stephanie (TC/TC)
To: Singh, Gurpreet (TC/TC)
Subject: RE: FOR REVIEW : Contact us #214721
Date: Wednesday, June 26, 2024 9:35:00 AM
Attachments: image001.png
 image002.png
 image003.png

Hi Gurpreet,
 Looks good. The writer needs to work with the GTAA to address these noise concerns so your draft is accurate .
 Thanks,
 Steph

From: Singh, Gurpreet (TC/TC)
Sent: Tuesday, June 25, 2024 12:32 PM
To: Quach, Stephanie (TC/TC)
Subject: FOR REVIEW : Contact us #214721

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,
 Please see a draft below for your review. Or is there anything else we can do for this complaint .
 Please advise.
 Thanks,
 Gurpreet

Hello 19 (1)

Thank you for contacting Transport Canada.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: [Canadian Aviation Regulations \(justice.gc.ca\)](https://www.justice.gc.ca/eng/aviation/regulations/index.html)

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues

are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport operator directly as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:

Phone: 416-247-7682

Website: [Pearson Noise Complaint | Pearson Airport Noise Complaint | Pearson Airport \(torontopearson.com\)](#)

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#).

Thank you for writing.

Thank you,

Gurpreet Singh

Issues Management Officer

Transport Canada/ Government of Canada

Gurpreet.singh@tc.gc.ca / Tel: 416-550-2843 / TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

Gurpreet.singh@tc.gc.ca / Tél. : 416-550-2843 / ATS : 1-888-675-6863

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Sent: Friday, June 21, 2024 2:59 PM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Subject: FW: Contact us #214721

UNCLASSIFIED / NON CLASSIFIÉ

Good Afternoon CivAv Issues,

FYI/A – please see email below.

Thank you.

Tamara Henry

Service Team Officer, Civil Aviation Services

Transport Canada/ Government of Canada

Tel: 1-800-305-2059/ TTY: 1-888-675-6863\

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Agente de l'équipe de service, Services de l'Aviation Civile

Transports Canada / Gouvernement du Canada

Tél: 1-800-305-2059 / ATS: 1-888-675-6863

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From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile

<services@tc.gc.ca>

Sent: Friday, June 21, 2024 1:16 PM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FW: Contact us #214721

UNCLASSIFIED / NON CLASSIFIÉ

Please see comm center request below for Ontario region.

Thank you,

Marc Hebert

Issues Management Officer/

Transport Canada Civil Aviation

Director General's Office / Bureau du Directeur général

Transport Canada / Transports Canada

Government of Canada / Gouvernement du Canada



From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Friday, June 21, 2024 12:42 PM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile

<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #214721

Submitted on Fri, 06/21/2024 - 12:42

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)
Toronto, ON. 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

Pearson Airport - NOISE DISTURBANCE /HARM TO HEALTH- contacted my MP Office and they provided your contact. I have reported numerous noise complaints to NAVV complaints office (NO change). Our home is unlivable and health is hugely impacted by noise disturbance. We have 18 hrs + noise disturbance everyday from 6:30am to 12:30am! Many times going to 2am. We typically get less than 5 hrs sleep, harm to health, headaches/ears ringing and not able to function for work! Loud noise shakes our house. We get over 450 planes flying over home every day, over 10,000 planes a month! This keeps increasing over time. THERE IS NO FAIR AND EQUITABLE USE OF ALL RUNWAYS! We have been in our home for over 19 (1) used to have no flights after 11pm, never had planes flying directly over house..and some reprieve /quiet time, now its non-stop! Not humane! I have submitted numerous complaints to Pearson Airport noise management (they are good at receiving, calling back, but no real explanation or action to alleviate noise disturbance. Cities have by-laws no noise from 11pm to 7am, yet airport noise (which is far louder and more harmful) is allowed all night long. Health Canada has public health studies on harms to health from exposure to airplane noise, and we are experiencing deterioration in our health! As noted, need FAIR USE OF ALL RUNWAYS, even with this, noise disturbance (with Pearson Airport expansion announced) will only get worse.. and as noted our home is unlivable (can't even go outside to do garden work). What are our options, is there any supports available to get us out of this noise hell!! Please call me at my home number -

19 (1)

From: Quach, Stephanie (TC/TC)
To: Shaikh, Farha (TC/TC)
Subject: RE: FOR REVIEW: [External]: Excessive Aircraft Noise - Vaughan ON Neighborhood
Date: Tuesday, January 30, 2024 9:10:00 PM
Attachments: RE Excessive Aircraft Noise - Vaughan ON Neighborhood .msg

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farha,

This writer has written to us numerous times and as per the thread below, it looks like this submission was made in September 2023. I replied to her (attached) through a ministerial tasking in December.

No need to re-issue a similar response.

Thanks,

Steph

From: Wong, Wendy (TC/TC)
Sent: Thursday, January 25, 2024 4:46 PM
To: Quach, Stephanie (TC/TC)
Cc: Shaikh, Farha (TC/TC)
Subject: FW: FOR REVIEW: [External]: Excessive Aircraft Noise - Vaughan ON Neighborhood

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,

Since I don't have the context on typical responses, I defer to your expert eyes.

Thank you to @Shaikh, Farha (TC/TC) for the draft.

Wendy

From: Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>
Sent: Thursday, January 25, 2024 4:26 PM
To: Wong, Wendy (TC/TC) <Wendy.Wong@tc.gc.ca>
Subject: FOR REVIEW: [External]: Excessive Aircraft Noise - Vaughan ON Neighborhood

UNCLASSIFIED / NON CLASSIFIÉ

Hey Wedny,

Please see the draft for review, before I send to Blake for Approval.

Thanks

Hello 19 (1)

Thank you for contacting Transport Canada. We apologize for not getting back to you sooner.

Transport Canada is responsible for developing and overseeing the transportation policies, programs and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision to an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal

distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

In order to accurately review your concerns, please note that the department will require additional details such as identifying marks on the Plane or a registration number so the information can be relayed to the appropriate subject matter experts.

If more information becomes available at a later date, or if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the Canadian Aviation Regulations (CARs), I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our Civil Aviation Communications Centre Contact Form at:

<https://tc.canada.ca/en/aviation/civil-aviation-contacts-offices/civil-aviation-communications-centre-contact-form>.

Thank you for writing.

Farha Shaikh

Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca / Tel: 647-221-0685/ TTY: 1-888-675-6863

Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Sent: Saturday, September 30, 2023 8:40 PM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>; Shaikh, Farha (TC/TC) <farha.shaikh@tc.gc.ca>

Subject: FW: [External]: Excessive Aircraft Noise - Vaughan ON Neighborhood

UNCLASSIFIED / NON CLASSIFIÉ

Hello,

FYI/A – please see email below.

Thank you.

Tamara Henry

Service Team Officer, Civil Aviation Services

Transport Canada/ Government of Canada

Tel: 1-800-305-2059/ TTY: 1-888-675-6863

Agente de l'équipe de service, Services de l'Aviation Civile

Transports Canada / Gouvernement du Canada

Tél: 1-800-305-2059 / ATS: 1-888-675-6863

From: [REDACTED] (1)

Sent: Friday, September 29, 2023 4:38 PM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: [External/Externe]: Excessive Aircraft Noise - Vaughan ON Neighborhood

Hello

I tried calling the regional number for Ontario message on the phone tells me number is not assigned, bogus number.

I am thoroughly disappointed that it's been so difficult to talk to someone at Transport Canada just to get some clarity on what is happening in our neighborhood lately with the excessive flights which brings on excessive air noise all day long all night long. I know there has been a shift i have lived here for [19 (1)] and just most recently all this has escalated.

Just looking for some transparency some answers to my concerns that's all.

[19 (1)]

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From: Quach, Stephanie (TC/TC)
Sent: Wed, 13 Dec 2023 18:34:06 +0000
To: [REDACTED]
Subject: RE: Excessive Aircraft Noise - Vaughan ON Neighborhood
Attachments: Letter Response to Enza Marchionne- December 13, 2023.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon [REDACTED]

Please see the attached response sent on behalf of Blake Scott, A/Regional Director Civil Aviation, Ontario Region.

Regards,

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

De : [REDACTED]
Envoyé : 29 septembre 2023 15:49
À : Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Objet : Excessive Aircraft Noise - Vaughan ON Neighborhood

Hello,

My apologies for reaching out but everyone i speak to, Pearson Noise Management, Nav Canada pointed me to Transport Canada there is absolutely no way to address my concerns tried calling the regional number for Ontario message on the phone tells me number not assigned, bogus number.

I am thoroughly disappointed that it's been so difficult to talk to someone at Transport Canada just to get some clarity on what is happening in our neighborhood lately with the excessive flights which brings on excessive air noise all day long all night long. I know there has been a shift i have lived here for [REDACTED] and just most recently all this has escalated.

Just looking for some transparency some answers to my concerns that's all.

Thank you Kindly

19 (1)

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Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19890802

December 13, 2023

19 (1)

Dear 19 (1)

Thank you for your email of September 29, 2023, to the Minister of Transport regarding aircraft noise around Vaughan, Ontario. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department works with partners and stakeholders to achieve an efficient, effective, and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs), which are available to the public at <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](#)) directly.

Additionally, we are not involved in the day-to-day operation of the airport or approval of changes to individual routings of flight paths, other than to confirm that designs meet the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, and other identifying marks) and report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Thank you for writing.

Kind Regards,

X 

Signed by: Scott, Blake
Blake Scott
A/Regional Director
Civil Aviation, Ontario Region

From: Quach, Stephanie (T/CTC)
To: Shaikh, Farha (T/CTC)
Subject: RE: FOR REVIEW: [External] YYZ aircraft noise abatement
Date: Thursday, December 14, 2023 3:25:08 PM

UNCLASSIFIED / NON CLASSIFIÉ

Thanks Farha, looks good. Please proceed.

-----Original Message-----
From: Shaikh, Farha (T/CTC) <farha.shaikh@tc.gc.ca>
Sent: Thursday, December 14, 2023 12:01 PM
To: Quach, Stephanie (T/CTC) <Stephanie.Quach@tc.gc.ca>
Subject: FOR REVIEW: [External] YYZ aircraft noise abatement

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph,

Draft for your review.

Since Ovais had no input, I just added the Night time restriction info and the Number for GTAA.

Hola **19 (1)**

Thank you for contacting Transport Canada. We apologise for not getting back to you sooner.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the Aeronautics Act and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: [https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.justice.gc.ca%2Feng%2Fregulations%2FSOR-96-43%2F&data=05%2F02%2FStephanie.Quach%40tc.gc.ca%2C%21ed1560f184d22de508dbfc63a32%2C2008f6e9624d979a84ac25386b6%2C09%2C09%2C638381700537458289%2CUnknown%2CTWfp6GZab3d8eyJWjpaMC4wLjAwMDA%LCQjgaV2haMDJlCjBTl0RklhaWw%LCXVVCj06Mm%3D%2C3000%2C%2C%2C%2C&data=3\\$yvvvMZNIdeGzZ7aAM5wA10vGfY0k4W0bsY%2FWf68%3D&reserved=0](https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.justice.gc.ca%2Feng%2Fregulations%2FSOR-96-43%2F&data=05%2F02%2FStephanie.Quach%40tc.gc.ca%2C%21ed1560f184d22de508dbfc63a32%2C2008f6e9624d979a84ac25386b6%2C09%2C09%2C638381700537458289%2CUnknown%2CTWfp6GZab3d8eyJWjpaMC4wLjAwMDA%LCQjgaV2haMDJlCjBTl0RklhaWw%LCXVVCj06Mm%3D%2C3000%2C%2C%2C%2C&data=3$yvvvMZNIdeGzZ7aAM5wA10vGfY0k4W0bsY%2FWf68%3D&reserved=0)

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure.

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am). For more information, please visit: [https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.torontopearson.com%2Fen%2Fcommunity%2Fnoise-management%2Fnoise-management-program&data=05%2F02%2FStephanie.Quach%40tc.gc.ca%2C%21ed1560f184d22de508dbfc63a32%2C2008f6e9624d979a84ac25386b6%2C09%2C09%2C638381700537458289%2CUnknown%2CTWfp6GZab3d8eyJWjpaMC4wLjAwMDA%LCQjgaV2haMDJlCjBTl0RklhaWw%LCXVVCj06Mm%3D%2C3000%2C%2C%2C%2C&data=3\\$yvvvMZNIdeGzZ7aAM5wA10vGfY0k4W0bsY%2FWf68%3D&reserved=0](https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.torontopearson.com%2Fen%2Fcommunity%2Fnoise-management%2Fnoise-management-program&data=05%2F02%2FStephanie.Quach%40tc.gc.ca%2C%21ed1560f184d22de508dbfc63a32%2C2008f6e9624d979a84ac25386b6%2C09%2C09%2C638381700537458289%2CUnknown%2CTWfp6GZab3d8eyJWjpaMC4wLjAwMDA%LCQjgaV2haMDJlCjBTl0RklhaWw%LCXVVCj06Mm%3D%2C3000%2C%2C%2C%2C&data=3$yvvvMZNIdeGzZ7aAM5wA10vGfY0k4W0bsY%2FWf68%3D&reserved=0). In addition, the department encourages dialogue with the airport operator directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The contact for the airport operator, the Greater Toronto Airports Authority (GTAA) is noted below:
Phone: 416-247-7682

Website: [https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.torontopearson.com%2Fen%2Fcommunity%2Fnoise-management%2Fnoise-management-office%2Fnoise-compliance&data=05%2F02%2FStephanie.Quach%40tc.gc.ca%2C%21ed1560f184d22de508dbfc63a32%2C2008f6e9624d979a84ac25386b6%2C09%2C09%2C638381700537458289%2CUnknown%2CTWfp6GZab3d8eyJWjpaMC4wLjAwMDA%LCQjgaV2haMDJlCjBTl0RklhaWw%LCXVVCj06Mm%3D%2C3000%2C%2C%2C%2C&data=3\\$yvvvMZNIdeGzZ7aAM5wA10vGfY0k4W0bsY%2FWf68%3D&reserved=0](https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.torontopearson.com%2Fen%2Fcommunity%2Fnoise-management%2Fnoise-management-office%2Fnoise-compliance&data=05%2F02%2FStephanie.Quach%40tc.gc.ca%2C%21ed1560f184d22de508dbfc63a32%2C2008f6e9624d979a84ac25386b6%2C09%2C09%2C638381700537458289%2CUnknown%2CTWfp6GZab3d8eyJWjpaMC4wLjAwMDA%LCQjgaV2haMDJlCjBTl0RklhaWw%LCXVVCj06Mm%3D%2C3000%2C%2C%2C%2C&data=3$yvvvMZNIdeGzZ7aAM5wA10vGfY0k4W0bsY%2FWf68%3D&reserved=0)

Of course, in the future you do suggest that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs. I encourage you to continue to take down in much information as possible (for example: photos or videos, date, time, registration number, the color of aircraft, other identifying marks) and to report your concerns through our Civil Aviation Communications Centre Contact Form at: <https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftc.canada.ca%2Fen%2Faviation%2Fcivil-aviation-contacts-offices%2Fcivil-aviation-communications-centre-contact-form&data=05%2F02%2FStephanie.Quach%40tc.gc.ca%2C%21ed1560f184d22de508dbfc63a32%2C2008f6e9624d979a84ac25386b6%2C09%2C09%2C638381700537458289%2CUnknown%2CTWfp6GZab3d8eyJWjpaMC4wLjAwMDA%LCQjgaV2haMDJlCjBTl0RklhaWw%LCXVVCj06Mm%3D%2C3000%2C%2C%2C%2C&data=2RWvY68CB9entd,W3DbNDUcZpBY%2FNOXYIy59BY8B8SJ%3D&reserved=0>

Thank you,

Farha Shaikh
Issues Management Officer
Transport Canada Government of Canada
farha.shaikh@tc.gc.ca / Tel: 647-221-0685 / TTY: 1-888-675-6863

Agent(e), Gestion d'enjeux
Transports Canada / Gouvernement du Canada farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

-----Original Message-----
From: Maten, Ovais (T/CTC) <ovais.maten@tc.gc.ca>
Sent: Wednesday, December 13, 2023 4:07 PM
To: Shaikh, Farha (T/CTC) <farha.shaikh@tc.gc.ca>
Cc: Quach, Stephanie (T/CTC) <Stephanie.Quach@tc.gc.ca>
Subject: RE: FOR INPUT: [External] YYZ aircraft noise abatement

UNCLASSIFIED / NON CLASSIFIÉ

Hi Farah,

No, I have no input on this.

The query should be directed towards the GTAA. The Airport operator is to manage aircraft operations and noise management.

Ovais M.

-----Original Message-----
From: Shaikh, Farha (T/CTC) <farha.shaikh@tc.gc.ca>
Sent: Wednesday, December 13, 2023 4:07 PM
To: Maten, Ovais (T/CTC) <ovais.maten@tc.gc.ca>
Cc: Quach, Stephanie (T/CTC) <Stephanie.Quach@tc.gc.ca>
Subject: RE: FOR INPUT: [External] YYZ aircraft noise abatement

UNCLASSIFIED / NON CLASSIFIÉ

Hello Ovais,

Do you have any input/ feedback on the clients Inquiry?

Thanks,

Farha Shaikh
Issues Management Officer
Transport Canada Government of Canada
farha.shaikh@tc.gc.ca / Tel: 647-221-0685 / TTY: 1-888-675-6863

Agent(e), Gestion d'enjeux
Transports Canada / Gouvernement du Canada farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

-----Original Message-----
From: **16 (1)**
Sent: Wednesday, September 27, 2023 11:54 AM
To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>
Subject: [External:Externe] YYZ aircraft noise abatement

Dear Sir/Madam

I am writing to inquire if jet aircraft arriving at YYZ are required to follow a continuous descent procedure similar to that being used at LHR. It would seem that some jets approaching from the east and landing on 5 or the 6's may be levelling off over communities such as Oakville and possibly Milton which is resulting in higher noise levels. The same might be said for other approaches into Toronto, particularly those associated with landings to the west. If a continuous descent procedure is not required, I would like to suggest it be considered.

I look forward to your response.
Sincerely,

19 (1)

From: [Quach, Stephanie](#)
To: [Shaikh, Farha](#)
Subject: RE: For Review: CFS-2022-000887- Airplane noise after 12:00 and all hours of the night
Date: Tuesday, September 13, 2022 10:30:00 AM

Hi Farha,
 Looks great!
 Please forward to Imi for final approval.
 Thanks!

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Shaikh, Farha
Sent: Tuesday, September 13, 2022 9:46 AM
To: Quach, Stephanie
Subject: RE: For Review: CFS-2022-000887- Airplane noise after 12:00 and all hours of the night
 Hello 19 (1)

Thank you for contacting Transport Canada.

Transport Canada is responsible for most of the transportation policies, programs and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision to an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle or structure. It is important to note there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace in your area. As long as the associated aircraft are flying at the appropriate heights and distances and operating according to the rules and regulations, Transport Canada cannot intervene.

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions to consult air operators and relevant communities. We want to inform you that noise abatement procedures for the Greater Toronto Airport Authority

are in place. However, we strongly encourage you to speak to the airport operator directly to continue the dialogue as Transport Canada is not involved in the daily operations.

The contact for the Greater Toronto Airports Authority is noted below:

The Greater Toronto Airports Authority

Phone: 416-247-7682

Website: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns through our Civil Aviation Communications Centre Contact Form at: <https://tc.canada.ca/en/aviation/civil-aviation-contacts-offices/civil-aviation-communications-centre-contact-form>.

Thank you for writing.

Farha Shaikh

A/Issues Management Officer

Transport Canada/ Government of Canada

farha.shaikh@tc.gc.ca / Tel: 647-221-0685/ TTY: 1-888-675-6863

A/Agenté, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

farha.shaikh@tc.gc.ca / Tél. : 647-221-0685 / ATS : 1-888-675-6863

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Monday, September 12, 2022 12:17 PM

To: Shaikh, Farha <farha.shaikh@tc.gc.ca>

Subject: For Action: CFS-2022-000887- Airplane noise after 12:00 and all hours of the night

Hi Farha,

Please see below for a noise complaint received through the Client Feedback System (CFS) regarding jets around the Etobicoke area.

I've consulted with Sean Flatt (Pearson TTL) and he advised that a referral to the GTAA would be the best course of action.

Please draft a response to address the noise using some of the standard lines and also include a reference for them to engage in dialogue with the GTAA. The GTAA should have specific contact info on their website for noise related issues.

Thanks!

Stephanie Quach

A/Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED] (1)

Sent: Thursday, September 08, 2022 10:49 AM

To: Client Service Feedback / Retroaction service à la clientèle (TC) <TC.ServiceFeedback-Retroactionservice.TC@tc.gc.ca>

Subject: Airplane noise after 12:00 and all hours of the night

To Whom it may concern:

We have been bombarded by jets flying over all all hours of the night. Its noise pollution and annoying. Never had so much noise. I live at ^{19 (1)} in Etobicoke. Can something be done about this.

Thanks for your help

^{19 (1)}

Sent from [Mail](#) for Windows

From: Quach, Stephanie (TC/TC)
To: [ONT Civil Aviation Issues / Enjeux Aviation Civile ONT \(TC/TC\)](#)
Subject: RE: FOR REVIEW: 19 (1)
Date: Friday, January 09, 2026 11:48:36 AM
Attachments: image005.png
image006.png
image007.png

UNCLASSIFIED / NON CLASSIFIÉ

Hi Patricia,

Looks good and I agree with your approach.

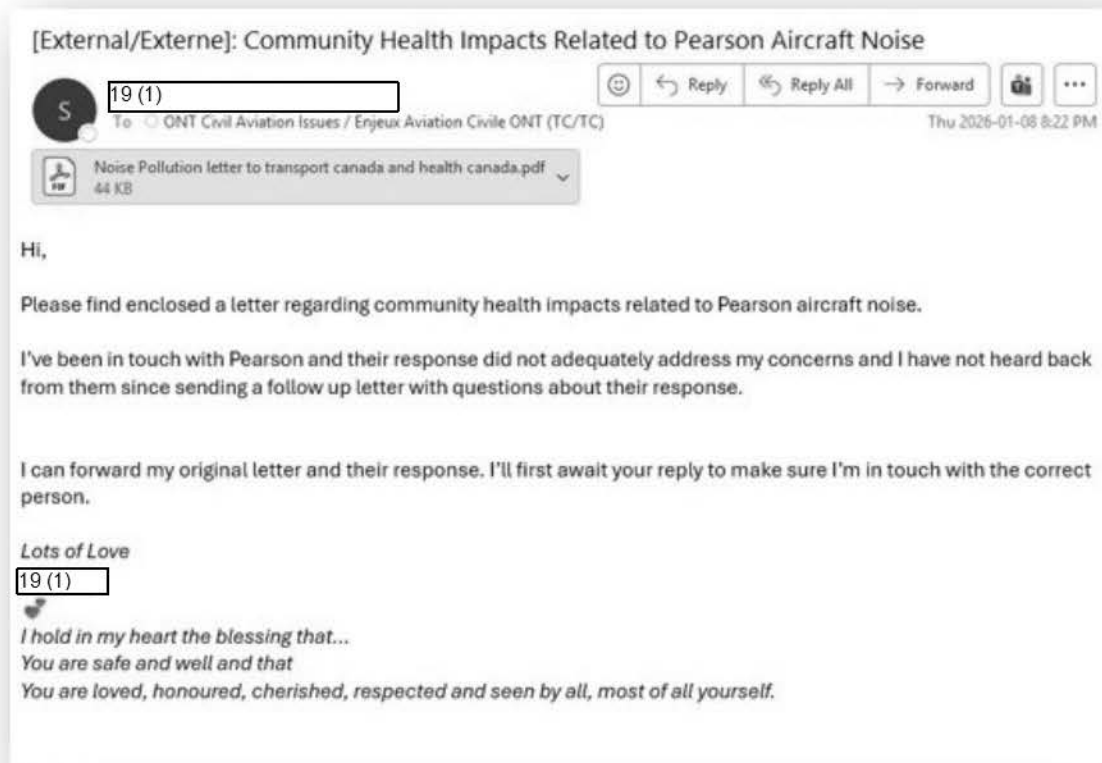
Thank you,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Friday, January 09, 2026 11:39 AM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FW: FOR REVIEW: 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

19 (1) has responded and provided the attached PDF (email excerpt below). I recommend sending her the approved *standard noise/GTAA response*, with the additional information you previously requested included where applicable (see highlighted paragraph below).



Good day, [19 (1)]

Thank you for contacting Transport Canada (TC).

TC is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs). The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders

and local communities. We advise that noise abatement procedures for the Toronto Pearson International Airport are in place, in addition to the Night Flight Restriction Program (known as the night flight budget). This program limits the number of movements during the restricted hours of 12:30 am to 6:29 am, aimed at reducing nighttime noise while balancing the growing regional demand.

Under the GTAA's Noise Management Committee, there is a dedicated website, [InsightFull for Toronto Pearson](#) offering interactive monthly and quarterly operational reports, complaints reports, and is supported by their "Enforcement Office," which monitors every flight for compliance with noise abatement procedures and the Night Flight Restriction Program.

Should there be any deviances to the number of permitted flights, TC's National Enforcement Program (NEP) investigates the occurrences and alleged violations to ascertain whether or not a violation has occurred. When a regulatory non-compliance is identified, NEP will take the appropriate enforcement action. For more information regarding the roles and responsibilities of the NEP, you may wish to visit: [Aviation Offences and Enforcement](#). For a list of published enforcement actions, please see: [Aviation Corporate Offenders](#) and [Aviation Non-Corporate Offenders](#)."

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. TC's experience has shown that noise issues are most effectively addressed at the local community level.

As TC is not involved in the daily operations at Toronto Pearson International Airport, the department encourages constructive dialogue directly with the airport operator, which is responsible for managing noise concerns. Their contact information is as follows:

The Greater Toronto Airports Authority (GTAA) may be contacted at the following:

Phone: 416-247-7682

Website: [Noise Management Program | Pearson Airport \(torontopearson.com\)](#)

Regarding the redirection of the air traffic to other areas, please note that the department does not have direct involvement in the changes to individual routings, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at: service@navcanada.ca.

Of course, if at any time you do suspect that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, other identifying marks) and to report your concerns to the [Ontario Region Issues](#)

Management inbox.

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, January 08, 2026 8:39 AM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Subject: RE: FOR REVIEW: 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Patricia,

Yes, agree with your approach. Upon receipt of her letter, she may have additional details that we could forward for SME review or provide informational resources dependent on the specifics she provides.

Thank you,
Steph

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Sent: Wednesday, January 07, 2026 3:38 PM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: FOR REVIEW: 19 (1)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

The complainant is requesting an email address to submit her inquiry, as she was unable to upload her letter. At this stage, I have kept the response brief, noting only that the matter relates to noise pollution.

Additional guidance on providing as much information as possible can be included if you wish; however, the complainant has indicated that a letter has already been prepared.

Depending on the nature of the complaint and the complainant's location, I suggest that the response below should be sufficient.

Thanks,
Patricia

Good day,

Thank you for contacting Transport Canada (TC).

Please submit your noise pollution complaint by email to : TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Regards,

Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Sent: Wednesday, January 07, 2026 2:35 PM

To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>

Subject: FW: Contact us #311156

UNCLASSIFIED / NON CLASSIFIÉ

FYI/A

Tamara Henry

Service Team Officer, Civil Aviation Services
Transport Canada/ Government of Canada
Tel: 1-800-305-2059/ TTY: 1-888-675-6863\

NEW! Book your aviation exam online. Visit [Schedule an exam - Transport Canada](#)

Agente de l'équipe de service, Services de l'Aviation Civile
Transports Canada / Gouvernement du Canada
Tél: 1-800-305-2059 / ATS: 1-888-675-6863

NOUVEAU! Réservez votre examen d'aviation en ligne. Visitez [Planifier un examen - Transports Canada](#)

From: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Sent: Wednesday, January 07, 2026 2:28 PM

To: ONT Aviation Services / Services aviation ONT (TC) <aviation.ont@tc.gc.ca>

Subject: FW: Contact us #311156

UNCLASSIFIED / NON CLASSIFIÉ

Please see comm center request below for Ontario region.

Thank you,

Marc Hebert

Issues Management Officer/Agent de Gestion des Enjeux

Transport Canada Civil Aviation

Director General's Office / Bureau du Directeur général
Transport Canada / Transports Canada
Government of Canada / Gouvernement du Canada



Transport
Canada

Transports
Canada

Canada

From: Transport Canada <tc.donotreply-nepasrepondre.tc@tc.gc.ca>

Sent: Tuesday, January 06, 2026 10:55 PM

To: Civil Aviation Communications Centre - Centre de communications de l'Aviation civile
<services@tc.gc.ca>

Subject: [External/Externe]: Contact us #311156

Submitted on Tue, 01/06/2026 - 22:54

Submitted by: Anonymous

Submitted values are:

First name:

19 (1)

Last name:

19 (1)

Address:

19 (1)

Thornhill, ON. 19 (1)

Email:

19 (1)

Member of the industry

No

Member of the public

Yes

Follow up on previous enquiry

No

New enquiry / comment

No

Message:

I'm writing to submit a noise pollution complaint. Can you provide me with an email address that I can send this to, as I can't seem to paste the letter in this space.

Many thanks.

From: [Quach, Stephanie](#)
To: [Biffin, Adam \(TC/TC\)](#); [Pollock, Mary](#)
Subject: RE: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review
Date: Tuesday, December 13, 2022 9:34:00 AM

Good morning,

Thank you both for your review and assistance. I'll remove the mention of TC's involvement regarding the night flight restriction program, and include a line recommending the continued dialogue through his participation in the neighborhood table.

Regards,

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Biffin, Adam (TC/TC)
Sent: Friday, December 09, 2022 10:07 AM
To: Pollock, Mary ; Quach, Stephanie
Subject: RE: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review
 Good Morning Stephanie and Mary,

First, I reviewed the provided terms of reference for the neighborhood table meeting, and it only mentions Transport Canada in the context of us having a land lease with the GTAA that requires them to have a noise management program. The terms of reference also state that former members of CENAC, and technical support representatives will attend. Transport Canada would fit both of those categories.

From the land lease between TC and the GTAA:

8.12.02 The Tenant shall ensure that mitigation of noise emanating from aircraft in the takeoff, ascent, descent, approach and terminal phases of flight is a part of the mandate of a noise management committee which the Tenant shall establish and which shall include at a minimum, the Tenant, the Minister or his designate, aviation industry representatives and appropriate provincial and municipal government representatives .

After reviewing the emails below from Mr. ¹⁹⁽¹⁾ and giving this some more thought, I believe our response should thank him for the information he submitted, and encourage him to continue to take part in the noise management process through participation in the neighborhood table. I say this as this is what we recommend to all community members. Noise concerns are best handled at the local level and the community and airport operator should work together to address these concerns where possible.

Also, Mr. ¹⁹⁽¹⁾ has not questioned whether or not we are conducting any sort of audit of the night flight restriction program, so I don't think we need to mention that we are conducting an audit of the program. His concern is routed in the way the program is structured. I am not aware of any process underway at this time to review the structure/terms of the night flight restriction program. I believe there are likely previous responses to Mr. ¹⁹⁽¹⁾ that may provide similar responses that can be utilized to some extent. This is not the first time he has requested that the night flight restriction program be reviewed and/or changed.

Please let me know if you have any questions.

Best Regards,

Adam Biffin

Civil Aviation Safety Inspector - Aerodromes and Air Navigation

Transport Canada / Government of Canada

adam.biffin@tc.gc.ca / Telephone 416-669-1651 / Facsimile 416-952-0050 / TTY 1-888-675-6863

Inspecteur de la sécurité de l'Aviation civile - aérodomes et navigation aérienne

Transports Canada / Gouvernement du Canada

adam.biffin@tc.gc.ca / Téléphone 416-669-1651 / Télécopieur 416-952-0050 / ATS 1-888-675-6863

From: Pollock, Mary <mary.pollock@tc.gc.ca>

Sent: Friday, December 09, 2022 7:43 AM

To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Cc: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: FW: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review

Importance: High

Good morning Adam

Since I am away today, can you review this and make any necessary changes or additions from what we provided to Stephanie yesterday. Please look at the information that Michael sent to us yesterday on the TOR for the meetings.

Best regards

Mary

Mary Pollock

Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863

Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, December 08, 2022 2:33 PM

To: Pollock, Mary <mary.pollock@tc.gc.ca>

Subject: RE: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review

Hi Mary,

May I please request for your quick review of my proposed response to ensure that I have captured everything correctly?

The proposed draft is as follows:

Dear 19 (1)

Thank you for your email of December 2, 2022, to the Honourable Omar Alghabra, Minister of Transport, regarding the Noise Management consultation conducted by the Greater Toronto Airports Authority (GTAA).

As Transport Canada's (TC) focus is on the safety and security of the aviation system in Canada, the department is responsible for developing and overseeing the transportation policies, programs and goals set by the Government of Canada through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

It is noted that departmental officials attend the Neighbourhood Table meetings as a technical representative to address any questions from a regulatory perspective. In terms of participating in any noise management consultation processes, TC has not previously been involved as this matter is lead by the GTAA.

Regarding the Night Flight Restriction program, TC has been working with the GTAA and will be reviewing the budget report for the years 2020-2021 for accuracy and compliance with the program agreement established between both parties.

Thank you for writing.

Sincerely,

Stephanie Quach

A/Regional Manager, Issues Management
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Pollock, Mary <mary.pollock@tc.gc.ca>

Sent: Thursday, December 08, 2022 10:59 AM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: FW: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review

Good morning Stephanie

I am attaching the link to the terms of reference for the Neighborhood Table meeting for context.

<https://cdn.torontopearson.com/-/media/project/pearson/content/community/noise-management/noise-forum-neighbourhood-table-final-july-2019.pdf?modified=20190729130500&rev=22e311071a0746a8ab3b4568cb044c76&hash=6F13CE9E3D825F3B39E52D2C7D80F245>

Best regards

Mary

Mary Pollock
Technical Team Lead – Operations, Specialties
Transport Canada / Government of Canada
Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863
Chef d'équipe technique – Opérations Spécialités
Transports Canada / Gouvernement du Canada
Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: Pollock, Mary

Sent: Thursday, December 08, 2022 10:29 AM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review

Good morning Stephanie

We sit on the Neighborhood table meeting as a technical representative only. We will answer questions from a regulatory perspective only. In regards to taking part of any consultation, specifically the night flight restriction program we have never taken part nor have we been asked to take part in this process.

In regards to the night flight budget the airport is currently working on providing Transport Canada

with the report for 2020-2021 which will be reviewed for accuracy and compliance with the night flight restriction agreement between the GTAA and Transport Canada.

We have attached a copy of the Night Flight Operations at Toronto Letter from 2013 sent to Howard Eng former CEO of the GTAA from Debra Taylor the former Regional Director General Ontario Region which outlines the methodology that shall be used to determine the maximum annual number of takeoffs and landings that can occur at LBPIA during the "restricted Hours". The restricted hours means 0030 a.m. to 0630 a.m. or as otherwise agreed to by Transport Canada and the GTAA. The annual period means the period from November 1 of one calendar year to October 31, of the following calendar year.

Best regards

Mary

Mary Pollock

Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863

Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Wednesday, December 07, 2022 3:33 PM

To: Pollock, Mary <mary.pollock@tc.gc.ca>

Subject: RE: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review
Wonderful, thank you Mary .

Regards,

Stephanie Quach

A/Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Pollock, Mary <mary.pollock@tc.gc.ca>

Sent: Wednesday, December 07, 2022 3:30 PM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review
Good afternoon Stephanie

I will discuss with Adam tomorrow. We have been trying to get the night flight budget information from the GTAA now for a couple of months to conduct our review.

I will have something for you tomorrow.

Best regards

Mary

Mary Pollock

Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863

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 Transports Canada / Gouvernement du Canada
Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Wednesday, December 07, 2022 3:22 PM

To: Pollock, Mary <mary.pollock@tc.gc.ca>

Subject: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review

Good afternoon Mary,

As per the below ministerial, is there any input you can provide regarding our efforts/involvement in the noise management consultation conducted by the GTAA, specifically the Night Flight Restriction Program?

Any other comments you think would be helpful to communicate in my response back to this individual would also be appreciated.

Thanks!

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>

Sent: Monday, December 05, 2022 1:31 PM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: Fw: Night flight Restriction Program review
 XAO-2022-521935

From: 19 (1)

Sent: Friday, December 2, 2022 11:58 PM

To: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>

Subject: Fwd: Night flight Restriction Program review

Dear Sir:

I am forwarding the attached letter to you in the hope that you and Transport Canada staff in the Ontario region will become more involved in the Noise Management consultation conducted by the Greater Toronto Airports Authority (GTAA). Please note that the GTAA committed in 2018 to consult on a review of the Night Flight Restriction program in Winter 2018. To date only a preliminary report on noise certification of aircraft operating at Pearson has been presented to the Neighbourhood Table group that represents communities in the airport vicinity. We just had a meeting on November 30th where no status of this important project was provided.

I am very well informed on the background and current actions on this subject

19 (1)

19 (1)

I have stayed involved attending the Neighbourhood table meetings 19 (1) community located about 9 km south of Pearson.

Yours truly, [19 (1)]

----- Forwarded message -----

From: [19 (1)]

Date: Fri, Dec 2, 2022 at 11:35 PM

Subject: Night flight Restriction Program review

To: Connelly, Robyn [19 (1)]@gtaa.com>, Cynthia Woodsworth [19 (1)]@gtaa.com>

Cc: [19 (1)]@gtaa.com [19 (1)]@gtaa.com>, [19 (1)]

<James.Maloney.c1@parl.gc.ca>, Baker, Yvan - M.P. <Yvan.Baker@parl.gc.ca>

I was very disappointed that your scheduling of agenda for the Neighbourhood table meeting on Wednesday November 30 did not include any update on the 2018-2022 Action plan or anytime for community members to raise questions or comments on anything other than GTAA, Nav Canada and University of Windsor presentations.

If this type of dog and pony show is the way you are going to conduct these meetings going forward you will continue to lose community members as you have in recent months. Let me remind you of two of your commitments in the action plan:

3. We will protect our neighbours We believe that we have a role to play to make our surrounding communities more livable. In five years, our neighbours will benefit from better land use planning and noise management measures. How we will achieve this: We will explore options for a new voluntary Noise Insulation Program. By the end of the term of this Action Plan, a pilot program will provide funding to residents for soundproofing their homes. We will investigate a pilot program to provide funding to nearby schools for air conditioning systems. We will work with municipalities to review and adopt more stringent zoning requirements, and expand the noise warning clause in real estate agreements. We also will work with real estate agents to promote better understanding and awareness of our operational impacts.

4. We will help our neighbours sleep better We know that noise at night is particularly bothersome. In five years, enhancements to our existing Night Flight Restriction Program will have made the skies around Toronto Pearson quieter at night. How we will achieve this: We will immediately explore changes to our Night Flight Restriction Program. Toronto Pearson's program includes a night flight budget that limits the number of arrivals and departures permitted between 0030 and 0629. We understand that both the currently defined night-time hours, and the formula to determine the movement budget are not in line with international best practice. Our current night-time Preferential Runway Program is under review as part of the Toronto Noise Mitigation Initiatives (6 Ideas). The review will ensure that it still meets its objective to fly over the least number of people possible. **We will consult with the community on the results of this study in Winter 2018.** We will publish a report outlining why night flights are necessary for the economy, and will look at changes to the landing fee airlines pay specifically for night flight slots as we develop the Quieter Fleet Incentive Program.

We have now held the last meeting in 2022 and you have not presented any results of the Night Flight Restriction review. In fact based on what you have presented at earlier meetings you only started to identify the noise certification of aircraft operating at Pearson. What have your Noise management staff been doing instead of this important commitment that was to be consulted in Winter 2018. [19 (1)] could have completed the aircraft noise certification analysis in a few months

I will be meeting with James Maloney and Yvan Baker to review your progress on this project and encourage them to ask for Transport Canada to become more actively engaged in Noise Management at Pearson.

The current night flight budget formula that began in 1996 after the disastrous approval of FedEx B727 operations without any consultation was drafted by the GTAA and signed off by Transport Canada without forethought of the consequence of the formula. The annual increase of night flights to be based on passenger growth flew in the face of the general knowledge that aircraft were flying with greater and greater passenger loads. The passenger growth in the last 26 years has more than doubled while total aircraft movements have only increased by a much smaller amount. I don't have 1996 total movements readily at hand but in 2010 there were 419,061 which grew to 455,099 in 2019 the last year before COVID. That's an increase of only 8.6 % over that 10 year period.

The total night flight budget has increased from 9,600 flights allowed in 1996 to over 22,000 in 2022. Over the same period the flights allowed at night have changed from 80 % extensions of aircraft scheduled in normal hours and 20 % scheduled in restricted hours to 20 % extensions and 80 % scheduled in restricted hours.

Under the current published night flight restrictions all Chapter 3 noise certificated aircraft are allowed to operate. Chapter 3 was applied to newly certificated aircraft built after 1977 since then more stringent noise certification of Chapter 4 started in 2001 and Chapter 14 in 2013. Shouldn't the aircraft allowed to operate in the quieter night hours meet at least Chapter 4 noise certification?

There is one obvious reason why not. The GTAA leases land to FedEx for a sorting facility and apron area. As part of this agreement FedEx is allowed to operate any aircraft in the restricted hours that meet Chapter 3 noise certification. Currently the loudest aircraft that regularly operate at Pearson are DC10 and MD11 FedEx aircraft that arrive 5:30 to 6:00 am 5 days a week. Please provide explanation in the next week why the Night Flight Restriction review has been delayed or shelved.

I will be sending copies of this letter to all Neighbourhood table members, the Minister of Transport, mayors of Toronto, Mississauga, Brampton and Vaughan and others.

Yours truly,

¹⁹ (1)

From: [Quach, Stephanie](#)
To: [Pollock, Mary](#)
Subject: RE: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review
Date: Wednesday, December 07, 2022 3:32:00 PM

Wonderful, thank you Mary .

Regards,

Stephanie Quach

A/Regional Manager, Issues Management
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
A/Gestionnaire régional, Gestion d'enjeux
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Pollock, Mary
Sent: Wednesday, December 07, 2022 3:30 PM
To: Quach, Stephanie
Subject: RE: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review
Good afternoon Stephanie
I will discuss with Adam tomorrow. We have been trying to get the night flight budget information from the GTAA now for a couple of months to conduct our review.
I will have something for you tomorrow.

Best regards

Mary

Mary Pollock
Technical Team Lead – Operations, Specialties
Transport Canada / Government of Canada
Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863
Chef d'équipe technique – Opérations Spécialités
Transports Canada / Gouvernement du Canada
Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>
Sent: Wednesday, December 07, 2022 3:22 PM
To: Pollock, Mary <mary.pollock@tc.gc.ca>
Subject: For Review/Input: Ministerial XAO-2022-521935- Night flight Restriction Program review
Good afternoon Mary,
As per the below ministerial, is there any input you can provide regarding our efforts/involvement in the noise management consultation conducted by the GTAA, specifically the Night Flight Restriction Program?
Any other comments you think would be helpful to communicate in my response back to this individual would also be appreciated.
Thanks!

Stephanie Quach

A/Regional Manager, Issues Management
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stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>
Sent: Monday, December 05, 2022 1:31 PM
To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: Fw: Night flight Restriction Program review
 XAO-2022-521935

From: [REDACTED]
Sent: Friday, December 2, 2022 11:58 PM
To: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>
Subject: Fwd: Night flight Restriction Program review

Dear Sir:

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I am very well informed on the background and current actions on this subject

[REDACTED]
 [REDACTED] I have stayed involved
 attending the Neighbourhood table meetings [REDACTED]
 community located about 9 km south of Pearson.

Yours truly, [REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Dec 2, 2022 at 11:35 PM
Subject: Night flight Restriction Program review
To: Connelly, Robyn [REDACTED]@gtaa.com>, Cynthia Woodwork [REDACTED]@gtaa.com>
Cc: [REDACTED]@gtaa.com [REDACTED]@gtaa.com>, [REDACTED]
 <James.Maloney.c1@parl.gc.ca>, Baker, Yvan - M.P. <Yvan.Baker@parl.gc.ca>

I was very disappointed that your scheduling of agenda for the Neighbourhood table meeting on Wednesday November 30 did not include any update on the 2018-2022 Action plan or anytime for community members to raise questions or comments on anything other than GTAA, Nav Canada and University of Windsor presentations.

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will benefit from better land use planning and noise management measures. How we will achieve this: We will explore options for a new voluntary Noise Insulation Program. By the end of the term of this Action Plan, a pilot program will provide funding to residents for soundproofing their homes. We will investigate a pilot program to provide funding to nearby schools for air conditioning systems. We will work with municipalities to review and adopt more stringent zoning requirements, and expand the noise warning clause in real estate agreements. We also will work with real estate agents to promote better understanding and awareness of our operational impacts.

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certificated aircraft built after 1977 since then more stringent noise certification of Chapter 4 started in 2001 and Chapter 14 in 2013. Shouldn't the aircraft allowed to operate in the quieter night hours meet at least Chapter 4 noise certification?

There is one obvious reason why not. The GTAA leases land to FedEx for a sorting facility and apron area. As part of this agreement FedEx is allowed to operate any aircraft in the restricted hours that meet Chapter 3 noise certification. Currently the loudest aircraft that regularly operate at Pearson are DC10 and MD11 FedEx aircraft that arrive 5:30 to 6:00 am 5 days a week. Please provide explanation in the next week why the Night Flight Restriction review has been delayed or shelved.

I will be sending copies of this letter to all Neighbourhood table members, the Minister of Transport, mayors of Toronto, Mississauga, Brampton and Vaughan and others.

Yours truly,

19 (1)

From: [Quach, Stephanie \(TC/TC\)](#)
To: [George, Marcia \(TC/TC\)](#); [Cavuto-Carter, Lisa \(she,her | elle,la\) \(TC/TC\)](#)
Cc: [Chang, Vincent \(TC/TC\)](#)
Subject: RE: For Review/Input: MPQ - Response on Pearson Night Flights (13637)
Date: Wednesday, March 19, 2025 9:33:00 AM
Attachments: [image001.gif](#)

Thanks very much!

From: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Sent: Tuesday, March 18, 2025 2:20 PM
To: Cavuto-Carter, Lisa (she,her | elle,la) (TC/TC) <lisa.cavuto-carter@tc.gc.ca>; Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Cc: Chang, Vincent (TC/TC) <vincent.chang@tc.gc.ca>
Subject: RE: For Review/Input: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Thank you for the revised wording

I concur.

marcia

From: Cavuto-Carter, Lisa (she,her | elle,la) (TC/TC) <lisa.cavuto-carter@tc.gc.ca>
Sent: Tuesday, March 18, 2025 2:08 PM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Cc: Chang, Vincent (TC/TC) <vincent.chang@tc.gc.ca>
Subject: FW: For Review/Input: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hello Marcia,

Forwarding my response to you in Stephanie's absence. Thanks.

Lisa

From: Cavuto-Carter, Lisa (she,her | elle,la) (TC/TC)
Sent: Tuesday, March 18, 2025 2:06 PM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Cc: Chang, Vincent (TC/TC) <Vincent.Chang@tc.gc.ca>
Subject: RE: For Review/Input: MPQ - Response on Pearson Night Flights (13637)

Good afternoon Stephanie,

Thank you for the opportunity to provide feedback. I reviewed the paragraph highlighted in green and recommend the following revision (highlighted in yellow):

Should there be any deviances to the number of permitted flights, TC's Regional Enforcement Unit (REU) will investigate the occurrences and alleged violations to ascertain whether or not a violation has occurred. When a regulatory non-compliance is identified, REU will take the appropriate enforcement action. For more information regarding the roles and responsibilities of the REU, you may wish to visit: [Aviation Offences and Enforcement](#). For a list of published enforcement actions, please see: [Aviation Corporate Offenders](#) and [Aviation Non-Corporate Offenders](#).

I do not recommend including the stats. The links to the published violations is sufficient.

Should you have any questions, feel free to contact me.

Regards,
Lisa

Lisa Cavuto-Carter

A/ Manager, Regional Enforcement Unit, Ontario Region
(she/her/elle)
Transport Canada/ Government of Canada
lisa.cavuto-carter@tc.gc.ca/ Cell: (416) 571-6101/ TTY: 1-888-675-6863

Gestionnaire régional par intérim, Application de la loi
Transports Canada / Gouvernement du Canada
lisa.cavuto-carter@tc.gc.ca / Tél. cell. : (416) 571-6101/ ATS : 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Tuesday, March 18, 2025 8:57 AM
To: Cavuto-Carter, Lisa (she,her | elle,la) (TC/TC) <lisa.cavuto-carter@tc.gc.ca>
Subject: For Review/Input: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Lisa,

CivAv was tasked with an MPQ on Pearson Night Flights and I have drafted a response as attached in the Word document.

May I please request for your review of the line highlighted in green as it speaks to the REU's role? Additionally, would you recommend that I keep the links to the published violations, or refer to the stats as noted in the attached email?

Thank you,

Stephanie Quach

Regional Manager, Issues Management
Civil Aviation, Ontario Region
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

Steph

From: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>

Sent: Monday, March 17, 2025 10:55 AM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: RE: FOR APPROVAL: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hello,

Two things:

1. Please insert a sentence on REU enforcement, which is published online. TC has pursued

enforcement action for night flight violations. This info should be published. REU/Lisa can probably provide the link

2. 21 (1) (b)

I would like to re-review once amended.

Thank you

marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Monday, March 17, 2025 10:44 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: FOR APPROVAL: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,

Please see the attached MPQ response on page 2, for your approval. I have consulted with Ops Specialties for this info.

Thank you,
Steph

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Sent: Thursday, March 13, 2025 2:30 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FW: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph, could we please have a response back by March 20th?

From: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>
Sent: Thursday, March 13, 2025 2:23 PM

To: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>; Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>

Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>; TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>

Subject: RE: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Jennifer,

Yes, thank you! @TC.F ONT PX RDGO / BDGR PX F.TC Kindly inquiring if your team would be able to take the lead on this request?

Merci,

Lisa Denis

Coordination and Special Projects Officer, Departmental Liaison Team
Policy & Issues Management Directorate
Office of the Deputy Minister
Transport Canada, Government of Canada
Lisa.Denis@tc.gc.ca | Tel: 343-574-4691

Agente de coordination et des projets spéciaux, Équipe de liaison départementale
Direction des politiques et de la gestion des enjeux,
Cabinet du sous-ministre, Transports Canada, Gouvernement du Canada
Lisa.Denis@tc.gc.ca | Tél: 343-574-4691

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>

Sent: Thursday, March 13, 2025 2:00 PM

To: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>; Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>; TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>

Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>

Subject: RE: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Lisa, could you please re-assign this one to the region? Thanks!

From: Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>

Sent: Thursday, March 13, 2025 10:42 AM

To: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>

Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>

Subject: FW: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hello! Would this be your lead?

From: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>

Sent: Tuesday, March 11, 2025 5:04 PM

To: TC.F NCR AA ADMO / BSMA RCN F.TC <AAADMO-BSMA@tc.gc.ca>

Cc: TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>

Subject: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon S&S colleagues,

We received an MPQ pertaining to the lack of transparency and claimed corruption at the Greater Toronto Airport Authority (GTAA).

Context:

- Many constituents are expressing their frustration regarding the issues with Airport noise.
- MinO has provided this response:
 " Here's our website on noise."

<https://www.torontopearson.com/en/community/noise-management>. Toronto Pearson has a Noise Management Office dedicated to working with residents to address concerns and provide insights into airport operations. The team is committed to keeping our community informed and engaged.

There are several ways residents can connect with Pearson's Noise Management Office:

- **Phone:** Call 416-247-7682 to ask questions or share concerns.
- **Online Flight Tracking Tool (WebTrak):** Track flights in real-time and see noise levels in your area.
- **Insightful Online Portal:** Access information about noise management and learn more about aircraft operations through this easy-to-use online resource.
- **Noise Complaint Form:** Submit up to 50 noise complaints at once via the online form.
- **Checking In:** Stay up to date on airport operations and community updates.
- Attend our **Pearson Public Meeting** on Noise Management

These resources help residents stay informed and connected. Pearson is always happy to engage with its community to address any concerns.

In addition to our Noise Management Team, we actively engage with the community in many ways to keep our neighbours informed and involved. We sponsor community events, partner with schools for career talks, partner with elected officials to host open houses and give back to the community through employee volunteering and charitable giving. This summer alone, we participated in over 75 community events, reaching more than 10,000 residents.

Through these efforts, we regularly share updates on our operations, our role as an economic anchor providing local jobs and supporting development, and how to connect with our team.

Specifically on the flights between 2am and 6am that you mentioned they have stated:

However, we severely limit the number of flights in and out of Pearson through the **Night Flight Restriction Program**, which limits the number of movements (arrivals and departures) during the restricted hours (12:30 AM to 06:29 AM). Transport Canada helped create this program to limit nighttime noise and balance growing regional demand. This is referred to as the "night flight budget." Toronto Pearson is the only airport in Canada to have a budget system.

The vast majority of flight movements between the hours you specified (02:00 to 06:00) are arriving flights. Night flights are needed to accommodate travel distance, scheduling requirements and product delivery timelines, and accommodate late-arriving or departing flights delayed due to factors such as weather, mechanical or security issues; as well as other operationally necessary night flights. Medevac flights and military and police operations are counted towards the night flight budget.

*We also operate the **Nighttime Preferential Runway system** - between midnight and 6:30 am, we prioritize the use of runways to minimize the number of residents overflown. “*

- MinO has been informed that these problems are persisting, and that the MP's Office has received a large amount of correspondence on this issue.

Question:

- Could the department kindly provide information in regard to transparency requirements and anything that would counteract corruption claims?

Due Date: March 21, 2025

Would it be possible to please provide some information that we can pass along to MinO in which they can relay to the MP office?

Merci,

Lisa Denis

—
The following request has been assigned to you for appropriate action in Tasking Database. To access it, click on the « GOTO » link.

La demande suivante vous a été transférée pour exécution dans la base de données des tâches. Pour y accéder, cliquez sur le lien « GOTO ».

=====

=====
Tasking # / No de tâche: TASK-013637

Request Type / Type de demande: MPQ

Topic / Sujet: RESPONSE ON PEARSON NIGHT FLIGHTS

Assigned To / Assigné à: AA

Submit By / Date de soumission: 3/21/2025

Request / Demande: PLEASE FIND ALL CONTEXT IN TASKING EMAIL / VEUILLEZ TROUVER TOUT

LE CONTEXTE DANS LE COURRIEL

=====

=====

[http://ccmenterprise.tc.gc.ca:80/Enterprise/Services/Authorization/Login?
rootid=30633806&segmentid=2989866](http://ccmenterprise.tc.gc.ca:80/Enterprise/Services/Authorization/Login?rootid=30633806&segmentid=2989866)

From: George, Marcia (TC/TC)
To: Quach, Stephanie (TC/TC); Saiyed, Akram (TC/TC)
Subject: RE: FOR SIGNATURE/DIRECT REPLY- Ministerial- Air traffic noise after 11pm is unacceptable
Date: Tuesday, May 07, 2024 9:26:30 AM
Attachments: RDIMS-#20288031-v2-INPUT TO PX- XAP-2024-533242 signed May.7.2024.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Hello Stephanie/Akram,
 The signed version is attached. Many thanks Akram, for helping me resolve tech issues.
 Marcia

From: Quach, Stephanie (TC/TC)
Sent: Monday, May 06, 2024 9:46 AM
To: George, Marcia (TC/TC) ; Saiyed, Akram (TC/TC)
Subject: FOR SIGNATURE/DIRECT REPLY- Ministerial- Air traffic noise after 11pm is unacceptable

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Marcia,
 Please find the attached HQ-approved ministerial reply, for your signature.
 Akram- over to you please once signed.
 Thank you,

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [19 (1)]
Sent: Tuesday, April 30, 2024 11:18 PM
To: Cynthia Woods [19 (1)]@gtaa.com>; [19 (1)]
 [19 (1)]; Navcanada Service <service@navcanada.ca>; Francesco M.P. Sorbara <francesco.sorbara@parl.gc.ca>; Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Cc: [19 (1)]

[19 (1)]

Subject: [External/Externe]: Air traffic noise after 11pm is unacceptable
 XAP-2024-533242

Hello,
 Please see below:
<https://youtu.be/6sY7GzCZ7-Y?si=ZiRaE4yDogSKNLaB>

[19 (1)]

Resident of Woodbridge, ON



Virus-free. www.avast.com



Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20288031

May 7, 2024

19 (1)

Dear 19 (1)

Thank you for your email of April 30, 2024, to the Minister of Transport regarding nighttime air traffic noise around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users.

One of the tools available to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. Noise abatement procedures for Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances growing regional demand. This night flight restriction program limits the number of movements during the restricted hours (12:30 am to 6:29 am).

For more information, you may wish to visit [Night Flights](#), [Noise Management Program](#) and [Toronto InsightFull](#) (torontopearson.com).

We are aware that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations of airports, including Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority (GTAA), may be reached at 416-247-7682 or through its website at [Toronto Pearson- Contact Us](#).

Thank you for writing.

Canada

www.tc.gc.ca

03-0418 (1307-02)

Yours sincerely,

A handwritten signature in black ink that reads "ME George". The letters are cursive and fluid, with the "ME" being slightly larger and more prominent than the "George".

Marcia George
Regional Director
Civil Aviation, Ontario Region

c.c. Office of Francesco Sorbara, M.P.
Vaughan–Woodbridge

From: [George, Marcia \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#); [Saiyed, Akram \(TC/TC\)](#)
Subject: RE: FOR SIGNATURE/DIRECT REPLY: Ministerial- Impact of airplane noise on students
Date: Wednesday, June 19, 2024 7:07:08 PM
Attachments: [image001.png](#)
[image002.emz](#)
[image003.png](#)
[image004.png](#)
[image011.emz](#)
[image012.png](#)
[RDIMS-#20376653-v3-INPUT TO PX- XAP-2024-533901.pdf](#)

UNCLASSIFIED / NON CLASSIFIÉ

Hello

Signed version is attached

Merci

marcia

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Wednesday, June 19, 2024 10:33 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>; Saiyed, Akram (TC/TC) <akram.saiyed@tc.gc.ca>
Subject: FOR SIGNATURE/DIRECT REPLY: Ministerial- Impact of airplane noise on students

UNCLASSIFIED / NON CLASSIFIÉ

Hi Marcia,

Please find the attached HQ-approved ministerial reply for your signature.

Hi Akram, over to you once signed.

Thank you,

Stephanie Quach

Regional Manager, Issues Management
Civil Aviation, Ontario Region
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [19 (1)]
Sent: Sunday, June 2, 2024 9:43 AM
To: Matias de Dovitiis [19 (1)]@toronto.ca; Matias de Dovitiis <info@matiasdedovitiis.ca>; Councillor Perruzza <councillor_perruzza@toronto.ca>; Tom Rakocevic <tom.rakocevic@ontariondp.ca>; Tom Rakocevic <trakocevic-co@ndp.on.ca>; Francesco M.P. Sorbara <francesco.sorbara@parl.gc.ca>; Judy - M.P. Sgro <judy.sgro@parl.gc.ca>; Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>; [19 (1)] <doug.fordco@pc.ola.org>; Mayor Chow <mayor_chow@toronto.ca>

Cc: [19 (1)]

[19 (1)]

Subject: [External/Externe]: There is a wealth of empirical studies demonstrating the detrimental impact of airplane noise on students

XAP-2024-533901

Matias,

There is a wealth of empirical studies demonstrating the detrimental impact of airplane noise on students. I firmly believe that this factor contributes to the lower academic performance of schools in our area. It's imperative that we address this issue seriously.

Did you know that our area experiences over 10,000 noise events ,per month,exceeding the threshold of >65dB, with over 3,500 events surpassing 70dB? These statistics underscore the severity of the problem.

I propose collaborating with Councillor Peruzza and Tom Rakosevic to mitigate airplane noise levels. We must advocate for measures that not only reduce noise pollution but also ensure compensation for the affected community.

Unfortunately, our efforts to engage Federal Government representatives have been met with delays and evasion.

To delve deeper into this issue, I've included a couple of links below to provide additional context:

CrowdScience - Could aircraft noise affect a child's education? - BBC Sounds



The Impact of Aircraft Noise on the Cognitive Function of Elementary School Students in Korea



<https://www.sciencedirect.com/science/article/pii/S0160412022002331>

Let's work together to address this pressing concern and advocate for the well-being of our community.

Regards,

19 (1)

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Record released pursuant to the Access to Information Act /
Document divulgué en vertu de la Loi sur l'accès à l'information
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Institutes of Health.

UNCLASSIFIED / NON CLASSIFIÉ



Transport
Canada

Transports
Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20376653

June 19, 2024

19 (1)

Dear 19 (1)

Thank you for your email of June 2, 2024, to the Minister of Transport regarding air traffic noise and its effects on the community. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all users. The mission of Transport Canada's Civil Aviation branch is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

As the safety regulator for the transportation system in Canada, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

One of the tools to assist airports includes a process through which airport operators develop noise abatement procedures and operating restrictions by consulting aviation stakeholders and local communities. We advise that noise abatement procedures for Toronto Pearson International Airport are in place, in addition to the Night Flight Program, which limits nighttime noise and balances the growing regional demand. This program limits the number of movements during the restricted hours of 12:30 am to 6:29 am. For more information, you may wish to visit Night Flights, Noise Management Program and Toronto InsightFull (torontopearson.com).

Unfortunately, noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring that aviation safety is not compromised. Transport Canada's experience has shown that noise issues are most effectively addressed at the local community level. Therefore, in this instance the department encourages dialogue with the airport authority directly, as Transport Canada is not involved in the daily operations at Toronto Pearson International Airport.

The airport operator, the Greater Toronto Airports Authority, may be reached at 416-247-7682 or through its website at Toronto Pearson- Contact Us.

Canada

www.tc.gc.ca

03-0418 (1307-02)

Thank you for writing.

Regards,

A handwritten signature in black ink that reads "McGeorge". The signature is written in a cursive style with a large "M" and a long, flowing "e".

Marcia George
Regional Director
Civil Aviation, Ontario Region

c.c. Office of the Honourable Judy Sgro, P.C., M.P.
 Humber River–Black Creek

Office of Francesco Sorbara, M.P.
Vaughan–Woodbridge

From: [Scott, Blake \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#); [Saied, Akram \(TC/TC\)](#)
Subject: RE: FOR SIGNATURE/DISPATCH- Ministerial: Airplane Noise
Date: Wednesday, June 26, 2024 4:31:05 PM
Attachments: image001.jpg

UNCLASSIFIED / NON CLASSIFIÉ

Signed

Regards,

Blake Scott

A/Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

Blake.Scott@tc.gc.ca / Tel: 647-539-6157

Directeur associé, Opérations Est

Transports Canada / Gouvernement du Canada

Blake.Scott@tc.gc.ca / Tel: 647-539-6157

From: Quach, Stephanie (TC/TC)

Sent: Wednesday, June 26, 2024 12:30 PM

To: Scott, Blake (TC/TC) ; Saied, Akram (TC/TC)

Subject: FOR SIGNATURE/DISPATCH- Ministerial: Airplane Noise

UNCLASSIFIED / NON CLASSIFIÉ

Hi Blake,

Please see the attached HQ-approved ministerial reply for your signature.

Hi Akram, over to you once signed please.

Thanks,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>

Sent: Sunday, June 23, 2024 11:49 AM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: TR: Airplane Noise

XAP-2024-534282(3)

De : 19 (1)

Envoyé : 23 juin 2024 11:11



À : 19 (1)

Cc : Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods 19 (1) @gtaa.com>; Prime Minister's Office <pm@pm.gc.ca>; Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; 19 (1)

19 (1)

Sorbara, Francesco - M.P. <Francesco.Sorbara@parl.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>; 19 (1)

19 (1)

info@cityline.tv; 19 (1)

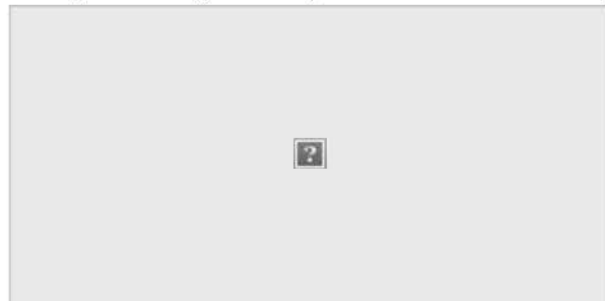
19 (1)

19 (1) Councillor Perruzza <councillor_perruzza@toronto.ca>; Tom Rakocovic <TRakocovic-CO@ndp.on.ca>; Mayor Chow <mayor_chow@toronto.ca>; doug.fordco@pc.ola.org; 19 (1) @toronto.ca

Objet : Re: Airplane Noise

19 (1)

This the preferential nighttime runway system that Pearson has developed. They started in 2018 & conducted trials during the pandemic. It's another one of these things in which they say they changed nothing but they actual have made changes in how they use runways. Especially at night.



[Idea 1: Night-time approaches](#)
[torontopearson.com](#)

Based on the feedback from your community I would say whatever system has developed for arrivals is not an improvement for your community.

At one point I was very frustrated with the presentation of data & terminology. Some of which lead to changes in the terminology and how data was presented to officials. As is typical GTAA used the data to make things appear much more positive than the reality for local communities.

I would suggest asking questions about this new nighttime system to determine if it has any influence on the nighttime impacts your community is experiencing that differ from your historical lived experience.

Take Care & hope you get some rest soon.

19 (1)

On Jun 23, 2024, at 7:41 AM, [19 (1)] wrote:

Hello Everyone,

This morning, I was woken up at 4:18 am by a loud plane that passed over my house. I called the Pearson Airport Complaints Department and MP Judy Sgro, and I left messages for both of them.

At 5:40 am, Pearson Airport began to receive incoming planes. It sounds like it will be a busy morning for airplane traffic, starting earlier than expected. The new start time had been 6:30 am. More planes are great for GTAA CEO Deborah Flint; that is why she was hired to increase activity at Pearson Airport, supported by the Federal Liberal Government. However, it's not great health-wise for the many residents living in flight paths around the airport. By 6:30 am, the planes over my house are very, very loud.

I will be awaiting a reply this week from Federal Minister of Transportation Pablo Rodriguez regarding his plans to address the airplane noise. A lack of reply would suggest that the Federal Liberal Government is not too concerned about the noise issues affecting certain communities around Pearson Airport, as it affects only a small percentage of the population.

I have left messages for MPP Tom Rakocevic to ask him why insurance rates are higher for certain postal codes, but I have not received a reply from him yet. If a correlation could ever be made between postal codes, accidents, and flight path areas, then I think it will be a bigger problem for all governments to figure out. Studies have shown that people who lose an hour of sleep are more likely to be involved in an accident. Hopefully, MPP Tom Rakocevic replies to me by the end of the week.

Plane noise does affect students' learning capabilities, and our Councillor's office is aware of this issue and is working on it.

Sincerely,

[19 (1)]

From: [19 (1)]

Sent: June 22, 2024 8:18 AM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods

[19 (1)] <[19 (1)]@gtaa.com>; Prime Minister | Premier Ministre <PM@pm.gc.ca>; pablo.rodriguez@parl.gc.ca <pablo.rodriguez@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>

Cc: pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; [19 (1)]

[19 (1)]

19 (1)

francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>;

jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; 19 (1)

19 (1)

19 (1)

info@cityline.tv

<info@cityline.tv>; 19 (1)

19 (1)

19 (1)

Councillor Perruzza' <councillor_perruzza@toronto.ca>; Tom Rakocevic <TRakocevic-CO@ndp.on.ca>; Mayor Chow <mayer_chow@toronto.ca>; doug.fordco@pc.ola.org <doug.fordco@pc.ola.org>; 19 (1) @toronto.ca

19 (1) @toronto.ca>

Subject: Re: Airplane Noise

Hello Everyone,

The planes from Pearson Airport are extremely loud this morning... as in LOUD.

The first plane screeched over my house at 6:21 am. Air traffic after midnight could be heard until 12:45 am. The morning before, planes could be heard flying until 1:30 am, and then again throughout the rest of the morning, offering me the chance at only a couple of hours of sleep. It takes work to file the complaints in the morning.

Minister of Transportation Pablo Rodriguez, please provide my community with an answer by the end of the month on how Prime Minister Trudeau plans to improve our noisy living situation here, with Pearson Airport nearby. Another airport should have been built in Pickering, and the two North and South runways need to be spaced farther apart from each other so that they can be used simultaneously. This way, we do not have to rely solely on the three East/West runways, where planes fly over the most populated parts of areas around Pearson Airport at peak times

MP Judy Sgro is aware of how plane noise becomes worse for us in warmer weather, with planes flying at lower altitudes. Nothing has been done about the

plane noise in my community over the last few years. MP Judy Sgro initially stated to a few of us in a meeting that we live in the city and we must learn to live with the airplane noise. I believe she has come to realize over the last few years that her initial statement to us was unacceptable.

There should be at least 7 hours between the last plane of the night and the first one of the day, with midnight as the cutoff time and 7 am as the startup time. Proper sleep is essential for a healthy life. It becomes stressful for me because I never know when the last plane will come or when I will hear the first one. I could be up until 1:30 am with airplane noise. Pearson Airport unfortunately has a significant influence on my sleep patterns, and its unpredictability adds to the challenge. I know my days are more enjoyable when I hear fewer planes.

I don't want to call Pearson Airport to complain about the plane noise several times a day or spend time writing emails to important figures in public office. I want to enjoy my life! Former Minister of Transportation Lisa Raitt publicly criticized Pearson noise complaints, where she was vocal and honest and told people the complaints are collected and then left to collect dust. I find myself believing her more and more each day.

It would be wonderful if CEO of the GTAA, Deborah Flint, would make time for a meeting to listen to complaints and provide solutions to residents greatly affected by airplane noise. Unfortunately, it seems to me she is not readily available to engage with communities impacted by her decisions. This situation is concerning and needs to improve.

Sincerely,

[REDACTED]

From: [REDACTED]

Sent: June 21, 2024 3:38 PM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Cynthia Woods

[REDACTED]@gtaa.com>; Prime Minister | Premier Ministre <PM@pm.gc.ca>; pablo.rodriguez@parl.gc.ca <pablo.rodriguez@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>

Cc: pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; [REDACTED]

[REDACTED]

francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>;

jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; [REDACTED]

[REDACTED]

19 (1)

19 (1)

info@cityline.tv <info@cityline.tv>; 19 (1)

19 (1)

19 (1)

ZZG-Community

Engagement <communityengagement@gtaa.com>; 19 (1)

19 (1)

Subject: Airplane Noise

Hello Everyone,

I contacted MP Judy Sgro's office this afternoon and asked to speak with her, but I was informed that she was not in the office today. The person I spoke to, 19 (1) confirmed she would inform 19 (1) the office manager, about the emails 19 (1) had sent today to MP Judy Sgro.

MP Judy Sgro presented the airplane noise petition for Humber River - Black Creek to the House of Commons, and it has been approved for investigation. However, I am uncertain about the duration of this process. I believe that during the review process, there should be a temporary reduction in air traffic to Pearson Airport not an increase.

It is warmer weather now, planes fly at lower altitudes and the result is increased noise. GTAA CEO Deborah Flint, MP Judy Sgro, Minister of Transportation Pablo Rodriguez, NAV Canada, and Pearson Airport are all aware of the noise issue. The noise levels are high and have negative impacts on people's health. Despite reaching out to these people over the last few years, the situation has not improved. Furthermore, GTAA CEO Deborah Flint publicly stated intentions to increase air traffic, to make the noise problem worse and Prime Minister Trudeau along with his Minister of Transportation Pablo Rodriguez did not say no to this plan.

What can our community do about the airplane noise? I understand it is Friday, and I may not receive a response today. However, Minister of Transportation Pablo Rodriguez, this question is directed to you, not MP Judy Sgro who should not be taking responsibility of handling your job. What is your proposed solution?

Prime Minister Trudeau, if Minister of Transportation Pablo Rodriguez does not address our noise concerns regarding airplane traffic and noise from Pearson

Airport for Humber River - Black Creek by the end of the month, I will be deeply disappointed once again in the Federal Liberal Government. Perhaps it is time for new leadership in the federal government, and now is the opposition's opportunity to voice their stance on this issue. I have not heard a reply from the opposition parties here.

MP Judy Sgro wrote a detailed letter about the airplane noise issues faced in Humber River - Black Creek a couple of years ago to Prime Minister Trudeau and the then Federal Minister of Transportation, Omar Alghabra, but neither of them responded to MP Judy Sgro. I asked MP Judy Sgro if she could find out why her letter was not replied to, and she seemed hesitant and afraid to approach either of them to ask. It is not good!

I would love to see the noise complaints handled differently, as 19 (1) described a new plan to everyone here, where residents of this community could give consent for NAV WebTracker to file a complaint if the decibel reading reaches a certain level in our community. I hope Cynthia Woods, the Manager of Pearson Airport Complaints Department, has considered adopting this idea. Why should I, a resident of this community affected by airplane noise, have to take time out of my day to contact Pearson Airport Complaints Department when technology exists to file a complaint on my behalf? When I am woken up early in the morning, it takes time to check the date and time and then find the device to file the complaint on. It's not easy to file a noise complaint, and sometimes I'm too upset with the airplane noise to bother doing it.

MP Judy Sgro, can you follow up with Cynthia Woods and provide Humber River - Black Creek with an answer by the end of this month to see if she have Pearson Airport adopt this new complaint format? I give this responsibility to you MP Judy Sgro or your office to speak to Manager of Pearson Airport Complaints Department Cynthia Woods by the end of this month and give Humber River - Black Creek an answer.

CEO of GTAA Deborah Flint needs to make herself available to speak to communities where her decisions with increases to air traffic are affecting the health and well being of the residents living in flight paths to Pearson Airport.

I hope the weekend is quiet with little airplane noise because this morning was hell. Humber River - Black Creek wants improvement and answers, not to be ignored!

Take care,

19 (1)

From: 19 (1)

Sent: June 21, 2024 9:20 AM

To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; pierre.poilievre@parl.gc.ca <pierre.poilievre@parl.gc.ca>; jagmeet.singh@parl.gc.ca <jagmeet.singh@parl.gc.ca>; francesco.sorbara@parl.gc.ca <francesco.sorbara@parl.gc.ca>

Cc: 19 (1)

19 (1)

19 (1)

info@cityline.tv <info@cityline.tv>; 19 (1)

19 (1)

Subject: Ask the Courts of Justice to place an Injunction

God day Honourable Judy Sgro,

I do not intend to be disrespectful, but as a responsible citizen, I feel it is important to bring the following to your attention.

You should rely on people like me to bring attention to an issue, not to perform your job. It is utterly unfair to place the onus on the people to do the job our representatives have been elected and are being paid to perform.

I would like to request that, as our representative at the federal level, you ask the Courts of Justice to place an injunction on Pearson Airport. Specifically, I request the suspension of all night traffic, except for emergencies, and the imposition of a cap to stop any increase in air traffic.

The rationale for these requests is as follows:

1. **Irreparable Damage to Students:** Students living in the communities surrounding the airport are experiencing detrimental impacts from airplane noise. Numerous empirical studies demonstrate the negative effects of such noise on students' academic performance and overall well-being.
2. **Irreparable Damage to Health:** The health of citizens living in the surrounding communities is being compromised. There is a wealth of empirical studies showing the harmful effects of airplane noise on people's health, including increased risk of cardiovascular diseases, sleep

disturbances, and other health issues.

3. **Potential for Irreparable Damage:** Consider a scenario where a truck driver from my community falls asleep at the wheel due to sleep deprivation caused by airplane noise, leading to a tragic accident involving a bus with 40 school children. The insurance company would likely determine that Transport Canada policies permitting the airport to operate 24/7 contributed to the sleep deprivation. In such a case, the courts would likely hold the state responsible. The policymakers would not personally bear the costs; instead, the state would, meaning that the financial burden would ultimately fall on the taxpayers. To put it simply, it is the people who would have to pay for the consequences of these policies.

I urge you to take immediate action to address these concerns and protect the well-being of our community.

Regards,

19 (1)

On Tuesday, June 18, 2024 at 05:32:33 p.m. EDT, Sgro, Judy - M.P. <judy.sgro@parl.gc.ca> wrote:

Good day 19 (1)

Thank you for providing the below detailed and thorough recommendations.

The Hon. Judy Sgro, supports any initiative or ideas that may improve the quality of life for residents in the area.

We have seen that a few of GTAA representatives are included in your initial email, however we can ensure that the appropriate offices are sent your valuable recommendations.

Our office relies on individuals such as yourself to continue to provide constructive ideas to better our community.

Thank you again for reaching out to our office.

Best regards,

Office of the Hon. Judy A. Sgro

Member of Parliament for Humber River-Black Creek

Chair Standing Committee on International Trade

Privy Council

Room 1180 Valour Building

House of Commons

Ottawa (Ontario) K1A 0A6

613-992-7774 Telephone

613-947-8319 Fax

Constituency Office:

2201 Finch Ave. West, Unit # 25

North York, ON M9M 2Y9

Tel: 416-744-1882

Fax: 416-952-1696

From: 19 (1)
Sent: Sunday, June 16, 2024 11:09 AM
To: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; ZZG-Community Engagement <communityengagement@gtaa.com>; 19 (1) @toronto.ca; Poilievre, Pierre - M.P. <pierre.poilievre@parl.gc.ca>; Tom Rakocovic <trakocevic-co@ndp.on.ca>; Minister of Transport / Ministre des Transports (TC) <tc.ministeroftransport-ministredestransports.tc@tc.gc.ca>; Singh, Jagmeet - M.P. <Jagmeet.Singh@parl.gc.ca>; 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; Sorbara, Francesco - M.P. <Francesco.Sorbara@parl.gc.ca>; 19 (1) @gtaa.com; 19 (1) @gtaa.com

Cc: 19 (1)

19 (1)

19 (1)

info@cityline.tv;

19 (1)

Subject: Request for immediate changes to complaint form
 To all individuals in positions of power associated with YYZ,

This includes those at Nav Canada, the Greater Toronto Airports Authority (GTAA), and Canadian government officials,

Needless to say I expect you to reply to my emails.

I am writing to express my concerns regarding the current complaint form for noise disturbances. The existing form is overly cumbersome and effectively discourages individuals from filing complaints.

As someone who experiences adverse effects from aircraft noise exceeding 55dB, the current system is impractical. Pearson Airport handles approximately 1,850 flights daily, with around 500 of these flights passing over my residence. Given that the form allows a maximum of 8 events per submission, I would need to complete it 62.5 times daily. At an estimated 15 minutes per form, this amounts to 937.5 minutes or approximately 15.6 hours each day.

This cumbersome process seems designed to discourage complaints. Therefore, I propose the following changes to the complaint form:

1. **Automated Complaint Submission:** Include a field where individuals can authorize the system to automatically file a complaint for every aircraft

exceeding 55dB, based on data from the community noise monitor.

2. **Accessible Noise Data:** Provide detailed information at each noise monitoring station, including the number of flights exceeding noise thresholds, categorized by departures and arrivals, along with corresponding dB levels and timestamps.

These changes are essential to ensure that the process is accessible and fair, particularly for those you are making vulnerable, traumatized, humiliated, and marginalized individuals.

Thank you for your attention to this matter.

19 (1)

From: [George, Marcia \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Cc: [Saiyed, Akram \(TC/TC\)](#)
Subject: RE: FOR SIGNATURE/DISPATCH: Ministerial- Airplane noise complaint
Date: Tuesday, May 07, 2024 12:04:52 PM
Attachments: [RDIMS-#20191939-v3-INPUT TO PX- XAP-2024-532305 signed May.7.2024.pdf](#)

UNCLASSIFIED / NON CLASSIFIÉ

Hello

Please find the signed version attached

Regards,

Marcia

-----Original Message-----

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Tuesday, May 07, 2024 9:33 AM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Subject: FW: FOR SIGNATURE/DISPATCH: Ministerial- Airplane noise complaint

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Marcia,

Kindly following up on your signature of this ministerial please.

Thank you,
Steph

-----Original Message-----

From: Quach, Stephanie (TC/TC)
Sent: Friday, May 3, 2024 4:00 PM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Cc: Saiyed, Akram (TC/TC) <akram.saiyed@tc.gc.ca>
Subject: FW: FOR SIGNATURE/DISPATCH: Ministerial- Airplane noise complaint

Hi Marcia,

Following up on the below please.

Thanks,

Stephanie Quach

Regional Manager, Issues Management
Civil Aviation, Ontario Region
Transport Canada / Government of Canada stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-

6863

-----Original Message-----

From: Quach, Stephanie (TC/TC)

Sent: Friday, April 26, 2024 3:19 PM

To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>; Saiyed, Akram (TC/TC) <akram.saiyed@tc.gc.ca>

Subject: FOR SIGNATURE/DISPATCH: Ministerial- Airplane noise complaint

Good afternoon Marcia,

Please find the attached ministerial response, previously approved by Hanif while he was acting for you, and HQ-approved- for your signature.

(Note: the CTA reference was provided by the Surface branch)

Hi Akram, for your dispatch please once signed.

Thank you,

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

-----Original Message-----

From: [19 (1)]

Sent: Friday, March 8, 2024 10:43 PM

To: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: Airplane noise complaint

XAP-2024-532305

Hello,

I admit I'm not overly optimistic of receiving a reply here but I don't know exactly what to do with my issue.

As a resident of Vaughan, Ontario since [19 (1)] I'm well aware of what Maple, Ontario (and Vaughan in its entirety) used to be and what it has become. I can't help but be very disappointed at what has become of the noise pollution from planes in recent years. Things have become out of control and increasing worse to date. Low flying planes at all hours of the day and night creating incredibly loud noises. It is literally non stop every few minutes for hours on end (including right now as I write this email). The train noise is another issue entirely, especially from all day and night activity of that train yard by [19 (1)]

Why has this become a reality? Can something not be done as clearly it never used to happen. I've tried corresponding directly with the train company and airport, but absolutely nothing is done and they simply don't reply to me. I have also written to my local MP who has advised their office has communicated the concerns of

many residents to your office recently.

I just want some peace and quiet for my family.

Regards,

19 (1)



Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
20191939

May 7, 2024

19 (1)

Dear 19 (1)

Thank you for your email of March 8, 2024, to the Minister of Transport, Pablo Rodriguez, regarding flight activity around your residence in Vaughan, Ontario. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all users. The mission of Transport Canada's Civil Aviation branch is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians, with a vision of an integrated and progressive system that promotes a proactive safety culture. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The CARs state that, except when taking off or landing, aircraft may not be operated over a built-up area at an altitude lower than 1,000 feet above the highest obstacle within a horizontal distance of 2,000 feet from the aircraft (or 500 feet for helicopters). When not operating over a built-up area, aircraft must maintain a minimum distance of 500 feet from any person, vessel, vehicle, or structure.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) (Noise Management | Pearson Airport (torontopearson.com)) directly.

Additionally, Transport Canada is not involved in the day-to-day operation of the airport or approval of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, and other identifying marks) and report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Regarding your complaint on train noise, under the *Railway Safety Act*, Transport Canada is responsible for regulating the safety of railway operations throughout Canada.

The Canadian Transportation Agency (CTA) can assist you in addressing these matters. The CTA is an independent quasi-judicial tribunal that makes decisions on a wide range of matters involving federally regulated modes of transportation. The Agency offers a mediation service that can be used to help resolve rail issues, such as service obligations, noise, crossings, and rail line and rail yard expansion. For additional details on this process, I invite you to visit the Agency's [website](#) or contact the Agency directly at the following coordinates:

Canadian Transportation Agency
Ottawa, Ontario
K1A 0N9

Telephone: 1-888-222-2592
E-mail: info@cta-otc.gc.ca

Thank you for writing.

Regards,

A handwritten signature in black ink that reads "ME George". The signature is written in a cursive, flowing style.

Marcia George
Regional Director
Civil Aviation, Ontario Region

From: [Waljee, Imi \(he,him | il,lui\) \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#)
Subject: RE: FOR URGENT APPROVAL: Ministerial XAO-2023-526740(3)- Re: Urgent Action Needed: Excessive Airplane Noise in Humber River Black Creek
Date: Tuesday, June 20, 2023 1:34:51 PM
Attachments: [image001.png](#)

UNCLASSIFIED / NON CLASSIFIÉ

Good Afternoon Stephanie,

Approved.

Regards,

Imtiazali (Imi) Waljee

(he, him, il)

Regional Director Civil Aviation – Ontario Region

Transport Canada / Government of Canada

imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863

Directeur régional de l'aviation civile – Région de l'Ontario

Transports Canada / Gouvernement du Canada

imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

**My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.*

**Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.*

From: Quach, Stephanie (TC/TC)

Sent: Tuesday, June 20, 2023 1:22 PM

To: Waljee, Imi (he,him | il,lui) (TC/TC)

Subject: FOR URGENT APPROVAL: Ministerial XAO-2023-526740(3)- Re: Urgent Action Needed: Excessive Airplane Noise in Humber River Black Creek

Importance: High

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon Imi,

Please see the below draft in response to three ministerials received from an MP and one of their constituents.

For your urgent approval please.

DRAFT:

Dear MP Judy Sgro,

Thank you for your letter of June 2, 2023, to the Honourable Omar Alghabra, Minister of Transport, regarding the aircraft noise experienced by your constituents in the Humber River Black Creek community. The department also acknowledges the emails of June 14 and 19, 2023 from your constituent,

^{19 (1)} [REDACTED] Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision to an integrated and progressive civil aviation system that promotes a proactive safety culture. In doing so, the department exercises its authority through the *Aeronautics Act* and the

Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The information noted in your letter and your constituent's emails were reviewed and noted. I wish to advise that while Transport Canada is the safety regulator for aviation in Canada, the department does not get involved in the daily operations of airports and concerns such as noise disturbances should be discussed directly with the appropriate airport authority. It is further noted that there are no regulatory restrictions or limitations on the time of day, volume, or type of aircraft that can utilize the airspace in the Humber River Black Creek area.

The department understands noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised. With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the department recommends for the community to continue engaging in dialogue with the airport authority directly. For the Pearson International Airport, the Greater Toronto Airports Authority (GTAA) is the corresponding airport authority.

The GTAA's contact information is as follows:

Noise Complaints: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint>

Phone: 416-247-7678

Online Feedback Form: <https://torontopearson.freshdesk.com/support/tickets/new>

Additionally, the GTAA has made their WebTrak tool publicly available. WebTrak is an online tool that provides a near real-time view of the airspace above the GTA. This tool may be used to identify aircraft that affected your community and file a noise complaint directly from the platform. To access this tool, visit: <https://www.torontopearson.com/en/community/noise-management/noise-management-program/noise-management-office/noise-complaint#webtrak>.

Lastly, it is noted that the department does not approve changes to individual flight paths or routings, other than to confirm that the design meets the appropriate regulations and standards. Therefore, concerns pertaining to this issue should be directed to Nav Canada at:

service@navcanada.ca.

Thank you for writing.

Sincerely,

Stephanie Quach

A/Regional Manager, Issues Management
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Sent: Monday, June 19, 2023 10:12 AM

To: XMS Ministerial Registry Unit / Unité du registre ministériel XMS <XMSMinisterialRegistryUnit-UniteDuRegistreMinisteriel@tc.gc.ca>

Subject: FW: [External/Externe]: Re: Urgent Action Needed: Excessive Airplane Noise in Humber River Black Creek

UNCLASSIFIED / NON CLASSIFIÉ

XAO-2023-526740(3)

From: [REDACTED] 19 (1)**Sent:** Sunday, June 18, 2023 5:33 PM**To:** Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>; Meneses, Albert (Sgro, Judy A. - MP) <albert.meneses.521@parl.gc.ca>**Cc:** [REDACTED] 19 (1)

[REDACTED] 19 (1)

[REDACTED] 19 (1) 'Councillor Perruzza' <councillor_perruzza@toronto.ca>;
doug.fordco@pc.ola.org; MayorTO <MayorTO@toronto.ca>; [REDACTED] 19 (1)

[REDACTED] 19 (1)

[REDACTED] 19 (1)

[REDACTED] 19 (1) 'Councillor Perruzza' <councillor_perruzza@toronto.ca>; [REDACTED] 19 (1) @toronto.ca; doug.fordco@pc.ola.org; MayorTO <MayorTO@toronto.ca>; Tom Rakocovic <TRakocovic-CO@ndp.on.ca>; newstips@thestar.ca; gopublic@cbc.ca; bkennedy@thestar.ca; fightback@zoomer.ca; W5@ctv.ca; Alghabra, Omar - M.P. <omar.alghabra@parl.gc.ca>; Minister of Transport / Ministre des Transports (TC) <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>

Subject: [External/Externe]: Re: Urgent Action Needed: Excessive Airplane Noise in Humber River Black Creek

Hello MP Judy Sgro,

I am curious to see if the Minister of Transport of Canada Omar Alghabra has replied to your email regarding excessive airplane noise in the Humber River Black Creek area?

If the Minister of Transport of Canada has not responded to your, will you be contacting him again to see if a reply can be obtained from him?

Did you inform or discuss your email and letter with the Minister of Transport of Canada before you sent it to him? It would have been considerate of you I believe, if you had of made him aware of what you were planning on doing.

It seems like the ball is being passed around here and no one really wants to take ownership

on the airplane noise issues that unfortunately affects some people living in the Humber River Black Creek flightpath area.

MOE and Provincial Government has bylaws in place for excessive noise, but NAV Canada along with Ministry of Transport of Canada has no noise restriction limits on the planes that fly over our homes routinely each and every day. This is difficult for me to understand and comprehend....so airplanes have no noise restrictions limits, but the factory behind my house does and both noises are heard by me and processed by me in the same manner....one noise is okay and the other noise is not....one noise reaching higher than 60 decibels breaks a bylaw and the other noise which is louder does not.

Toronto Pearson Complaints Dept. have told me on numerous occasions now that they cannot do nothing to help me out with the airplane noise; they take my complaint calls and they file them and this is all they can do. The complaints Dept has informed me recently that they are not going to call me back anymore, unless new information becomes available and it is my responsibility to follow Toronto Pearson website to look for updated information to ask questions on.

Former Minister of Transport of Canada Lisa Raitt boldly stated that all of the noise complaints made to Toronto Pearson are filed, sit in an office and collect dust.

The City and your office knew that an airplane noise monitoring device in my neighbourhood was not operational for several months because of an electrical issue supply to it and that it was not recording data from the airplanes. I had to complain to your office, put in a few service requests to 311 and the City - a few of these service requests were closed, call Toronto Hydro and I tried to contact NAV Canada and Minister of Transport of Canada office - I could not contact them.

Toronto Pearson with its frequent delays, is overbooked and cannot handle the amount of air traffic that it schedules each day but it continually accepts more. Delays make Toronto Pearson the worst airport in Canada and near to the top of the World's worst airports for delays.

There was a plan, years ago for Buttonville Airport to become a secondary major airport to Toronto Pearson to help alleviate some of the air traffic. Buttonville airport I understand will be closed shortly. Billy Bishop will never become a major airport because of many wealthy people who live near to the airport and are opposed to it becoming a major airport. Why isn't there plan now to build another major airport for Toronto? Shouldn't your government, the provincial government and municipal government be pushing for one to be built now?

Canada population topped 40,000,000 recently, thru immigration primarily and most of these welcomed new citizens of Canada I understand have chosen to live near TO. I would expect Pearson Airport to become much busier in the years ahead with a number of new Canadian citizens wanting to visit families and friends from their original countries once or twice a year or have their families or friends come visit them. Did the Federal Government put any thought into airport planning here for Toronto, or will this be a big surprise to governments on all levels on how busy Pearson Airport will become in the years ahead?

How much money does Pearson Airport generate for the Federal Government each year?

I did ask Pearson Complaints Dept recently. if they could provide me details of how much money the airport makes for each takeoff and landing. I don't expect an answer from them.

We live in a world where money is considered a major factor in all of our everyday decisions. What is more important the airplane noise that affects only a few thousand people who live near the airport or the money that can be generated by the airport with increased air traffic? This seems like an easy answer for the Federal Government to answer.

There were three people in my community who

19 (1)

19 (1)

Last year when major repairs were being made to one of the runways at Pearsons, my neighbourhood received a significant amount of air traffic and a number of people who called into Pearson Airport to complain about the plane noise were given a \$100 Visa gift card by Pearson. Pearson openly admitted with the Visa gift card that the plane noise was definitely a problem. It is unfortunate that not everyone in my community who was affected by the airplane noise were not also give a Visa Card.

I understand that there were discussions to lower property taxes for people in my community affected by the increased noise during the many months that it took to repair the runway. The lowered property were not approved.

Another major airport for Toronto needs to be built sometime in the near future!

Take care,

19 (1)

From: Sgro, Judy - M.P. <judy.sgro@parl.gc.ca>

Sent: June 8, 2023 6:14 PM

To: Meneses, Albert (Sgro, Judy A. - MP) <albert.meneses.521@parl.gc.ca>

Subject: FW: Urgent Action Needed: Excessive Airplane Noise in Humber River Black Creek

Dear Minister Alghabra,

I hope this email finds you in good health and high spirits. I am writing to you today as a concerned Member of Parliament representing the constituents of Humber River Black Creek. I would like to bring to your attention a pressing matter that requires immediate action: the persistent issue of excessive airplane noise in our community.

Attached to this email, you will find a letter outlining the details of the problem and the impact it has on our residents. I have outlined several suggested actions, including a comprehensive review of flight paths and air traffic management strategies in the vicinity of Humber River Black Creek.

I firmly believe that through collaboration, proactive communication, and a commitment to finding viable solutions, we can alleviate the burden of excessive airplane noise on the residents of Humber River Black Creek. I trust in your dedication to serving the interests of Canadians and ensuring a high quality of life for all citizens.

Thank you for your attention to this matter. I eagerly anticipate your swift action and ongoing

support in resolving this pressing issue. Please do not hesitate to contact me should you require any further information or assistance.

Yours sincerely,



HOUSE
OF COMMONS

Office of Hon. Judy A. Sgro,
Chair Standing Committee on International
Trade
Privy Council, Member of Parliament
Humber River Black-Creek
Ottawa Office: 613-992-7774
Constituency Office: 416-744-1882

From: Quach, Stephanie
To: Waljee, Imi (he,him | il,lui) (TC/TC)
Subject: RE: Invitation RSVP: December 6th GTAA Noise Management Forums - Political Briefing Webinar
Date: Tuesday, December 06, 2022 3:13:00 PM
Attachments: image001.jpg

UNCLASSIFIED / NON CLASSIFIÉ

Thanks Imi, noted.

Regards,

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Waljee, Imi (he,him | il,lui) (TC/TC)
Sent: Tuesday, December 06, 2022 2:12 PM
To: Quach, Stephanie ; Chum, Amanda (TC/TC)
Cc: Brodtkin, Christopher
Subject: RE: Invitation RSVP: December 6th GTAA Noise Management Forums - Political Briefing Webinar

UNCLASSIFIED / NON CLASSIFIÉ

Hi Stephanie,

We do not attend the Political Noise Management Briefings. We attend the other Noise Management Forums.

Regards,

Imtiazali (Imi) Waljee

(he, him, il)

Regional Director Civil Aviation – Ontario Region
 Transport Canada / Government of Canada
imi.waljee@tc.gc.ca / Tel: 416-952-0167 / Cel: 416-540-2367 / TTY: 1-888-675-6863
 Directeur régional de l'aviation civile – Région de l'Ontario
 Transports Canada / Gouvernement du Canada
imi.waljee@tc.gc.ca / Tél. : 416-952-0167 / Tél. cell. : 416-540-2367 / ATS : 1-888-675-6863

*My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.

*Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>
Sent: Tuesday, December 06, 2022 12:09 PM
To: Chum, Amanda (TC/TC) <Amanda.Chum@tc.gc.ca>; Waljee, Imi (he,him | il,lui) (TC/TC) <imi.waljee@tc.gc.ca>
Cc: Brodtkin, Christopher <christopher.brodtkin@tc.gc.ca>
Subject: RE: Invitation RSVP: December 6th GTAA Noise Management Forums - Political Briefing Webinar

UNCLASSIFIED / NON CLASSIFIÉ

Hi Amanda,

I also received the ministerial yesterday and raised this to our team for confirmation of attendance but did not hear back as of yet.

I'll follow up again now and get back to you asap.

Thanks,

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Chum, Amanda (TC/TC) <Amanda.Chum@tc.gc.ca>

Sent: Tuesday, December 06, 2022 12:07 PM

To: Waljee, Imi (he,him | il,lui) (TC/TC) <imi.waljee@tc.gc.ca>; Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Cc: Brodtkin, Christopher <christopher.brodtkin@tc.gc.ca>

Subject: FW: Invitation RSVP: December 6th GTAA Noise Management Forums - Political Briefing Webinar

Importance: High

UNCLASSIFIED / NON CLASSIFIÉ

Hi Imi and Stephanie,

Imi – welcome back from your time off!

Is anyone from CivAv in the region attending this forum this afternoon? If not, is anyone else from TC attending? I'd like to provide a name to Air Policy as they were tasked on a ministerial (via invite) for this forum.

Thank you,

Amanda

From: Brodtkin, Christopher <christopher.brodtkin@tc.gc.ca>

Sent: Tuesday, December 06, 2022 12:03 PM

To: Dawson, Dave <dave.dawson@tc.gc.ca>

Cc: Chum, Amanda (TC/TC) <Amanda.Chum@tc.gc.ca>

Subject: Re: Invitation RSVP: December 6th GTAA Noise Management Forums - Political Briefing Webinar

Thanks Dave, [REDACTED] Amanda, when you get a chance can you reach out to civ av to see if someone is attending please? And if there is someone let's get back to Dave with the name so his shop knows.

Thanks!

Chris

Sent from my iPhone

On Dec 6, 2022, at 11:46 AM, Dawson, Dave <dave.dawson@tc.gc.ca> wrote:

I assume someone in your civ av group attends these meetings? I believe they did in the past.

From: XMS Ministerial Registry Unit / Unité du registre ministériel XMS <XMSMinisterialRegistryUnit-UniteDuRegistreMinisteriel@tc.gc.ca>

Sent: Monday, December 05, 2022 9:57 AM

To: Plourde, Mélissa (TC/TC) <mélissa.plourde@tc.gc.ca>

Subject: FW: Invitation RSVP: December 6th GTAA Noise Management Forums - Political Briefing Webinar

XAO-2022-521909

From: [REDACTED] <[REDACTED]@gtaa.com>

Sent: Monday, November 28, 2022 9:23 AM

To: Alghabra, Omar - M.P. <Omar.Alghabra@parl.gc.ca>

Subject: Invitation RSVP: December 6th GTAA Noise Management Forums - Political Briefing Webinar

Hello,

We would be pleased to have you and/or a member of your staff join our Political Briefing (**webinar**) on **Tuesday, December 6, from 1:30 p.m. to 3:00 p.m.** as part of Toronto Pearson's regularly scheduled Noise Management Forums. By taking part in the webinar, you'll receive updates about the items listed below. **Please RSVP your attendance and we will provide you with login details.**

December 6: Toronto Pearson Noise Management Update

1.) Airport Situational Update

1. Airport Update
2. Operational Trends and complaints

2.) GTAA Noise Management Program Updates

1. Runway 06L/24R Rehabilitation - Project completed
2. Noise Management Action Plan Update

3.) NAV CANADA Updates

1. RNP-AR

4.) Discussion and Roundtable

The webinar is an opportunity to learn more about the items listed above in advance of a similar discussion taking place at the Pearson Public Meeting for residents also on December 6.

If you are not able to attend the webinar but would like to have a discussion about anything related to Toronto Pearson, please contact us.

This regularly scheduled Political Briefing is one of the ways we continue to keep elected officials and their staff (at all levels of government) informed about what is happening at Toronto Pearson, Canada's largest airport and anchor institution at the heart of Canada's second largest employment zone.

If you have any questions, do not hesitate to contact us.

Best,

19 (1)

Coordinator, Public Affairs and Stakeholder Relations

Phone: **19 (1)**

Email: **19 (1)** @gtaa.com



From: Quach, Stephanie
To: Pollock, Mary
Subject: RE: Issue regarding Lack of response by the GTAA
Date: Thursday, September 08, 2022 10:57:00 AM

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Mary,
 Thanks for sharing. I have added some small suggestions below for your consideration.
 Regards,
Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Pollock, Mary
Sent: Thursday, September 08, 2022 9:11 AM
To: Quach, Stephanie
Subject: RE: Issue regarding Lack of response by the GTAA
Importance: High

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Stephanie
 This is the letter that I will be sending back to the complainant. Can you review and let me know if there is a need for any changes.
 Best regards
 Mary

Good Morning Ms. [REDACTED]^{19 (1)}

Thank you for your detailed email providing the context of the issues as a resident of the Don Mills neighbourhood.

As you may be aware, Transport Canada regulates Civil Aviation in Canada under the authority of the *Aeronautics Act* and the Canadian Aviation Regulations (CARs). The CARs are available to the public at the following website: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

Transport Canada conducted a review of the issues identified, which included contacting the Greater Toronto Airports Authority (GTAA) to determine what engagement and information had been provided to you.

The GTAA was able to produce materials to support that a thorough review was conducted into questions asked, and they supplied presentations that provided answers and supporting information for specific issues in the Don Mills Area. The GTAA appears to have attempted to answer all of your questions to the best of their ability.

Noise management is a complicated and often difficult issue faced by airport authorities and communities around the world. It is an issue that might not always be resolved but must be

managed, while ensuring aviation safety remains paramount. When dealing with noise complaints, Transport Canada's experience shows that these issues are most effectively addressed at the local community level.

It is our strong recommendation that you continue to engage in constructive dialogue with the GTAA in regards to your issues affecting your neighbourhood. This can be accomplished by continuing to attend the Neighbourhood Table meeting (of which we believe your residence association is a member) that is hosted by the GTAA (next meeting September 21st, 2022).

Best regards

Mary

Mary Pollock

Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863

Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: [19 (1)]

Sent: Tuesday, August 16, 2022 11:01 AM

To: Pollock, Mary <mary.pollock@tc.gc.ca>

Subject: Re: Issue regarding Lack of response by the GTAA

Thanks for confirming.

Sent from my iPhone

On Aug 16, 2022, at 10:31 AM, Pollock, Mary <mary.pollock@tc.gc.ca> wrote:

UNCLASSIFIED / NON CLASSIFIÉ

Good morning,

I just received this on Monday and we are looking into your concerns in your email and will have a response to you shortly.

Best regards

Mary

Mary Pollock

Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

Mary.Pollock@tc.gc.ca / Cel: 416-420-9254 / TTY: 1-888-675-6863

Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

Mary.Pollock@tc.gc.ca / Tél cell: 416-420-9254 / ATS: 1-888-675-6863

From: [19 (1)]

Sent: Tuesday, August 16, 2022 10:08 AM

To: Pollock, Mary <mary.pollock@tc.gc.ca>

Subject: Issue regarding Lack of response by the GTAA

Ms Pollock

Could you please reply to my email below either way? Are you the person I should

contact about this complaint or is there someone else at Transport Canada I should direct this email to?

Thanks, in advance, for this information.

19 (1)

Sent from my iPhone

Begin forwarded message:

From: 19 (1)

Date: August 12, 2022 at 11:13:39 PM EDT

To: Mary.Pollock@tc.gc.ca

Subject: Issue regarding Lack of response by the GTAA

Dear Ms. Pollack

I am 19 (1) who attends the GTAA's Neighbourhood Association meetings. I understand that you are the Transport Canada representative that also attends these meetings three times a year.

Don Mills is a quiet community centred at Don Mills Road and Lawrence Avenue East in Toronto. We are located 30km to the southeast of Pearson airport not in direct line of the final approach or the initial descent of the airport.

I am writing to you for help. Don Mills gets over 150 Pearson arrivals a day or over 100 Pearson departures, depending which way the wind is blowing. I have been complaining about this issue to NAV Canada and the GTAA for ten years now.

The GTAA and NAV Canada refuse to speak to me about the issue of concentrated arrivals or departures of Pearson planes over Don Mills 24/7. While other neighbourhoods get respite from Pearson traffic, Don Mills never does. More and more Pearson traffic gets moved from other locations and placed over Don Mills. The air outside my house smells of jet fumes after 25 planes per hour fly over my neighbourhood which happens daily.

Can you please inform me who I should speak to regarding this issue as NAV Canada and the GTAA communication representatives tell me that they have already addressed my concerns and refuse to engage in dialogue.

It was my understanding that the Standing Committee for Airplane Noise recommended the neighbourhood meetings for the GTAA and NAV

Canada to engage with neighbourhood representatives and hear their concerns and try to work with them to ensure a more equitable distribution of Pearson traffic throughout the GTA.

Can you please tell me who I should turn to now that this is not happening? Is there someone at Transport Canada I can follow up with regarding this matter.

Happy to discuss.

Thanks, in advance, for this information.

Regards,

19 (1)

Sent from my iPhone

From: [Rebia, Patricia Lynn \(she,her | elle,la\) \(TC/TC\)](#)
To: [Quach, Stephanie \(TC/TC\)](#); [Holmes, Jennifer \(TC/TC\)](#)
Subject: RE: Issues Management – Request for ADMO Dispatch
Date: Tuesday, April 29, 2025 2:28:00 PM

Hi,
I just sent the dispatch from the shared inbox.

Thanks,

Patricia
(she, her | elle, la)

A/Issues Management Officer
Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Sent: Tuesday, April 29, 2025 2:19 PM
To: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>; Rebia, Patricia Lynn (she,her | elle,la) (TC/TC) <patricialynn.rebia@tc.gc.ca>
Subject: RE: Issues Management – Request for ADMO Dispatch

UNCLASSIFIED / NON CLASSIFIÉ

Hi Jen, will do- thanks!

Hi, [@Rebia, Patricia Lynn \(she,her | elle,la\) \(TC/TC\)](#) FYA please from the shared inbox.

Thank you,
Steph

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Sent: Tuesday, April 29, 2025 2:04 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FW: Issues Management – Request for ADMO Dispatch

UNCLASSIFIED / NON CLASSIFIÉ

Heyo! Can you guys please dispatch this one from your Issues inbox?

Thanks!

From: Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>
Sent: Tuesday, April 29, 2025 1:47 PM
To: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Cc: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>; SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>
Subject: RE: Issues Management – Request for ADMO Dispatch

UNCLASSIFIED / NON CLASSIFIÉ

Hi Jen,

Lisa approved the response, and asked that either it be dispatched via the Region or HQ. Would your team be okay with dispatching the response? I'm happy to ask CivAv HQ if you think they should be the ones sending it, but figured I'd ask you first!

Thank you
Michelle

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Sent: Monday, April 28, 2025 1:54 PM
To: Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>; SSADMO Issues - BSMASSEnjeux (TC/TC) <TC.SSADMOIssues-BSMASSEnjeux.TC@tc.gc.ca>
Cc: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>
Subject: FW: Issues Management – Request for ADMO Dispatch

UNCLASSIFIED / NON CLASSIFIÉ

Hi there, Regional Civil Aviation has prepared a response that has been RDCA and A/RDG

approved, This can be dispatched from SS ADMO.

Thanks!

Jen

From: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca>
Sent: Friday, April 25, 2025 2:44 PM
To: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Cc: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>; Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>
Subject: Issues Management – Request for ADMO Dispatch

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon Jennifer,

Please see below the RDCA-approved response to the inquiry received by Lisa Setlakwe from

19 (1)

Could you kindly forward this response to ADMO for their dispatch to Mr. 19 (1)

Should you require any additional information or further assistance, please do not hesitate to let me know.

Thank you,
Patricia

A/Issues Management Officer
Transport Canada / Government of Canada
patricialynn.rebia@tc.gc.ca / Cel : 437-518-6008 / TTY: 1-888-675-6863

A/Agente, Gestion des Enjeux
Transports Canada / Gouvernement du Canada
patricialynn.rebia@tc.gc.ca / Tél Cel: 437-518-6008 / ATS: 1-888-675-6863

Good day, 19 (1)

Thank you for your correspondence dated April 16, 2025, regarding the eastbound flight path over the Toronto city core.

Transport Canada (TC) is responsible for developing and overseeing the transportation policies, programs and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive civil aviation system that promotes a proactive safety culture.

In doing so, the department exercises its authority through the *Aeronautics Act* and the [Canadian Aviation Regulations \(CARs\)](#).

While TC regulates aviation safety in Canada, it does not approve individual flight paths. The department confirms that designs meet the appropriate regulations and standards. For further questions regarding flight paths around Toronto, please contact NAV CANADA at service@navcanada.ca. You can also visit the [NAV CANADA Home](#) website for more information.

Regarding unsafe flight operations, please note that to review your concerns accurately, the department will require additional details such as the address, exact location, date, time, photos or video, the color of aircraft, aircraft registration number and type, or any other identifying marks so the information can be relayed to the appropriate subject matter experts.

If more information becomes available at a later date, I encourage you to take down as much information as possible and to report your concerns through the: [Civil Aviation Communications Centre contact form \(canada.ca\)](#).

We appreciate you taking the time to share your concerns and hope this information is helpful.

Regards,

Issues Management

Civil Aviation, Ontario Region
Transport Canada / Government of Canada
TC.ONTCivAvIssues-EnjeuxAvCivONT.TC@tc.gc.ca

Gestion d'enjeux

Aviation civile, Région de l'Ontario
Transports Canada / Gouvernement du Canada

TC.ONTCivAvlIssues-EnjeuxAvCivONT.TC@tc.gc.ca

From: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Sent: Wednesday, April 23, 2025 2:55 PM
To: Williams, Duwayne (TC/TC) <duwayne.williams@tc.gc.ca>; Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Cc: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>
Subject: RE: [External/Externe]: Eastbound flight path over Toronto city core

UNCLASSIFIED / NON CLASSIFIÉ

Thank you.

PA (via Issues management) will review in more detail.

As you are aware, PA frequently receives noise, safety concerns, and other correspondence from residents residing near airports. We will treat this correspondence through the same process and provide a response to ADMO.

Regards,

marcia

From: Williams, Duwayne (TC/TC) <duwayne.williams@tc.gc.ca>
Sent: Wednesday, April 23, 2025 12:47 PM
To: George, Marcia (TC/TC) <marcia.george@tc.gc.ca>
Cc: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>
Subject: FW: [External/Externe]: Eastbound flight path over Toronto city core

UNCLASSIFIED / NON CLASSIFIÉ

Hi – looping in Marcia

Duwayne Williams, P.Eng., MBA

Regional Director General - Ontario Region

Transport Canada / Government of Canada

duwayne.williams@tc.gc.ca / Cell: [416-420-4909](tel:416-420-4909) / TTY: [1-888-675-6863](tel:1-888-675-6863)

Directeur général régional - région de l'Ontario

Transports Canada / Gouvernement du Canada

duwayne.williams@tc.gc.ca / Tél. cell. : [416-420-4909](tel:416-420-4909) / ATS : [1-888-675-6863](tel:1-888-675-6863)

From: Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>

Sent: Wednesday, April 23, 2025 11:01 AM

To: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>

Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>

Subject: FW: [External/Externe]: Eastbound flight path over Toronto city core

UNCLASSIFIED / NON CLASSIFIÉ

Good morning,

Lisa received the email below expressing concerns regarding flight path in Toronto. We reached out to CivAv HQ to see whether they think a response would be warranted, and they suggested we reach out to you, for guidance on the Toronto area airports annual public engagement on noise and routings. Possible to check with your team and let us know? Merci

From: Wasacz, Patrycja (TC/TC) <patrycja.wasacz@tc.gc.ca>

Sent: Wednesday, April 16, 2025 1:04 PM

To: Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>

Cc: Corsius, Xavier (TC/TC) <xavier.corsius@tc.gc.ca>

Subject: FW: [External/Externe]: Eastbound flight path over Toronto city core

[@Bergeron, Michelle \(TC/TC\)](mailto:Michelle.Bergeron@tc.gc.ca) could you please check in with CivAv about this one

UNCLASSIFIED / NON CLASSIFIÉ

From: Setlakwe, Lisa (TC/TC) <lisa.setlakwe@tc.gc.ca>
Sent: Wednesday, April 16, 2025 12:40 PM
To: Wasacz, Patrycja (TC/TC) <patrycja.wasacz@tc.gc.ca>
Cc: Robinson, Nicholas (he,him | il,lui) (TC/TC) <Nicholas.Robinson@tc.gc.ca>
Subject: Fwd: [External/Externe]: Eastbound flight path over Toronto city core

Can we check w CivAv on this one, whether this warrants a response and if so, if they could propose one pls. Thx

Lisa

Sent from my iPhone

Begin forwarded message:

From: 19 (1)
Date: April 16, 2025 at 11:34:08 AM CDT
To: "Setlakwe, Lisa (TC/TC)" <lisa.setlakwe@tc.gc.ca>
Subject: [External/Externe]: Eastbound flight path over Toronto city core

The following is, in my opinion, an unsafe practice that could be rectified before some horrible incident happens. Aircraft are routinely flying eastbound over Toronto. They can easily be sent over the lake until they are east of the city at which time, the small flight correction may be made.

19 (1)

From: [Quach, Stephanie \(TC/TC\)](#)
To: [Holmes, Jennifer \(TC/TC\)](#)
Subject: RE: MPQ - Response on Pearson Night Flights (13637)
Date: Friday, March 21, 2025 3:41:00 PM
Attachments: [image001.gif](#)
[MinO Outreach- Response on Pearson Night Flights -13637.docx](#)

Hi Jen,

Please see the attached response, RDCA approved.

Thanks,
Steph

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Sent: Thursday, March 13, 2025 2:30 PM
To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>
Subject: FW: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Steph, could we please have a response back by March 20th?

From: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>
Sent: Thursday, March 13, 2025 2:23 PM
To: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>; Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>
Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>; TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMLIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>
Subject: RE: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Jennifer,

Yes, thank you! [@TC.F ONT PX RDGO / BDGR PX F.TC](#) Kindly inquiring if your team would be able to take the lead on this request?

Merci,

Lisa Denis

Coordination and Special Projects Officer, Departmental Liaison Team
Policy & Issues Management Directorate
Office of the Deputy Minister
Transport Canada, Government of Canada
Lisa.Denis@tc.gc.ca | Tel: 343-574-4691

Agente de coordination et des projets spéciaux, Équipe de liaison départementale
Direction des politiques et de la gestion des enjeux,
Cabinet du sous-ministre, Transports Canada, Gouvernement du Canada
Lisa.Denis@tc.gc.ca | Tél: 343-574-4691

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>
Sent: Thursday, March 13, 2025 2:00 PM
To: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>; Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>; TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>
Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>
Subject: RE: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hi Lisa, could you please re-assign this one to the region? Thanks!

From: Bergeron, Michelle (TC/TC) <michelle.bergeron@tc.gc.ca>
Sent: Thursday, March 13, 2025 10:42 AM
To: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>
Cc: SS Information / Information SS <TC.SSInfo-InfoSS.TC@tc.gc.ca>
Subject: FW: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Hello! Would this be your lead?

From: Denis, Lisa (TC/TC) <lisa.denis@tc.gc.ca>

Sent: Tuesday, March 11, 2025 5:04 PM

To: TC.F NCR AA ADMO / BSMA RCN F.TC <AAADMO-BSMA@tc.gc.ca>

Cc: TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMLIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>

Subject: MPQ - Response on Pearson Night Flights (13637)

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon S&S colleagues,

We received an MPQ pertaining to the lack of transparency and claimed corruption at the Greater Toronto Airport Authority (GTAA).

Context:

- Many constituents are expressing their frustration regarding the issues with Airport noise.
- MinO has provided this response:

" Here's our website on noise.

<https://www.torontopearson.com/en/community/noise-management>. Toronto Pearson has a Noise Management Office dedicated to working with residents to address concerns and provide insights into airport operations. The team is committed to keeping our community informed and engaged.

There are several ways residents can connect with Pearson's Noise Management Office:

- **Phone:** Call 416-247-7682 to ask questions or share concerns.
- **Online Flight Tracking Tool ([WebTrak](#)):** Track flights in real-time and see noise levels in your area.
- **[Insightful Online Portal](#):** Access information about noise management and learn more about aircraft operations through this easy-to-use online resource.
- **[Noise Complaint Form](#):** Submit up to 50 noise complaints at once via the online form.
- **[Checking In](#):** Stay up to date on airport operations and community updates.
- Attend our **Pearson Public Meeting** on Noise Management

These resources help residents stay informed and connected. Pearson is always happy to engage with its community to address any concerns.

In addition to our Noise Management Team, we actively engage with the community in many ways to keep our neighbours informed and involved. We sponsor community events, partner with schools for career talks, partner with elected officials to host open houses and give back to the community through employee volunteering and charitable giving. This summer alone, we participated in over 75 community events, reaching more than 10,000 residents.

Through these efforts, we regularly share updates on our operations, our role as an economic anchor providing local jobs and supporting development, and how to connect with our team.

Specifically on the flights between 2am and 6am that you mentioned they have stated:

*However, we severely limit the number of flights in and out of Pearson through the **Night Flight Restriction Program**, which limits the number of movements (arrivals and departures) during the restricted hours (12:30 AM to 06:29 AM). Transport Canada helped create this program to limit nighttime noise and balance growing regional demand. This is referred to as the “night flight budget.” Toronto Pearson is the only airport in Canada to have a budget system.*

The vast majority of flight movements between the hours you specified (02:00 to 06:00) are arriving flights. Night flights are needed to accommodate travel distance, scheduling requirements and product delivery timelines, and accommodate late-arriving or departing flights delayed due to factors such as weather, mechanical or security issues; as well as other operationally necessary night flights. Medevac flights and military and police operations are counted towards the night flight budget.

*We also operate the **Nighttime Preferential Runway system** - between midnight and 6:30 am, we prioritize the use of runways to minimize the number of residents overflown. “*

- MinO has been informed that these problems are persisting, and that the MP's Office has received a large amount of correspondence on this issue.

Question:

- Could the department kindly provide information in regard to transparency requirements and anything that would counteract corruption claims?

Due Date: March 21, 2025

Would it be possible to please provide some information that we can pass along to MinO in which they can relay to the MP office?

Merci,

Lisa Denis

—
The following request has been assigned to you for appropriate action in Tasking Database. To access it, click on the « GOTO » link.

La demande suivante vous a été transférée pour exécution dans la base de données des tâches. Pour y accéder, cliquez sur le lien « GOTO ».

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Tasking # / No de tâche: TASK-013637

Request Type / Type de demande: MPQ

Topic / Sujet: RESPONSE ON PEARSON NIGHT FLIGHTS

Assigned To / Assigné à: AA

Submit By / Date de soumission: 3/21/2025

Request / Demande: PLEASE FIND ALL CONTEXT IN TASKING EMAIL / VEUILLEZ TROUVER TOUT LE CONTEXTE DANS LE COURRIEL

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<http://ccmenterprise.tc.gc.ca:80/Enterprise/Services/Authorization/Login?rootid=30633806&segmentid=2989866>

Task- MinO Outreach: Response on Pearson Night Flights (13637)**Context:**

Many constituents are expressing their frustration regarding the issues with Airport noise.

MinO has provided this reponse:

- "Here's our website on noise. <https://www.torontopearson.com/en/community/noise-management>. Toronto Pearson has a Noise Management Office dedicated to working with residents to address concerns and provide insights into airport operations. The team is committed to keeping our community informed and engaged. There are several ways residents can connect with Pearson's Noise Management Office:
 - Phone: Call 416-247-7682 to ask questions or share concerns.
 - Online Flight Tracking Tool (WebTrak): Track flights in real-time and see noise levels in your area.
 - Insightful Online Portal: Access information about noise management and learn more about aircraft operations through this easy-to-use online resource.
 - Noise Complaint Form: Submit up to 50 noise complaints at once via the online form.
 - Checking In: Stay up to date on airport operations and community updates.
 - Attend our Pearson Public Meeting on Noise Management
 These resources help residents stay informed and connected. Pearson is always happy to engage with its community to address any concerns.

In addition to our Noise Management Team, we actively engage with the community in many ways to keep our neighbours informed and involved. We sponsor community events, partner with schools for career talks, partner with elected officials to host open houses and give back to the community through employee volunteering and charitable giving. This summer alone, we participated in over 75 community events, reaching more than 10,000 residents.

Through these efforts, we regularly share updates on our operations, our role as an economic anchor providing local jobs and supporting development, and how to connect with our team.

Specifically on the flights between 2am and 6am that you mentioned they have stated:

However, we severely limit the number of flights in and out of Pearson through the Night Flight Restriction Program, which limits the number of movements (arrivals and departures) during the restricted hours (12:30 AM to 06:29 AM). Transport Canada helped create this program to limit nighttime noise and balance growing regional demand. This is referred to as the "night flight budget." Toronto Pearson is the only airport in Canada to have a budget system.

The vast majority of flight movements between the hours you specified (02:00 to 06:00) are arriving flights. Night flights are needed to accommodate travel distance, scheduling requirements and product delivery timelines, and accommodate late-arriving or departing flights delayed due to factors such as weather, mechanical or security issues; as well as other operationally necessary night flights. Medevac flights and military and police operations are counted towards the night flight budget.

We also operate the Nighttime Preferential Runway system - between midnight and 6:30 am, we prioritize the use of runways to minimize the number of residents overflown. "

MinO has been informed that these problems are persisting, and that the MP's Office has received a large amount of correspondence on this issue.

Question:

Could the department kindly provide information in regard to transparency requirements and anything that would counteract corruption claims?

Response:

- Thank you for contacting Transport Canada (TC).
- TC is responsible for developing and overseeing the Government of Canada's transportation policies and programs which, in the context of civil aviation, are primarily exercised through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).
- This request was reviewed by departmental subject matter experts who confirm the Greater Toronto Airports Authority (GTAA) is fulfilling its obligations and responsibilities outlined in the Ground Lease regarding noise management in a responsible and effective manner.
- The relationship and communication between Transport Canada Civil Aviation and the GTAA Aviation Services Team has been highly effective with open communication and availability for meetings, along with the timely transmittal of information as soon as it becomes available.
- TC continues to oversee safety and monitor the total number of permitted annual flights during these restricted hours. Over the past five years, the GTAA has consistently adhered to the threshold of total permitted number of flights during the restricted hours.
- Should there be any deviances to the number of permitted flights, TC's Regional Enforcement Unit (REU) will investigate the occurrences and alleged violations to ascertain whether or not a violation has occurred. When a regulatory non-compliance is identified, REU will take the appropriate enforcement action. For more information regarding the roles and responsibilities of the REU, you may wish to visit: [Aviation Offences and Enforcement](#). For a list of published enforcement actions, please see: [Aviation Corporate Offenders](#) and [Aviation Non-Corporate Offenders](#).
- In addition to the GTAA's Noise Management Committee, there is a dedicated website, [InsightFull for Toronto Pearson](#) offering interactive monthly and quarterly operational reports, complaints reports, and is supported by their "Enforcement Office," which monitors every flight for compliance with noise abatement procedures and the Night Flight Restriction Program.

From: Quach, Stephanie (TC/TC)
To: Biffin, Adam (TC/TC)
Cc: Pollock, Mary (TC/TC)
Subject: RE: MPQ: Toronto Pearson International Airport Noise Levels (11135)
Date: Friday, August 25, 2023 1:11:00 PM

Awesome. Thanks so much!

From: Biffin, Adam (TC/TC)
Sent: Friday, August 25, 2023 12:52 PM
To: Quach, Stephanie (TC/TC)
Cc: Pollock, Mary (TC/TC)
Subject: Re: MPQ: Toronto Pearson International Airport Noise Levels (11135)

Hi Stephanie,

Here is a link to the site: <https://www.torontopearson.com/en/community/noise-management/noise-forums/meeting-materials>

It's associated with the December 6, 2022.

Best Regards,

Adam Biffin

Civil Aviation Safety Inspector - Aerodromes and Air Navigation

Transport Canada / Government of Canada

adam.biffin@tc.gc.ca / Telephone 416-669-1651 / Facsimile 416-952-0050 / TTY 1-888-675-6863

Inspecteur de la sécurité de l'Aviation civile - aéroports et navigation aérienne

Transports Canada / Gouvernement du Canada

adam.biffin@tc.gc.ca / Téléphone 416-669-1651 / Télécopieur 416-952-0050 / ATS 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Friday, August 25, 2023 12:33:11 PM

To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Cc: Pollock, Mary (TC/TC) <mary.pollock@tc.gc.ca>

Subject: RE: MPQ: Toronto Pearson International Airport Noise Levels (11135)

Thanks Adam. Would you be able to provide a link to the site where this was found?

From: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Sent: Friday, August 25, 2023 9:46 AM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Cc: Pollock, Mary (TC/TC) <mary.pollock@tc.gc.ca>

Subject: RE: MPQ: Toronto Pearson International Airport Noise Levels (11135)

Good Morning Stephanie,

I found the attached on the GTAA website.

I do not know the current status of the request in the attached letter.

Best Regards,

Adam Biffin

A/Technical Team Lead – Operations, Specialties

Transport Canada / Government of Canada

adam.biffin@tc.gc.ca / Telephone 416-669-1651 / Facsimile 416-952-0050 / TTY 1-888-675-6863

A/Chef d'équipe technique – Opérations Spécialités

Transports Canada / Gouvernement du Canada

adam.biffin@tc.gc.ca / Téléphone 416-669-1651 / Télécopieur 416-952-0050 / ATS 1-888-675-6863

From: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Sent: Friday, August 25, 2023 8:30 AM

To: Biffin, Adam (TC/TC) <adam.biffin@tc.gc.ca>

Subject: FW: MPQ: Toronto Pearson International Airport Noise Levels (11135)

Good morning Adam,

We received the below highlighted MPQ regarding Pearson.

Would you happen to have any additional input further to a referral to the GTAA, and would you know which study they're referencing? Can we share any info pertaining to it?

Thanks,

Steph

From: Holmes, Jennifer (TC/TC) <jennifer.holmes@tc.gc.ca>

Sent: Thursday, August 24, 2023 4:36 PM

To: Quach, Stephanie (TC/TC) <Stephanie.Quach@tc.gc.ca>

Subject: FW: MPQ: Toronto Pearson International Airport Noise Levels (11135)

Hey Steph,

Would you be able to have a response for us by the 5th? If you have any information to share or even if it says to contact the GTA directly that works.

From: Henderson, Olivia (TC/TC) <olivia.henderson@tc.gc.ca>

Sent: Thursday, August 24, 2023 3:31 PM

To: TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>

Cc: TC.F NCR XM Issues Management / Gestion des enjeux XM RCN F.TC <XMIssuesManagement-GestiondesenjeuxXM@tc.gc.ca>

Subject: MPQ: Toronto Pearson International Airport Noise Levels (11135)

Good afternoon Ontario region colleagues,

We received an MPQ pertaining to the following:

A constituent expressed concerns with the Toronto Pearson International Airport noise levels and potential health impacts.

The constituent and MP are looking for information on a possible study requested by the Greater Toronto Airports Authority (GTAA) on this issue.

Would it be possible for the team to please provide background information that MinO can share with the MP?

Due date: September 7, 2023

Thank you,

Olivia Henderson (she/her/elle)

Coordination and Special Projects Officer

Issues Management Directorate, Executive Office

Transport Canada

Cell: 613-558-7750

Agente de coordination et des projets spéciaux

Direction de la gestion des enjeux, Bureau de la haute direction

Transports Canada

Cell: 613-558-7750

The following request has been assigned to you for appropriate action in Tasking

Database. To access it, click on the « GOTO » link.

La demande suivante vous a été transférée pour exécution dans la base de données des tâches. Pour y accéder, cliquez sur le lien « GOTO ».

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Tasking # / No de tâche: TASK-011135

Request Type / Type de demande: MPQ

Topic / Sujet: MPQ: TORONTO PEARSON INTERNATIONAL AIRPORT NOISE LEVELS

Assigned To / Assigné à: PX

Submit By / Date de soumission: 9/7/2023

Request / Demande: PLEASE FIND ALL CONTEXT IN TASKING EMAIL.

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[https://can01.safelinks.protection.outlook.com/?](https://can01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fccmenterprise.tc.gc.ca%2FEnterprise%2FServices%2FAuthorization%2FLogin%3Frootid%3D17052692%26segmentid%3D2989866&data=05%7C01%7Ccolivia.henderson%40tc.gc.ca%7C75551102f933423c3f0e08dba4d856b1%7C2008ffa9c9b24d979ad94ace25386be7%7C0%7C0%7C638285021314361628%7CUnknown%7CTWFpbGZsLWJlZjI%3D&reserved=0)

[url=http%3A%2F%2Fccmenterprise.tc.gc.ca%2FEnterprise%2FServices%2FAuthorization%2FLogin%3Frootid%3D17052692%26segmentid%3D2989866&data=05%7C01%7Ccolivia.henderson%40tc.gc.ca%7C75551102f933423c3f0e08dba4d856b1%7C2008ffa9c9b24d979ad94ace25386be7%7C0%7C0%7C638285021314361628%7CUnknown%7CTWFpbGZsLWJlZjI%3D&reserved=0](http%3A%2F%2Fccmenterprise.tc.gc.ca%2FEnterprise%2FServices%2FAuthorization%2FLogin%3Frootid%3D17052692%26segmentid%3D2989866&data=05%7C01%7Ccolivia.henderson%40tc.gc.ca%7C75551102f933423c3f0e08dba4d856b1%7C2008ffa9c9b24d979ad94ace25386be7%7C0%7C0%7C638285021314361628%7CUnknown%7CTWFpbGZsLWJlZjI%3D&reserved=0)

From: [Quach, Stephanie \(TC/TC\)](#)
To: [DeBruyn, Henri](#)
Cc: [Laporte, Robert \(TC/TC\)](#); [Biffin, Adam \(TC/TC\)](#)
Subject: RE: Noise complaints at Pearson
Date: Friday, December 22, 2023 9:56:00 AM
Attachments: [RE Concerns Regarding Noise Restraints at Toronto Pearson Airport.msg](#)
[RE Excessive Aircraft Noise - Vaughan ON Neighborhood .msg](#)
[RE 2 planes just over a 1m apart PCA less than a mile.msg](#)
[image001.png](#)
[image002.png](#)

UNCLASSIFIED / NON CLASSIFIÉ

Good morning Henri,

I can speak to the ministerials assigned to me regarding the Pearson complaints and provide some examples of what has been sent recently. Please see attached.

It seems that the common concerns remain with noise in general, but especially at night.

Please let me know if you have any questions or if there's anything else I can assist with.

Thanks!

Stephanie Quach

Regional Manager, Issues Management

Civil Aviation, Ontario Region

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux

Aviation civile, Région de l'Ontario

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: DeBruyn, Henri

Sent: Tuesday, December 19, 2023 3:46 PM

To: Biffin, Adam (TC/TC)

Cc: Quach, Stephanie (TC/TC) ; Laporte, Robert (TC/TC)

Subject: Noise complaints at Pearson

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon Adam.

I was looking into getting some context on how we handle noise complaints relating to the Pearson Airport for the Acting ADO. I have no active work on this, and I asked the Flight Operations Inspectors to see and have not come up with anything in terms of current complaints. As the active A/TTL for Pearson Airport, are you aware of any current complaints and how they are being handled?

Regards.

Henri DeBruyn

(he / him / il)

Technical Team Lead, Flight Operations

Transport Canada/ Government of Canada

henri.debruyn@tc.gc.ca / Cell: 289-260-2417/TTY: 1-888-675-6863

Chef d'équipe technique, Opérations aériennes

Transports Canada / Gouvernement du Canada

From: Quach, Stephanie (TC/TC)
Sent: Wed, 13 Dec 2023 18:26:37 +0000
To: [REDACTED]
Subject: RE: Concerns Regarding Noise Restraints at Toronto Pearson Airport
Attachments: Letter Response to [REDACTED] December 13, 2023.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon Valay Shah,

Please see the attached response sent on behalf of Blake Scott, A/Regional Director Civil Aviation, Ontario Region.

Regards,

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

De : [REDACTED]
Envoyé : 28 octobre 2023 01:06
À : Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Objet : Concerns Regarding Noise Restraints at Toronto Pearson Airport

Dear Honourable Pablo Rodriguez,

I hope this message finds you well. I am reaching out to express my serious concerns regarding the observance of noise restraints at Toronto Pearson Airport, particularly during the stipulated curfew hours.

As a resident of Vaughan, I, along with many of my neighbours, have noticed that despite the established curfew prohibiting airplane operations between 12:00 AM and 6:30 AM, there have been recurring instances of airplanes landing and taking off during these hours. This ongoing issue significantly disrupts our sleep and affects our overall quality of life, especially for those with young families, seniors, and individuals with health issues or early work commitments.

The curfew was put in place to protect the well-being of communities in close proximity to the airport, including Vaughan. Unfortunately, the consistent breaches in this regulation raise serious questions about its enforcement and monitoring. It is crucial that the established rules and policies meant to ensure community well-being are consistently upheld.

I kindly request your immediate attention to this matter and would appreciate if steps are taken to engage with the relevant airport and aviation authorities to ensure stringent adherence to the curfew. As residents, we look towards our elected officials to champion our rights and to ensure that our concerns are heard and addressed.

Your prompt attention and action on this pressing matter would greatly alleviate the disturbances faced by many in Vaughan and the surrounding communities. I am hopeful for a swift resolution that prioritizes the well-being of our community and the peace of our nights.

Thank you for your time and consideration.

Warm regards,

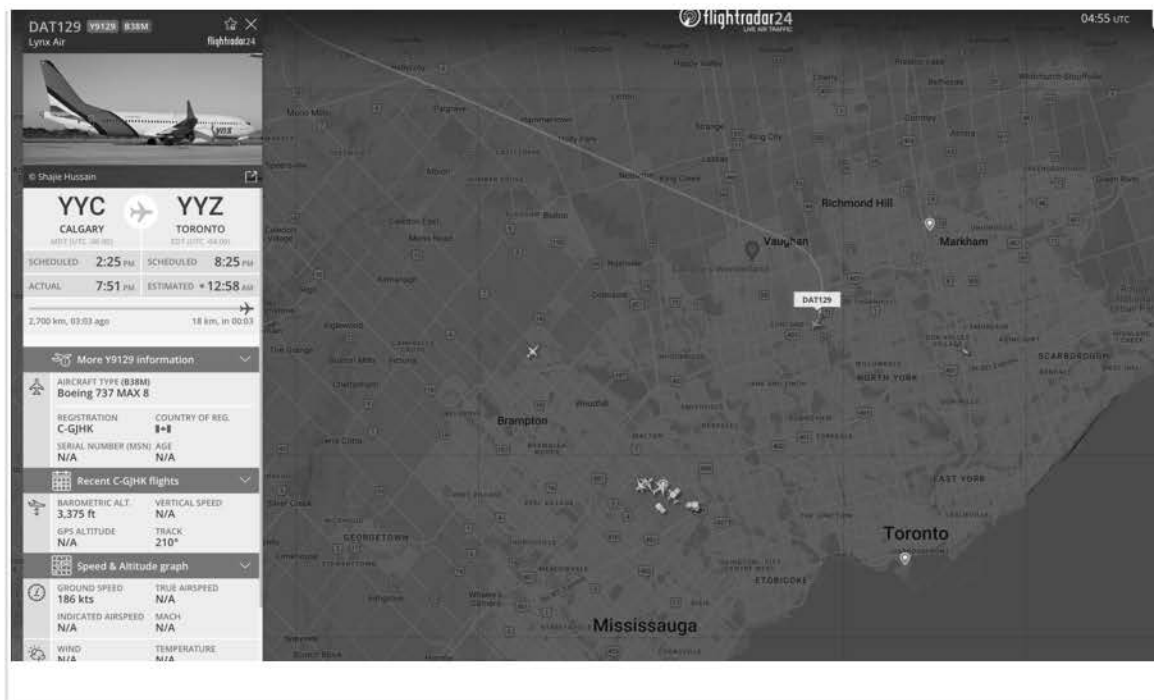
19 (1)

Page 2515 / 2990 to/à Page 2517 / 2990

withheld pursuant to section / sont retenues en vertu de l'article

19 (1)

of the Access to Information Act / de la Loi sur l'accès à l'information





Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19919089

December 13, 2023

19 (1)

Dear 19 (1)

Thank you for your email of October 28, 2023, to the Minister of Transport regarding flight activity and aircraft noise concerns associated with your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The mission of Transport Canada's Civil Aviation branch is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians, with a vision to realize an integrated and progressive civil aviation system that promotes a proactive safety culture. The department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs), which are available to the public at <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

The airport authority, the Greater Toronto Airports Authority (GTAA), manages a Night Flight Restriction Program aimed at limiting nighttime aircraft noise and the number of movements during the restricted hours of 12:30 am to 6:29 am. For more information, you may wish to visit [Noise Operating Restrictions](#). In order to express concerns about this program, I would encourage you to contact the GTAA directly.

It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, engaging in constructive dialogue with the GTAA is recommended. More information may be accessed at [Noise Management | Pearson Airport \(torontopearson.com\)](#).

Thank you for writing.

Regards,

X 

Signed by: Scott, Blake
Blake Scott
A/Regional Director
Civil Aviation, Ontario Region

From: Quach, Stephanie (TC/TC)
Sent: Wed, 13 Dec 2023 18:34:06 +0000
To: [REDACTED]
Subject: RE: Excessive Aircraft Noise - Vaughan ON Neighborhood
Attachments: Letter Response to Enza Marchionne- December 13, 2023.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Good afternoon [REDACTED]

Please see the attached response sent on behalf of Blake Scott, A/Regional Director Civil Aviation, Ontario Region.

Regards,

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

De : [REDACTED]
Envoyé : 29 septembre 2023 15:49
À : Rodriguez, Pablo - Député <Pablo.Rodriguez@parl.gc.ca>
Objet : Excessive Aircraft Noise - Vaughan ON Neighborhood

Hello,

My apologies for reaching out but everyone i speak to, Pearson Noise Management, Nav Canada pointed me to Transport Canada there is absolutely no way to address my concerns tried calling the regional number for Ontario message on the phone tells me number not assigned, bogus number.

I am thoroughly disappointed that it's been so difficult to talk to someone at Transport Canada just to get some clarity on what is happening in our neighborhood lately with the excessive flights which brings on excessive air noise all day long all night long. I know there has been a shift i have lived here for [REDACTED] and just most recently all this has escalated.

Just looking for some transparency some answers to my concerns that's all.

19 (1)

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Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19890802

December 13, 2023

19 (1)

Dear 19 (1)

Thank you for your email of September 29, 2023, to the Minister of Transport regarding aircraft noise around Vaughan, Ontario. Your correspondence has been forwarded to me for a response.

Transport Canada focuses on the safety and security of the aviation system in Canada. Through the development and administration of policies, regulations, and programs, the department works with partners and stakeholders to achieve an efficient, effective, and environmentally responsible transportation system. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs), which are available to the public at <http://laws-lois.justice.gc.ca/eng/regulations/SOR-96-433/>.

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

It is Transport Canada's experience that noise issues are most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) ([Noise Management | Pearson Airport \(torontopearson.com\)](#)) directly.

Additionally, we are not involved in the day-to-day operation of the airport or approval of changes to individual routings of flight paths, other than to confirm that designs meet the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

If at any time it is suspected that a pilot is operating an aircraft in an unsafe manner and in contravention of the CARs, I encourage you to take down as much information as possible (for example: photos or videos, date, time, registration number, color of aircraft, and other identifying marks) and report your concerns through our [Civil Aviation Communications Centre Contact Form](#).

Thank you for writing.

Kind Regards,

X 

Signed by: Scott, Blake
Blake Scott
A/Regional Director
Civil Aviation, Ontario Region

From: Quach, Stephanie (TC/TC)
Sent: Thu, 7 Dec 2023 19:01:28 +0000
To: [REDACTED]
Subject: RE: 2 planes just over a 1m apart PCA less than a mile
Attachments: Letter Response to [REDACTED] Dec 2023.pdf

UNCLASSIFIED / NON CLASSIFIÉ

Hi [REDACTED]

Please see the attached response sent on behalf of Blake Scott, A/Regional Director Civil Aviation, Ontario Region.

Regards,

Stephanie Quach

Regional Manager, Issues Management
 Civil Aviation, Ontario Region
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

Gestionnaire régional, Gestion d'enjeux
 Aviation civile, Région de l'Ontario
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: [REDACTED]
Sent: Wednesday, November 08, 2023 10:17 PM
To: Navcanada Service <service@navcanada.ca>; [REDACTED]
 francesco.sorbara@parl.gc.ca; Cynthia Woods [REDACTED]@gtaa.com>; ZZG-Community
 Engagement <communityengagement@gtaa.com>; Minister of Transport / Ministre des Transports (TC)
 <TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca>
Subject: [External/Externe]: 2 planes just over a 1m apart PCA less than a mile

This is insane.

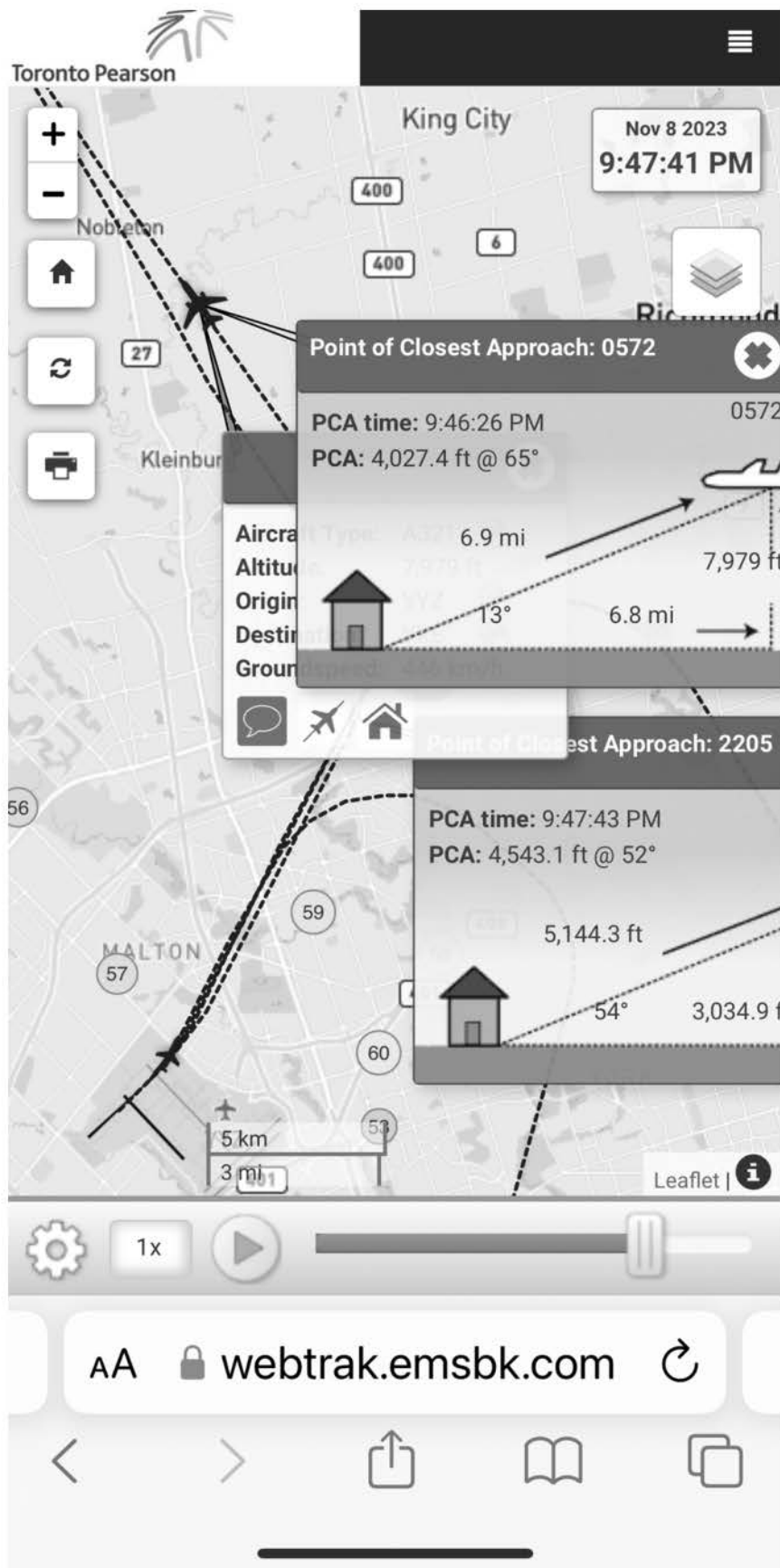
Never ever was a flight path approved but NavCan operates as if it is approved.

This is an operational decision to run plane after plane over the same area, to turn them, compound the noise over a residential neighborhood. It is always east of highway 400. Worse it's an operational decision abusing previous approvals by operating in a manner never contemplated nor transparently presented to regulators or the public.

If it's allowed explain it to me? Provide evidence regulations, SOP...most importantly evidence that the studies, mitigation was actually done not just an ad-hoc operational decision that somehow has become

permanent.

It's not even that I have no rights, I had no way of knowing upon purchasing my home because it's not approved nor documented.



Sent from my iPhone



Transport Canada Transports Canada

4900 Yonge St. 3rd Floor
Toronto ON M2N 6A5

Your file Votre référence

Our file Notre référence

RDIMS Number Numéro de SGDDI
19915650

December 7, 2023

19 (1)

Dear

19 (1)

Thank you for your emails of September 29 and November 8, 2023, to the Minister of Transport regarding your concerns with the Toronto Pearson Noise Forum meeting and the flight activity around your residence. Your correspondence has been forwarded to me for a response.

Transport Canada is responsible for developing and overseeing the transportation policies, programs, and goals set by the Government of Canada to ensure the national transportation system is safe, efficient, and accessible to all its users. The Transport Canada Civil Aviation mission is to develop and administer policies and regulations for the safest civil aviation system for Canada and Canadians with a vision of an integrated and progressive system that promotes a proactive safety culture. In doing so, the department exercises its authority through the *Aeronautics Act* and the Canadian Aviation Regulations (CARs).

The department understands that noise management is a complicated and often difficult issue faced by airport authorities and communities around the country. It is an issue that must be managed while ensuring aviation safety is not compromised.

With Transport Canada's experience, noise issues have been most effectively addressed at the local community level. Therefore, the department recommends continued dialogue with the Greater Toronto Airports Authority (GTAA) (Noise Management | Pearson Airport (torontopearson.com)) directly.

Additionally, Transport Canada is not involved in the day-to-day operations of the airport or approval of changes to individual routings of flight paths, other than to confirm that the design meets the appropriate regulations and standards. Any further questions regarding flight paths around Toronto should be directed to NAV CANADA at service@navcanada.ca.

Thank you for writing.

Canada

www.tc.gc.ca

03-0418 (1307-02)

Yours sincerely,

12/7/2023

X



Signed by: Scott, Blake

Blake Scott

A/Regional Director

Civil Aviation, Ontario Region

henri.debruyne@tc.gc.ca / Tél. cell. : 289-260-2417 / ATS : 1-888-675-6863



*My work hours may differ from yours, please do not feel the need to respond to my message if it is received outside of your work hours.

*Mes heures de travail sont peut-être différentes des vôtres alors ne vous sentez pas obligé de répondre si c'est en dehors de vos heures de travail.

From: Quach, Stephanie
To: Chum, Amanda
Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22
Date: Thursday, April 14, 2022 4:28:00 PM

Thanks Amanda! Have a good one and chat Tuesday!

From: Chum, Amanda
Sent: Thursday, April 14, 2022 4:27 PM
To: Quach, Stephanie
Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Hi Stephanie,

Thanks for this!

This is my final "have a good weekend" today I'll be in touch on Tuesday if we need anything else.

Have a good one!

Amanda

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>
Sent: Thursday, April 14, 2022 3:49 PM
To: Chum, Amanda <Amanda.Chum@tc.gc.ca>
Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Hey Amanda,

I received his approval and he has scaled down a lot of the info to keep it as high level as possible.

He has suggested to include the following:

Briefing points for the DM's visit to the GTAA

1. 2022 Airfield Restoration Project

- Construction started April 4, 2022 and is scheduled to conclude in October 2022
- The construction may impact operations at the airport, and may specifically require frequent use of the north/south runways (15L/33R, 15R/33L), ~~this may~~ resulting in an increase in noise complaints.

2. Amendment of Noise Abatement Procedure - Preferential Runway System

- The GTAA has submitted a formal request to amend their preferential runway system noise abatement procedure.
 - Preferential runway systems provide preferred runway directions for operations and are designated as noise abatement purposes; the objective being to use, whenever possible, those runways that permit aeroplanes to avoid noise-sensitive areas during the initial departure and final approach phases of flight.

3. Bombardier Facility Construction

- Bombardier is constructing a new manufacturing facility for the business aviation products currently manufactured at the Toronto Downsview Airport.
- Occupancy Date of Facility is scheduled as August 2023.

Please let me know if you have any questions!

Thanks!

Steph

From: Chum, Amanda <Amanda.Chum@tc.gc.ca>
Sent: Thursday, April 14, 2022 3:18 PM
To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Oh yeah 19 (1) Yes let's get it today please :)

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, April 14, 2022 3:16 PM

To: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Okay sure sounds good, I'll send over the input to him now.

Imi will be away next week so on second thought, it's actually probably best to get his approval now.

The A/RDCA will be Blake Scott so I would suggest still sending the final draft for his review once all input has been added.

Thanks Amanda!

Steph

From: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Sent: Thursday, April 14, 2022 3:14 PM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

I think in the interest in time, let's get his approval first... the HQ input is due cob Tuesday so I'd rather give Imi extra time, and of course I would share the final draft once all the input is put in. With that in mind, if you and he could provide the approved input by mid-day Tuesday, that would be helpful. Hope that works for you?

Thanks again!

Amanda

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, April 14, 2022 3:11 PM

To: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

No worries- Imi was included in the email received with the initial input received from the SME, however, has not officially approved the info.

I would suggest sending over the SN to him once all the info is gathered for his review and approval.

Please let me know if this works for you, or if would like me to receive his approval first?

Thanks!

Steph

From: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Sent: Thursday, April 14, 2022 3:08 PM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Oh Stephanie, I'm sorry I forgot to confirm this – was this input approved by Imi?

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, April 14, 2022 2:16 PM

To: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Thanks Amanda! Have a great long weekend!

From: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Sent: Thursday, April 14, 2022 2:14 PM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

That's helpful, thanks Stephanie!

If we don't chat today, enjoy the long weekend.

Thanks,

Amanda

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, April 14, 2022 2:11 PM

To: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Hi Amanda,

In response to your question, I have received the following input:

The comments that we sent back to the GTAA were regarding their need to update the information in their submission that we determined 20 (1) (b)

20 (1) (b)

I had a chat with the SME about this and she emphasized that the comments were only related to the process and not so much noise. She further mentioned that noise will always be an issue at Pearson, however, these preferential runways should help to mitigate.

I hope this is helpful, but if you require more clarification, I can definitely reach back out to the SME. Please let me know.

Thanks!

Steph

From: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Sent: Thursday, April 14, 2022 1:27 PM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Hi Stephanie,

Thanks for this!

I just had one question about this point:

- "Review conducted On April 8th and comments sent back to Airport Operator to address."

Would there be anything in these comments that the GTAA may raise with the DM that we should be aware of in the note, such as potential increase/decrease in noise complaints from the public?

Thanks so much,

Amanda

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Sent: Thursday, April 14, 2022 12:35 PM

To: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Hi Amanda,

I spoke too soon as I just received the additional clarification.

This may be too much information but I wanted to ensure there was enough context for the overall picture. Please include the pertinent details as you see fit.

Also, suggestion to forward the final document to Imi for his review just to ensure he's good with the

information decided upon.

Please see below for Civ Av's input:

Briefing points for the DM's visit to the GTAA

1. 2022 Airfield Restoration Project

- Construction started April 4th, 2022 and is scheduled to conclude in October 2022
- Plan of Construction Operations approved by Transport Canada.
 - This describes the work being conducted and the mitigations measures put in place to ensure safe and compliant operations continue during construction.
 - The plan also satisfies a notification requirement to the Minister for a change to information contained in the aeronautical information publications.
- There is a full rehabilitation of Runway 06L/24R (2nd Busiest Runway in Canada).
- The construction may impact operations at the airport, and specifically may require more frequent use of the north/south runways (15L/33R, 15R/33L). This may result in an increase in noise complaints.

2. Amendment of Noise Abatement Procedure - Preferential Runway System

- The GTAA has submitted a formal request to amend their preferential runway system noise abatement procedure.
- Transport Canada authorized a trial of the new preferential runway system in 2020/2021
 - The preferential runway system trial tested this new noise abatement procedure of the course of approximately 1 ½ years and included consultation with industry, local municipalities, and members of the public.
 - Preferential runway systems provide preferred runway directions for operations and are designated as noise abatement purposes; the objective being to use, whenever possible, those runways that permit aeroplanes to avoid noise-sensitive areas during the initial departure and final approach phases of flight.
- Submission of formal request to Transport Canada was made on April 5th, 2022
- Review conducted On April 8th and comments sent back to Airport Operator to address.

3. Bombardier Facility Construction

- Bombardier is constructing a new manufacturing facility for the business aviation products currently manufactured at the Toronto Downsview Airport. The facility at the Toronto Downsview Airport is planned to transition to the Toronto Pearson facility in 2023. This is currently ongoing.
- Occupancy Date of Facility is scheduled as August 2023.

Thanks!

Stephanie Quach

A/Regional Manager, Issues Management

Transport Canada / Government of Canada

stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863

A/Gestionnaire régional, Gestion d'enjeux

Transports Canada / Gouvernement du Canada

stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Chum, Amanda <Amanda.Chum@tc.gc.ca>

Sent: Thursday, April 14, 2022 12:28 PM

To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>

Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Hi Stephanie,
COB today is no problem!
Thanks for keeping me posted,
Amanda

From: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>
Sent: Thursday, April 14, 2022 12:18 PM
To: Chum, Amanda <Amanda.Chum@tc.gc.ca>
Subject: RE: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Hey Amanda,
I'm just waiting on additional clarification on some points received yesterday. I've sent a follow up email requesting for that clarification from the SME to be provided by cob today since the SN is due Tuesday.
Hoping I receive the rest of the info asap from them, otherwise I will send what was initially provided yesterday.
Worst case, would that work for you if I provided it by cob today?
Thanks,
Steph

From: Chum, Amanda <Amanda.Chum@tc.gc.ca>
Sent: Wednesday, April 13, 2022 5:25 PM
To: Quach, Stephanie <Stephanie.Quach@tc.gc.ca>
Subject: Re: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Hi Stephanie,
That's great, thanks so much! I will be putting in some items on their runway work so any input on that would be appreciated.
Have a good night!
Amanda

On Apr 13, 2022, at 4:30 PM, Quach, Stephanie <Stephanie.Quach@tc.gc.ca> wrote:

Hi Amanda!
Just FYI- I should have Civ Av's input for the SN over to you by tomorrow.
Thanks,

Stephanie Quach

A/Regional Manager, Issues Management
Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
A/Gestionnaire régional, Gestion d'enjeux
Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Holmes, Jennifer <jennifer.holmes@tc.gc.ca>
Sent: Wednesday, April 13, 2022 11:45 AM
To: TC.F NCR AC ADMO / BSMA RCN F.TC <ACADMO-BSMA@tc.gc.ca>; TC.F NCR AH ADMO / BSMA AH RCN F.TC <AHADMO-BSMAAH@tc.gc.ca>; TC.F NCR AA ADMO / BSMA RCN F.TC <AAADMO-BSMA@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC

<ONTPXRDOGO-BDGRPX@tc.gc.ca>; Lippi, Crizia <crizia.lippi@tc.gc.ca>; Barham, Latoya <Latoya.Barham@tc.gc.ca>; Quach, Stephanie <Stephanie.Quach@tc.gc.ca>; Khota, Yusra <yusra.khota@tc.gc.ca>; Chum, Amanda <Amanda.Chum@tc.gc.ca>

Cc: Mawji, Hanif <hanif.mawji@tc.gc.ca>

Subject: TASKING EMAIL FOR ACTION - DM Visit to Ontario Region - April 21 & 22

Good morning all,

To facilitate the Deputy's visit to Ontario Region next week, we require support from your teams. I'll leave it with you to task the appropriate groups within your respective offices accordingly. We need your input by COB Tuesday (please note this is a hard deadline).

1. **Meeting with Deborah Fairlie, GTAA.**

Action items:

- Stakeholder outreach to confirm availability - **PC**
- Input to Scenario note – **AC, AH, PH, PA, PC**
- Scenario Note final product – **PC**

2. **Meeting with Canada Infrastructure Bank**

Action items:

- Stakeholder outreach to confirm availability - **AC**
- Input to Scenario note – **AC, AH, PC**
- Scenario Note final product – **PC**

3. **Meeting with Ontario Ministry of Transportation**

Action items:

- Stakeholder outreach to confirm availability - **PC**
- Input to Scenario note – **AC, AH, AA, PH, PM, PC**
- Scenario Note final product – **PC**

4. **Meeting with Tesla**

Action items:

- Stakeholder outreach to confirm availability - **AC**
- Input to Scenario note – **AC, AA**
- Scenario Note final product – **AC**

Many thanks in advance for your support!

Jen

Jennifer Holmes

(she/her/elle)

A/Policy Analyst, Regional Director General's Office – Ontario Region

Transport Canada / Government of Canada

jennifer.holmes@tc.gc.ca / Tel: 416-670-0626 / TTY: 1-888-675-6863

Analyste des politiques intérimaire, Bureau de la Direction générale – Région de l'Ontario

Transports Canada / Gouvernement du Canada

jennifer.holmes@tc.gc.ca / Tél. : 416-670-0626 / TTY: 1-888-675-6863

***I work flexibly and may email outside normal working hours, but I don't expect a response outside your own.

*Je travaille de manière flexible et je peux envoyer des courriels hors des heures normales de travail. Cependant, je ne m'attends pas à une réponse hors des vôtres.****

From: Carmichael, Shannon <shannon.carmichael@tc.gc.ca>

Sent: Tuesday, April 12, 2022 6:21 PM

To: Holmes, Jennifer <jennifer.holmes@tc.gc.ca>

Cc: TC.F NCR XM Deputy Ministers Office / Bureau du sous-ministre XM RCN F.TC

<XMDeputyMinistersOffice-Bureaudusous-ministreXM@tc.gc.ca>; TC.F NCR AC ADMO

/ BSMA RCN F.TC <ACADMO-BSMA@tc.gc.ca>; TC.F NCR AH ADMO / BSMA AH RCN F.TC <AHADMO-BSMAAH@tc.gc.ca>; TC.F NCR AA ADMO / BSMA RCN F.TC <AAADMO-BSMA@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>

Subject: RE: DM comments - ONT Region - WAAG - DM Travel - April 21-22 2022.docx

Hi Jennifer,

We met with the DM this evening to review and I have updated his requests (in yellow) in the attached.

A couple of items to note:

- As the CEO of Billy Bishop is supposed to retire at the end of June, the DM will not request a meeting with him. Instead, we have added the Aviation Security Inspectors option back into the itinerary
- The DM would like to have lunch with Duwayne on Thursday, somewhere close to the hotel
- He has requested that someone drive him to/from the meeting with Tesla on Friday
- He has asked for more time with the ONT Management Committee
- No issues with the restaurant on Friday
- We have removed travel time to airport/flight times for Friday

19 (1)

19 (1)

As always, if you have any questions please let me know.

Regards,

Shannon

From: Holmes, Jennifer <jennifer.holmes@tc.gc.ca>

Sent: Tuesday, April 12, 2022 1:25 PM

To: Carmichael, Shannon <shannon.carmichael@tc.gc.ca>

Cc: TC.F NCR XM Deputy Ministers Office / Bureau du sous-ministre XM RCN F.TC <XMDeputyMinistersOffice-Bureaudusous-ministreXM@tc.gc.ca>; TC.F NCR AC ADMO / BSMA RCN F.TC <ACADMO-BSMA@tc.gc.ca>; TC.F NCR AH ADMO / BSMA AH RCN F.TC <AHADMO-BSMAAH@tc.gc.ca>; TC.F NCR AA ADMO / BSMA RCN F.TC <AAADMO-BSMA@tc.gc.ca>; TC.F ONT PX RDGO / BDGR PX F.TC <ONTPXRDGO-BDGRPX@tc.gc.ca>

Subject: DM comments - ONT Region - WAAG - DM Travel - April 21-22 2022.docx

Hi Shannon,

Here is the latest draft agenda for the DM's visit to Ontario Region next week.

Thanks!

Jen

From: [Quach, Stephanie](#)
To: [Seto, John](#)
Cc: [Pollock, Mary](#); [Chowdhury, Tasnim](#)
Subject: RE: Toronto Pearson Airport CYYZ's Night Flight and Noise Management programs
Date: Wednesday, January 11, 2023 11:26:00 AM

UNCLASSIFIED / NON CLASSIFIÉ

Good morning John,
 Happy New Year!

This individual previously submitted a letter to the Minister on Dec. 6th and a response was just issued out to him yesterday from HQ.

With TC's limited involvement in this particular matter, our response has encouraged his continued dialogue with the GTAA directly and therefore, I don't believe there is any further required action from us at this time.

If you have any other questions, please let me know.

Thanks!

Stephanie Quach

A/Regional Manager, Issues Management
 Transport Canada / Government of Canada
stephanie.quach@tc.gc.ca / Tel.: 647-394-5485/ TTY: 1-888-675-6863
 A/Gestionnaire régional, Gestion d'enjeux
 Transports Canada / Gouvernement du Canada
stephanie.quach@tc.gc.ca / Tél.: 647-394-5485/ ATS : 1-888-675-6863

From: Seto, John
Sent: Wednesday, January 11, 2023 10:54 AM
To: Quach, Stephanie
Cc: Pollock, Mary ; Chowdhury, Tasnim
Subject: Toronto Pearson Airport CYYZ's Night Flight and Noise Management programs

UNCLASSIFIED / NON CLASSIFIÉ

Hi & Happy New Year Stephanie,

We received the enclosed email regarding Toronto Pearson Airport CYYZ's Night Flight and Noise Management programs. I am unsure who should handle this matter. Please review the matter and let me know how to proceed.

Thank you,

John Seto

(he/him/il)

Operational Support

Transport Canada / Government of Canada
john.seto@tc.gc.ca / Cell: (647)394-5476 / TTY: 1-800-305-2059

Soutien opérationnel
 Transports Canada / Gouvernement du Canada
john.seto@tc.gc.ca / Cell: (647)394-5476 / ATS: 1-800-305-2059

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<http://www.canada.ca/payments-air>.

From: [19 (1)]
To: ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC)
Subject: Re: Urgent Community Concerns Regarding Increased Air Traffic and Noise Over North Oakville
Date: Sunday, July 13, 2025 10:15:08 AM

Dear Mr. Mawji,

Thank you for your response to my original letter dated May 21, 2025, and for outlining the roles of Transport Canada, the Greater Toronto Airports Authority (GTAA), and NAV CANADA regarding air traffic and noise management.

While I appreciate the explanation of the regulatory framework, I find it concerning that Transport Canada—as the federal body responsible for developing and overseeing aviation policies—takes such a hands-off approach in the face of significant, ongoing quality-of-life issues for residents affected by air traffic noise.

Your letter encourages dialogue with the GTAA, yet it is precisely the lack of responsiveness and transparency from local airport authorities that led me to reach out to federal representatives in the first place. Deferring the responsibility to the airport operator and NAV CANADA without offering meaningful support or coordination appears to ignore Transport Canada's oversight responsibilities under the Aeronautics Act.

Residents in North Oakville are not asking for a compromise on aviation safety; we are asking for federal leadership in ensuring that noise mitigation efforts are taken seriously and that the concerns of communities like ours are not sidelined by operational convenience or unchecked air traffic growth.

I respectfully request that Transport Canada take a more active role in coordinating between airport operators, NAV CANADA, and impacted communities to ensure that concerns around air traffic noise are not simply passed off, but rather addressed in a meaningful, measurable, and accountable way.

I would welcome any updates on how Transport Canada plans to engage in this issue beyond encouraging community-level dialogue, especially in regions experiencing sustained and increasing aviation noise impacts.

Sincerely,

[19 (1)]

On Friday, July 11, 2025 at 09:51:48 AM EDT, ONT Civil Aviation Issues / Enjeux Aviation Civile ONT (TC/TC) <tc.ontcivavissues-enjeuxavcivont.tc@tc.gc.ca> wrote:

UNCLASSIFIED / NON CLASSIFIÉ

Good morning [19 (1)]

Please see the attached response sent on behalf of Hanif Mawji, A/Regional Director, Civil Aviation, Ontario Region.

Regards,