



Transport Canada Transports Canada

Access to Information and Privacy (ATIP) Office
Transport Canada
Place de Ville, Tower C, ADX
330 Sparks Street
Ottawa ON K1A 0N5

Our File
A-2025-00782

Fabio Ovettoni
34 Jodphur Avenue
Toronto, ON M9M 2J4
info@pearsonaccountabilityalliance.org

Fabio Ovettoni:

This is in regard to your request under the *Access to Information Act* (ATIA), received by Transport Canada on February 24, 2026, for the following information:

"I am requesting access to all Transport Canada records created between January 1, 2023, to February 24, 2026, relating to:

- 1. Internal analysis of aircraft noise complaints, including complaint maps, charts, regional summaries, and assessments of complaint volume trends from 2024–2026.**
- 2. Internal discussions regarding the legitimacy of complaints, including references to “robocalls,” automation, bots, or concerns about complaint authenticity.**
- 3. Staff resourcing and preparedness for noise-related meetings, including issues of availability, last-minute preparation, or internal concerns about capacity.**
- 4. Planning and preparation for the following community-facing meetings:**
 - July 2025 Neighbourhood Table**
 - Humber River–Black Creek complaint surge meetings**
 - St. Jude’s community meeting and follow-ups**
- 5. Any internal Transport Canada reviews or memos interpreting complaint data patterns.**

Please include emails, attachments, meeting notes, internal analyses, briefing materials, and visual summaries."

We have now completed the processing of your request. Please find enclosed a copy of the records. You will note that certain information has been withheld from disclosure pursuant to sections 19 (1), 20 (1) (b), 20 (1) (c) of the ATIA.

Please be advised that you have a right to submit a complaint about the processing of this request within 60 days of receipt of this notice to the Office of Information Commissioner of Canada, 30 Victoria Street, Québec, K1A 1H3.

Canada

Should you have any questions, you may contact Stephanie Claros by email at stephanie.claros@tc.gc.ca. Please quote our file number listed above in all correspondence relating to this request.

Sincerely,

Claros,
Stephanie 0

Digitally signed by
Claros, Stephanie 0
Date: 2026.07.10
13:01:48 -04'00'

Stephanie Claros
A/Manager, Access to Information and Privacy

Enclosures: *Access to Information Act* Sections
PDF (376 pages)

Access to Information Act / Loi sur l'accès à l'information

Personal information / renseignements personnels

19 (1) Subject to subsection (2), the head of a government institution shall refuse to disclose any record requested under this Part that contains personal information. / Sous réserve du paragraphe (2), le responsable d'une institution fédérale est tenu de refuser la communication de documents contenant les renseignements personnels visés à l'article 3 de la Loi sur la protection des renseignements personnels.

Third party information / Renseignements de tiers

20 (1) Subject to this section, the head of a government institution shall refuse to disclose any record requested under this Part that contains / Le responsable d'une institution fédérale est tenu, sous réserve des autres dispositions du présent article, de refuser la communication de documents contenant:

(b) financial, commercial, scientific or technical information that is confidential information supplied to a government institution by a third party and is treated consistently in a confidential manner by the third party / des renseignements financiers, commerciaux, scientifiques ou techniques fournis à une institution fédérale par un tiers, qui sont de nature confidentielle et qui sont traités comme tels de façon constante par ce tiers

Third party information / Renseignements de tiers

20 (1) Subject to this section, the head of a government institution shall refuse to disclose any record requested under this Part that contains / Le responsable d'une institution fédérale est tenu, sous réserve des autres dispositions du présent article, de refuser la communication de documents contenant:

(c) information the disclosure of which could reasonably be expected to result in material financial loss or gain to, or could reasonably be expected to prejudice the competitive position of, a third party / des renseignements dont la divulgation risquerait vraisemblablement de causer des pertes ou profits financiers appréciables à un tiers ou de nuire à sa compétitivité