

GREATER MONCTON  
ROMÉO LEBLANC  
INTERNATIONAL AIRPORT



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DU GRAND MONCTON

# **Community Consultative Committee and Noise Committee**

## **Comité consultatif communautaire et de gestion du bruit**

Presented by / présenté par: Bernard LeBlanc & Vincent Martin | November 15 / 15 novembre 2019

# Meeting Agenda

1. Opening remarks and approval of meeting agenda
2. Review and approval of last committee meeting minutes
3. YQM updates regarding community feedback since last session:
  - 2020 business plan
  - Noise issues or community feedback
  - National Trade Corridors Fund updates (de-icing fluid capture and treatment approach for 2020 implementation)
4. Committee feedback and discussion
5. Public attendees' questions or feedback
6. Scheduling of next meeting
7. Meeting close

# Ordre du jour

1. Mots de bienvenue et approbation de l'ordre du jour
2. Réviser et approbation de l'ordre du jour de la réunion précédente du comité
3. Mise à jour de YQM sur les commentaires de la communauté depuis la dernière réunion :
  - Plan d'affaires 2020
  - Problèmes de bruit ou commentaires de la communauté depuis la dernière réunion
  - Mise à jour du Fonds national des corridors commerciaux (coordination avec la collecte, le système de traitement et l'approche du liquide de dégivrage (processus pour l'année 2020))
4. Discussions et commentaires du comité
5. Questions ou commentaires du public
6. Planification de la prochaine réunion
7. Clôture de la réunion





# Vision

Atlantic Canada's Central Gateway to the World!

La porte par excellence reliant  
le Canada Atlantique vers le monde !

**ATLANTIC CANADA'S CENTRAL GATEWAY TO THE WORLD!**  
**LA PORTE PAR EXCELLENCE RELIANT LE CANADA ATLANTIQUE VERS LE MONDE !**

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# 2018-2021 Strategic Priorities

**Provide the best Air Service  
and Customer Experience in  
New Brunswick**



**Ensure effective Governance  
and Financial stewardship**



**Maintain and strengthen our  
Competitive Advantages in  
Atlantic Canada**



**Unwavering commitment to  
the Stakeholder Community  
and the Environment**



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# Priorités stratégiques 2018-2021

**Offrir le meilleur service  
aérien et l'expérience client  
la plus agréable du  
Nouveau-Brunswick**



**Assurer une gouvernance et  
une gestion financière  
efficaces**



**Maintenir et améliorer notre  
avantage concurrentiel au  
Canada atlantique**



**Un engagement inébranlable  
envers l'environnement et la  
communauté des parties  
prenantes**



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# 2019 Business Plan Achievements

## Résultats du plan d'affaires 2019

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# 2019 Accomplishments

## Passenger Highlights:

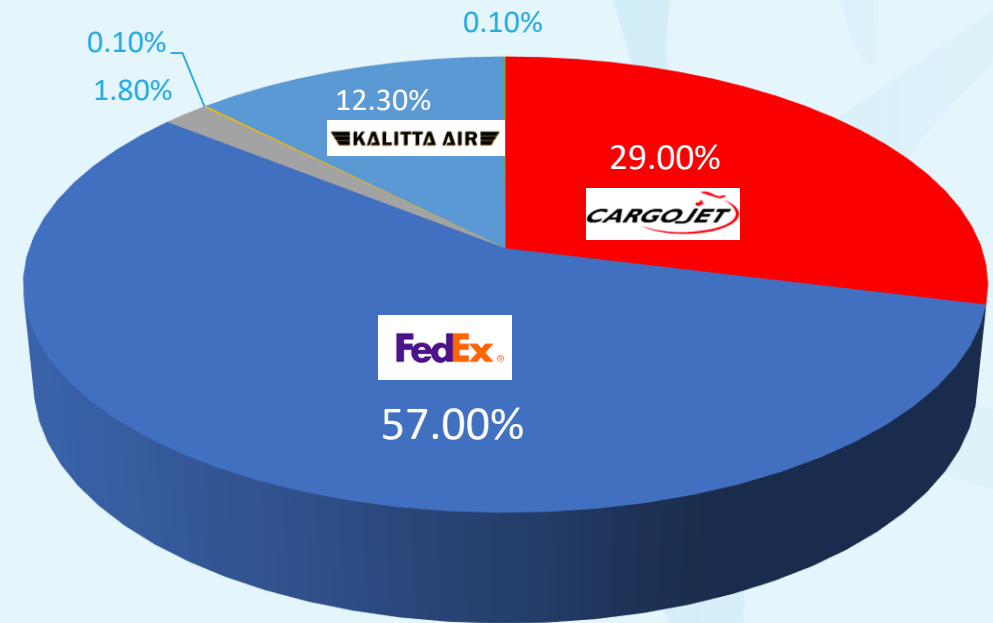
- Introduction & continuation of Air Canada Rouge service to Toronto.
  - Faster service to Toronto vs Q-400
    - 2hr10m vs. 2hr52m
  - Addition of business class and jet service
  - Further efforts towards enhancing service such as increased seat capacity and Southern destination rotations
- Maintaining our competitive advantage with Air Transat in NB.
  - 2019 Air Transat passenger count grew over 2018 season
  - NB/PEI exclusivity and addition of new Punta Cana flight for 2020
  - Improved bookings in 2019 vs. 2018 season
- New destination with Sunwing for 2020 season – Miami (with cruise offering) to replace Orlando service.
  - 2019 Sunwing passenger count grew over 2018 season
  - Improved bookings in 2019 vs. 2018 season
- Overall charter traffic grew by 8.2% and scheduled passenger traffic down 2.2% in 2019 versus 2018

# 2019 Accomplishments

## Cargo Highlights:

- Jan-Sept Cargo Revenue in 2019 = \$2.155M
- Jan-Sept Cargo Revenue in 2018 = \$2.090M
- +3% over 2018
- Total 28 International Live Lobster flights (over 1,718 tonnes until the end of September)
- Continued discussions with Air Cargo partners to attract permanent International Live Lobster shipments (Xtreme Cold, China Eastern)
- Participation in the fall 2019 New Brunswick Business Growth Summits promoting cargo

YTD 2019 Cargo Volumes in %



■ Cargojet ■ FedEx ■ EVAS ■ Westjet ■ Kalitta Air ■ Ethiopian Air

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# 2019 Accomplishments

## Community Engagement:

Altitude East



Runway Run



NB Growth Summit



Community BBQ



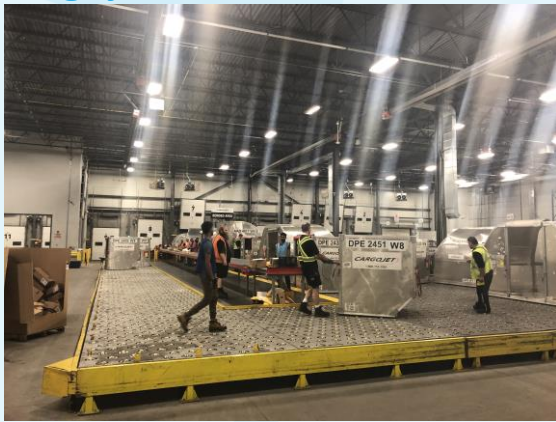
Vantage Airport Group  
25<sup>th</sup> Anniversary



Thematic Conferences – Aérospatiale  
(Volet économique du CMA 2019)



Cargojet Hamilton Visit



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# Faits saillants 2019

## Engagement Communautaire :

Altitude East



Course sur piste



Sommet de croissance  
des entreprises du N.-B.



BBQ communautaire



25e anniversaire de  
Vantage Airport Group



Visite chez Cargojet Hamilton



CONFÉRENCE THÉMATIQUE - AÉROSPATIALE  
(Volet économique du CMA 2019)



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# 2019 Accomplishments

## YQM is committed to becoming Carbon Neutral

Since joining the Airport Carbon Accreditation Program and to the end of 2018 reporting period, as our number of passengers and flights increased, our carbon emissions per passenger continued to decrease. In 2019 we reached Level 3 Carbon Accreditation from Airports Council International. Only 4 other Canadian airports have achieved this accreditation level.



2017



2018



2019

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# 2019 Accomplishments

## YQM Excellence Program

In 2019 the Greater Moncton International Airport Authority launched a Customer Service / Culture program that aims to solidify its position as an outstanding customer service organization in the region. The program is called: **YQM Excellence**.

- With the engagement of TIANB (Tourism Industry Association of NB) the authority has moved forward with a program called Skills Gain. As part of a larger customer service program, workshops will be given to all of our business partner staff, YQM staff and volunteers throughout the year. The 3 chosen modules focused on Customer Service, Communications Skills and Professionalism.
- Our target is to provide the Skills Gain workshop to all staff in 2019 – available in both official languages.

In addition to the customer experience workshops, we are focused in creating a better organizational culture within YQM. Achieving that will help us provide best in class customer service programs. Other activities include :

1. Recognition program
2. Organizational culture & Customer Service survey
3. Quarterly YQM Breakfast Club
4. Various group activities

————— YQM —————  
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# 2019 Passenger Traffic Update

## Mise à jour sur le trafic passagers 2019

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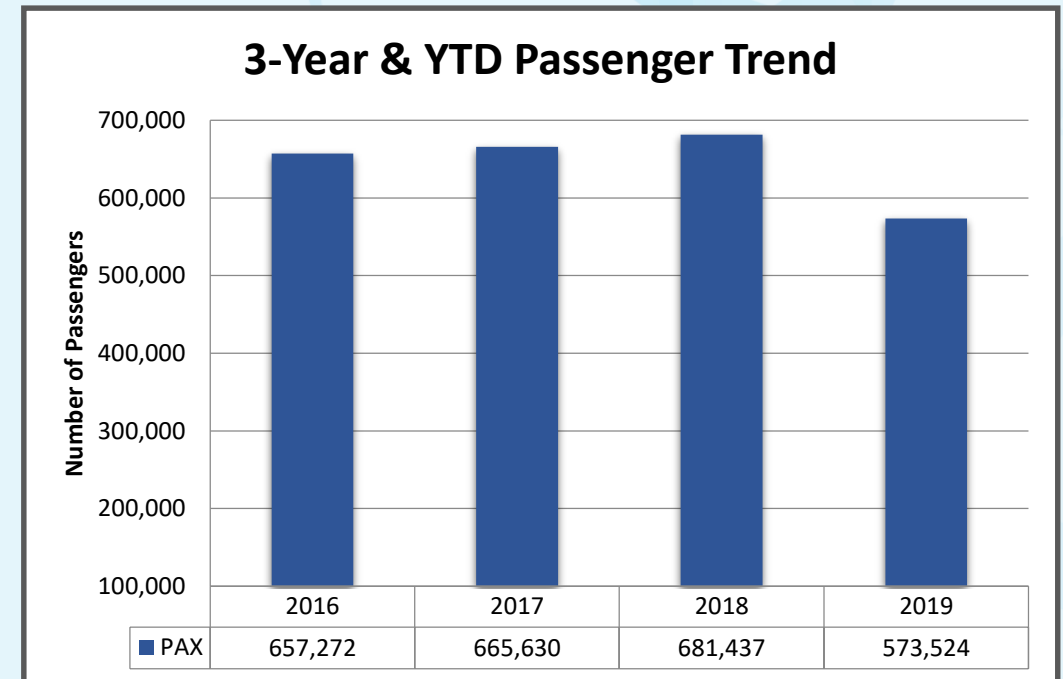
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# 2019 Passenger Traffic Update

- As of the end of October, YQM has welcomed 573,524 passengers
- Seeing year-over-year traffic decline since June 2019
- YTD down 2% compared to 2018 (11k passengers)
- Scheduled passenger traffic down 2.2% in YTD 2019 versus 2018
- While overall charter passenger traffic grew by 8.2% in 2019 versus 2018



# 2019 Financial Update

## Mise à jour financière pour 2019

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# September 2019 YTD

	Actual	Budget	\$ Variance	2018 Actual
Revenue	\$9,067,583	\$8,678,104	\$389,479	\$8,900,032
Expenses	\$8,064,861	\$8,350,137	\$285,276	\$7,861,625
<b>Operating Profit</b>	<b>\$1,002,721</b>	<b>\$327,967</b>	<b>\$674,755</b>	<b>\$1,038,407</b>
AIF	\$5,965,764	\$6,209,515	(\$243,751)	\$5,976,037
Gain(Loss) on disposals	\$55,555	-	\$55,555	\$117,685
Depreciation	\$3,515,324	\$3,534,450	\$19,127	\$5,976,037
Interest Expense	\$726,804	\$714,076	(\$12,728)	\$767,567
<b>Excess of Expenses over Revenue</b>	<b>\$2,781,913</b>	<b>\$2,288,955</b>	<b>\$492,957</b>	<b>\$2,795,808</b>

- Surplus favorable to budget \$493k and in line with 2018 (down \$14k)
- \$260k increase in aeronautical revenue, Air Canada Rouge positive impact of \$178k being offset by drop from Montreal and Halifax routes, \$80k from Cargo activity, \$52k from Sun Charters
- \$38k YTD savings in overtime costs
- Expenses are favorable to budget \$285k. The majority of savings are due to timing of initiatives and/or redirecting planned spend towards emergency repairs on runway 11-29 and Taxiway Alpha in October.

## Performance of our RETAIL partners to the end of September (Gross Sales)

- Food & Beverage \$1.1M (down 16.5%)
- Relay store \$329k (down \$27k)
- Car Rental \$7.6M (up \$251k)

# 2019 Capital Plan Update

## Mise à jour du plan d'immobilisations 2019

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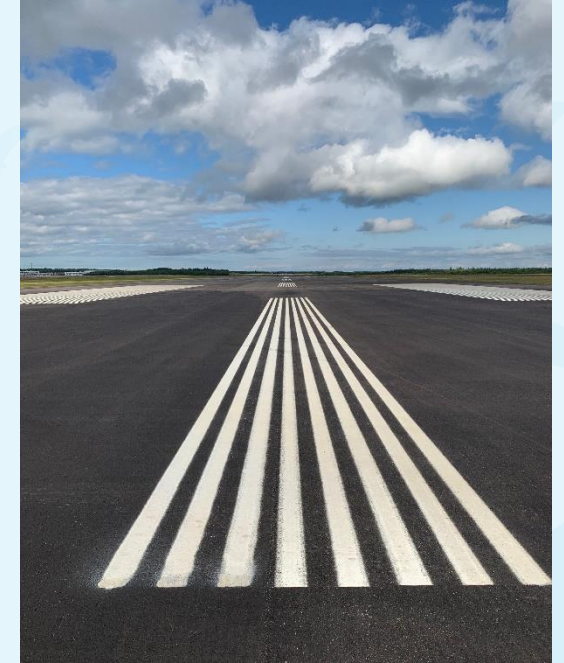


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# 2019 Accomplishments

## Runway 06-24 Rehabilitation

- Very complex project involving runway intersection rehabilitation, various phasing to accommodate taxi routes, as well as closures of full runways and displacements of thresholds.
- **Congratulations to the Operations Team for safely bringing this project in on schedule and with a \$1.4 million savings over the estimated cost!**



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# Major Capital Projects 2019

Project Name	Project Cost
ATB Uninterruptible Power Supply Unit Replacement	\$97,000
2006 New Holland TV145 Tractor Replacement	\$148,000
SUV Hybrid (staff 27 replacement)	\$41,600
Plow for Rental Loaders	\$40,650
Small Capital (various)	\$84,000
Emergency Capital	\$106,000
06-24 Rehabilitation	\$7,455,000
Upstairs Bar Conversion to Airside w/ accessibility	\$1,016,000
TP312 5 <sup>th</sup> – Strip Grading Runway 11-29	\$150,000
Apron 8 Floodlighting Replacement	\$80,000
Hold Bag Screening Recapitalization Program (paid by others)	\$3,822,091
<b>Total Cost of Major Capital Projects</b>	<b>\$13,040,341</b>

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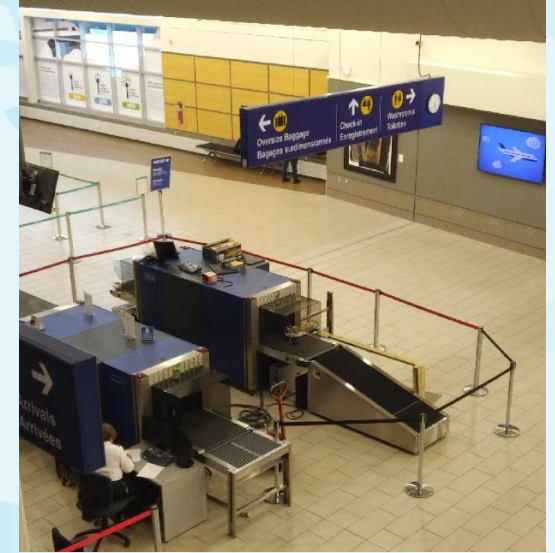
# Grand projets d'immobilisations en 2019

Nom du projet	Coût du projet
Remplacement de l'unité d'alimentation sans interruption à l'aérogare	97 000 \$
Remplacement du tracteur New Holland TV145	148 000 \$
VUS hybride (remplacement du véhicule 27)	41 600 \$
Accessoire de déneigement pour chargeuses louées	40 650 \$
Petites dépenses en immobilisations (divers)	84 000 \$
Fonds d'urgence	106 000 \$
Resurfacement de la piste 06-24	7 455 000 \$
Transformation du bar de l'étage supérieur vers le côté après sécurité accessible	1 016 000 \$
TP312 5 <sup>e</sup> édition – Nivellement de la piste 11-29	150 000 \$
Remplacement des projecteurs d'éclairage de l'aire de trafic 8	80 000 \$
Programme de remplacement de l'équipement de contrôle des bagages enregistrés (payé par un tiers)	3 822 091 \$
<b>Coût total des grands projets</b>	<b>13 040 041 \$</b>

# 2019 Capital Plans

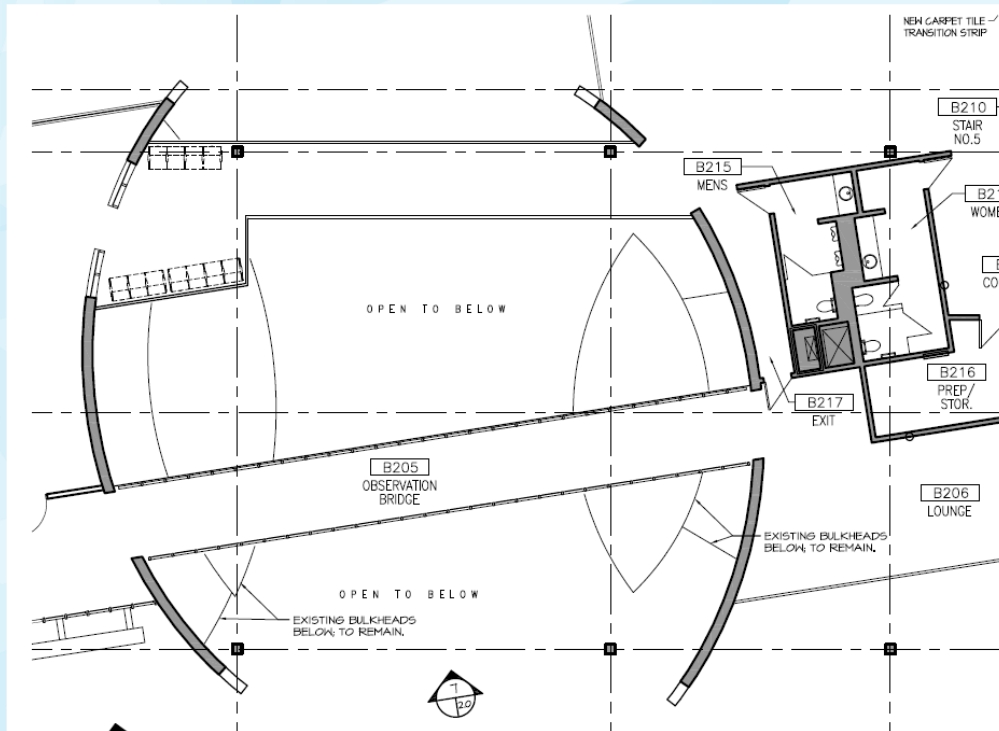
## Still in the works...

- **Hold Bag Storage (HBS) recapitalization program:** The contractor for the program has been selected. YQM is working in partnership with CATSA providing project logistics coordination and assistance. This project is scheduled to be completed by February 26th; however, we will continue our strong push with the contractors and consultant to have it completed earlier. CATSA project budget estimated around \$3.8 M.
- **Conversion of the groundside lounge area to an accessible airside lounge with enhanced offerings and an elevator for mezzanine access project:** We have awarded the construction of the work for the airside bar conversion to airside with accessibility initiative and the project began earlier last week. Our target completion date is prior to the winter charter season.

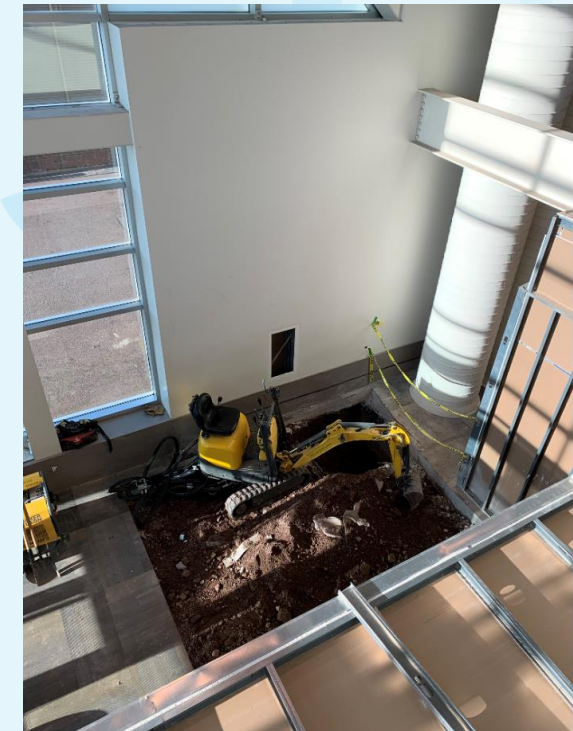
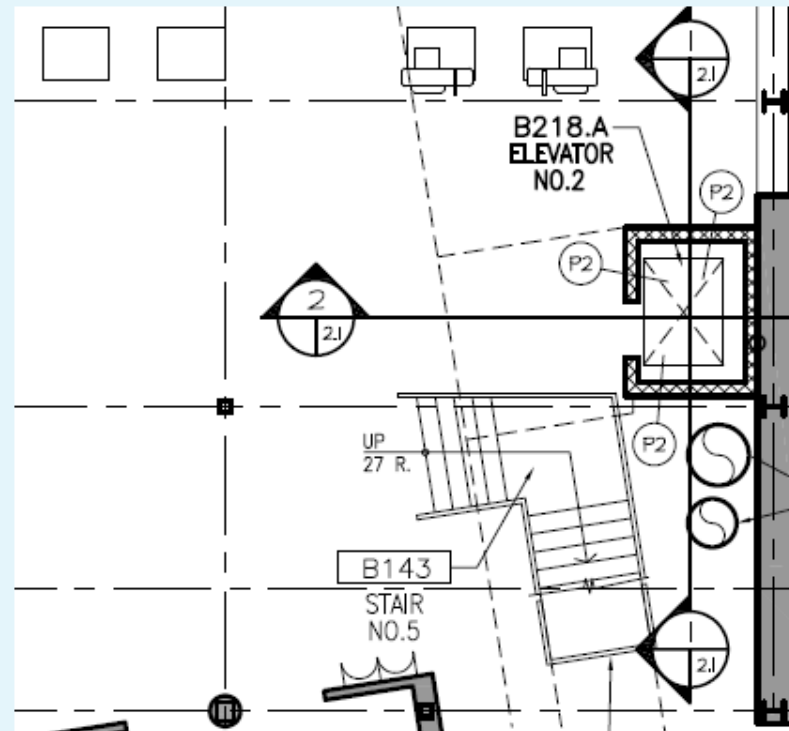


# 2019 Capital Plans

View of the new walkway connecting the second floor passenger hold room to the airside bar.



View of the new elevator in the passenger hold room from the first floor with a construction photo.



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# DRAFT 2020 Initiatives

Subject to Board approval November 22, the 2020 plan not only focuses on improving the customer experience, minimizing our impact to the environment, and maintaining a safe airport, but on the continued long-term success of the organization.

People		Place		Performance	
1	Recruitment of Manager, Engineering and Operations	1	Level 3+ (Neutrality) Airport Carbon Accreditation	1	Revenue Growth through Land and Air Terminal Building Commercialization
2	Increased emphasis on training and succession planning	2	Delivery of major airport infrastructure projects	2	Increased concessions and inter-terminal advertising revenue
3	Implement Employee Intranet	3	Enhance the Passenger Experience	3	Vantage and GMIAA Strategic Alignment
4	Collective Agreement Negotiation	4	Improvements in Air Terminal Building Accessibility	4	The YQM Excellence Program of Customer Service and Culture

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# 2020 Rates & Fees Changes

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## 2020 Changes to Airport Fees and Charges

The Greater Moncton International Airport Authority (GMIAA) wishes to notify all concerned that effective January 1, 2020, the following changes to its airport fees and charges will be:

- Tenant vehicle parking for Terminal/Employee lot, the rate will be \$45.00 per month.
- Passenger vehicle parking in the overflow lot, the rate will be \$15.00 per day and \$80.00 weekly.
- Airport security passes, temporary pass replacement, the rate will be \$105.00.
- Airport Vehicle Operator Permit (AVOP) for initial test and/or recertification, the rate will be \$105.00.

For complete details please see our Schedule of Services and Facilities on our website at <http://cyqm.ca/businesses/feestariffs/>

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# 2020 Major Capital Plans & Initiatives

## National Trade Corridor Project

- On July 18 the Greater Moncton International Airport submitted its “Eliminating Bottlenecks and Enabling Growth at YQM” project for consideration for funding under the National Trade Corridors Fund. It combined an initiative to alleviate congestion on Apron VIII and the de-icing pad with the need to meet environmental and wastewater disposal regulatory requirements.
- On August 7, Ministers Dominic LeBlanc and Ginette Petitpas Taylor made it official that Transport Canada would fund 50% of the estimated \$16.7 million project
- The GMIAA management team is now working with Transport Canada to finalize a funding agreement to allow spending to begin on this initiative
- YQM is also working with TransAqua and the City of Dieppe to develop a tri-partite agreement to allow the airport to dispose of de-icing fluid through the municipal wastewater system in a mutually agreed to and beneficial fashion. We have an initial agreement from both parties under a memorandum of understanding.

# 2020 Major Capital Plans & Initiatives

## National Trade Corridor Project (continued)

- The airport has awarded a contract for the design of the related infrastructure, namely: apron expansion, de-icing pad construction, roadway to fence line, and de-icing capture and disposal system.
- The aim is to ensure completion of this project by October 2020 deadline (ie start of the 2020 de-icing season).



# 2020 Major Capital Plans & Initiatives

## Detailed overview of NTCF project passenger airline benefits

- Alleviates congestion on Apron 8
- Additional positions for overnight parking and passenger traffic
- Compliance with environmental regulatory requirements by airport and airline partners which could otherwise result in fines
- Prevent delays to passenger aircraft departures as a result of the expanded de-icing pad

# 2020 Major Capital Plans & Initiatives

## Detailed overview of NTCF project benefits

- Ensure air passenger and air cargo services can both be developed at the GMIAA.
- Generate a new, good margin source of revenue for the GMIAA.
- Provide significant new economic benefits including jobs and tax revenues.
- Support the airport's environmental objectives and requirements.
- Over a 30-year timeframe, the economic impact is forecasted to generate annual new revenues as a result of the expansion of \$519,673 in 2021 rising to \$1.24 million in 2030 and \$2.3 million in 2050.

# 2020 Major Capital Plans & Initiatives

## Breakdown of project cost by phase – Phase 1 Apron 8 Expansion

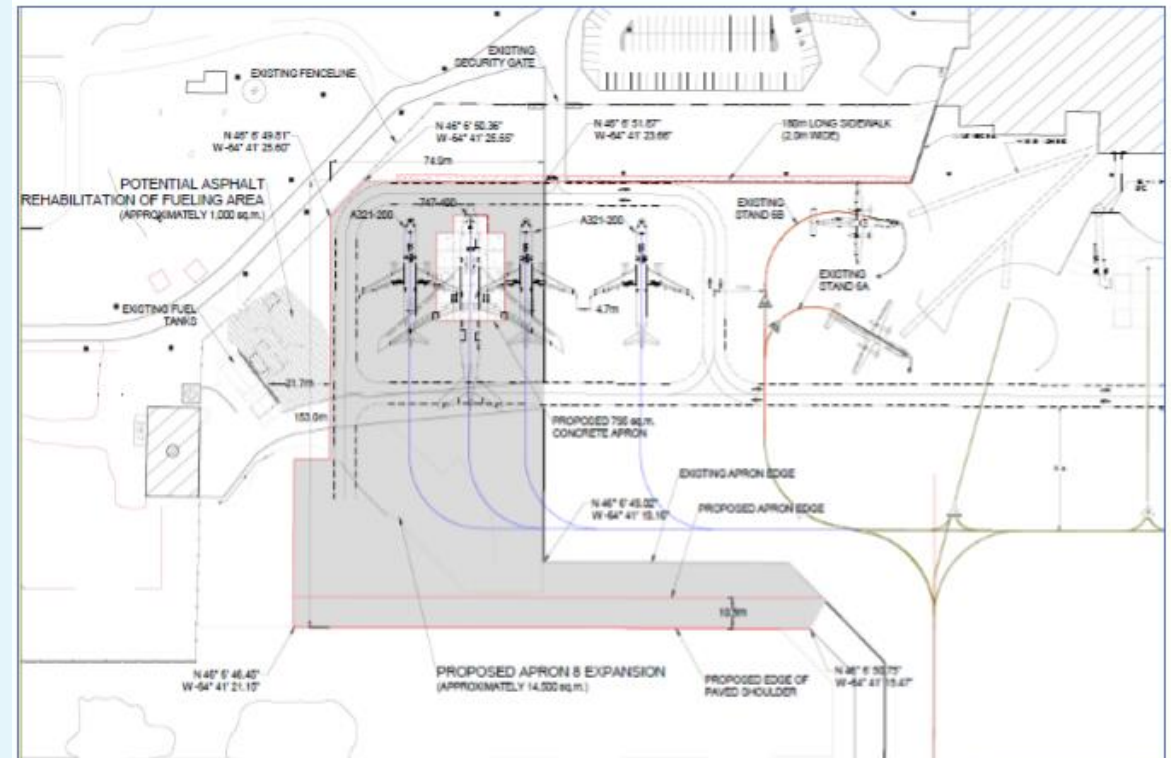
### Part 1 - Apron 8 expansion

The project will involve the expansion of our current main apron (Apron 8) in proximity to the Airport Terminal Building.

This would therefore require the engineering design and construction of such an apron expansion as shown in this diagram.

This would allow more capacity for passenger traffic aircraft activity and for overnight aircraft parking particularly during peak charter season.

Total cost= \$3,814,063



**Note:** There are non-phase specific costs of \$195,000 (environmental and aboriginal assessment, insurance, security escorting, legal fees)

# 2020 Major Capital Plans & Initiatives

## Breakdown of project cost by phase – Phase 2 De-icing Pad Expansion

### Part 2 - Expansion of existing de-icing pad

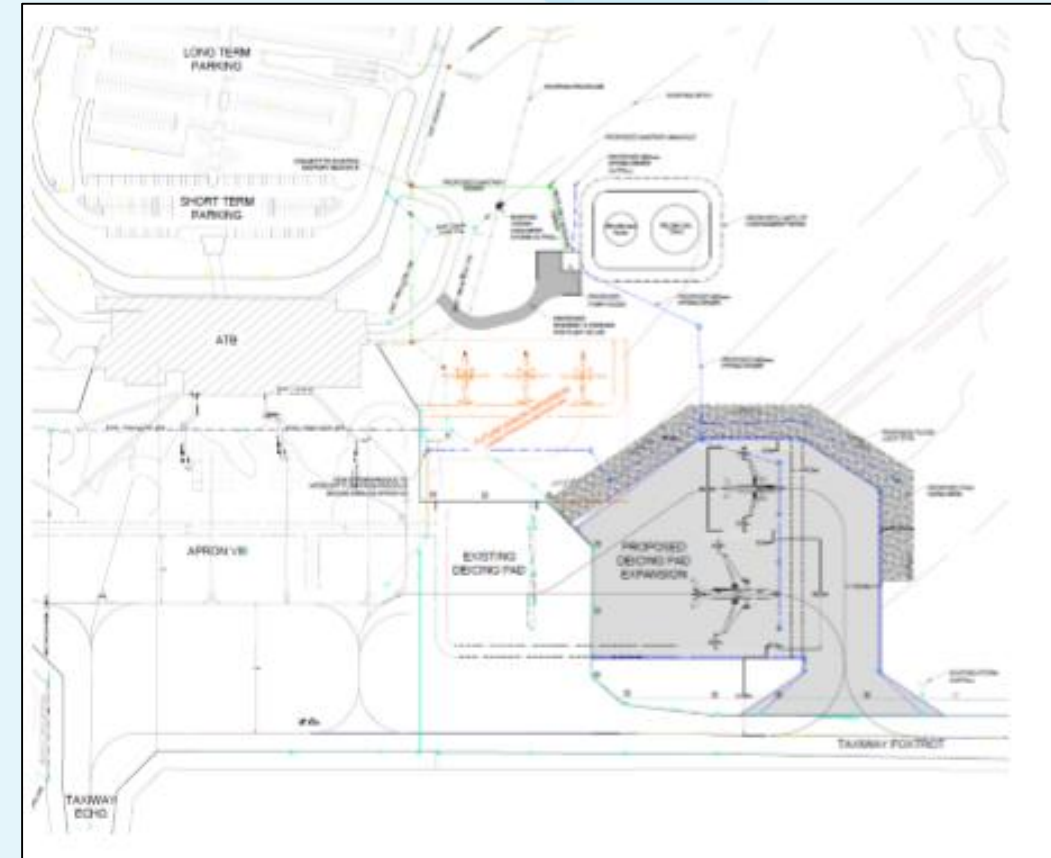
This will allow for the concurrent de-icing of two large passenger aircraft and thus support current Air Canada Rouge and Sunwing and Air Transat charter activity overlap at YQM.

It will also allow for the relocation of current air cargo aircraft de-icing activity at YQM (ie Cargojet FedEx) and concurrent de-icing of both passenger and cargo aircraft without one's schedule being unnecessarily impacted.

This relocation will be necessary in order for YQM and its partner airlines to be able to meet environmental regulatory requirements as a result of the discontinuation of de-icing activity on Apron 5 where this would not be possible.

The de-icing pad expansion is shown on the attached sketch.

Total cost= \$6,959,440



# 2020 Major Capital Plans & Initiatives

## Breakdown of project cost by phase – Phase 3 De-icing Fluid Capture and Disposal

### Part 3 - Capture and disposal of de-icing fluid

To allow for gradual discharge of de-icing fluid into the municipal wastewater treatment system without impacting the municipal wastewater treatment process or the environment.

The system will capture all available spent de-icing fluid, store it and then compliantly release it to the sanitary sewer system. It will require containment tanks, building and process equipment to allow the process to take place.

It will prevent inappropriate discharge into the nearby brook as well as mitigate the need to truck de-icing fluids to Halifax for disposal and eliminate the hefty airline cost and expense of such disposal outside of the municipal wastewater treatment system.

Total cost= \$5,053,614



# 2020 Major Capital Plans & Initiatives

## Breakdown of project cost by phase – Phase 4 Roadway overhaul and reconstruction

### Part 4 - Overhauling and reconstruction of roadway

Overhauling and reconstruction of the roadway connecting the airport apron to the existing cold storage facility and cargo staging facility at the airport's fence line.

The project would involve the construction of a new road link to connect the YQM airport apron to the Xtreme Cold warehouse facility which is essential to the preparation, packing and staging of fresh and live product for export to Asia and Europe.

This road starts in proximity to Apron 8 and the de-icing pad and extends to the fence line by the Xtreme Cold facility.

Total distance of road to construct of 650 meters. This would therefore require the engineering design of such a roadway to allow movement of pallets and Unit Load Devices (ULD's) via tugs.



Total cost= \$694,187

# 2019 YTD Noise Feedback

YQM Noise Complaints May – November 2019						
Date of Complaint	Incident Time	Address	Comments	Response date	Who Responded	Response
29-May-19	12:10am	Charlotte St, Sackville	Low flying "MFC" aircraft circulating around Sackville continuously and/or at inappropriate hours	05-Jun-19	Gemma	Provided info from MFC and TC contact information.
29-May-19	8:50pm	Dieppe	Small planes constantly circling and revving engines day and evening.	04-Jun-19	Gemma	See Email folder. Email sent with info on MFC circuits.
03-Jun-19	27-May-30	Pascal Avenue, Dieppe	A very low flying jet shook house more severely than any others in memory	05-Jun	Gemma	Email sent with info on cargo flight (Kalitta).
29-Jul-19	03-Feb-01	Essex St, Moncton	Twin engine MFC aircraft conducting night training and revving engines right above his house. Waking him up in the night. He mentioned calling about similar issues in the past and said they put mufflers "on the smaller planes".	30-Jul-19	Gemma	Called complainant to discuss on 30-Jul. Forwarded all information to MFC (Chris Walsh) and requested he follow up. MFC indicated they hear from the complainant often and there are already mufflers on the planes.
13-Sep-19	Overnight	Yvonne Street, Moncton	"The complaint is small engine planes flying all night, MFC planes (5-10 at a time), he says he lives on Yvonne street in Dieppe, he can't even open a window in the evening and hard to sleep, very noisy. Is there something he needs to do to escalate this, he is ready to complain to Transport Canada. He wants a callback asap (Monday) on this issue and know if we are going to do something with MFC."	16-Sep-16	Gemma	Called twice and left messages on Sept 16th. Left direct number for him to return my calls. I spoke with complainant on 20-Sept. Explained night circuits and operational constraints. Followed up with MFC at complainant's request regarding alternative flight times and returned his call on 24-Sept. Complainant was satisfied with the info I provided but is going to contact TC to escalate the issue (I provided TC communication Center #).

# THANK YOU

Your interest, support and contributions to the Greater Moncton Roméo LeBlanc International Airport and its activities is greatly appreciated!

We welcome the opportunity to obtain any feedback or suggestions you wish to provide.

# MERCI

L'Aéroport international Roméo-LeBlanc du Grand Moncton apprécie grandement votre intérêt, votre soutien et vos contributions !

Toutes les suggestions et tous les commentaires sont les bienvenus.

GREATER MONCTON  
ROMÉO LEBLANC  
INTERNATIONAL AIRPORT



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ROMÉO-LEBLANC  
DU GRAND MONCTON