



GREATER MONCTON
ROMÉO LEBLANC
INTERNATIONAL AIRPORT

AÉROPORT INTERNATIONAL
ROMÉO-LEBLANC
DU GRAND MONCTON



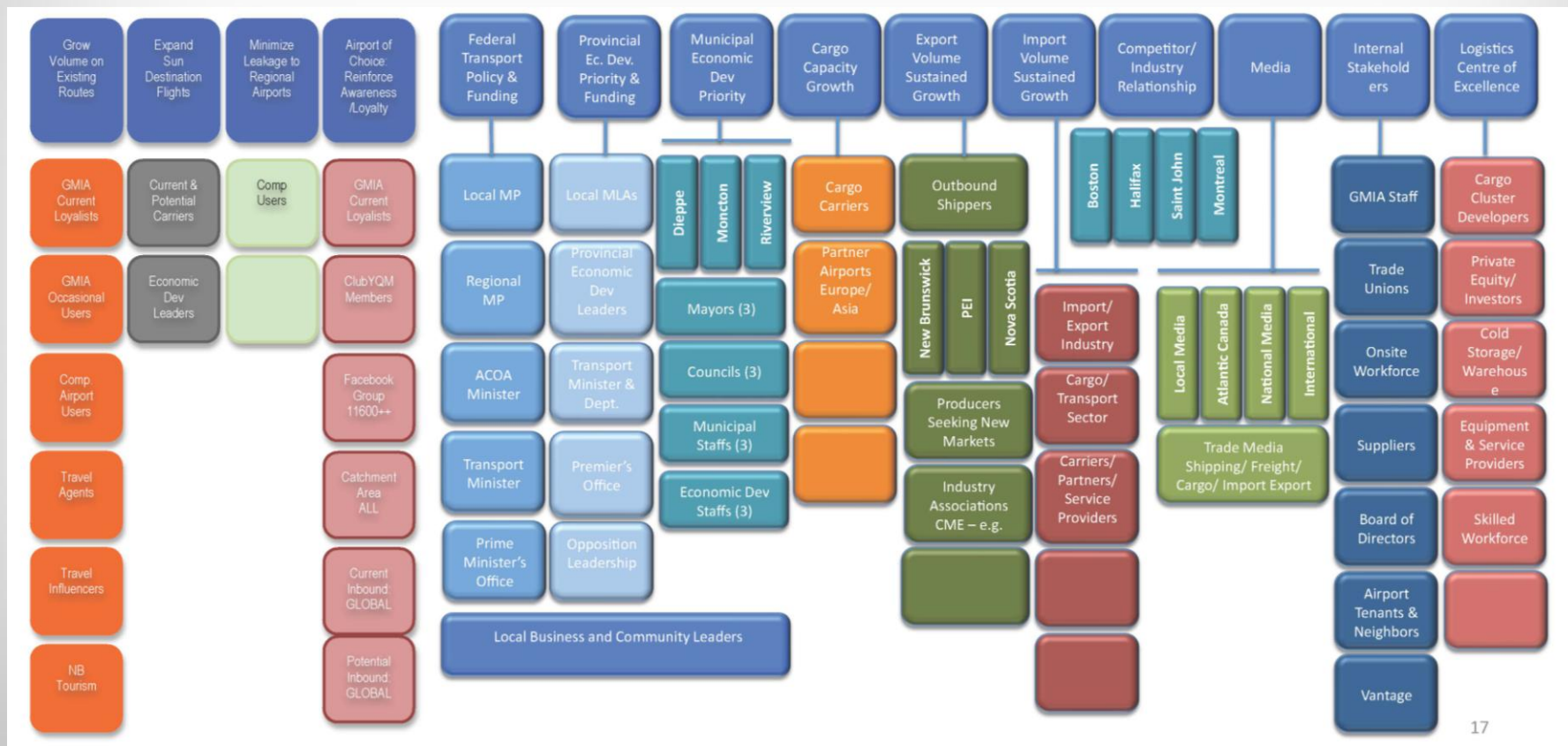
YQM Community Consultative Committee and Noise Committee

Comité consultatif communautaire et
sur le climat sonore YQM

October 18, 2017
Le 18 octobre 2017

YQM

STAKEHOLDERS - LES PARTIES PRENANTES



17



Your Economy. Your Airport.
Votre économie. Votre aéroport.

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OVER THE PAST 20 YEARS...

- Total revenue increase = 2016 approximately 3 times 1997
- Passenger growth since transfer = 2016 over 2 1/2 times 1997
- % cargo growth over this period since federal transfer = 80%
- YQM currently has three domestic regular scheduled carriers (Air Canada, WestJet, Porter) serving four domestic routes (Halifax, Toronto, Montreal, Ottawa) and three charter airlines (Sunwing, Air Transat, WestJet) serving six sun destinations seasonally (Mexico, Dominican Republic, Jamaica, Florida, Cuba) with up to 12 flights per week
- Airport has generated an annual surplus and positive net earnings for over 15 years

MAJOR ACCOMPLISHMENTS

2002

- New terminal building completed – a \$29 million investment

2013

- Completed extension of runway 06/24 to 10,000 feet – a \$24 million investment (\$16M YQM, \$4M Federal, \$4M Provincial) as part of the Atlantic Gateway and Borders Program

2014

- Achieved BEST PASSENGER TRAFFIC EVER at 677,175!

2015

- BEST CARGO YEAR EVER with over 25,000 tonnes handled
- BEST SEASONAL DESTINATION PASSENGER TRAFFIC EVER
- Completed construction of AIRPORT OPERATIONS FACILITY (AOF) at a cost of \$13 million (fully funded by YQM)

2016

- Launched new Economic Impact Study highlighting YQM's 2,798 job creation in the region and generation of economic activity of over \$665 million
- Federal government name change to the Greater Moncton Romeo LeBlanc International Airport
- Successful first Runway Run early October – raising over \$8,500 for Greater Moncton United Way
- Recipient of the Greater Moncton Chamber of Commerce (GMCC) Environmental and Business Excellence Awards
- Achievement of Airport Carbon Accreditation Level 1
- Start paying rent to the federal government in the \$500,000 range

2017

- 20th anniversary of local airport privatization (Canada's 150th anniversary)
- Another successful Runway Run in early September – raising \$8,558.50 for the Greater Moncton United Way



ECONOMIC IMPACT STUDY

- **Why do this?**
 - To calculate the total economic contribution of YQM, directly and indirectly, to the people of the entire region it serves
- **What is the total economic impact?**
 - Total direct and indirect economic impact in 2014 is \$665.9 M
- **Is the economic impact growing?**
 - Increase of 76% in the past decade since the previous economic impact study
- **What is the total direct/indirect employment contribution in FTE?**
 - Total direct and indirect employment in 2014 is 2,798 FTEs
- **Is the employment impact growing?**
 - Increase of 83% in the past decade since the previous economic impact study
- **How much tax revenue is created for all levels of government?**
 - Total tax contribution to all levels of government in 2014 is \$36.8 M
- **Is there a local “tax” benefit?**
 - Of total tax contribution 84% is directed to the province and local municipalities

GMIAA BOARD EXPERTISE

- The Greater Moncton International Airport Authority Inc. (GMIAA) has 6 standing committees: Executive Committee, Audit Committee, Strategic Planning, Environmental Committee, Governance Committee and Human Resources Committee that consist currently of 14 board members.
- GMIAA board members bring industry experience and senior leadership focused on high-level issues such as:
 - Strategic Planning
 - Business
 - Governance
 - Finance
 - Legal
 - Risk Management
 - Human Resources
 - Marketing
 - Property Management
 - Retail Management
 - Transportation

COMPÉTENCES DE LA DAIGM

- La Direction de l'Aéroport international du Grand Moncton Inc. (DAIGM) compte 6 comités permanents : le Comité de direction, le Comité de vérification, le Comité de planification stratégique, le Comité environnemental, le Comité de gouvernance et le Comité des ressources humaines, qui se composent de 14 membres du conseil.
- Forts de leur expérience sectorielle, les membres du conseil de la DAIGM traitent les questions suivantes :
 - Planification stratégique
 - Affaires commerciales
 - Gouvernance
 - Finance
 - Aspects de nature juridique
 - Gestion du risque
 - Ressources humaines
 - Marketing
 - Gestion immobilière
 - Gestion du commerce de détail
 - Transport



STRATEGIC PLAN - PLAN STRATÉGIQUE 2015-2020



TO BE THE ULTIMATE
AIRPORT EXPERIENCE

TO BE THE AIRPORT
OF PREFERENCE IN/FOR
ATLANTIC CANADA,



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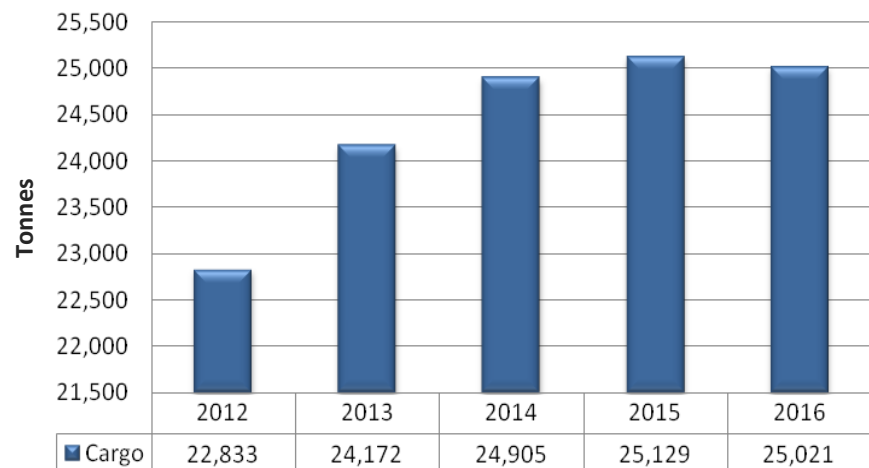
AÉROPORT INTERNATIONAL
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STRATEGIC PRIORITY # 1

Leveraging the Cargo Investment



5-Year Cargo Trend



PRIORITÉ STRATÉGIQUE 1 :

Tirer parti des investissements en matière de fret

CARGOJET

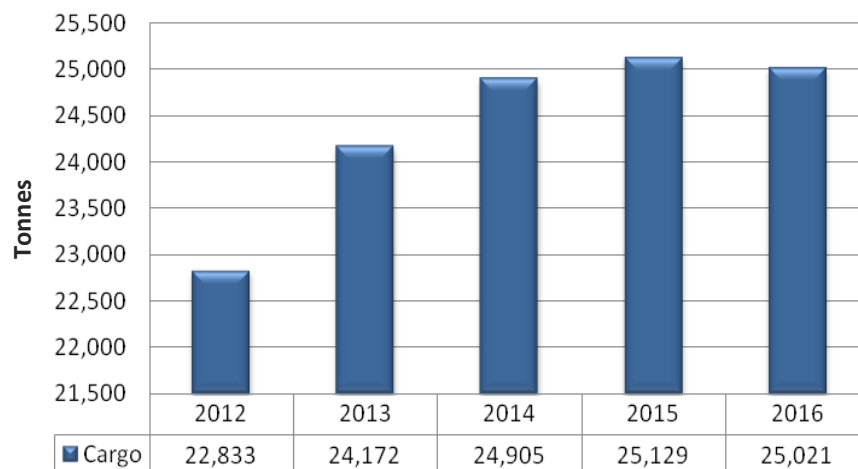
FedEx
Express



Purolator



Tendance liée au fret sur 5 ans





PRIORITÉ STRATÉGIQUE 2 :

Devenir l'aéroport de choix pour les passagers

AIR CANADA 

WESTJET 

porter

- Trois transporteurs réguliers relient quotidiennement YQM à Halifax, Toronto, Montréal et Ottawa
- En 2017-2018, il y aura **12 vols directs** au départ de YQM vers 6 destinations d'hiver !

		
Cancun, Varadero, Montego Bay, Punta Cana, Puerto Plata et Orlando	Orlando, Cancun, Punta Cana et Varadero	Orlando

STRATEGIC PRIORITY # 2

Becoming the Preferred People Mover



- YQM currently has three domestic regular scheduled carriers serving four domestic routes to Halifax, Toronto, Montreal and Ottawa daily.
- 2017-2018 winter destinations will offer **6 destinations with 12 direct flights leaving from YQM!**

		
Cancun, Varadero, Montego Bay, Punta Cana, Puerto Plata and Orlando	Orlando, Cancun, Punta Cana and Varadero	Orlando

Flight	Airline	Departing to	Scheduled	Status
7761	 Air Canada	Halifax	Oct 17 - 8:50 AM	Departed at 8:49 AM
8903	 Air Canada Express	Montreal	Oct 17 - 11:35 AM	Departed at 11:47 AM
8935	 Air Canada Express	Toronto	Oct 17 - 12:20 PM	Departed at 12:41 PM
3419	 WestJet	Toronto	Oct 17 - 1:10 PM	Departed at 1:00 PM
8905	 Air Canada Express	Montreal	Oct 17 - 2:25 PM	On Time
8937	 Air Canada Express	Toronto	Oct 17 - 3:55 PM	On Time
8851	 Air Canada Express	Ottawa	Oct 17 - 4:45 PM	On Time
7765	 Air Canada	Halifax	Oct 17 - 5:25 PM	On Time
8939	 Air Canada Express	Toronto	Oct 17 - 6:25 PM	On Time
8907	 Air Canada Express	Montreal	Oct 17 - 7:15 PM	On Time
3437	 WestJet	Toronto	Oct 17 - 7:55 PM	On Time
8943	 Air Canada Express	Toronto	Oct 17 - 8:30 PM	On Time
8931	 Air Canada Express	Toronto	Oct 18 - 5:15 AM	On Time
8897	 Air Canada Express	Montreal	Oct 18 - 5:50 AM	On Time
7759	 Air Canada	Halifax	Oct 18 - 6:15 AM	On Time
3441	 WestJet	Toronto	Oct 18 - 6:20 AM	On Time
8933	 Air Canada Express	Toronto	Oct 18 - 6:45 AM	On Time
8901	 Air Canada Express	Montreal	Oct 18 - 7:15 AM	On Time
212	 porter Porter Airline	Ottawa	Oct 18 - 7:15 AM	On Time

Regular YQM schedule with:

- Toronto – 9 flights/day
(2 carriers, 6-AC, 3-WS)
- Montreal – 4 flights/day (1 carrier)
 - Additional flight and 5 per day during summer months
- Ottawa – 2 flights/day (2 carriers)
- Halifax – 4 flights/day (1 carrier)
- Toronto Island – via Montreal with Air Canada and via Ottawa with Porter
- Loss of service in 2017:
 - Route to Hamilton with NewLeaf
 - Direct winter seasonal flight to Cancun with WestJet

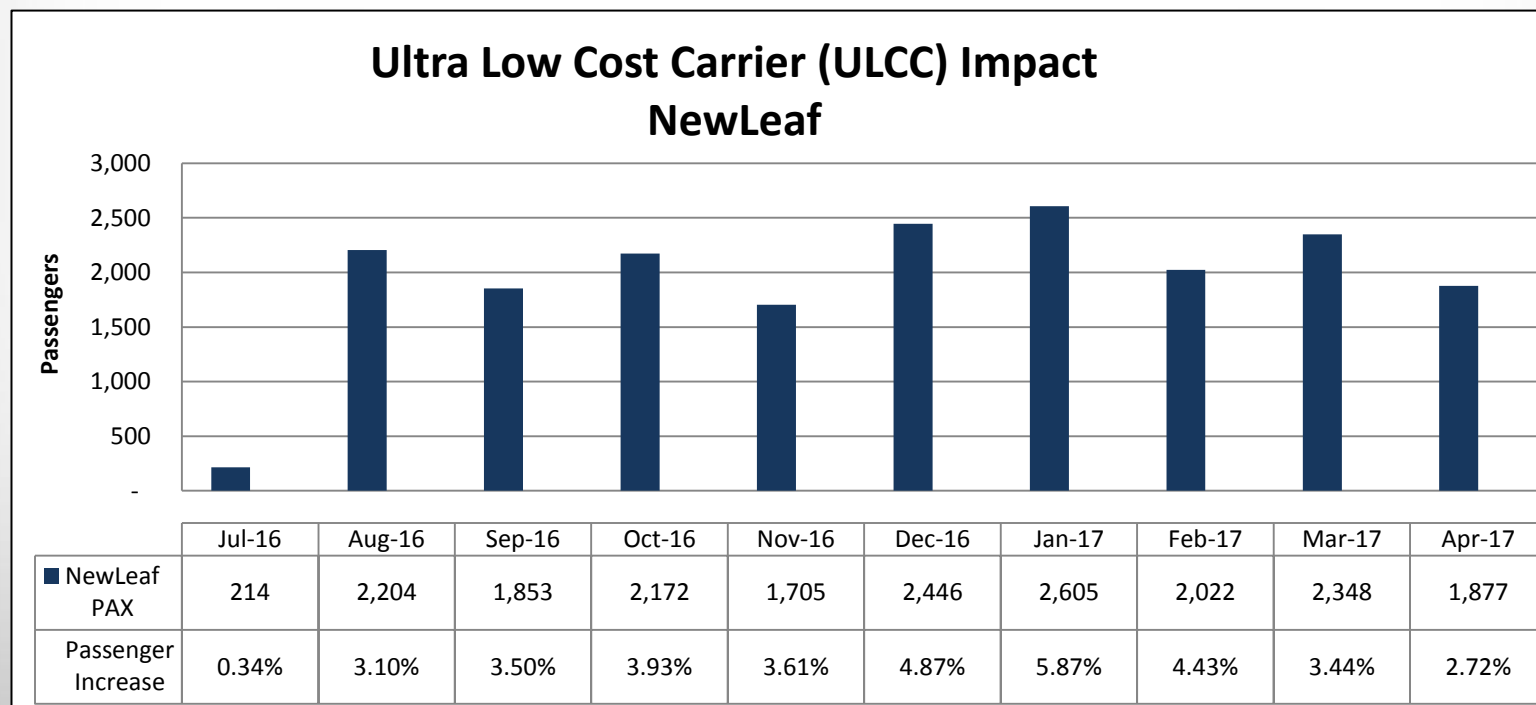
Note – YQM annual passenger traffic volume is equivalent to that of the combined volume of the Fredericton, Saint John and Bathurst airports /

Note - Le volume annuel de trafic de passagers de YQM est équivalent à celui du volume combiné des aéroports de Fredericton, Saint John et Bathurst

STRATEGIC PRIORITY # 2

Establishment of New Route

- Passenger increase of 2.2% with NewLeaf, a low cost carrier, which serviced Moncton/Hamilton from July 29, 2016 to April 30, 2017

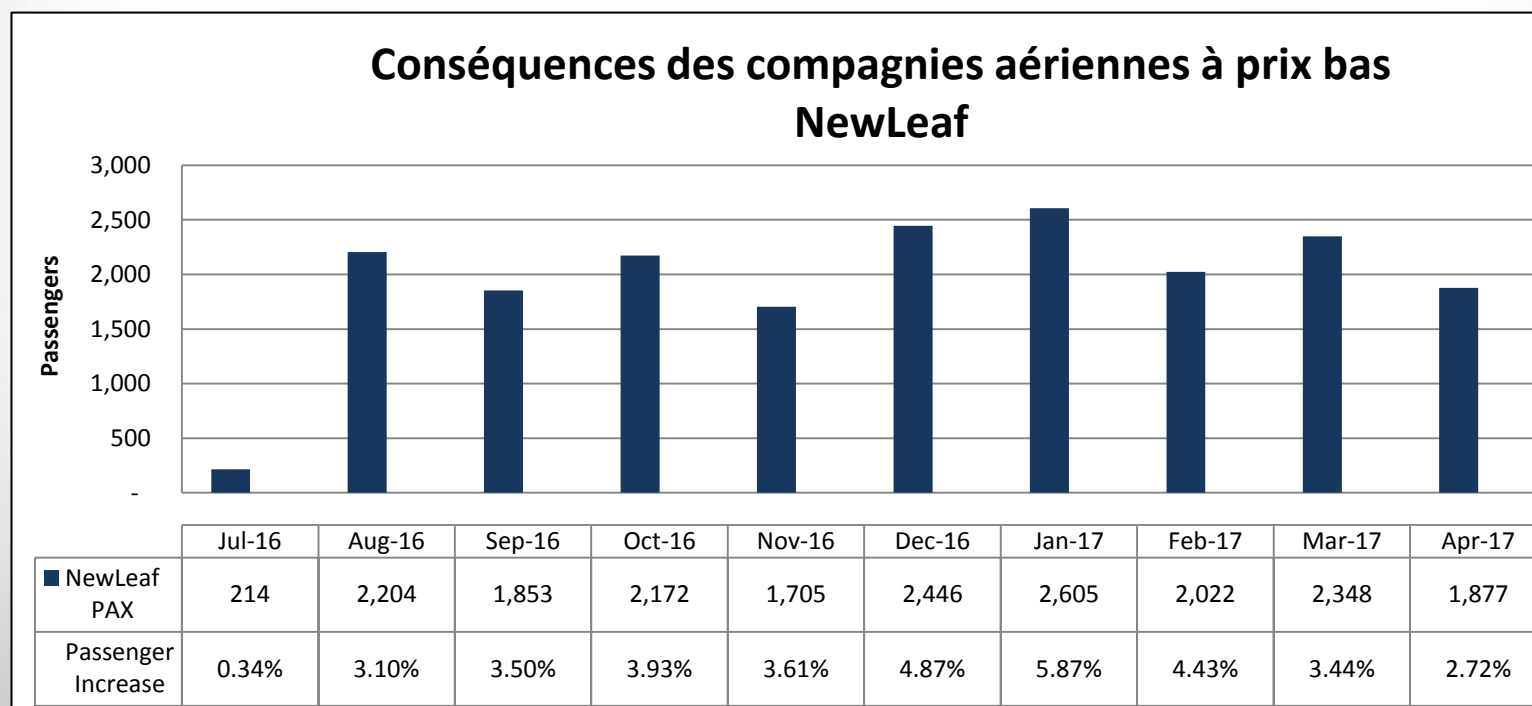


Note – as of the end of July our 2017 YTD traffic is a 4.2% increase over 2016

PRIORITÉ STRATÉGIQUE 2 :

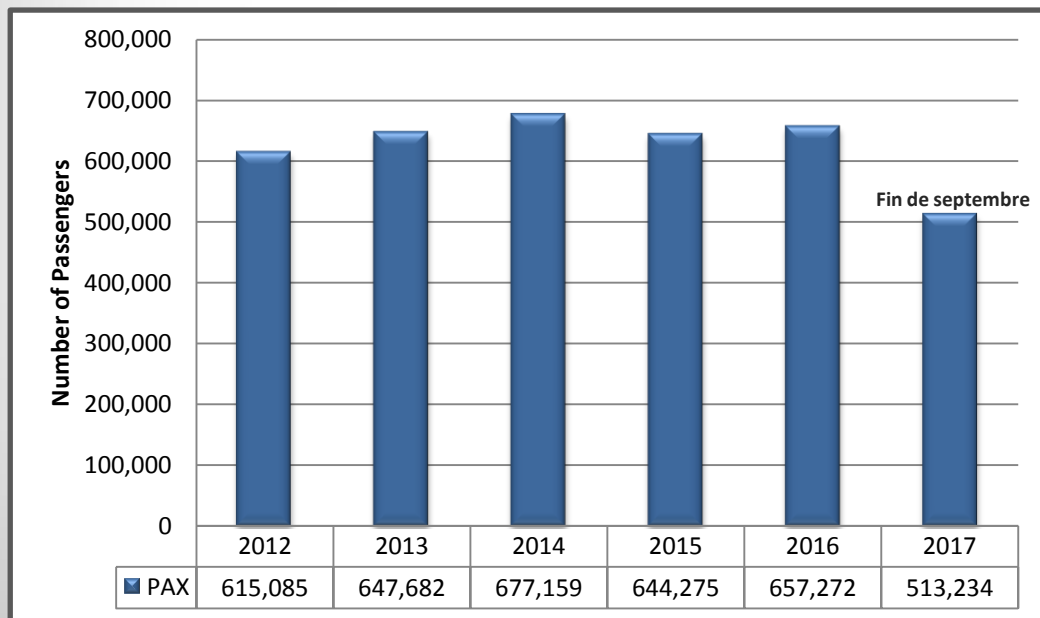
Établissement d'une nouvelle liaison

- Augmentation du nombre de passagers de 2,2 % avec NewLeaf, une compagnie aérienne à prix bas ayant assuré une liaison entre Moncton et Hamilton du 29 juillet 2016 au 30 avril 2017.



Remarque : en date de la fin du mois de juillet, la circulation aérienne au YQM, depuis le début de l'année, était en hausse de 4,2 % par rapport à 2016.

TENDANCE LIÉE AU NOMBRE DE PASSAGERS SUR 5 ANS ET DEPUIS LE DÉBUT DE L'ANNÉE



- Nous avons eu 677 159 passagers en 2014, un nouveau record!
- 2015 a été une année plus difficile en raison d'une baisse des déplacements des travailleurs mobiles (ouest), pour un total de 644 275 passagers (diminution de 4,9 %)
- Le nombre de passagers a augmenté de 2 % en 2016 par rapport à l'année précédente, grâce à la venue d'une compagnie aérienne à prix bas pendant le mois de juillet de la même année.
- **Le nombre de passagers ayant transité par YQM depuis début 2017, c'est-à-dire 396 226, est de 6,2 % supérieur à nos prévisions et de 4,2 % supérieur au nombre de passagers cumulés en date du mois de juillet de l'année précédente.**
- **On anticipe une baisse du nombre de passagers entre août et décembre par rapport à 2016 en fonction de la fin du service NewLeaf en avril 2017.**



STRATEGIC PRIORITY # 3

Developing a Focused Community Engagement and Communication Plan



PRIORITÉ STRATÉGIQUE 3 :

Élaborer un plan de communication ciblé



Global airport customer satisfaction survey ASQ / Enquête mondiale ASQ sur la satisfaction des clients dans les aéroports:

Q4 ASQ Customer Sat		Total # of Quest	339	YQM RANK	
OVERALL SATISFACTION	Overall Satisfaction	4.49	2		
OVERALL SATISFACTION	Overall Satisfaction Business	4.45	2		
OVERALL SATISFACTION	Overall Satisfaction Leisure	4.52	2		
OVERALL SATISFACTION	Overall Satisfaction Other + Leisure	4.53	1		
ACCESS	Q7A. Ground transportation to/from airport	4.34	3		
ACCESS	Q7B. Parking facilities	3.96	5		
ACCESS	Q7C. Vfm of parking facilities	3.33	4		
ACCESS	Q7D. Availability of baggage carts/trolleys	4.20	4		
CHECK-IN (at this airport)	Q7E. Waiting time in check-in queue/line	4.83	1		
CHECK-IN (at this airport)	Q7F. Efficiency of check-in staff	4.79	1		
CHECK-IN (at this airport)	Q7G. Courtesy and helpfulness of check-in staff	4.76	1		
PASSPORT/PERSONAL ID	Q7H. Waiting time at passport/personal ID inspection	4.71	2		
PASSPORT/PERSONAL ID	Q7I. Courtesy and helpfulness of inspection staff	4.65	1		
SECURITY	Q7J. Courtesy and helpfulness of security staff	4.58	1		
SECURITY	Q7K. Thoroughness of security inspection	4.63	1		
SECURITY	Q7L. Waiting time at security inspection	4.70	1		
SECURITY	Q7M. Feeling of being safe and secure	4.70	1		
FINDING YOUR WAY	Q7N. Ease of finding your way through airport	4.83	1		
FINDING YOUR WAY	Q7O. Flight information screens	4.56	2		
FINDING YOUR WAY	Q7P. Walking distance inside the terminal	4.78	1		
FINDING YOUR WAY	Q7Q. Ease of making connections with other flights	4.83	N/A		
AIRPORT FACILITIES	Q7R. Courtesy and helpfulness of airport staff	4.69	1		
AIRPORT FACILITIES	Q7S. Restaurant/Eating facilities	3.81	8		
AIRPORT FACILITIES	Q7T. Vfm of restaurant/eating facilities	3.64	2		
AIRPORT FACILITIES	Q7U. Availability of bank/ATM facilities/money changers	4.06	1		
AIRPORT FACILITIES	Q7V. Shopping facilities	3.16	11		
AIRPORT FACILITIES	Q7W. Vfm of shopping facilities	3.39	2		
AIRPORT FACILITIES	Q7X. Internet access/Wi-Fi	4.20	6		
AIRPORT FACILITIES	Q7Y. Business/Executive lounges	3.35	9		
AIRPORT FACILITIES	Q7Z. Availability of washrooms/toilets	4.52	1		
AIRPORT FACILITIES	Q7AA. Cleanliness of washrooms/toilets	4.47	2		
AIRPORT FACILITIES	Q7BB. Comfort of waiting/gate areas	4.35	2		
AIRPORT ENVIRONMENT	Q7CC. Cleanliness of airport terminal	4.64	2		
AIRPORT ENVIRONMENT	Q7DD. Ambience of the airport	4.33	5		
ARRIVAL SERVICES	Q10A. Passport/ID inspection	4.49	1		
ARRIVAL SERVICES	Q10B. Speed of baggage delivery	4.37	2		
ARRIVAL SERVICES	Q10C. Customs inspection	4.45	1		
Selection Status:				YQM Summary	
Airport: 15 of 323				16 #1	
Quarter: Q4 2016				11#2	
				1#3	
				28 in top 3 out of 37 questions	

- Terrific YQM customer satisfaction ratings in Q4.
- Ranked in top 2 in Canada 73% percent of the time
- This was prior to the implementation of new restaurant offerings

YOUR WANTS & NEEDS VOS SOUHAITS ET BESOINS

- Direct flights (USA, Newfoundland, Europe, Seasonal) / Vols directs
- Financial realities (What if an airline asks for \$5M of annual support to initiate a route?) / Les réalités financières (Le support financier pour un vol ?)
- Passenger facilitation projects & initiatives / Projets et initiatives de facilitation des passagers
- Benefit of community support and engagement / Avantage du support communautaire et engagement



Airfield Maintenance



Mutual Aid to ARFF



Equipment Repair



Construction



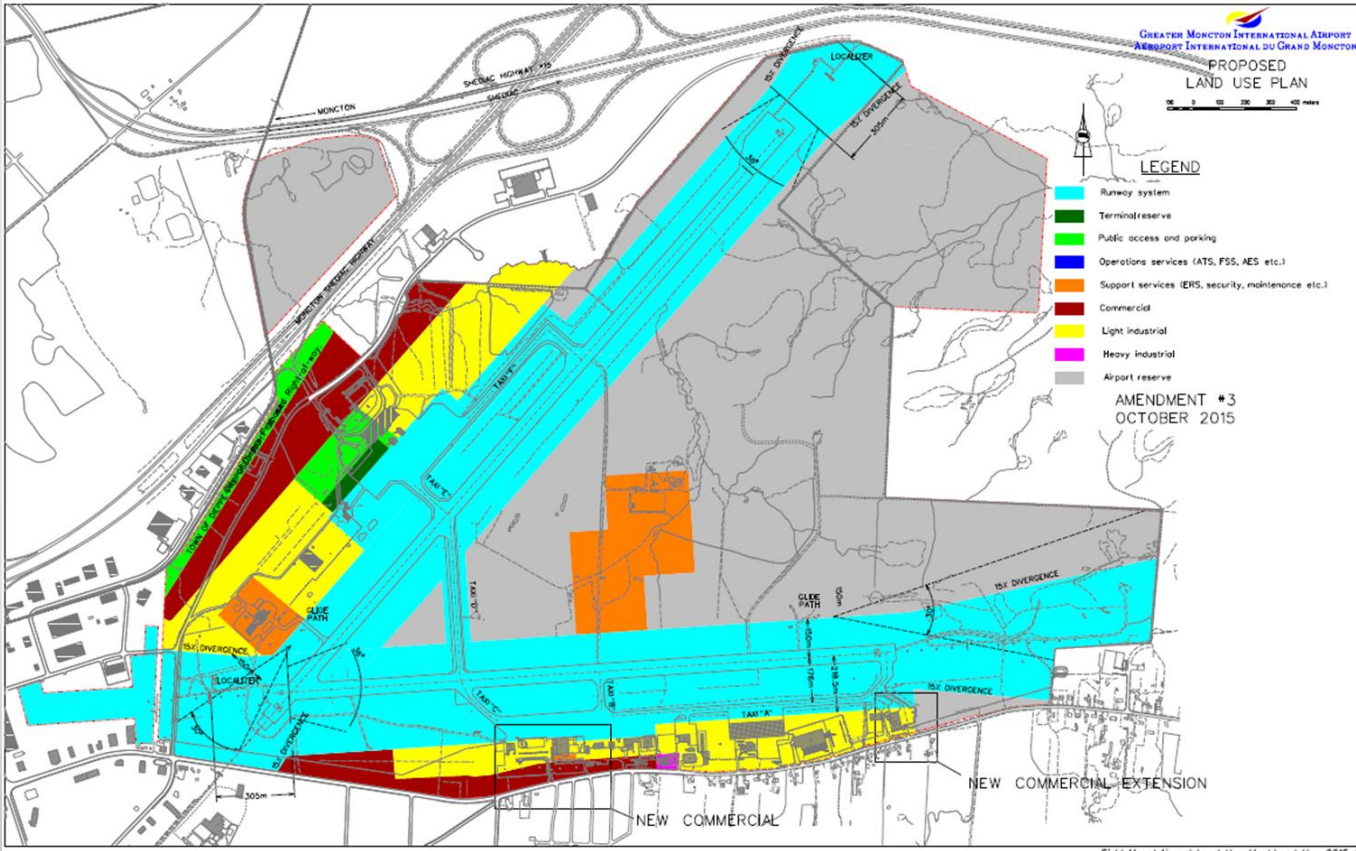
2018 ANTICIPATED FOCUS AREAS

- Infrastructure reinvestment
 - Runways & Aprons
 - Energy efficiency and carbon reduction initiatives
- Land development and revenue diversification
- Air service development
 - European seasonal route
 - Newfoundland and US link
 - Sun destinations
 - New ultra low cost carrier (ULCC)

DOMAINES D'INTERVENTION PRÉVUS EN 2018

- Réinvestissement dans l'infrastructure
 - Pistes et aires de trafic
 - Initiatives en matière d'efficacité énergétique et de réduction des émissions de carbone
- Aménagement foncier et diversification des revenus
- Développement des services aériens
 - Liaisons saisonnières avec l'Europe
 - Liaisons avec Terre-Neuve et les États-Unis
 - Destinations soleil
 - Nouvelle compagnie aérienne à prix bas

CURRENT YQM « LAND USE PLAN » PLAN D'UTILISATION DES TERRES



Prime location for potential land development and revenue generation (2017 study)

GROWTH ENHANCEMENT PROJECTS

PROJETS D'AMÉLIORATION ET DE CROISSANCE



Location for new Highway 15 Overpass to eliminate risky railroad ground level crossing over highway and provide direct access to the airport rather than need to go to next overpass and backtrack on highway





YQM Community Consultative Committee and Noise Committee

Comité consultatif communautaire et sur le climat sonore YQM

- Committee re-launch
 - Committee membership
 - Committee mandate and terms of reference
 - Update on past years' customer feedback
 - Your participation and feedback
- Relance du Comité
 - Composition du comité
 - Mandat du comité
 - Mise à jour des commentaires des clients des dernières années
 - Votre participation et vos commentaires

MEMBRES DU COMITÉ

- Bernard LeBlanc, Président-Directeur général DAIGM
- Vincent Martin, Gestionnaire principal, ingénierie et exploitation
- Louis Godbout, Directeur général, Expansion Dieppe
- Jim Doyle, Directeur adjoint, Planification stratégique multimodale, province du N.-B.
- Tyla Finlay, Directrice des ressources humaines, Ville de Riverview
- Danny Pellerin, Directeur du développement économique et du tourisme, Ville de Shediac
- Jean-Marc Brideau, Conseiller, quartier 1, Ville de Dieppe
- Bill Budd, Directeur du service d'urbanisme, Ville de Moncton
- Mathieu LeBlanc, Président du conseil d'administration, La chambre de commerce du Grand Moncton
- Éric Mourant, Président-directeur général, 3+ Corporation
- Claude Bourgeois, Agent de voyages indépendant
- Ted Davis, Gestionnaire d'unité, NAV Canada

COMMITTEE MEMBERS

- Bernard LeBlanc, President & CEO GMIAA
- Vincent Martin, Senior Manager Engineering and Operations, GMIAA
- Louis Godbout, Executive Director, Expansion Dieppe
- Jim Doyle, Assistant Director of Multimodal Strategic Plan, Prov. of NB
- Tyla Finlay, Town's Director of Human Resources, Town of Riverview
- Danny Pellerin, Director of Economic Dev. and Tourism, Town of Shediac
- Jean-Marc Brideau, Councilor Ward 1, Town of Dieppe
- Bill Budd, Director of Urban Planning, City of Moncton
- Mathieu LeBlanc, Board Chair, Greater Moncton Chamber of Commerce
- Eric Mourant, CEO 3+ Corporation
- Claude Bourgeois, Independent Travel Agent
- Ted Davis, Unit Manager, NAV Canada

COMMITTEE TERMS OF REFERENCE

AIRPORT CONSULTATIVE & NOISE COMMITTEE (ACNC)

TERMS OF REFERENCE

PURPOSE

The Airport Consultative and Noise Committee (ACNC) will provide a consultative / communication forum for community stakeholders to meet with Greater Moncton International Airport Authority (GMIAA) Management and other aviation community representatives.

The committee will discuss issues relating to the ongoing operation of the Greater Moncton Romeo LeBlanc International Airport and the activities of the GMIAA.

The ACNC will be an advisory body for the GMIAA President & Chief Executive Officer. The committee will include a broad group of airport, community and government partners and allow for the GMIAA to hear concerns expressed in a public forum and to take action as agreed and considered appropriate.

COMMITTEE RESPONSIBILITIES

MANDATE

The GMIAA Airport Consultative and Noise Committee is a forum to provide for effective dialogue and dissemination of information on matters relating to the Greater Moncton Romeo LeBlanc International Airport, including, but not limited to:

- airport planning and plans
- operational aspects of the Airport
- municipal concerns
- noise and environmental issues with potential economic impacts
- noise mitigation and environmental issues

The ACNC shall meet not less than twice each year, and shall be comprised of members who are generally representative of the community, including persons representing the interests of consumers, the travelling public, aviation industry representatives and appropriate provincial and municipal government representatives.

This mandate is consistent with the requirements set out in the GMIAA's Ground Lease with the federal government.

MANDAT DU COMITÉ

COMITÉ CONSULTATIF ET SUR LE BRUIT DE L'AÉROPORT (CCBA)

MANDAT

BUT

Le Comité consultatif et sur le bruit de l'aéroport (CCBA) vise à permettre aux intervenants communautaires ainsi qu'à la Direction de l'Aéroport international du Grand Moncton (DAIGM) et à d'autres représentants du monde de l'aviation de se rencontrer.

Le comité abordera des questions relatives à l'exploitation de l'Aéroport international Roméo-LeBlanc du Grand Moncton et aux activités de la DAIGM.

Il sera, pour le président-directeur général de la DAIGM, un comité consultatif. Le comité sera composé de nombreux représentants de l'aéroport, de la collectivité et des gouvernements, permettra à la DAIGM de se tenir au courant des diverses préoccupations ainsi que de prendre les mesures qui auront été convenues et jugées appropriées.

RESPONSABILITÉS DU COMITÉ

MANDAT

Le Comité consultatif et sur le bruit de l'aéroport permet à ses membres d'avoir un dialogue fructueux ainsi que de diffuser des informations sur des questions relatives à l'Aéroport international Roméo-LeBlanc du Grand Moncton, dont, entre autres :

- les activités de planification;
- les aspects opérationnels;
- les préoccupations municipales;
- les questions liées au bruit et à l'environnement ayant des conséquences économiques possibles;
- la réduction des niveaux de bruit et les questions environnementales.

Le CCBA se réunira au moins deux fois par an et sera composé de membres représentant la collectivité, dont des personnes représentant les intérêts des consommateurs, des voyageurs, de l'industrie de l'aviation ainsi que du gouvernement provincial et des administrations municipales.

Le mandat du comité est conforme aux exigences énoncées dans le bail foncier de la DAIGM avec le gouvernement fédéral.

SAMPLE OF CUSTOMER AND USER FEEDBACK

Following is the summary of customer comments received between June 5 and Sept 18, 2017

- One (1) Related to lack of flights with Air Canada
- Two (2) Related to poor hours of operations with Aramark
- Two (2) Related to poor hours of operations with car rental companies
- Two (2) Related to poor P.A. announcements with airlines
- Two (2) Related to poor food and beverage choices with Aramark
- One (1) Related to poor customer service at CATSA
- One (1) Related to poor customer service at the Parking Booth
- Two (2) Related to hours of operation for Tim Horton
- One (1) Related to facilities equipment at the airport
- One (1) Related to the reading material at Relay Store

All feedback is reviewed and addressed by airport personnel and tenants, as well the airport board of directors is provided with all feedback received as part of the executive report at each board meeting.

GMIAA - Customer Comments Summary

Subject	Comments	Date Received	Extracted From	Copy To	Action	as of Jul 29
Hours of Operations - Tims	The Tim Horton and Beverage Bar closed just as we cleared security. The gates were full of passengers and yet these facilities closed. I imagine you can blame those companies for setting their hours but it still doesn't reflect very well on the airport.	14-Aug-17	Email	Anik, Julie, Aramark	Aramark sent reply to customer	
Selection of French books in Relay Store	J'ai pris l'avion il y a deux semaines à destination d'Ottawa. Avant mon départ je me suis arrêtée au kiosque de livres afin d'offrir une oeuvre en français du Nouveau-Brunswick. Quelle déception de n'y retrouver aucun livre à ce sujet. Tout ce qui m'était offert en français était à peu près du même auteur et une traduction en plus. Je suis souvent passée à ce kiosque dans le passé et j'ai acheté là des bijoux de livres sur l'Acadie, des livres pour enfants. La préposée me disait(en anglais) que tout ce qui était en français ne se vendait pas bien voilà pourquoi le maigre choix qu'on y trouvait. Maintenant résidente de Moncton, j'ai eu honte de la piètre sélection de matériel français à mon aéroport. Comment y remédier? Je veux bien vous aider si cela peut apporter du changement à l'avenir. N'hésitez pas à communiquer avec moi à ce sujet.	17-Aug-17	Email	Anik, Julie, Relay	Reply sent to customer	
Hours of Operations - Tims	Saturday evening and there 's no place to get a coffee at 8pm? A long wait and nowhere for a coffee? The sign says there's food service upstairs, but it was closed too.	11-Sep-17	Customer Card	Anik, Julie, Aramark	Aramark to reply	
Paper Towel dispensers	Some folks did not know about no touch technology for paper towels in washrooms. Noticed sign is visible from 3 feet? Really? Great facility	11-Sep-17	Customer Card	Anik, Julie	Reply sent to customer	

Note: All comments have been responded to and affected tenants advised and coordinated with.

A few sample comments are shown below.

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Toronto Pearson releases Noise Management Program Benchmarking and Best Practices report

As a part of its commitment to mitigating noise impacts for residents who are negatively affected by aircraft noise, the Toronto Pearson International Airport commissioned a noise management benchmarking and best practices study.

The purpose of the study is to determine what successful measures other international airports have taken to reduce the impacts of operational noise. The study looked at 11 areas of noise management at 26 airports around the world to identify potential new programs to be adopted at Toronto Pearson.

Recommendations from this study will be used to help inform the airport's updated five-year Noise Management Action Plan, which will be released before the end of 2017. The goal of the updated action plan will be to balance the impacts of aircraft noise on neighbours.

As a more immediate step, the airport will begin work on a quieter fleet incentive program. This incentive program, which was recommended in both the airport's Best Practices study and Nav Canada's Independent Toronto Area Airspace Noise Review, will become an important cornerstone of the airport's new noise management program.

The quieter fleet program will encourage air carriers to retrofit or retire aircraft that are noisier and, or, cause a higher degree of irritation for community members, such as the noticeable whine created by the Airbus 320 series. Toronto Pearson will be working with our airline partners towards implementing this program in the next 18 to 24 months.

[Noise Management Program Benchmarking and Best Practices Report](#)

2017 NOISE COMPLAINT LOG (YTD)

GMIA 2017 Noise Complaint Log

Address	City	Prov.	Response	Comments	Response date	Who Responded
	Riverview	NB	06-Jul-17	Complaint was regarding a low flying aircraft. On Jun 18th at 8:43 am a CF 18 did a fly by over Riverfront Pk in Riverview for the annual father's day run. Aircraft was approved to be at 500 ft. See email in noise complaint folder for more detail.	06-Jul-2017 due to issue with phone answering and messaging system	Gemma Askeland
Elmwood Drive	Moncton	NB	Left message 06-Jul-2017	Complaint was regarding multiple aircraft flying over residence. Emailed Ken Arsenault of NavCan. Nothing unusual happened that day. There was a lot of CCT (circuit training) traffic on runway 24 so there might have been repetitive traffic in a pattern flying over Elmwood Drive. See email in noise complaint folder.	06-Jul-2017 due to vacations and responses from NavCan	Gemma Askeland
Centennial Park	Moncton	NB	03-Aug-17	Complaint was regarding low flying aircraft near Centennial park (Legion Homes, 10th st) Confirmed with Tower that a military air show was ongoing during this time at Fox Creek Golf.		Anik Godbout/Will Sutherland

2016 NOISE COMPLAINT LOG

GMIA 2016 Noise Complaint Log								
Date of Complaint	Incident Time	Address	City	Prov.	Response	Comments	Response date	Who Responded
4-Jan-16	9:37 PM	North Steet	Moncton	NB		At approximately 9:37pm this evening there was a plane that flew over our house. It was flying very low and was very loud, it shook the second floor of the house rattling some of the pictures. I'm not sure if there is any structural damage to the house. My name is XXX and I am calling for YYY who is the owner of the house. *He phoned and left another message on January 5th with the same information.	07-Jan-16	C.Farmer left a message for him to call back
14-Jan-16	Feb 13th & 14th 7pm to 8am	Normandie St.	Dieppe	NB		• She asked if there was a flying school at the airport. I answered yes there was. • The noise was more annoying than a disturbance. • It was last night and the night before last that she heard the noises. It was between 7pm and until 8am she said they were still flying. • She says she is well aware of Pilot error, engine troubles etc... • She lives on Normandie St. • Last night she wasn't sure if it was the wind or planes, but the night before last it was definitely planes. • She watches Mayday on T.V. and knows there are many airplane troubles and crashes that aren't reported. • She asked if the school could do their flying hours during a certain time of day. • I explained that I would have our Director of Operations call her back, as he could better answer her questions. I explained that I was the administrator for the Airport, and that I would pass along her information and have them return her call to better answer her questions.		Natalie Hebert (and C. Farmer?).
14-Mar-16	Early hours (5am-7am) in general	Pascal	Dieppe	NB		See emails: V:\Noise Complaints\Noise Complaint Email Responses\2016		Chris Farmer
19-Jul-16	no time specified	Champlain St	Dieppe	NB	C. Farmer by email and phone from 20-Jul to 03-Aug	No name or number was provided. Phone number is from voicemail details. The man who called lived across the street from FedEx. Complaint regarding noise and hazardous fumes. Fumes are from FedEx terminal. The fumes are coming in the house. Planes are rarely shut down. He registered complaints numerous times but nothing was ever done. He said noise barriers could be installed. He has emails and registered phone calls saved from previous complaints.	20-Jul	C. Farmer - See folder on V: for email response
21-Nov-16	10:45am (all hours of the day) 2-3 times a week	Gorge Rd	Moncton	NB		At 10:45am, a helicopter flew over his house, he is annoyed that this is happening at all hours of the day and 2-3 times a week. He is wondering if it's the company building the new development next to his house, on Gorge Rd (New University area) or the airport. He would like to talk to someone to see if anything can be done.	21-Nov-16	G.Askeland, via phone. Provided # of company (Dexter) to call directly as it is a private non-scheduled aircraft. See Vortex Customer Feedback file for more info.
25-Nov-16	8:25-8:45 am	Ch. Pit Melanson Cross	Kent Coun	NB		Low flying plane over residence. Outside airport zone. Referred to TC. See email file.		

2014-2015 NOISE COMPLAINT LOG

GMIA 2015 Noise Complaint Log								
Date	Incident Time	Address	City	Prov.	Response	Comments	Response date	Who Responded
1-Apr-15	Overnight-multiple	Champlain St	Dieppe	NB	Email/phone	Reported aircraft run-up noise on Apron 5 overnight from MFC aircraft-Sent 4 complaints over the previous month.	12-Apr-15	C.Farmer
12-Apr-15	Overnight-multiple	Champlain St	Dieppe	NB	Email/phone	Reported aircraft run-up noise on Apron 5 overnight from MFC aircraft	12-Apr-15	C.Farmer

GMIA 2014 Noise Complaint Log									
Date	Incident Time	Address	City	Prov.	PC	Response	Comments	Response date	Who Responded
1-Feb-14	10:14 AM	Champlain St	Dieppe	NB	E1A 7J1		Reported aircraft run-up noise from Purolator tarmac		
1-Feb-14	10:30 AM	Champlain St	Dieppe	NB	E1A 7J1		Request names of Noise Committee members		
1-Feb-14	10:43 AM	Champlain St					Aircraft run-up noise in background		
1-Feb-14	10:59 AM	Champlain St	Dieppe	NB	E1A 7J1		Aircraft run-up noise in background		
1-Feb-14	11:01 AM	Champlain St	Dieppe	NB	E1A 7J1		Aircraft run-up noise in background		
1-Feb-14	11:08 AM	Champlain St	Dieppe	NB	E1A 7J1		Request names of Noise Committee members/departments. Noise lasted one hour.		
2-Feb-14	2:52 PM	Champlain St	Dieppe	NB	E1A 7J1		Follow up related to aircraft noise		
2-Apr-14	4:00 AM						Noise issue, flying over Moncton, sounding like a small plane, possibly a Cessna. Contacted Moncton Flight College - they had increase in traffic after 2200. Loud and disruptive. Inquired into reason of increase in traffic.		
29-Apr-14	after 10:00 PM	Bonaventure Parc	Dieppe	NB		Email	Noise issue from evening cargo operations. Lives beneath the approach to 09.	29-Apr-14	G. Askeland
4-Jun-14	1930-midnight	Melrose Street	Moncton	NB		Phone	Low flying small "biplane" continually circling at 6am, multiple days. G. Askeland referred him to the Civil Aviation	04-Jun-14 and 09	G. Askeland
7-Jul-14	6:00 AM	Hopewell Rocks	Hopewell	NB		Phone	Loud large plane flying over house at 9pm recently, waking his children (see files for email).	08-Jul-14	G. Askeland
20-Jul-14	9:02 PM	Chablis Court	Dieppe	NB	E1A 0N2	Email	Being woken by aircraft shaking house at 4am and 5am.	21-Jul-14	G. Askeland
8-Aug-14	4:00-5:00 AM	Shediac Road	Moncton	NB		Email	Small noisy planes flying at low altitudes. He has contacted MFC	12-Aug-14	G. Askeland
13-Aug-14	Emailed 5:07PM	Walker Road	Sackville	NB		Email		14-Aug-14	G. Askeland

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THANK YOU! / MERCI !

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

As well, we welcome the opportunity to obtain any feedback or suggestions you wish to provide.

Votre intérêt, votre soutien et votre contribution à L' Aéroport international Roméo-LeBlanc du Grand Moncton et de ses activités sont grandement appréciées!

De plus, nous nous réjouissons de l'opportunité d'obtenir des commentaires ou des suggestions que vous souhaitez fournir.

Bernard LeBlanc, President and CEO, GMIAA / Président-Directeur générale, DAIGM

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