

May 2019



The Greater Toronto Airports Authority is Canada's airport leader, connecting to more than 180 destinations worldwide. Guided by a 15-member Board of Directors, our success in achieving our mandate will be defined by providing greater access to global destinations in order to become the premier gateway to North America.

The Nominators Report represents one component of the GTAA's efforts to maintain public accountability and open communication by updating Nominators on the operations of Toronto Pearson International Airport and the activities of the Airport Authority.

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Upcoming Nominators Update Meetings

Each year, the Greater Toronto Airports Authority (GTAA) provides its regional nominating bodies an update on the past year's activities at Toronto Pearson International Airport to keep our stakeholders informed about what's happening at Toronto Pearson and ensure we hear about their priority issues.

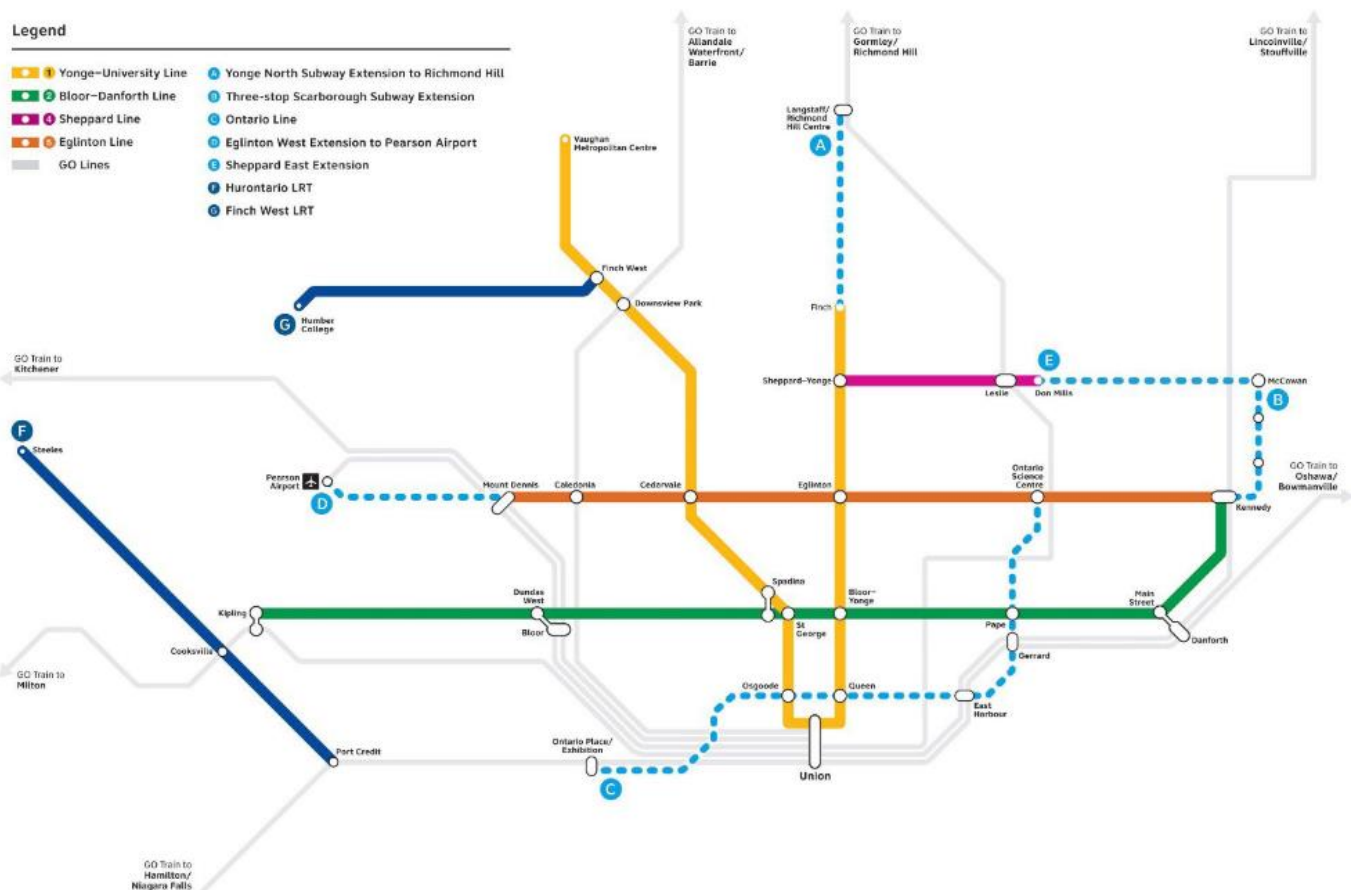
York May 16	Toronto May 27	Durham June 4	Halton July 10	Peel December 12
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Toronto Pearson applauds the Province of Ontario for prioritizing transit connectivity to Toronto Pearson and the Airport Employment Zone

The Greater Toronto Airports Authority (GTAA) is working toward its vision for a major transit hub at Toronto Pearson, integrated with a future air passenger facility, which will improve access to the Airport Employment Zone (AEZ), the second largest cluster of jobs in Canada. While there are close to 300,000 people working in this major economic area, which sees nearly one million car trips per day, the region remains drastically under-served by transit.

In a pre-budget submission to the Ontario Government, the GTAA recommended that the Province of Ontario work with the federal government and the cities of Toronto and Mississauga to coordinate planning and cost-sharing agreements for the various transit projects to connect to a multi-modal transportation hub at Toronto Pearson.

On April 10, the Province of Ontario outlined its transit priorities for the Greater Toronto Area (GTA), highlighting its commitment to an extension of the Eglinton Crosstown West to Renforth and to establishing a connection to Toronto Pearson. The GTAA applauds the Province's announcement on the Eglinton Crosstown West as an important step forward in improving access to Toronto Pearson, supporting the movement of people and goods around the globe and benefiting GTA residents, workers in the AEZ and businesses across Ontario.



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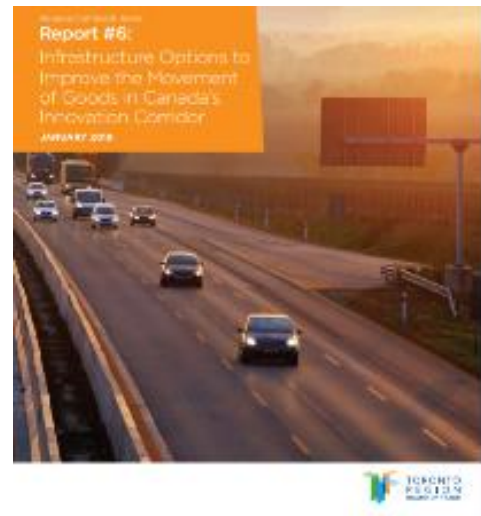
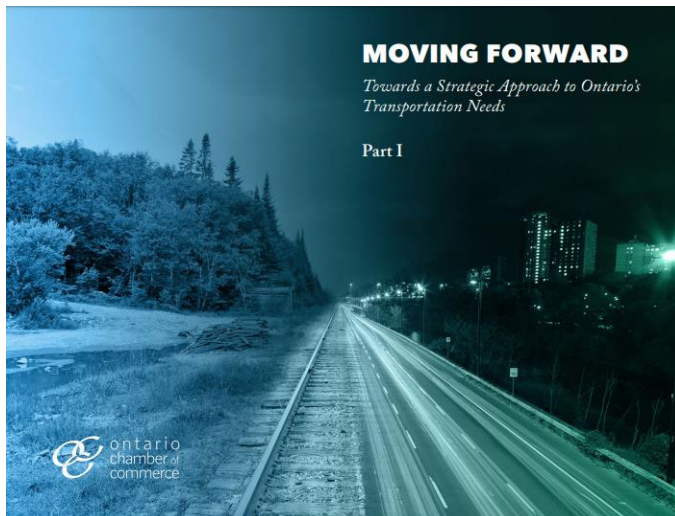
80% of Ontario residents support GO connection to airport

In December 2018, the Connect the Corridor (CTC) Coalition published the [results](#) of their 2 Way All Day GO Train (2WADGO) 2018 survey, which shows there is broad province-wide support. The results showed that half of those who believe they would use the 2WADGO services at least once a week would “definitely” use it to go to Pearson. It also showed that 8 out of 10 believe that a Pearson connection would be an important feature of the service.

Also in December 2018, The Ontario Chamber of Commerce published a transportation report, *Moving Forward: Towards A Strategic Approach to Ontario’s Transportation Needs* (Part I) in support of the development of a multi-modal transit hub at Toronto Pearson.

In January, the Toronto Region Board of Trade (TRBOT) published a new report endorsing Toronto Pearson’s transit vision. In [Infrastructure Options to Improve the Movement of Goods in Canada’s Innovation Corridor](#), TRBOT endorsed "Union Station West" as a priority infrastructure project that would reduce congestion, increase supply chain efficiency and support export-driven business in Canada’s Innovation Corridor.

Many residents, elected officials, employers, advocacy and industry groups across the GTA have also written letters of support and posted on social media using the #UnionStationWest hashtag.



Ontario Minister of Infrastructure Monte McNaughton and Toronto City Councillor Michael Ford meet with the Airport Employment Coalition

On February 28, the Hon. Monte McNaughton, Ontario’s Minister of Infrastructure and Michael Ford, Toronto City Councillor, visited Toronto Pearson to meet with members of the Airport Employment Zone (AEZ) Coalition for a roundtable discussion. This was a great opportunity to discuss the barriers to business growth in the area, including road congestion and lack of public transit options, and how Toronto Pearson’s planned Regional Transit and Passenger Centre can help unlock the region’s full

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economic potential. The AEZ has a unique opportunity to play an even larger role in our economy, with the ability to add significantly more jobs and support further economic growth.

During their visit, they also toured our terminals to learn more about our operations and meet with airport employees and members of the Toronto Pearson Welcome Team.



2019 Federal Budget

Toronto Pearson has long asked for support to improve service level standards and ensure that travellers can reach their destinations with ease. The airport welcomes the 2019 Federal Budget unveiled by Finance Minister Bill Morneau in March and the number of airport related items it outlines.

The Budget included legislation to transition the Canadian Air Transport Security Authority—the Crown Corporation that delivers security screening for passengers and bags—to an independent, not-for-profit entity. It allocated \$296 million in 2019-20 and \$871 million in 2020-21 to deliver better service for air travellers.

The 2019 Federal Budget also mentions the allocation of \$24.4 million over five years to expand the mandate of the Civilian Review and Complaints Commission to act as the independent review body of the Royal Canadian Mounted Police and Canadian Border Services Agency (CBSA), enhancing their accountability and oversight. As the airport continues to grow, so does the pressure on CBSA to process the international arrival and connection of millions of passengers.

The federal government has also recognized the economic benefit of tourists, temporary foreign workers and international students. It has allocated \$78.6 million starting in 2019-20 to support the global demand for Canadian visitor visas, work and study permits. As the first and last impression of many visitors to Canada, the airport has long recognized the economic benefits of tourism and the need for Canada to have a comprehensive strategy to grow tourism.

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Southern Ontario Airport Network

Toronto Pearson continues to be actively engaged as a member of the Southern Ontario Airport Network (SOAN). SOAN is a forum for leading commercial airports in Southern Ontario to work together, support growth and amplify the overall impact of air service. Member airports located across the region have seen local demand materialize for point-to-point service and have taken on niche segments for air traffic and economic development.

Recently, SOAN members have been hosting a series of discussion forums with local stakeholders to gather inputs on how their local airport is responding to local service demands and enabling economic development within their region. Together with the Toronto Region Board of Trade, SOAN will be hosting a Summit in May to highlight the opportunities of the network and the value of regional airports. In June, SOAN will be sending a delegation to the Paris Air Show to highlight Southern Ontario's aviation assets.

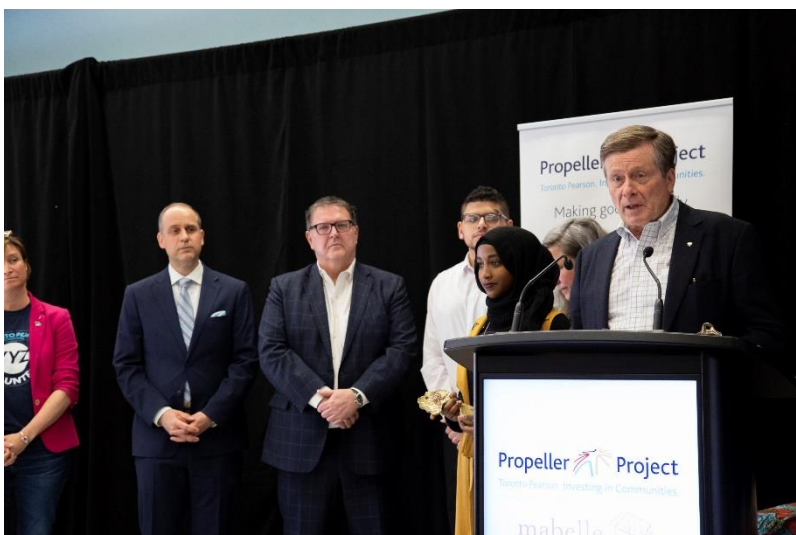
SOAN airports have been very busy identifying their niche market opportunities, growing and promoting their services while working together with their local communities. There were many success stories in 2018 and there are more to come in 2019.

Toronto Pearson: Investing in Your Community

Windmill Microlending, Propeller Project partner, helps newcomers restart their careers in Canada

[Windmill Microlending](#) (formerly Immigrant Access Fund) is a registered Canadian national charity, working to remove barriers to employment by helping newcomers finance their Canadian accreditations and/or upgrade their education.

In 2018, Windmill Microlending became a [Propeller Project](#) partner when the Greater Toronto Airports Authority entered into a partnership agreement with the organization. Together, we are reaching out to newcomers and internationally trained professionals living in communities surrounding the airport to provide access and information on their loans, services and programs.



Celebrating our new Partnership with MABELLEarts

On April 6, we announced a three-year, \$300,000 partnership with local nonprofit [MABELLEarts](#) and [Propeller Project](#), our community investment program, during a celebration which recognized citizen volunteers and elected officials who have helped to make the meaningful work of MABELLEarts possible. In partnering with MABELLEarts, we're helping 1,500 newcomers and young adults in Etobicoke access leadership, mentorship and skills training that can guide them to meaningful employment and economic opportunities.



Connecting skilled newcomers to local employers through Speed Mentoring with ACCES Employment

Speed Mentoring creates connections to mentors who can provide feedback insights to job seekers about their sector and career path. On April 10th, we announced an investment of \$100,000 towards ACCES Employment to expand their Speed Mentoring Program, and held the first event, which included volunteers from Toronto Pearson who generously shared of their time and expertise. The partnership will aim to connect 600 skilled new Canadians and young adults to employers.



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[Toronto Pearson Open Houses](#)

Our Pearson Open Houses allow us to connect with our neighbours and continue our conversations about our growth, operations, role in the economy, community investment, transit plans and more. Pearson Open Houses are free drop-in information sessions where residents can engage with our Community Relations team.

We hosted our first couple of Open Houses in Vaughan in coordination with MP Francesco Sorbara and in North York with MP Judy Sgro, and we will be hosting more in Streetsville and at the Mississauga Living Arts Centre. Keep an eye on our website to see when we will be hosting one in your community.



[Noise Management Forums](#)

In 2019, the Greater Toronto Airports Authority (GTAA) launched the new structure of our noise committees as the new [Noise Management Forums](#). The Forums are a series of briefings, meetings and working groups centered on the delivery of the [2018-2022 Noise Management Action Plan](#) (NMAP).

In March, the Noise Accountability Board met for the first time. Members of the aviation community and public servants from the federal, provincial, regional and municipal governments met to receive an introductory overview of the airport's noise management efforts and airport growth plans.

In April, the GTAA updated elected officials from all levels of government through the Political Briefing, engaged with resident and noise groups at the Neighbourhood Table and reported back to the community at the Pearson Public Meeting. These meetings provided updates on the progress of the NMAP initiatives and the [Six Ideas](#) to reduce noise impacts. Resident feedback on the Summer 2019 Weekend Runway Alternation Program trial resulted in an adjustment to the duration of the program.

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Toronto Pearson Launches Redesigned Mobile-Optimized and Accessible Website



Your new experience at
torontopearson.com
is here!



Recently voted the Best Large Airport in North America in Airports Council International (ACI)'s Airport Service Quality (ASQ) program, Toronto Pearson is ensuring the experience that passengers have come to expect throughout the airport translates to their online user experience as well.

The completely overhauled website includes:

- a new Search function that allows the user, regardless of the section of the website they are on, to search the entire site for their inquiry, making finding information easier and faster.
- a Departures guide that provides a customized experience for each passenger. Travellers can input their flight number and the website will display information regarding services available, security screening location, food and beverage, and retail options available to them before and after security.
- an Arrivals guide provides passengers with instructions on Canadian Customs, retrieving luggage, and options to get them to where they're going from the airport.
- a redesigned Connections guide provides step-by-step directions for a passenger's entire connection journey, giving information on baggage claim, security screening and customs process for a clear idea of what to expect.
- the all-new Community hub focuses on how we engage with the community, our environmental initiatives, Propeller Project and our community events.

If you are looking for helpful information for airport workers and operating at Toronto Pearson, please visit the *Airport Employees and Operators at Pearson* section at the bottom right hand menu of the new site.

Check out the new torontopearson.com and tell us what you think!

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Please note the Board of Directors list shown above has been updated since the online distribution of the report on May 1st, 2019.

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