



Introduction to the GTAA

The Greater Toronto Airports Authority (GTAA) assumed management, operation, and maintenance of Toronto Pearson International Airport from Transport Canada on December 2, 1996.

GTAA is a not-for-profit corporation without share capital and is governed by a 15-member board drawn from nominees from the four regional municipalities of Durham, Halton, Peel, York and the City of Toronto, the Province of Ontario and the Government of Canada and from the Greater Toronto Area business and professional community.

Key Agencies at the Airport

Organization	Key Functions	Media Line
Greater Toronto Airports Authority (GTAA)	Management and operation of Toronto Pearson	(416) 776-3709
Transport Canada	Responsible for federal air transportation policies and programs, development of laws governing airports and the airline industry. Transport Canada also manages the GTAA's Ground Lease with the Federal Government.	(416) 952-0154
Canadian Air Transport Security Authority (CATSA)	Reporting to the Minister of Transportation, Infrastructure and Communities, CATSA is the crown corporation that is responsible for pre-board screening, operation and maintenance of explosive detection systems, and implementation of restricted area identification cards at Canadian airports.	(613) 998-4527
Peel Regional Police	Peel Regional Police is under contract to the GTAA to provide police response and enforcement at the airport.	(905) 453-2121 ext. 4027
Canada Border Services Agency (CBSA)	CBSA is the federal government agency responsible for facilitating the free flow of persons and goods at the airport, such as customs, intelligence and enforcement,	(905) 803-5366 (immigration related enquiries)

	and inspection of imports. CBSA is also responsible for NEXUS Air and CANPASS Air.	(905) 803-5218 (customs, food, plant and animal enquiries)
Nav Canada	Nav Canada manages Canada's air traffic control system	(613) 563-7032
Citizenship and Immigration Canada	Facilitates the arrival of persons at the airport and their integration to Canada	1-888-242-2100
U.S. Customs and Border Protection (CBP)	CBP manages the flow of persons and goods at the airport, such as customs, intelligence and enforcement, and inspection of imports for flights destined for the United States.	(905) 676-2606
U.S. Citizenship and Immigration Services (CIS)	US CIS is responsible for the administration of immigration and naturalization and establishment of immigration services at the airport	1-800-375-5283
Transportation Safety Board (TBS)	TSB is the agency responsible for investigations of air transportation occurrences	(819) 994-8053

Media Information

Media representatives looking to obtain information on Toronto Pearson should contact the GTAA Media Office at (416) 776-3709. The GTAA media line is monitored Monday to Friday from 8:00 a.m. to 4:30 p.m. In case of emergency, outside of regular business hours media can call the 24-hour media pager at (416) 374-6458 and a GTAA staff member will return the call.

Website

All GTAA press releases are sent out via Canada News Wire and are also available on our website at GTAA.com. Fact sheets, annual reports, travel advisories and other helpful information can also be found on our website. GTAA.com features live flight information where members of the public and the media can find up-to-date arrival and departure information.

On-Site Filming

The GTAA requires prior approval for any media representatives to be on airport property to film or conduct interviews for a story. This includes stories that may not be airport related, but occur in the airport terminal. You must contact the GTAA Media Office for approval prior to coming on site at the airport. Coordination will take place

with Airport Operations and Security so they are aware of media presence. If no one is available at the time of your call to grant approval, please leave your name and number with a brief description of the information you are seeking and someone will return your call as quickly as possible.

While filming onsite:

- Please be prepared to provide identification.
- Filming of security personnel and security checkpoints is not permitted.
- Passengers and staff are not under any obligation to be filmed – individual permission must be obtained before filming anyone in the terminals.
- Please respect operational and security staff at all times.
- Do not block or restrict passenger movements.
- Vehicles must be parked properly in parking lots.
- The GTAA will designate a staging area for media if the situation or event requires.

Live Transmission

Currently, the only location for live media trucks at Toronto Pearson is the visitor's parking lot at the GTAA Administration Building at 3111 Convair Drive (just off Renforth Drive). At no time should media outlets park their trucks on airport roadways as there are traffic flow, navigational aids and height restrictions that must be considered. When parking in the GTAA Administration Building parking lot, please be aware of all fire lanes and no parking signs and avoid parking in these areas.

Commercial Filming

All non-news filming at the airport requires a filming permit. Further information on acquiring permits is available from the Corporate Activities Coordinator at (416) 776-7398.

Weather and Delays

Although weather can affect airport operations, weather is not considered an emergency by the airport authority. Check GTAA.com for the most current conditions. Airlines make the decisions on flight cancellations; please contact the airlines directly for questions regarding flight cancellations.

Toronto Pearson Fast Facts

Toronto Pearson Statistics

- Toronto Pearson International Airport is Canada's busiest airport
- In 2008, 32.3 million passengers traveled through Toronto Pearson and we handled 430,588 aircraft movements
- 75 airlines provide same-plane service to 29 Canadian destinations, 50 US destinations and 105 International destinations

Economic Development Statistics

Jobs	Taxes	Output	Income
185,000	4.5 billion	26.4 billion	6.8 billion

Cargo at Toronto Pearson

- In 2008, Toronto Pearson handled 483,975 metric tonnes of cargo.
- Toronto Pearson is home to 1.2 million square feet of warehouse space, an average of 0.42 tonnes per square foot.
- Toronto Pearson is capable of processing 1 million metric tonnes of cargo annually.
- Toronto Pearson processes over 45% of Canada's air cargo.

Runways at Toronto Pearson

- Toronto Pearson has five main runways and 30 taxiways, constructed of concrete, asphalt or a combination of both
 - Runway 06L-24R measures 2,895.6 x 60.9 metres (9,500 x 200 feet)
 - Runway 06R-24L measures 2740.0 x 60.9 metres (9,040 x 200 feet)
 - Runway 15L-33R measures 3,368 x 60.9 metres (11,050 x 200 feet)
 - Runway 15R-33L measures 2,590.0 x 60.9 metres (8,500 x 200 feet)
 - Runway 05-23 measures 3,389.2 x 60.9 metres (11,120 x 200 feet)

Fact Sheets Summaries

Fire and Emergency Services Training Institute (FESTI)

The GTAA opened the doors to FESTI in April 2007. The training facility will provide a variety of courses and programs that meet international, national and provincial emergency response training needs and standards. Onsite features of FESTI include:

- Confined Space Building
- Rescue Tower
- Burn Building
- Aircraft Training Mock-Ups

FESTI was built to meet Leadership in Energy and Environmental Design (LEED) standards and is an environmentally sound facility.

For more detailed information on FESTI, go to:

<http://www.gtaa.com/local/files/en/news/Media/MediaFESTI.pdf>

LINK Train (Cable Liner Shuttle System)

In July 2006, the GTAA's cable liner shuttle system, the LINK Train, began operations and its tracks and stations have helped to reshape the skyline at Toronto Pearson. The LINK Train connects passengers between Terminals 1 and 3 and the Viscount Station located at the north end of the GTAA's Reduced Rate Parking Lot. Facts on the LINK Train:

- A fully automated operation, the LINK Train does not require drivers or onboard attendants.
- Two trains run side-by-side on two tracks, each with its own haul rope and drive machinery for completely independent operation.
- A low-noise system is of particular significance at Toronto Pearson as part of the system's guideway runs close to the Sheraton Hotel next to Terminal 3.
- Provisions have been made to accommodate a future connection to Union Station via Toronto Pearson Air Rail Transit Link (a federal government initiative).

For more detailed information on the LINK, go to:

<http://www.gtaa.com/local/files/en/news/Media/MediaAirportLink.pdf>

Noise Management

The GTAA works with the aviation community, city councillors and local residents through the [Noise Management Committee](#) to manage and mitigate aircraft noise at Toronto Pearson. The GTAA has a dedicated Noise Management Office and Enforcement Division that works towards noise mitigation, investigation of complaints and enforcement action. Fast facts on Noise Management at Toronto Pearson:

- The GTAA follows the guidelines of managing noise as prescribed by the International Civil Aviation Organization (ICAO).
- Chapter 3 noise standards require that all subsonic jet aircraft types certificated after October 1977 meet more stringent maximum noise levels.
- Only jet aircraft greater than 34,000 kg that comply with Chapter 3 standards are permitted to operate at Toronto Pearson.
- Non-noise certificated aircraft are prohibited between 8 p.m. and 8 a.m.
- The GTAA works with air traffic control (Nav Canada) to maintain strict flight procedures for arriving and departing aircraft.
- Noise complaints concerning arriving or departing aircraft within 10 nautical miles of Toronto Pearson can be registered by calling (416) 247-7685 or through [GTAA.com](#)

For more detailed information on Noise Management at Toronto Pearson, go to: <http://www.gtaa.com/local/files/en/news/Media/MediaNoiseManagement.pdf>

Customer Service

The GTAA is committed to making the travel experience at Toronto Pearson a pleasant one. Through a number of services and programs either administered or managed by the GTAA, passengers using Toronto Pearson have the assurance that we are here to serve their needs. The following is a list of services offered at Toronto Pearson:

- Airport Customer Assistance Program (ACAP) – Toronto Pearson offers a service for persons with disabilities and passengers requiring assistance moving through the terminals.
- Information – information centres offer travellers self-serve information on everything from terminal services, accommodations, flight information, car rentals and terminal directories.
- Staff – Terminal specialists work throughout the terminals to assist passengers with way-finding, information and customer service.
- Concessions
- Valet Parking – Curbside valet service is available at Terminal 1 for \$20 above long term parking rates.

- Interfaith Centres
- Internet Access

For more detailed information on Customer Service at Toronto Pearson, go to:
<http://www.gtaa.com/local/files/en/news/Media/MediaCustomerServices.pdf>

Art Program

The GTAA is proud to bring travellers a renewed era of design, amenities and customer service excellence. Designed to enrich travel through Toronto Pearson, an extensive art and exhibition program offers a unique, uplifting and educational experience to the airport's many visitors.

Eight commissioned pieces, created by Canadian and International artists, were selected from more than 300 submissions in early 2000. Designed to represent Toronto's role as a gateway to North America, each work communicates the essence of flight in a conceptual, abstract, or realistic manner. Three additional large-scale sculptures were commissioned or purchased for Pier F, which opened in January 2007. Artists include Richard Serra, Sol LeWitt, Katharina Grosse, Susan Schelle, Mark Gomes and Ingo Maurer. For more detail, see the art catalogue:
http://www.gtaa.com/local/files/en/art_catalogue.pdf

In addition to these permanent works, the GTAA features six changing exhibitions (http://www.gtaa.com/en/travellers/airport_information/art_exhibits/changing_exhibits_in/) in various locations in Terminal 1. Exhibitions deal with a variety of subjects, including art, craft, design, history, sports, science and aviation. Many of the shows are organized in partnership with regional, cultural and heritage institutions, and are designed to support the Greater Toronto Area's reputation as an important cultural destination. Works from the Transport Canada Collection complete the GTAA's Art and Exhibitions Program.

ARTSTAGE is a new public art exhibition at Toronto Pearson, overlooking the north side of Hwy 401 between Renforth Drive and Dixie Road. This privately sponsored exhibition will remain at Toronto Pearson for a period of three years. The sculptures provide hundreds of thousands of people with the opportunity to view large-scale public art as they travel to and from the City of Toronto. Models of the sculptures are on display in Terminal 1.

Airport Emergencies

It is the policy of the GTAA to cooperate with the media to the greatest extent possible. Our primary responsibility is to ensure safe and orderly airport operations. When an emergency situation occurs that is expected to attract extensive media attention, the GTAA will make the necessary arrangements to accommodate the media as dictated by the nature of the emergency, and in coordination with other agencies that may be involved.

In the event of an airport emergency, once information has been confirmed, the GTAA representative is authorized to release the following information only:

- date and time of the incident
- name of the airline involved
- type of aircraft involved and the flight number
- runway affected by the emergency situation
- general description of the incident
- number of passengers on board (if confirmed)
- impact of the incident on airport operations

All other information must be obtained through an airline representative or the Transportation Safety Board of Canada.

As a rule during an emergency:

- The cause of an occurrence or accident involving an aircraft is released by the Transportation Safety Board of Canada (TSB) after an investigation has been conducted into the matter. **No agency will speculate on the cause of an incident until that time.**
- The passenger manifest (the list of names of passengers and crew members on an aircraft) will only be released by the airlines, not by the Airport Authority.
- The TBS, not the GTAA, releases information regarding communications between the air traffic controllers and the pilot of an aircraft involved in an incident.
- Initial confirmation of any deaths resulting from an accident involving an aircraft is made by the coroner, the medical examiner or other designated law enforcement agencies, and information will not be released until family members are notified.

In all non-aircraft emergency situations, the GTAA's Media and Communications Manager will coordinate the release of information. Briefing areas will be identified and communicated to members of the media, if necessary.

During an incident, the GTAA uses various avenues to dispense information. The website, GTAA.com, will be updated with relevant information. The media line voice mail outgoing message is also changed when the situation warrants so that all members of the media calling will get the same information in a timely manner. Press releases and media advisories by the GTAA are distributed via Canada News Wire.

Airline Contact Information

Air Canada	(416) 263-5576
Air France	(514) 847-5011
Air India	(905) 405-2163
Air Jamaica	(416) 773-9788
British Airways	01-347-418-4100
BWIA	(868) 685-1535
Delta Airlines	(404) 715-2554
EL AL	(416) 967-4222
Korean Air	(602) 532-9732
Lufthansa German Airlines	(516) 296-9674
Northwest Airlines	(612) 726-2331
Skyservice Airlines	(416) 679-5737
Sunwing Airlines	(416) 620-4955 ext. 314
United Airlines	(847) 700-5770 ext. 5538
US Airways	(920) 749-7638
Westjet	(403) 444-2615